



McMan



McMan Calgary & Area Report to the Community 2017-18



**McMan**

## Mission

To support and encourage individuals and families to achieve their full potential as members of their community.

## Vision

A community where children, youth and families have the capacity to lead healthy and fulfilling lives.

## Values

McMan Calgary & Area is proud to uphold the following values in our interactions with all stakeholders:

- Commitment
- Trust
- Empathy
- Respect
- Genuineness

# A Message from the Executive Director



It has been an exciting year at McMan Calgary & Area including a move to our new home at Zurich Court, an updated strategic plan to chart our course for the next four years and, most importantly, more people served. I'm proud to report that close to 2,500 children, youth, and families in our communities were positively impacted through our programs and services over the last year. Our fundamental belief is that positive change occurs when we support youth and families to gain empowerment, resilience and connection. We help our clients gain skills to build connections for themselves – among family, friends and community members - to create a support network that can last a lifetime.

Our approach is simple- we ensure that all of our 20 plus programs and services are delivered through a trauma informed lens that acknowledges the past traumas of the vulnerable children, youth, and families we serve. Through this approach to our service delivery we are able to tailor our support to the youth and families that access our services, while addressing complex needs that can include mental health challenges, addiction, homelessness, poverty, and disability.

Building connections and helping individuals successfully transition to healthier lives is what drives our team's passion every day. Our clients' successes are the most important measure of our work. In the pages ahead, you'll learn about Clement, a young man who went from having no easily identifiable supports in his life to now having a strong network of peers that he can count on when he needs them. You'll also read about the Sarafinchans, a family that already had great strength working as a team to meet the complex needs of their daughter, Julian, but were looking for a bit of additional support to learn new skills and techniques.

With a renewed focus on these two key elements – building connections and working from a trauma informed perspective - it was timely to also renew our strategic plan this past year. A new four-year strategic plan will help us better serve the children, youth, and families we work with, by dedicating our resources to:

1. Service & Employee Excellence – to enhance our practice in natural supports and trauma informed care
2. Harnessing Technology – to expand our ability to serve the community and develop our team's skills and knowledge
3. Growing Our Funding Base & Agency Profile – to reach more youth and families with our services and programs

Of course, the work we do would not be possible without donors, volunteers and community partners like you. Your support allows us to grow our programs and services to help those who need it most. Thank you all for your continued contributions to our work. Together, we are building a community where everyone has the capacity to lead a healthier life and an opportunity to thrive.

Soraya Saliba, MA, RSW

## McMan Calgary & Area Board of Directors 2017-2018

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**Soraya Saliba, MA, RSW, Ex-officio**  
Executive Director  
McMan Calgary & Area

# The Future of McMan Calgary & Area

McMan Calgary & Area prides itself on evolving to meet the ever changing needs of our clients and the community. Our updated four year strategic plan reflects McMan's commitment to the highest level of care and service for those we serve and for our employees.

## STRATEGIC DIRECTIONS

### Service & Employee Excellence

1

- Develop and integrate a practice foundation that focuses on Connections to Families & Natural Supports and Trauma Informed Practice
- Enhance/expand services in areas of: Fetal Alcohol Spectrum Disorder, Mental Health & Addictions, Prevention of Youth Homelessness
- Enhance continual improvement processes through increased stakeholder input, particularly in the areas of youth and natural supports
- Prioritize cultural responsiveness to enhance our service to Indigenous and newcomer client groups

2

### Technology

Effectively use technology to improve organizational efficiencies and client outcomes.

3

### Funding & Agency Profile

Maximize stakeholder engagement and funding opportunities.

## Our Move

On July 19th, 2018 McMan Calgary & Area combined our Administration and Programs offices into a single space in NE Calgary. Our new home in Zurich Court is easily accessible by transit and will soon feature a large client resource area equipped with computers, printers, and educational toys for children. The office space is designed to encourage collaboration and communication between programs to help better serve our clients.

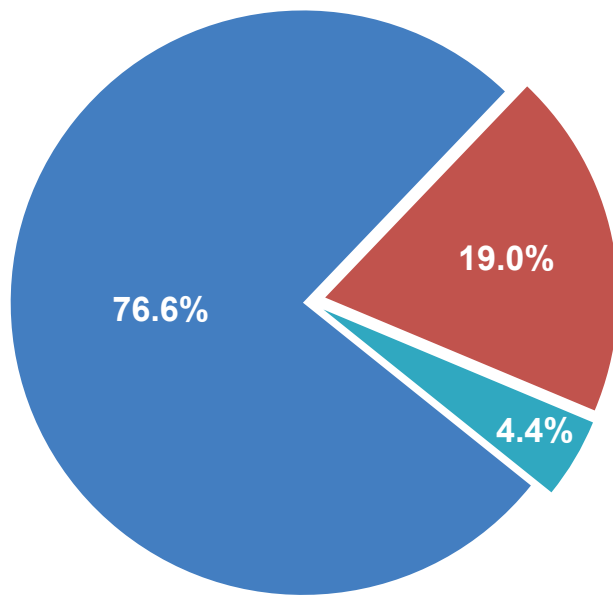


Our client resource space includes an area for children to play, a resource library, computers for job and education preparation, and a training room for groups.

# Financials

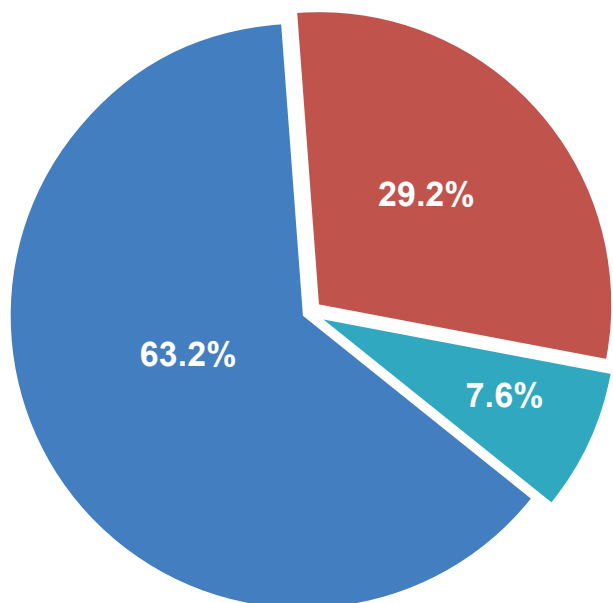
McMan Calgary & Area's 2017 fiscal year ended on March 31st 2017. Revenues for the year were \$10,404,167 while expenses were \$10,318,359. 91% of expenses went towards direct client service.

## Funding Sources



76.6 %	Government of Alberta	\$ 7,972,321
19.0 %	Other Funders	\$ 1,978,011
4.4 %	Donations & Fee for Service	\$ 453,835
<b>100 %</b>		<b>\$10,404,167</b>

## Funding Uses



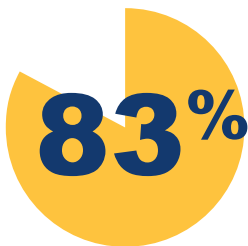
63.2 %	Manpower	\$ 6,518,476
29.2 %	Facility & Direct Client Costs	\$ 3,017,183
7.6 %	Administration	\$ 782,700
<b>100 %</b>		<b>\$10,318,359</b>

# Measuring our Impact

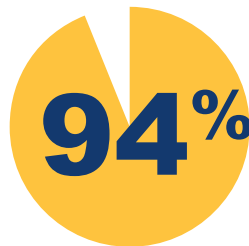
## Youth Homelessness and Housing Supports

**“This program has helped me develop skills to build my own experience”**  
– Hope Homes Client

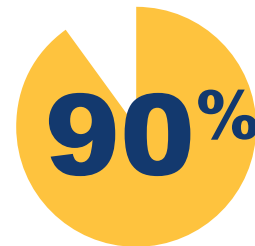
Homelessness for youth goes beyond the loss of stable housing. Many young people who experience homelessness need further support in addressing their complex needs such as addiction, mental health challenges, and support in coping with trauma.



of youth maintained safe and stable housing



of youth improved their connection to family and community supports



of youth achieved their personal goals in well-being

**Programs: Aboriginal Hope Homes, Hope Homes, Rapid Rehousing**

## Youth Transitional Support Services

**“[The staff] always go above and beyond in providing assistance in every aspect of my life, whether it’s education, employment or mental health care”**  
– YTA Client

The transition to adulthood is a critical time in any young person’s life. For vulnerable youth additional supports are required to build the strong foundation needed for one to successfully transition to independence.



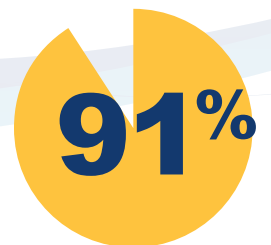
of Manhattan residence reported improved family and community support

55

youth completed a comprehensive life skills program to prepare them for independent living

224

multi-risk children/youth participated in community and school based crime prevention education and leadership development programming to improve their wellbeing



of youth in YTA improved connections to family and community supports

**Programs: Calgary Young Offender Center (CYOC) Community Reintegration, Manhattan Place, Prevention of Sexual Exploitation of Children Act (PSECA), Skills for Life, Youth Alternative Program (YAP), Youth Transitions to Adulthood (YTA)**

## Supports for Youth and Families Affected by Fetal Alcohol Spectrum Disorder (FASD)

Parenting a child or youth suspected of, or diagnosed with FASD, and effectively supporting individuals and families affected by this complex brain injury, requires adapted supports to address the unique challenges these individuals face.

**100%**

The FASD MAPS program had 100% of participants attain their personal goals in improving safety, permanency, and well-being

**Programs: FASD Mentorship, Advocacy, Partnership, Support (MAPS), Parent-Child Assistance Program (P-CAP), P-CAP Expanded Enrollment (P-CAP-EE), Youth and Adult Action Club (YAAC)**

**“My coordinator broke down things very simple for me, she understands how my brain works and taught me in a way I can learn”**

*– MAPS Client*

## Supports for Families and Caregivers

**“Our Family Support Worker has been great; they have given us a lot of insight and knowledge about our growing baby. They helped connect both my husband and I to the community”**

*– FDP Parent Client*

Parents and caregivers often require support to ensure the overall well-being of individuals in their care. Addressing the various challenges families face, education, and building connections, support maintaining healthy families.

**100%**

of foster children felt that their foster homes were safe and caring places to live

**81%**

of Kinnections families improved their connections to family and community supports

**93%**

of children in FDP remained with their biological family or kin upon exiting the program

**92%**

of clients served in HFWA demonstrated an increase in natural supports from engagement to transition

**Programs: Family Development Program (FDP), Foster Care, High Fidelity Wraparound (HFWA), Kinnections, Respite Care Connection**

## Supports for Families with Children with Disabilities

In-home behavioral and developmental support, education, and connections to appropriate community resources, allow families with children with disabilities to improve parenting capacity and building family cohesion.

**100%**

of families in the Milestones program reported that the program helped them better understand the development needs of their child

**Program: Milestones**

**“It has been extremely important to receive the advice and guidance that I have. Not knowing what or where to go is a terrible experience as a parent who is in crisis. Having my worker come and help me gain knowledge has been a lifesaver”**

*– Milestones Parent*

# It Takes a Team



When first referred to the Milestones program, Becky Sarafinchan described her family life as “more surviving than thriving”. The Sarafinchans’ are a family with 3 daughters and have been a part of the Milestones program for three months. Their middle daughter, Julian, is diagnosed with autism, and the family was referred to McMan to due to Julian’s difficulty with regulating her emotions and taking direction. When Becky looks back at where her family was prior to Milestones, she recalls that “All of our kids were very stressed and had few positive interactions with each other. My husband and I did not have the emotional space to meet our kids’ emotional needs. There were frequent meltdowns and volatile reactions; it was hard to have any quality family time, and resentment was growing.” During the first meeting with their Family Coordinator, goals were set for Julian, and the family recognized that, in order to achieve the success they hoped for, everyone would have to play a part.

With the help of their Family Coordinator and sessions with the Milestones Clinician, Taylor, new strategies and visual resources were put in place to help Julian become more emotionally aware. Not all the strategies worked, but the family and the Milestones team worked together to build

on Julian’s skills and teach new skills in ways she could understand. “The family has really worked as a team to ensure that all the goals that were set up for Julian are being met. It has been amazing to see Julian’s sisters participate in helping to implement the new strategies Taylor and I shared for them to incorporate into their day to day lives,” shares Family Coordinator, Alana. Within three months in

the Milestones program, the family noticed drastic changes in Julian’s behaviors, with an increase in confidence and the ability to take more responsibility for her actions. The Sarafinchans’ attribute much of their daughter’s success to the personalized approach that was taken by McMan staff when working with them. The family all agrees that their home life has become more peaceful, and they all feel more confident about tackling the future. Becky says, “When I see my three kids playing together, I take a picture to remember the moment because it’s something I never thought I’d see them do. We are deeply grateful for the Milestones program. Alana was able to connect with our daughter and encourage her success, while Taylor’s counselling encouraged my husband and I to make changes in our parenting that helped Julian take ownership for her own emotional regulation. We now get to enjoy simple pleasures of family life that, for so many years, were out of our reach.” The Sarafinchans’ now experience frequent quality time together with family movie nights- an enjoyable pastime that seemed nearly impossible to them just a few short months ago.

**“We are much more hopeful and can anticipate the future instead of dreading it. We can be proactive instead of reactive and we feel much better prepared for new challenges.”**

**–Becky Sarafinchan**



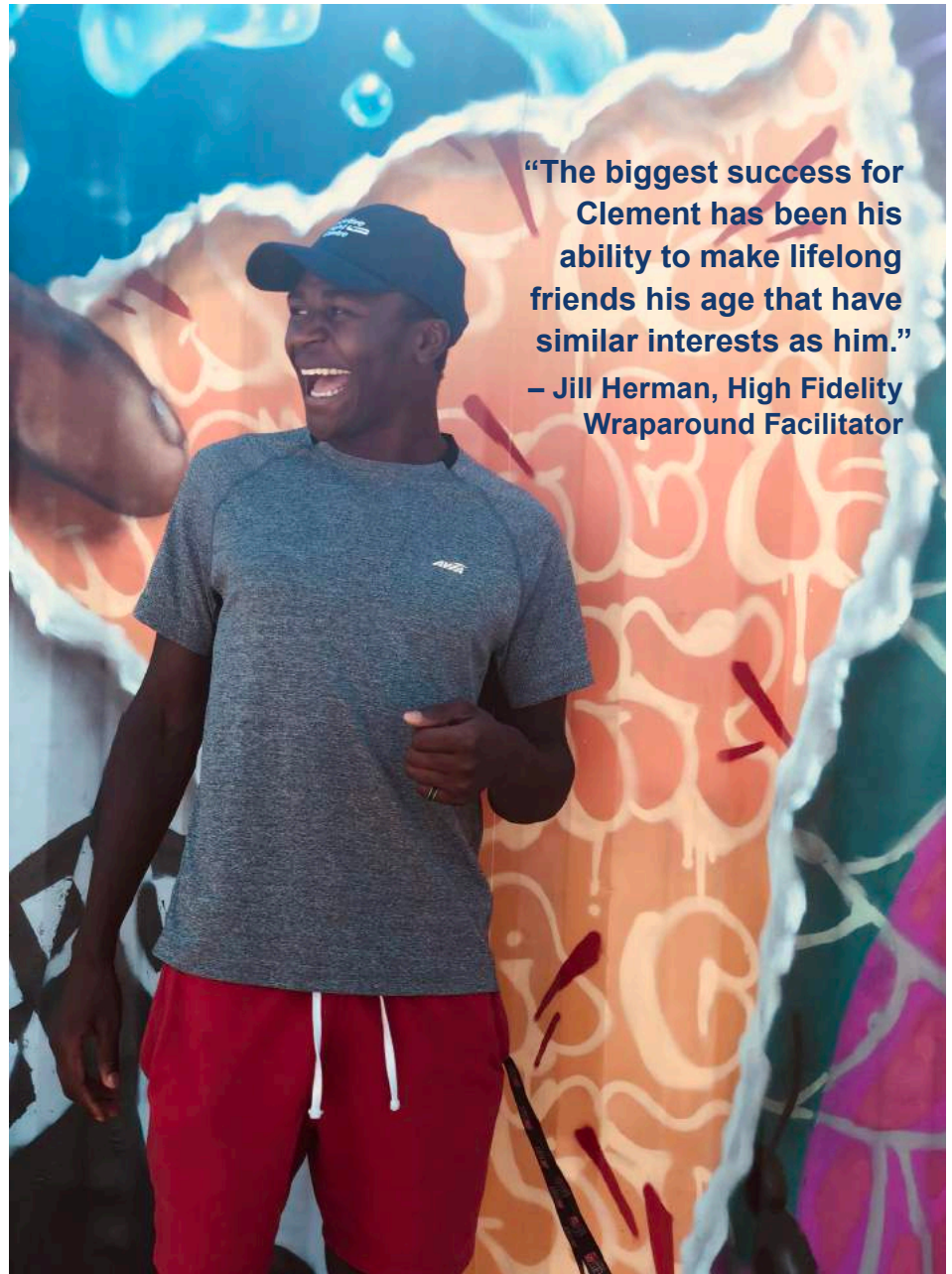


# Building Connections for Success

Today, Clement is much like any other 18 year old; he enjoys playing sports, hanging out with friends, and has big plans for his future past high school. But a year ago, his life was very different. Clement was referred to the High Fidelity Wraparound program as a part of the pilot project at Manhattan Place (a McMan group home). Clement reflects, "Prior to the program I felt isolated and I didn't have friends my own age. I wanted to hang out and do regular high school things." He knew he wanted to connect with his peers and community outside of the realm of the service of care – but he wasn't sure how. Clement often talked about his adoptive family and how he hoped to reconnect with them at some point. He also loved to talk about sports and how he played on a men's team but that he really wanted to play on teams with young people his own age.

In the first few months of Wraparound his team consisted of his Caseworker, a Youth Transition to Adulthood (YTA) Worker, an adoptive Uncle, Manhattan staff, and his Wraparound Facilitator. He quickly moved out of Manhattan into independent living at McMan's Triwood apartments. Instead of using professionals to move him Clement's main natural support – his Uncle – offered to help. The team wanted to ensure Clement had a support network that would be there after he graduated from the High Fidelity Wraparound program so his regular meetings were moved to his school – where connections were already being made. The team began to meet monthly with detailed plans, with everyone working towards Clement's goal of attending school at a regular High School.

Soon after Clement's enrollment in school, he joined the football team and started to make friends his age. He later joined the rugby and soccer teams and the Wraparound team started to see how busy his social schedule was compared to when he lived at Manhattan. When he wasn't at school or playing sports he was out with friends. Over the Easter weekend,



Clement locked himself out of his apartment and called a friend to see if he could stay there. His friend was out of town but his parents gave Clement their garage code for him to spend the weekend at their place. This was a true sign to everyone that Clement had a good group of friends and that these supports would be there for him through good and bad times. In June 2018, his Wraparound experience closed and he was able to identify "his people" if he needed any support. Now, Clement

reflects, "I've been able to connect with people my own age and have developed the friendships that I expressed I wanted in the beginning of my Wraparound meetings". While his involvement in three school teams will keep him very busy with extra-curricular for his last year of high school, he is already looking to the future with plans of attending post-secondary in Business – and, of course, playing varsity sports!

# Creative Moms Connecting

The Parent Child Assistance Program (PCAP) is an evidence based prevention program aimed at preventing future births of alcohol and/or drug exposed children. The program supports high risk, vulnerable women whose substance abuse has created potential risk for their unborn child. These women receive a three year home visitation case management model designed around improving overall health and well-being and decreasing risk for both the mother and the child. Understanding that the women in this program often have come from a history of trauma, traditional methods of therapy are not always effective. The P-CAP art group has been running bi-weekly since June and allows for participants and their children to express their creativity through various mediums in a relaxed, no-judgement environment.



Participants of the P-CAP Art group getting hands on with paint pouring.

The program takes place in Riley Park and many participants will spend the day in the park with their families prior to the group. Each session focuses on different themes which help drive conversations around goal-setting, self-reflection, and exploring connections to natural supports. The goal of the group is to allow participants to explore their creative side while offering supports in a non-traditional setting. "The great thing about this group is that it's evolved to the point where these women have started to support one another and offer advice from their own experiences," shares Heather Plews, Group Facilitator and P-CAP Parent Advocate. Group participant, Jennifer, has been able to use this group as a way to start planning for her future. "Speaking with the other women and learning about their plans to attend post-secondary schools in order to have careers really inspired me and made me think that I can do this too!"

Themes such as rock art allowed participants to paint rocks and reflect on supports in their lives that have been their "rocks". While the group is on a drop-in basis, many attend regularly. The facilitation is formally provided by McMan staff, but the women in the group have created and built on their own support network among themselves, something McMan strives for in all of our



service delivery. The P-CAP Art group is just one example of how McMan includes building connections into the formal and informal work we do. Due to the popularity and positive feedback from participants the P-CAP art group will now continue year-round.



# Working Together to Make a Difference in the Lives of Vulnerable Children, Youth and Families

Thank you to our Funders for Providing Vital Support to our Programs



## Thank you to our Donors Whose Support Enhances Service Delivery

Alana Kupchak-Park	Charles Agopsowicz	Fairmont Hot Springs	Labbatt	MJ Ferner	Susan Ferner
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			Milestones Southcentre	Sunridge Jiffy Lube	
			Miranda Belsheim		

\* Every effort is made to ensure the accuracy of our donor list. If we have missed or misspelled your name, we offer our sincere apology and ask that you please contact us.



# McMan

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