

McMan Calgary & Area

REPORT TO THE COMMUNITY 2019-20



McMan

Our mission, vision and values

Vision

Together we transform the lives of children, youth and families through sustainable supports and connections, leading to healthy and fulfilling lives.

Mission

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

Values

Commitment, trust, empathy, respect, genuineness.

Our 2018–2021 strategic priorities

Service and employee excellence

To develop a strong workforce that meets client needs through service excellence.

Technology

To effectively use technology to improve organizational efficiencies and client outcomes.

Funding and agency profile

To maximize stakeholder engagement and funding opportunities.

From our Executive Director



Over the past year, McMan Calgary & Area supported 2600 children, youth and their families through over 20 programs and services. Regardless of the needs they may face, such as disability, poverty, homelessness, addiction and mental health issues, we meet each individual and family where they are and help them work towards their goals and aspirations.

The 2019–20 year has brought with it a tremendous amount of change for our organization. With the generous support of our funders, we have made great strides in strengthening our technological infrastructure, including a new website which features tools to better engage our clients and stakeholders, migration to Office 365 and the

launch of an e-learning system for our staff. The technological enhancement ensured we were able to seamlessly continue services as the pandemic unfolded.

Like many human service organizations, we have been impacted by both losses and opportunities that a changing global economy and shifting social environment brings. And, as all of you, we have braced for the worst and continue to hope for the best as the long-term impact of the pandemic unfolds.

Both our successes and challenges have stretched and strengthened us. Most importantly, they have reminded us of the importance of community, connection and working together. Regardless of an individual or family's unique challenges, needs, history or skills – a critical piece of their growth, healing and resilience is connection with family, friends and community.

At McMan, we are reminded to not only offer the highest standards of care for those we serve, but to ensure they have the skills, opportunities and support they need to strengthen relationships with family, friends and community. In the upcoming pages of this report, you will read about the transformation, resilience and power of connections in the lives of individuals like Megan, Cailynn and Nathan who we have had the honour to walk beside.

I am grateful for our staff who ceaselessly rise to meet each new challenge, while also keeping the needs of the individuals and families we serve at the forefront. I am humbled by our dedicated supporters – our Board of Directors, donors, volunteers and community partners whose support enables McMan Calgary & Area's vision to transform the lives of children, youth and families in need together.

Soraya Saliba, MA, RSW

McMan Calgary & Area's Regional Board of Directors 2019–20

BOARD PRESIDENT

Michael Selci

Senior Vice-President
Prairies Business Development Bank
of Canada

BOARD VICE-PRESIDENT

Kirstin Danielson

Lawyer
ConocoPhillips Canada

BOARD TREASURER

Todd Fior

Vice-President, Finance
Alberta Electric System Operator

BOARD SECRETARY

Karen Chown

Director, Talent Development
Human Resources, University of Calgary

MEMBERS AT LARGE

Debasis Bhaumik

Vice-President, Enterprise Applications
Nutrien

Marla Van Gelder

Independent Consultant
Marla Van Gelder Consulting

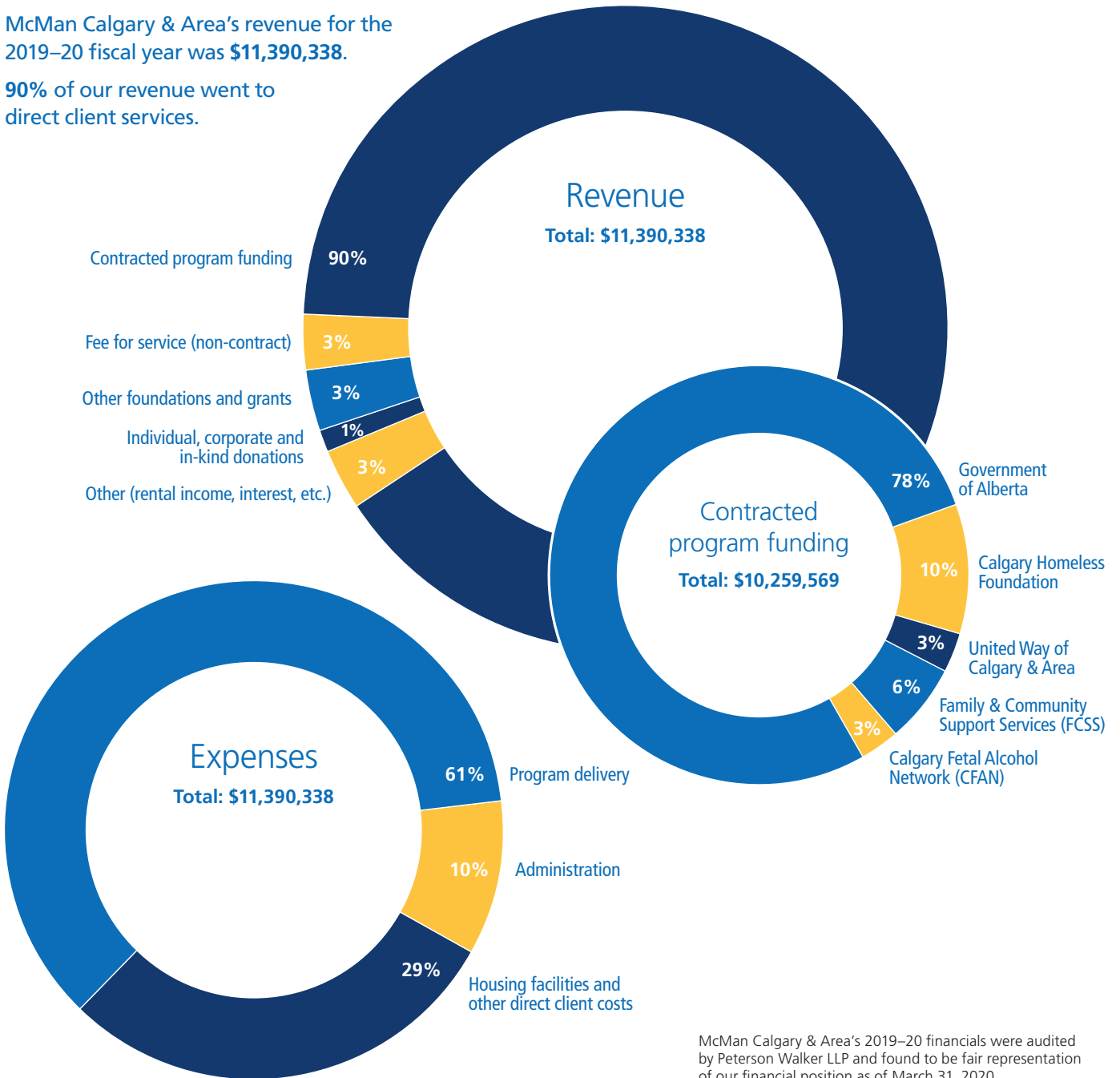
Young Dawson

Project Manager, Transmission Connection Projects
Alberta Electric System Operator

Financials

McMan Calgary & Area's revenue for the 2019–20 fiscal year was **\$11,390,338**.

90% of our revenue went to direct client services.



McMan Calgary & Area's 2019–20 financials were audited by Peterson Walker LLP and found to be fair representation of our financial position as of March 31, 2020.



Measuring our impact

McMan Calgary & Area's work is anchored in evidence-based practice and measured through three core outcome areas:

- Connection and belonging
- Well-being and development
- Safety

The following are highlights of our impact in the past year.

Increased connection and belonging

Relationships, community, culture, identity

"I feel safe and loved."

- Child, Foster Care Program

"Our worker was amazing at bringing our family together and helped us all grow so we could improve our family relationships."

- Parent, Family Development Program

"My facilitator was always there for me. She approached work differently helping me find my family."

- Youth, HFWA Program

"My worker really made a difference in how I feel about who I am."

- Youth, PSECA Program



85%
of clients have increased connection and belonging

88%
of clients have improved relationship skills

90%
of youth have improved relationships with family and friends

571
clients are more connected to their community

525
children stayed with or returned home to family after service



Percentage calculations are based on discharged clients who set and achieved a corresponding goal to the outcome.

Increased well-being and development

Life-skills, self-efficacy, treatment, basic needs

"I learned that sometimes I need to understand my anger to stop being angry. I will learn how to cope with a situation instead of lashing out."

- Youth, Skills for Anger Workshop

"Our family and child's teachers have all noticed significant changes in his behaviour, attitude and outlook on life. We are so grateful for all the help provided."

- Parent, Milestones Program

"I like all the lessons about leadership. I liked all the fun videos and games. Thank you for teaching me."

- Child, KickStart Program

85%

of clients have improved their well-being and development

281

youth participated in life skills training

81%

of caregivers increased their parenting capacity

98%

of children showed progress in meeting developmental milestones

Increased safety

Physical, emotional, psychological

"I like how I felt safe to express myself in this environment."

- Youth, Skills for Life Workshop

"The program helped me get out of bad situations and learn new skills."

- Youth, PSECA Program

"My worker hasn't been just another talking head who makes me feel alone. She's been a rock in the midst of a storm. The empathy and help has been great."

- Youth, YTA Program

"This program helped me get back on my feet!"

- Youth, Hope Homes Program



91%
of clients improved their safety

124
youth have safer and more stable housing

305
clients are physically and emotionally safer

88%
of parents better understand risks associated with their child's diagnosis/disability





SHELLY ROSS

Megan, Indigenous Hope Homes Program

Housing, healing and Hope

Around 19% of Canadians aged 12 and over drink heavily. Of those, 30% are between 18 and 34. Megan had witnessed her parents abuse alcohol her entire life and struggled with the resulting post-traumatic stress. At 12 years old, she too began to drink.

When she turned 18, Megan was drinking heavily, unemployed and was asked to leave her grandmother's home. She found herself bouncing between extended family members' homes and felt her life was spiraling out of control. Many of Megan's family and friends expressed their concerns for her safety and future. Although she knew alcohol was taking her down a dark path, she was not able to let it go.

It took a series of hardships for Megan to recognize that she needed to change. Over a short period of time, she found herself in an unsafe relationship and lost two loved ones to alcohol. Megan also discovered she was pregnant but was unable to stop drinking heavily and made the difficult choice to terminate.

"I like waking up sober and I'm happy I'm not trying to escape my reality anymore... I didn't know how strong I really was until I stopped drinking." - Megan

In the fall of 2019, Megan decided to join an Indigenous 12 Step treatment program. Reflecting back, Megan recalls: "I was scared to change. Even during treatment, I didn't want to give up alcohol. But I also didn't want to be another statistic. I believed there was something better out there for me."

Around the same time, April, her McMan Case Manager, informed her that she could live at a home operated by McMan's Indigenous Hope Homes Program. Megan was relieved and happy about the opportunity to have a safe, supportive place to live with other Indigenous youth. The program provides her with a community of like-minded individuals and the opportunity to deepen her connection to Indigenous culture.

This July, Megan celebrated nine months of sobriety. At Hope Homes, Megan is preparing to lead peer sharing circles for other youth, including her younger sister, who draw inspiration from her persistence and healing: "I like waking up sober and I'm happy I'm not trying to escape my reality anymore...I didn't know how strong I really was until I stopped drinking."

Over the past two years, April has supported Megan in reaching her goals and is awed by her commitment: "I am so proud of Megan. Everything has changed for her and about her. Even the way she speaks has changed – she is strong and powerful."

Megan's life is now filled with a network of strong relationships. Her friends and family are no longer worried about her, and she confident in her ability to build a future filled with love and hope.

McMan helped over **120 youth** find safe and stable housing last year



April Tucker, Case Manager, Indigenous Hope Homes Program and Megan



SHELLY ROSS

Cailynn, Protection of Sexually Exploited Children Act (PSECA) Program



Cailynn and Bree McClellan, Community Coordinator, PSECA Program

“Bree is amazing. She is the best advocate and makes me feel truly supported and cared about.” - Cailynn

Strengthening connections, reducing risk

In Canada, 49% of victims of sexual exploitation are between 12 and 23 years of age. At McMan Calgary & Area, our Protection of Sexually Exploited Children Act (PSECA) Program works with youth, like Cailynn, and their families to access the services, resources and supports needed to reduce the risk of exploitation both in their community and online.

At the fragile age of 17 years, Cailynn found herself feeling alone and isolated. She struggled to feel connected with her family and friends as years of mental health challenges had strained their relationships. Cailynn did not feel she could be really open with her family. As a young adult, she wanted more independence to figure things out on her own. Her family was trying to do everything in their power to protect her and was also dealing with the complexities and grief that can come from caring for a loved one with mental health issues. As a result of the relational strains and need for belonging, Cailynn made increasingly unsafe decisions, putting her at risk of exploitation.

In October 2018, Cailynn was introduced to the PSECA Program and began meeting weekly with Bree, the PSECA

Community Coordinator. Cailynn appreciated how Bree took the time to really listen to and understand her perspective: “Bree is amazing. She is the best advocate and makes me feel truly supported and cared about.”

Bree worked with Cailynn and her family to explore their relationship and to address both her safety needs and personal goals. Through the process, and with the support of a team of professionals, Cailynn’s family saw that they could take a step back and let her increase her independence. With a safety plan in place and a professional team to support them, Cailynn’s family can focus on encouraging her and just being present.

Cailynn now recognizes that she has everything she needs right in front of her – her people – those who want her to do well and will always support her. This realization has helped Cailynn make healthier choices and to prioritize her own safety and personal growth. She now knows she is “strong, kind and resilient.”

Each year,
McMan supports
over
20 youth
at risk of sexual
exploitation



SHELLY ROSS

Sam, Lux, Cruze, Natayna and Nathan

It takes a village

Approximately 1.5 million Canadians are affected by Fetal Alcohol Spectrum Disorder (FASD). FASD is lifelong and may result in a range of learning impediments, impulsive behaviours, social difficulties, sensory challenges, or motor skills and physical problems.

At 17 years of age, a time in life when most young men are planning for their future education or careers, Nathan found out he was going to be a father to twins. Despite the unknowns of being a father, Nathan never wavered in his desire to be a part of their life. With the support of his foster mother Natayna and her partner Sam, Nathan was able to secure a 50/50 custody agreement for his children.

As time passed, Nathan struggled with both the demands of caring for active young boys and working towards his own personal goals. With an open file with Children's Services and mounting pressures, Nathan was referred to McMan's Parent-Child Assistance Program, Expanded Enrollment (P-CAP EE).

The P-CAP EE program provided Nathan with the support he needed, as an individual affected by FASD, to enhance his parenting skills, manage the complexities of schedules and work towards his personal aspirations. Julian, the P-CAP EE Advocate, helped Nathan set and achieve goals by breaking them down into simpler goals – a tactic that not only builds skills, but ensures self-efficacy and resilience.

Reflecting on Nathan's successes, Julian notes: "Along with learning new skills and his commitment to his sons, what makes Nathan, Lux and Cruze's future so bright are the number of people willing to work together to support their family."



Nathan and Julian Khan, P-CAP EE Advocate

What makes Nathan, Lux and Cruze's future so bright are the number of people willing to work together to support their family.

Nathan has a strong network of family and friends, including Natayna and Sam, who regularly coordinate and discuss what Nathan, the twins and their mother need to keep their lives flowing harmoniously. Further, Nathan has a strong group of friends from sports, school and youth groups who keep him grounded and whom he knows are always there for him.

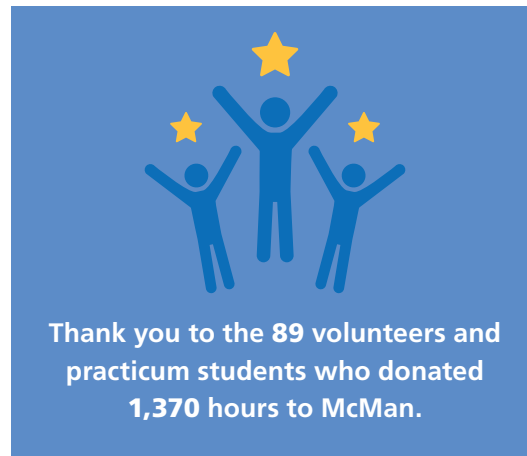
With the help of Nathan's village, Children's Services has now closed their file with Nathan. Nathan is confident in a bright future. He is an active Lacrosse player and is starting to share his passion for sports with his sons. He hopes to find work and eventually move out on his own – but plans to always remain close to Natayna, Sam and the rest of his village of people who love him.

McMan helped over **150** individuals affected by FASD in the past year

Thank you to our committed supporters who amaze us with their generosity

A and B Bliss
 Al Tole
 Alasdair Ross
 Amelia Vernon
 Andrew Bullock
 Andrew Taylor
 Angles Dalhousie
 Banded Peak Brewing
 Calgary Zoo
 Canada Gas
 Canyon Meadows Cinema
 Carrie Field
 Chelsea Grotkowski
 Children's Aid Foundation
 Chris Matlashewski
 Christine Hill
 Christopher Laing
 Daniel J Smith Corp.
 Dave Mombourquette
 Debasis (DB) Bhaumik
 Debbie and Ed Sands
 Emma Mills
 Flying Squirrel
 Geraldine Manzara
 Glynis Grigg
 Graeme Howard
 Grant Smillie
 Hazel Bergen
 Jana Miller
 Jay Reid
 Jeff Lyons
 Joel Armstrong
 John Gulak
 John Murray
 Jordan May
 Kervin Ng
 Kids Up Front Foundation
 Kirstin Danielson

KRK Productions Inc.
 Lama Dorje
 Larry Kram
 Lori Provencher
 Marcus Davis
 Marie-Claude Cholette
 Mark Janisch
 Mark Zivot and Karen Gosbee
 Marla Van Gelder
 Martin Sandell
 Michael Selci
 Mike Nerbor
 Nima Dorjee,
 Project Tibet Society
 Patricia Hardy
 Patrick Morrow
 Penny Gagnon
 Pretty Sweet Co.
 RealCo Group Real Estate
 Rimple Sandhu
 RnR Wellness Spa
 Ryan Atkins
 Shauna Wilson
 Shaw Birdies for Kids
 presented by AltaLink
 Sunny Delaney-Clark
 Surplus Furniture and
 Mattress Warehouse
 Telus Friendly Future Foundation
 The Calgary Chinatown Development
 Foundation – Bowside Manor
 Tim Hearn
 Todd Fior
 Urban Pop Shoppe
 Usman Jutt
 Westside Family Recreation Centre
 Will Roach
 Young Dawson



Thupten Jinpa, PHD, Chairman and President of the Compassion Institute

Thank you to all those who supported our Mental Health Luncheon on October 19, 2019 at the Calgary Petroleum Club.

An extra special thank you to Thupten Jinpa for enlightening us about the power of compassion and to Charity RedGun and Justin Wolfe whose story of resilience, healing and connection inspired us all.





McMan

McManCalgary.ca



Calgary Office

Zurich Court
1538 25 Avenue NE
Calgary, Alberta
403-280-6293

Okotoks Office

22 Crystal Ridge Drive
Okotoks, Alberta
403-995-5474

Charitable registration:
11903 5947 RR0001