

# McMan Calgary & Area

REPORT TO THE COMMUNITY 2021-22



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.

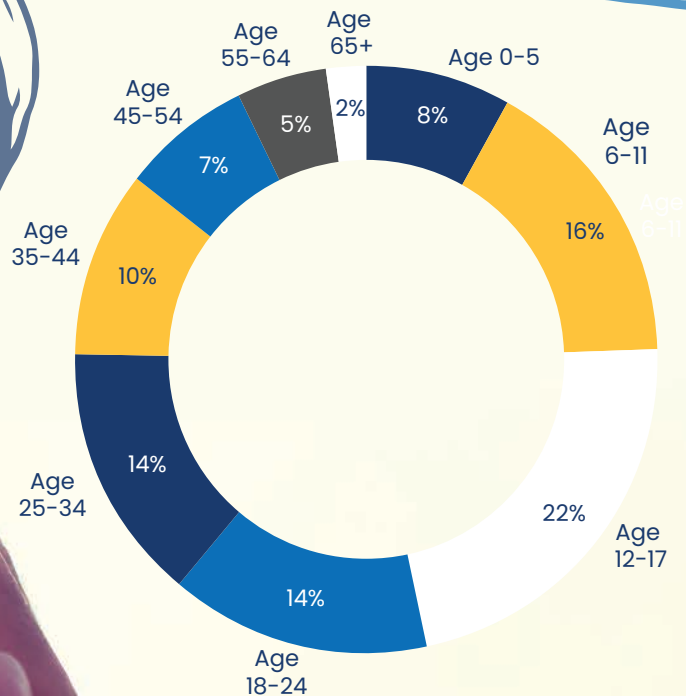
## MISSION

TO SUPPORT AND ENCOURAGE INDIVIDUALS AND FAMILIES TO ACHIEVE THEIR FULL POTENTIAL AS MEMBERS OF THE THEIR COMMUNITY.

## VALUES

COMMITMENT  
TRUST  
EMPATHY  
RESPECT  
GENUINENESS

## AGE RANGE BREAKDOWN



# 2962

INDIVIDUALS  
IMPACTED

# 1964

CLIENTS

# 998

IMMEDIATE FAMILY  
MEMBERS



# FROM OUR EXECUTIVE DIRECTOR

I have never been more humbled and prouder of our team at McMan Calgary & Area than over this last year (2021/22). While continuing to find ways to keep connected with each other through the COVID-19 Pandemic, they maintained the health, safety and well-being of our clients by providing services to nearly 2,000 people in Calgary and surrounding rural areas; a 10% increase from the previous year.

I am glad to report that our organizational performance continues to be positive and shapes the future of growth and services for our communities in both urban and rural communities. Despite the challenges and strain on our staff over the last year, we saw a 10% increase in clients that we were able to support compared to the previous year and a 30% increase overall, when compared to the start of the pandemic. Notably, the FRN (Family Resource Network) in Okotoks, established during the pandemic, accounts for nearly 18% of our increased services to over 400 clients in / around the M.D. of Foothills

I want to extend my sincere gratitude to our McMan team members who have gone above and beyond to provide our clients with the best possible care as they worked tirelessly against the impacts of the pandemic; truly inspirational...Thank You All!

2021-2022 was also the first year that we received funding from the City of Calgary and the Buckspring Foundation to expand our COPE program (Collaborative Outreach Preventing Exploitation). In partnership with Calgary Police Service and Not-In-My-City, we're currently funded to support the safety of nearly 20 youth and adolescents from sexual predation, exploitation and human trafficking, with just as many on the waiting list needing help yet.

We also received additional dollars from Health Canada to expand our Journey's program to include a younger age group (females 16-24 years of age) in order to reach a broader demographic of women that are experiencing addiction, recovering from

addiction or working to maintain sobriety.

Another great example of our team's measured success this past year is with our youth homeless program, Hope Homes, where funding supports McMan to support nearly 30 at-risk, homeless youth with safe & secure scattered site housing locations throughout the City of Calgary in addition to the services and natural supports framework our teams provide while these youth (ages 16-24) are in program. We all know the importance of employability and education reduces the risk of entering or re-entering homelessness and we're proud to say that 88% of our youth have achieved just that – they've enrolled into an educational institute and gained employment while not having to worry about shelter. We are so happy to support their goals and proud of the accomplishments they make along their journey.

As we look to the new year with optimism, hope, and a strong sense of resilience that we all witnessed last year, it is with humbleness and gratitude that we work to lift up the lives of children, youth and families through sustainable supports and connections to help guide their journey towards healthy and fulfilling lives that everyone deserves. I am humbled and grateful to with such amazing staff, our Board of Directors, our funders, our donors and community partners that continue to support McMan Calgary & Area's opportunity to serve those less fortunate and transform the lives of children, youth and families through sustainable supports, building connections and helping create opportunities to live to their fullest potential. Thank You.



**SORAYA SALIBA**  
MA, RSW

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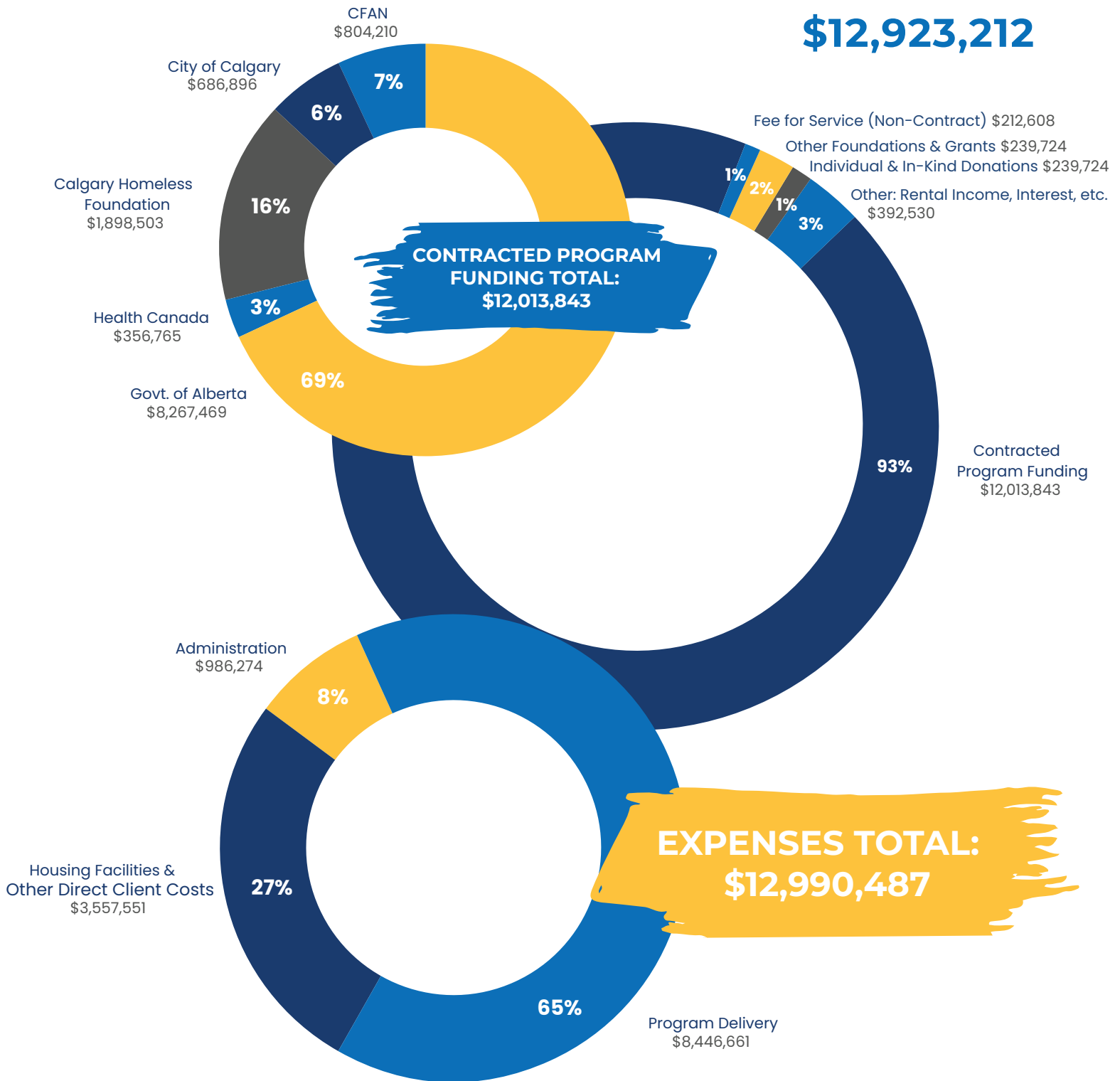
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# FINANCIALS 2021-22

McMan Calgary & Area's revenue for the 2021-2022 fiscal year was \$12,923,212; 93% of our revenue went to direct client services.

**REVENUE TOTAL:**  
**\$12,923,212**



McMan Calgary & Area's 2021-22 financials were audited by Grant Thornton and found to be fair representation of our financial position as of March 31, 2022.



# MEASURING OUR IMPACT

## INCREASED CONNECTION & BELONGING: RELATIONSHIPS, COMMUNITY, CULTURE, IDENTITY

"My facilitator was extremely helpful with my role as kinship provider for my granddaughter. She helped me to understand the processes of Children's Services and offered counseling to help me process my feelings. She was always available for me and I do not believe I could have gotten through this without her. She went above and beyond.

Thank you for all your help"

-Participant, Kinnections program

"I am continuing to build a stronger relationship with my child with the help of my worker. I can't thank them enough for all the hard work they have put in to help us succeed as a family"

-Participant, Youth Alternative Program - RESTART

"I am eternally grateful for this program. It was unbelievably supportive and helpful. Thank you for what you guys do!"

-Participant, Family Development Program

"I don't think I'm the same person I was a year ago - and a lot of it has to do with the help of McMan"

-Participant, Family Development program

**93%** OF YOUTH IMPROVED THEIR RELATIONSHIP WITH FAMILY AND FRIENDS

**98%** OF CLIENTS REPORTED THAT **McMan** HELPED THEM BUILD THEIR RELATIONSHIP SKILLS

**519** CLIENTS IMPROVED THEIR CONNECTION TO THEIR COMMUNITY

**86%** OF CLIENTS INCREASED THEIR CONNECTION AND BELONGING

**642** CHILDREN STAYED WITH OR RETURNED HOME TO FAMILY AFTER SERVICE



**INCREASED SAFETY:**  
PHYSICAL, EMOTIONAL PSYCHOLOGICAL

**98%**

OF PARENTS INCREASED  
UNDERSTANDING OF RISKS  
ASSOCIATED WITH THEIR CHILD'S  
DIAGNOSIS/DISABILITY

**140**

YOUTH INCREASED THE SAFETY  
& STABILITY OF HOUSING

**1669**

CLIENTS IMPROVED  
THEIR PHYSICAL AND  
EMOTIONAL SAFETY

**87%**

OF CLIENTS  
IMPROVED THEIR SAFETY

"I am eternally grateful for this program. It was unbelievably supportive and helpful. Thank you for what you guys do!"

-Participant, Hope Homes/Wichitowin program

"Support was greatly appreciated, it was so important to have someone in our corner and helping us to understand the processes."

-Participant, Kinnections program

"Everyone was supportive and understanding about my own personal choices, I'm happy I went through the program and appreciate lead they gave me."

-Participant, Hope Homes/Wichitowin program

"Staff went above to make sure to address our concerns and be supportive in our conversations and dealing with Children's Services, what we were actually entitled to. Staff has been the only one during the CS process to truly support the family and have professional integrity. She has skills to really aid in trauma recovery and piecing things back together in an honest and transparent way. Thanks for everything."

-Participant, Family Development Program

# INCREASED DEVELOPMENT & WELL-BEING:

LIFE-SKILLS, SELF-EFFICACY, TREATMENT, BASIC NEEDS

**84%**

OF CAREGIVERS INCREASED  
THEIR PARENTING CAPACITY

**798**

YOUTH PARTICIPATED  
IN LIFE SKILLS

**96%**

OF CHILDREN  
DEMONSTRATED  
PROGRESS IN MEETING  
DEVELOPMENTAL  
MILESTONES

**85%**

OF CLIENTS IMPROVED  
THEIR WELL-BEING AND  
DEVELOPMENT

"Very professional. I learned a lot when it comes to parenting, coping with stress, just a lot about myself as a parent, many skills I will use throughout my parenting chapter."

-Participant, Family Development Program

"Never been more appreciative of the help. Support has been perfection and I believe the positive impact on myself and my children would have been delayed greatly without the help."

-Participant, Family Development Program

"Helped me a lot getting my plan made up. I felt stressed about all the problems building up again, but thankfully got the help I needed."

-Participant, Hope Homes/Wicihitowin program



# COLLABORATIVE OUTREACH PREVENTING EXPLOITATION PROGRAM (COPE) PROGRAM

Kat initially came to the attention of CRM partners when concerns with overall safety and well-being were shared at a CCT meeting in the spring of 2021. Kat was referred to the COPE program and started work with the Community Outreach Worker in November 2021 after being exploited by a man that whom she had known for years.

Kat was in group care at the time of intake and struggled being away from her family. The Outreach Worker was able to meet Kat at her group home to support the education surrounding sexual exploitation that was already being done and become a familiar face to Kat prior to providing individualized support. Kat wanted to fill her time with productive things to do and have as many professionals as she could to support her in her recovery and make positive changes in her life. As a victim of sexual exploitation, Kat was interested in learning about the grooming and recruiting process to understand how she was taken advantage of and to make sense of the abuse that she endured. Kat's goal was to be able to transition home and be reunited with her family again.

Kat was able to connect her experiences to similar experiences of other individuals that were taken advantage of. Part of Kat's process was to acknowledge that what had happened to her was not her fault. Kat was reflective and thoughtful as she learned about

the grooming process and the manipulation that occurs for victims of sexual exploitation. Kat tried to focus on sobriety and managing her substance use but realized there were too many temptations at the group home. Kat went to a stabilization facility for 10 days. After being released, Kat spent time at her family home and bonded with a new kitten she had gotten for Christmas. During this time, Kat decided that being at home was the best thing for her as the location was not known to her old friends and there was less temptation to use drugs when surrounded by her natural supports.

Kat has now transitioned home and is focusing on returning to school to continue her education. Kat continues to meet with the Outreach Worker to learn about staying safe in the community and how to build healthy relationships with appropriate people. Kat has been engaged and eager to work and build relationship with her supports to continue on her journey of healing.

*\*please note: names in the story have been changed*

"I have enjoyed having someone to talk to openly"

*-Participant, COPE program*

## WHAT IS THE COMMUNITY RESPONSE MODEL (CRM)?

In 2021, the COPE program grew and expanded its ability to provide coordinated supports to youth within Calgary. McMan has been an integral partner in Calgary's Community Response Model (CRM) for sexual exploitation. The Community Response Model (CRM) initiative is designed to integrate the identification, intervention and case management processes of government systems (children's services, police, and health) and community agencies into a single wraparound response model that provides a continuum of care for at-risk and sexually exploited youth. The CRM provides a process for sharing information and triaging youth identified by various agencies and system partners. Timely triage and outreach services are critical to the engagement, crisis intervention, rapport building and services connection activities within this continuum. As part of this collective, McMan leads and participates in weekly triage through the Community Collaboration Team (CCT).



**88%** OF CLIENTS WHO EXITED THE PROGRAM HAD IMPROVED SAFETY FROM EXPLOITATION

**100%** OF CAREGIVERS INCREASED THEIR CAPACITY AND WERE ENGAGED IN ACTIVITIES TO CARE FOR THEIR CHILD

**41** EDUCATION SESSIONS WERE PROVIDED TO YOUTH AND PROFESSIONALS, WITH A TOTAL OF **798** PARTICIPANTS AND **71** HOURS OF TRAINING TIME

**100%** OF CLIENTS INCREASED THEIR CONNECTION TO NATURAL SUPPORTS

A TOTAL OF **101** YOUTH WERE TRIAGED AT THE WEEKLY COMMUNITY COLLABORATION TEAM (CCT) MEETINGS

**35** YOUTH WERE SERVED IN 2021-22

"My worker was so cool and she always helped me even when I messed up."

-Participant, COPE program

"The collaborative work being done with all the partner agencies ensures that complete knowledge is available in order to provide trauma informed wrap around care. The CCT group works tirelessly to obtain the best outcomes for our vulnerable youth, and many hands do make lighter work."

-Staff Sergeant Brad Moore, Calgary Police Service

"My worker was just awesome she helped me through a really rough patch."

-Participant, COPE program

"My worker was one of the best support I've ever had. She helped me exit sexual exploitation."

-Participant, COPE program

# Q & A WITH ALEX, 13, GRADUATE OF McMAN'S DBT SKILLS TRAINING GROUP FOR TEENS

Dialectical Behavior Therapy is a comprehensive, evidence-based treatment for numerous mental health illnesses and challenges. DBT skills are one part of this treatment. The purpose of DBT Skills Training is to learn specific skills to increase an individual's capabilities to cope with emotions and stressful life experiences. The skills are taught in a group setting to allow for individuals to learn from each other and provide a forum for practicing skills and receiving feedback in the moment. The group format resembles a classroom more than a therapy session. Group facilitators provide teachings and new information, and members participate in discussion and hands-on practice of the skills.

Along with 11 other youth, Alex attended McMan's 12 week DBT Skills Training group for Teens. While every teen has unique and individual reasons for attending the group, the most common thing teens want help with is understanding, navigating and managing their emotions differently. The group focuses on teaching tangible skills in 4 areas: mindfulness, emotional regulation, distress tolerance and interpersonal effectiveness. Taken together, these skills can be used to approach every day life in a way that allows teens to feel more in charge of their thoughts, actions and relationships.

**Q: What was the reason you contacted McMan and were looking to join the DBT Skills Training group for Teens?**

*A: I needed skills to help me deal with problems I've been dealing with. Making decisions and helping deal with problems in the moment.*

**Q: How would you describe the group to someone who doesn't know anything about how it works or what it does?**

*A: It's a support group to help you work through problems freely, while giving tons of skills to improve and help your daily life.*

**Q: Did attending this group help you? If so, how?**

*A: Yes, it helped me deal with my triggers, and it helped with my anger management too.*

**Q: What was the biggest thing you took away from this group?**

*A: The biggest takeaway for me was that it's okay to feel what I'm feeling, it's just how you deal and express it that matters.*

**Q: What were some of the things you enjoyed about the group?**

*A: Interacting with the others and the constant affirmations!*

**Q: Who would you recommend attends a DBT Skills Training group?**

*A: Everyone! Everyone needs help dealing with their problems, and these skills are so important for anyone to know. If you're struggling with depression this group also helps you let out your emotions.*

**Q: Is there anything else you'd like the community of Calgary to know about this group?**

*A: It's an amazing group and it helped me tremendously. The people who lead the group are so unbelievably kind and it's a great way to help you improve your skills.*





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Thank you to our funders and supporters who continuously invest in our mission.



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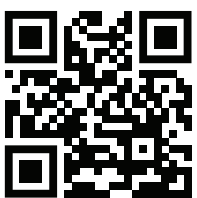
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and how to become a donor to help many other  
youth, adolescents and families we serve in  
Calgary and surrounding rural areas.*