



INVESTING IN QUALITY

2014 - 2015 ANNUAL REPORT



Blue Chip Thinking

I had a discussion recently with a youth in the care of Social Development who was residing in one of Youth Impact's residential programs. At the time he was experiencing many challenges and some of his choices were yielding less than desirable results. When probing about how he would like other people in his life to see him he responded with how he saw himself. He said "I basically see myself as junk." His feeling of hopelessness was striking particularly because of how his perspective clashed with my own. When I looked at him all I saw was potential.

Recognizing the potential for growth and fostering healthy development in young people is at the heart of Youth Impact's service delivery. This is a concept that helps to garner attention from prospective donors to the organization. As resources are increasingly more limited and donors are inundated with requests for financial aid, difficult choices need to be made. A donor must be convinced on the quality of the cause and the return on their monetary contribution.

Youth Impact is a vehicle in the province of New Brunswick for ensuring an exponential return on investment in young people. Through its many services the organization helps youth turn the corner on risk factors that have impeded healthy growth and development. It ensures that opportunity gets as evenly distributed as potential. Customized plans are developed with pathways to youth engagement and inclusion, higher education, improved life skills, elevated efficacy in decision making and communication, and enhanced self-image. This is the social return on investment.

There is also a financial return on investment. The organization moves youth away from social assistance, hospitalization, incarceration, addiction and emergency services. It moves them toward stability and contribution. The staff and programs are in themselves change agents helping to build powerful and influential individuals who can become world changers. Youth Impact turns at-risk youth into tax paying contributing members of society.

Is investing in at-risk youth a poor quality venture like buying junk, or is it a compelling opportunity to make an enormous positive gain? Unquestionably it is among the highest quality investments available. Dedicating human and financial resources to youth is a long term investment that continues to grow in value over time and it pays dividends for generations. Investing in youth is a true illustration of blue chip thinking that promises reward for all concerned.

Mel Kennah
Executive Director



Our Mandate

The purpose of Youth Impact Jeunesse Inc. is to provide quality care and guidance to youth between 10 and 24 years of age who have social, emotional, and behavioural problems.

The goal is to help youth and their families change or eliminate the conditions that have acted as obstacles to their success.

Youth Impact Jeunesse Inc. offers services within an integrated, multi-component continuum of care. These include community services, in-home family support, highly structured residential treatment programs, and less structured transitional housing.

Youth Impact Jeunesse Inc. is the agency of choice for delivery of many programs and services mandated by various government authorities with responsibilities for at-risk youth. It also initiates programs for community outreach and education in the Greater Moncton Area.

Our Mission

Youth Impact Jeunesse Inc. helps young people succeed by providing support and new opportunities.

Feedback from Youth

“The most important thing I learned in this program is to be accountable for my actions, focus on me not others, and the value of money.”

“To be thankful for what you have as lots of other people have it worse.”

“I just want to say thank you. The staff have changed my life. I am so grateful for being given the privilege to meet and build relationships with the amazing workers. Some youth might not admit it but you guys are life changers. Thank you so much!”



Management Team

Front Row (L-R): Jean-Pierre Poirier, Krystle Hussey, Katelyn Murphy, Monique Couture-Belliveau, Annie Caron, Tracy Waterlot, Helen GrosLouis, Charline Melanson, Gail Lutz, Mel Kennah.

Back Row (L-R): Neil Young, Cathy Manuel, Connie Mowbray, Amanda Fielding, Barb Ferguson, Karen Casey, Paula Fox, Lanaya Nice, Erin Martin, Brian Fontaine.

Value Added

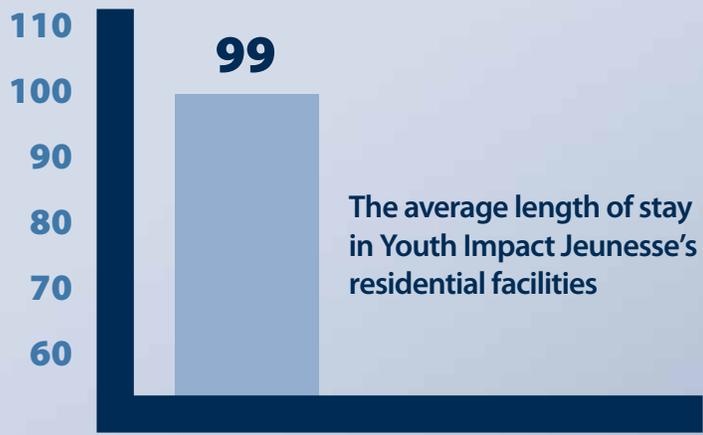
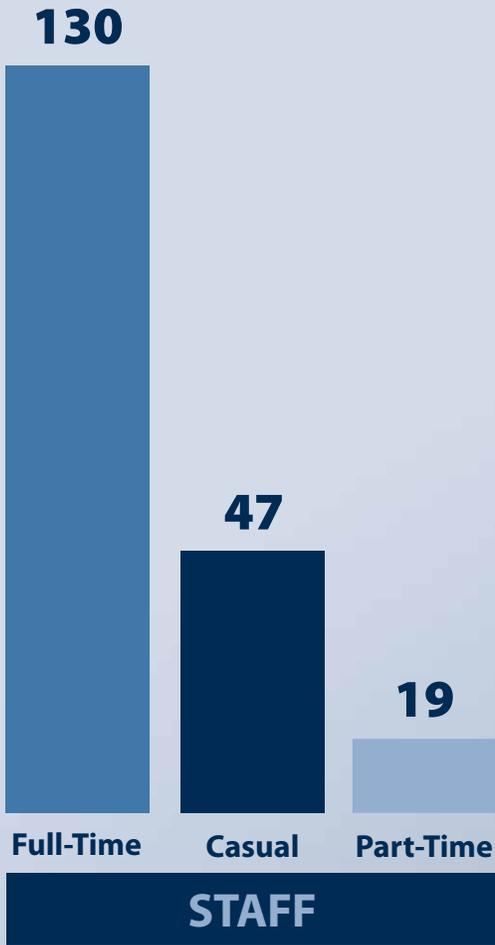
- Denise Reidpath received the Board of Directors' Award and Honorable Mention went to Gail Lutz and Miranda Holland.
- Staff attended professional development opportunities throughout the year that included: a National Fundraising Conference, Reality Therapy and Choice Theory, FASD Conference, First Aid/ CPR, and Non Violent Crisis Intervention. Staff also attended French second language training.
- In October 34 staff members attended a national Child and Youth Care Conference in Moncton.
- In March the agency's orientation program was launched through the Relias Learning Management System.
- The Orange Door Project operated by The Home Depot Canada Foundation was a big success in Moncton raising \$22,500. Youth Impact was grateful to be chosen as the recipient both in 2014 and again in 2015. The campaign runs during the month of June at Home Depot stores across Canada.
- In May St. John's United Church held a pancake breakfast with the proceeds going to Youth QUEST Central.
- In June the agency, formerly Moncton Youth Residences Inc, officially changed its name to Youth Impact Jeunesse Inc. to better represent the work done in five communities across New Brunswick.
- June 12th was the inaugural "Guys Night" at Youth QUEST Central.
- Dr. Bruce Perry has been booked to deliver a professional workshop in May 2016.
- In August Myers Street Group Home hosted its ninth annual Myers Olympics for youth and staff.
- In September the LGBT group, Safe Spaces, began to hold their regular meetings at Youth QUEST Central.
- Ride for Refuge was held on October 4th. This was the agency's second year hosting this national event. 87 cyclists participated and \$15,058 was raised.
- On February 21st Coldest Night of the Year was held in Moncton, and 80 other communities across Canada. 174 people participated to raise \$31,500. A big thanks to our lead sponsor Tangerine.



"We work with 100's of charities across the country but few quite like Youth Impact where, both management and staff demonstrate a true, gut-level commitment and enduring diligence in serving the young people in their care - it's honestly inspiring. So we're honoured to partner with Youth Impact in both the Ride for Refuge and the Coldest Night of the Year events knowing that at the end of the day, the proceeds of those events will go to immediate, life-changing good."

Brian Carney,
CEO, Blue Sea Philanthropy

ANNUAL BUDGET OF \$7.4 MILLION



Parents

"My daughter was not following the rules at home at all and now she is following pretty much all of them. Thank you so much to each and every one of the staff for taking great care of her. I will miss everyone. I would love to keep in touch with each of you for pointers or if I have any questions on what to do with my girl."

"I am "blown away" with staffs' commitment towards the youth in that group home and I feel that you have gone above and beyond for my son and can really recognize his needs."



Anne Street Group Home

Manager: Monique Couture-Belliveau

Anne Street Group Home, in Moncton, has the capacity to serve six at-risk youth with emotional and/or behavioural difficulties. The goal is to teach the youth and their families the social, emotional, and life skills necessary to overcome their difficult behaviours.

- Thirteen youth resided at this home during the past year: 8 male, 5 female.



Snow Avenue Group Home

Manager: Connie Mowbray

This five-bed therapeutic facility in Moncton is designed to individually address the needs of youth who are aging out of care of the provincial government or in need of highly structured long-term care. Special emphasis is placed on preparation for independent living by educating residents in social and life skills such as cooking, budgeting, and problem solving.

- Eleven youth were served this year: 4 males and 7 females.



Lancaster Avenue Group Home

Manager: Karen Casey

This five-bed facility in Saint John serves youth with behavioural and/or emotional challenges who are in long-term care. The focus of this service is to provide youth with a safe, structured, and highly supervised home environment. The goals of the home are to teach through empowerment - social, emotional, and life skills that will enable the youth to become independent and contributing persons within their community.

- Nine females were served this year.



Vincent Road Treatment Centre

Manager: Erin Martin

This three-bed residential facility is located in Quispamsis. It treats children and youth up to the age of 15 referred by the government complex case committee and is intended to provide youth with a long-term, therapeutic, and structured environment. In addition, assessment, intervention, and consultation are provided by an interdisciplinary mental health team.

- Two male and one female youth were served during this past year.



Priestman Street Treatment Centre

Manager: Krystle Hussey

This three-bed residential facility is located in Fredericton. Youth aged 12-19 are referred to this program by the government complex case committee. The aim of the program is to reintegrate youth back into their community while acquiring essential life skills, building positive relationships, and fostering family connections. The treatment centre has an on-site mental health clinician who works closely with the youth and staff.

- Three male youth resided at the home during the past year.



Cumberland Group Home

Managers: Ashley Black / Katelyn Murphy

This six-bed residential facility located in Sussex now provides services to male and female youth from the Saint John region that have emotional and/or behavioural difficulties. The goal is to coach and support youth and their families in overcoming various challenges. These youth are either reintegrated back into the community independently or into their family setting.

- 16 males and 2 females resided at the home during the year.



Dufferin Row Group Home

Manager: Lanaya Nice

This five-bedroom facility is located in Saint John. This residence provides services to male youth aged 12-18 with behavioral and/or emotional challenges. The focus of this service is to provide the youth with a safe, structured and highly supervised home environment. The goals of the program are to teach through empowerment – social, emotional and life skills that will enable the youth to become independent and contributing persons within the community.

- Nine male youth resided at the home during the past year.



Pierre Caissie Centre

Manager: Christine Richard / Jean-Pierre Poirier

Located in Moncton, this three-bed provincial assessment facility for youth with conduct disorders is operated by Youth Impact Jeunesse Inc. and Mental Health Services. Youth referred here are removed from their community for five weeks of assessment and treatment. They return home with recommendations that will help them thrive based on their strengths.

The Centre also operates a three-bed program for long-term Not Criminally Responsible (NCR) residents. The NCR youth are assessed and recommendations are put in place for eventual reintegration into the community.

- The center served 25 youth throughout the province: 17 male and 8 female. Seventy-six percent were Anglophone and twenty-four percent were Francophone.
- Mental Health referred 9, Social Development referred 10, Education referred 4, and Public Safety referred 1 to the Assessment Program.
- Two youth were admitted as long-term NCR residents.



50 Myers Street Group Home

Manager : Helen GrosLouis

This is a three-bed Stabilization Unit in Moncton. Youth requiring stabilization of behaviour, family circumstances, and assessment are placed for short periods of time with a case plan meeting held within thirty days to determine an appropriate discharge and community reintegration plan. The maximum period of time for placement in this program is sixty days. During this period the team meets bi-weekly to discuss progress, and develop a plan for discharge.

- There were 24 admissions: 8 females and 16 males.

52 Myers Street Group Home

Manager: Brian Fontaine

This home is a long term, three-bed, residential facility in Moncton. Here youth participate in extensive therapeutic programs within the unit, and in conjunction with Mental Health Services.

- This past year the home served 6 male youth.

Intensive Support Program (ISP)

Manager: Tracy Waterlot

This program serves youth who are involved with the criminal justice system and at-risk of progressing to a custodial sentence without support in their community. ISP also works with youth who are serving one-third of a custodial sentence in their community. ISP provides programming that is reflective of a youth's strengths and struggles with self, family relations, substance abuse, education/employment, and positive community involvement.

- Thirty-three youth (24 male and 9 female) and their families participated in the program.
- On average, youth participated in the program for 24 weeks.

Youth Works (formerly MYR Works)

This 20-week program employs eight at-risk youth, between the ages of 16–24 who are employment disadvantaged. It is a group based employability skills intervention program that will give the youth an opportunity to build upon their already existing strengths in a safe environment where they can experience a sense of belonging and build upon success in their lives.

Note: No programs were offered this fiscal year. Proposal development and negotiation occurred over the course of the fiscal year and a refreshed version of the program that will be Youth Works 12 is scheduled to commence in April 2015.

Anger Management and Violence Prevention

Instructor: Richelle Smith

This program, offered exclusively to clients of Public Safety, delivers 14 sessions and covers topics such as: social skills, self-esteem, recognition of what triggers anger, and appropriate expressions of anger.

- Two programs were offered during the past year with 10 males and 6 females.

Impact Learning Centre (formerly MYR Learning Centre)

Instructors: Diane MacDonald and Darren Airey

This centre is an academic upgrading program for youth 18 to 24 years of age who have not experienced success in an ordinary classroom setting. They progress at their own pace with the goal of successfully completing the General Education Development (GED) exam. The program is offered in two different locations within Youth QUEST Central - one focuses on facilitating the on-line course work and the other is a classroom setting.

- Over the past year, 52 youth participated in this program (23 males, 29 females).
- A total of 24 youth wrote the GED exam: 12 successfully passed and 10 passed parts and are re-writing.

Note: Funding for the on-line (part-time) portion of the program was ended and it closed on January 31, 2015. The full-time program, and instructor Diane MacDonald, have 16 seats for students and operates Monday – Friday, from 9am to 3pm.

Work Your Pace Program (WYPP)

Instructor: Valerie Lutes

WYPP provides an alternative learning environment where youth can gain academic, social, life and vocational skills. It operates three full days per week during the school calendar year and teaching resources from the Anglophone East School District are provided each morning. The program is open to residential youth who are not attending school on a full-time basis. These students have difficulties fitting into the current educational system and are unable to succeed due to behavioral difficulties, unconventional learning styles, and/or the inability to work within a traditional classroom setting.

- Over the past year 26 youth have participated in the program: 18 males and 8 females.
- Thirteen youth were re-integrated into the regular school setting, eight youth worked toward grade advancement, and one youth obtained their High School Diploma.

Drug Intervention Program

Manager: Neil Young

This voluntary program serves youth ages 15 – 18 who struggle with illicit drug use and have had conflict with the justice system. It provides youth with information, support and strategies that will assist them in alleviating their drug usage and alter their criminal behavior. Through the development of a directional plan tailored to each individual's strengths and needs, youth will become more engaged in education, employment and community.

- The program has had 49 referrals and has served 51 youth: 16 female and 35 male.

"Since your inception in 1985, you have provided friendship in times of crisis, shelter in times of turmoil, outreach for those who require that hand and a safe haven for those who need it most. You form partnerships to do the best for young people who need it.

But even through those partnerships, there is one goal, one end, one result – to make an impact in and on the lives of young people. Through philanthropy and volunteerism, we can help to build a stronger community and province. YOU are "the strangers" upon whose kindness youth in need rely."

**Former Lieutenant Governor,
The Honourable Graydon Nicholas,**
speaking June 18, 2014, at the AGM of Youth Impact Jeunesse

Quality
Understanding
Empowerment
Self-sufficiency
Transition

Transitional Housing Program

Manager: Amanda Fielding

Youth aged 16 to 20 who are homeless or potentially homeless access this program to stabilize and change their lives. Up to four males and four females have the opportunity to reside in supported environments that offer them a chance to learn skills that will lead to greater self-sufficiency in areas of budgeting, nutrition, social and life skills, self-esteem, anger management, and finding and maintaining employment. A four-month after-care program is offered.

- This year there were 44 applicants.
- Twenty youth participated in the program: 9 male and 11 female.

QUEST Case Management

Manager: Annie Caron

This program provides case management, client assessments, and pre-employment and employment preparation services to at-risk youth 16 to 24 years old. QUEST Case Management assists clients in finding and accessing appropriate services and resources, helps identify barriers, and advocates for client services to help youth reintegrate into the educational or vocational sector.

- 174 clients were served: 102 were males and 72 females. 83 of these became long-term active clients.
- Of the active clients 51% have obtained employment (22 clients) or returned to school (20 clients).

AT-RISK DEFINED

Simply put, it means “at-risk” of not becoming healthy and productive adults. An “at-risk” youth is threatened by various factors that inhibit learning, impede adjustment, and impair judgment, making it more likely that he or she will make choices that result in further marginalization, often with dire short and long-term consequences.

Youth QUEST Central

Manager: Annie Caron

Youth QUEST Central is a multi-resource centre for youth aged 16–24 who are either homeless or at risk of becoming homeless. The facility, located at 199 St. George Street in Moncton, includes laundry and shower facilities, computer communications, academic upgrading, job-readiness training, information sessions, counselling, directional planning, and artistic and recreational programming. It also houses six other agency programs that youth may access.

- Youth accessed the drop-in component 9080 times. A total of 474 different youth came to Youth QUEST Central: 284 male and 190 female. Of those youth, 182 were first-time clients.
- Basic services (shower, laundry, clothing, and hygiene products) were accessed 2,156 times.
- A total of 15 regular volunteers gave 2330 hours to assist in the operation of this program.
- The ACE Program (Activity Centred Engagement) held a different activity each week that included: Fundy Park, Parlee Beach, BBQ at Centennial Park, Hip Hop Dance evenings, Girls Night, Yoga classes, Bowling, Meditation sessions, Theatre Nights, Movember Gala, Guys Night, Green Pig Country Market Corn Maze, Hub Cap Comedy Festival and much more. A total of 278 youth participated.



Quality Means Constant Improvement

This has been a year of concentrated effort to invest in the organization to ensure that it continues to be in the place of most potential. This includes a range of training for staff to support professional development. Extensive property enhancements occurred to amplify professional and warm living and working environments. Numerous program reviews and staff retreats have combined to better focus service delivery agency-wide.

As an organization Youth Impact has sought to identify greater efficiencies in program delivery and resource management. Stronger linkages have been made between departments and the administration office with senior management conducting on-site visits with each program multiple times per year. Staff wellness was the focus of an extensive consultation held during the year. It is noteworthy that in 2014-15 staff sick time usage has been reduced by 15%.

Advocacy continues to be part of Youth Impact's focus. This past year the organization had input on the concept of the Center of Excellence that will form part of the provincial network of excellence. It consulted with Public Safety on the issue of Open Custody and advocated with the province for a return of this service to the community. In November the Executive Director was recruited to a provincial Round Table Committee led by the Child and Youth Advocate's office. This committee is tasked with developing a Harm Reduction Strategy for New Brunswick youth with a deadline of completion for November 2015.

I want to congratulate the staff of the organization for the animated effort they have demonstrated to push out the front edges of Youth Impact's role and its effectiveness in the province. It is your passion, professionalism and dedication to make life better for young New Brunswickers that distinguishes the agency as a leader in the province.

Blair Hyslop
President



Board Members

Nicole Angers, Dave Niles, Betty Hudson, Lucie Côté, Renée Landry McKenna, Mario Allain (Past President), Kathy LeBlanc, Blair Hyslop (President), Dorina St. Onge, Paul Beauchesne, Bruce Wood (Treasurer /Secretary),

Statement of revenue and expense

for the year ended March 31, 2015*

* For a detailed financial statement, contact Youth Impact Jeunesse Inc. at (506) 869-6333.

REVENUES	TO DATE	2015	2014
Residential Grants/Fees-Provincial		6,714,307	7,120,137
Community Outreach Grants/Fees-Provincial		273,035	285,634
Community Outreach Grants/Fees-Federal		189,907	218,326
Donations/Fundraising Events		215,187	184,661
Workshps/Resource Centre		-	11,125
Total		7,392,436	7,819,883

EXPENSES		2015	2014
Residential		6,761,129	7,161,263
Community Outreach Programs		661,666	637,195
Workshops/Resource Centre		-	11,125
Total		7,422,795	7,809,583

OPERATING SURPLUS/DEFICIT		2015	2014
Residential		(46,820)	(41,126)
Community Outreach		16,463	51,426
Gain on Sale of Capital Assets		113,891	49,902
Administration		84,654	22,013
Total Operations Surplus		168,188	82,215

CAPITAL ASSETS-NET BOOK VALUE		2015	2014
Land		414,789	431,198
Buildings		2,804,957	2,841,776
Furniture		28,231	30,213
Equipment		25,103	16,254
Total		3,273,080	3,319,441

Deferred Contributions		(1,278,674)	(1,341,467)
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"You guys do amazing work in our community and we're truly blessed to have been able to help in a small way with our group's collective donations."

Troy Ackerly,

100 Men Who Care of Greater Moncton donated to Youth Impact in November.

100 Men Who Care Greater Moncton
 Altus Group-Moncton Real Estate Advisory Services Inc.
 Serge Langis and Nicole Angers Langis
 Anonymous
 Ashford Investment
 Assurance Goguen Champlain Insurance Inc.
 Atlantic Human Services
 BMW Moncton
 J.C. Bourque
 Cadillac Fairview Corp Ltd
 Cavendish Farms
 Charters Investments Inc.
 Church Flooring Canada
 CIBC
 City of Dieppe
 City of Moncton
 David Close
 Coldest Night of The Year
 Correctional Service of Canada, Regional Headquarters
 Lucie Côté
 Nancy Crompton
 Barb Daisley
 Deloitte Foundation of Canada
 Doreen Dempsey
 Dooly's Inc.
 Dorchester Inmate Committee
 Ted Duff
 Farm Credit Canada
 Fidelity Investments Canada ULC
 Genuine Health
 Goldbrick Masonry
 Harvest House Ministries
 Betty and Stewart Hudson
 Irving Consumer Products
 Jones Insurance Ltd.
 Mel Kennah
 Lockhart Foundation
 Major Drilling Group International Inc.
 Larry Matthews
 McCain Foundation

Margaret McCain
 Medavie Blue Cross
 Midland Transport
 Moncton Seventh-Day Adventist Church
 National Bank of Canada
 NBCC, Moncton Campus
 Midland Transport
 Olga Prior
 Public Safety Advisory Committee Moncton
 Pura Vida Yoga
 Raising the Roof
 RBC Foundation
 Recreation and Parks Association of New Brunswick Inc.
 Ride For Refuge
 Riverview High School
 Rotary Club of Moncton West and Riverview
 SCS Stairs Construction Services
 Shoppers Drug Mart #184
 St. John's United Church
 Yvette Swan
 T & W Holdings Ltd.
 Tangerine Bank
 TD Bank Financial Group
 The Co-operators
 The Home Depot Canada Foundation
 Troy Life & Fire Safety Ltd.
 UPS Canada
 Westmorland Inmate Committee
 Frank Wild
 The Province of New Brunswick
 Department of Education
 Department of Health
 Department of Post Secondary Education
 Department of Public Safety
 Department of Social Development
 Service Canada
 Youth Justice Canada

NOTE : Listed above are financial donors in the 2014-2015 fiscal year that gave over \$200

Youth Impact Jeunesse Inc. would like to recognize its staff and Board of Directors for their generous contributions. We deeply appreciate all the organizations, businesses, and individuals for their in-kind and/or financial support that added to the quality of life for our youth and families. It is through your continued commitment that we are able to engage at-risk youth in making positive life changes.



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Charitable Registration Number
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