

DRIVING DIALOGUE



2015 • 2016 ANNUAL REPORT

EXECUTIVE DIRECTOR'S MESSAGE

CRUCIAL CONVERSATIONS

The circumstances of young people accessing services at Youth Impact are always unique and frequently compromised to some degree. Clients are often at an impasse. Opportunities have narrowed, support systems have diminished, communication has become confused, and challenges seem to have grown larger and multiplied. When youth are beleaguered with obstacles such as these it is increasingly difficult to make effective behavioral or directional choices and to maintain or begin healthy relationships.

Creating the conditions for establishing and maintaining dialogue is crucial to breaking down barriers, and to building pathways toward positive change. At Youth Impact staff promote the conditions for dialogue to occur by ensuring a safe and supportive environment. This is accomplished by respecting and accepting the individual where they are right now. A non-judgmental context, where active listening and negotiating differences are the norm, creates the conditions for crucial conversations to occur.

Once dialogue is established possibilities start to expand exponentially. The pool of knowledge and understanding is increased. This happens through contributions from staff, family, professionals, and other tributaries from the youth's own creative system. People get unstuck from the past, from blame, and from feeling like a victim. They move away from thinking that positive change will arrive by accident and without proper planning.

Dialogue is a primary vehicle for persistent growth within the programs offered at Youth Impact. It keeps young people focused on the present and it establishes clarity around wants. It drives goal-setting, directed action, accountability, and commitment. It is the crucial conversations made possible through dialogue that help to put young people in the driver's seat of their own lives. They shed baggage that has been weighing them down, are better equipped to avoid the pitfalls of doubt and indecision, and are more capable of negotiating traffic and signs on the road going forward. Dialogue truly becomes the vehicle for young people to recognize and accomplish their own goals, to move in desired directions, and to nurture meaningful and healthy relationships.



MEL KENNAH

Executive Director

OUR MISSION

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

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.

FEEDBACK FROM YOUTH

"The staff have changed my life. I am so grateful for being given the privilege to meet and build relationships with the amazing workers.... you guys are life changers. Thank you so much!" *(Snow)*

"I learned how to act appropriately in an interview, what skills I needed to succeed in a career placement." *(Works)*

"I want to thank everyone for helping me get through one of the hardest moments in my life. I needed someone and you guys were there. Without you I couldn't have done it!" *(Myers)*



MANAGEMENT TEAM

Back Row (L-R): Mel Kennah, Connie Mowbray, Charline Melanson, Andrew Butler, Cathy Manuel, Neil Young, Lanaya Nice, Ashley Black, Monique Couture-Belliveau. **Front Row (L-R):** Christine Richard, Rickii Walsh, Tracy Lapointe, Amanda Fielding, Barb Ferguson, Helen GrosLouis, Gail Lutz, Jean-Pierre Poirier. **Absent:** Paula Fox and Katelyn Murphy

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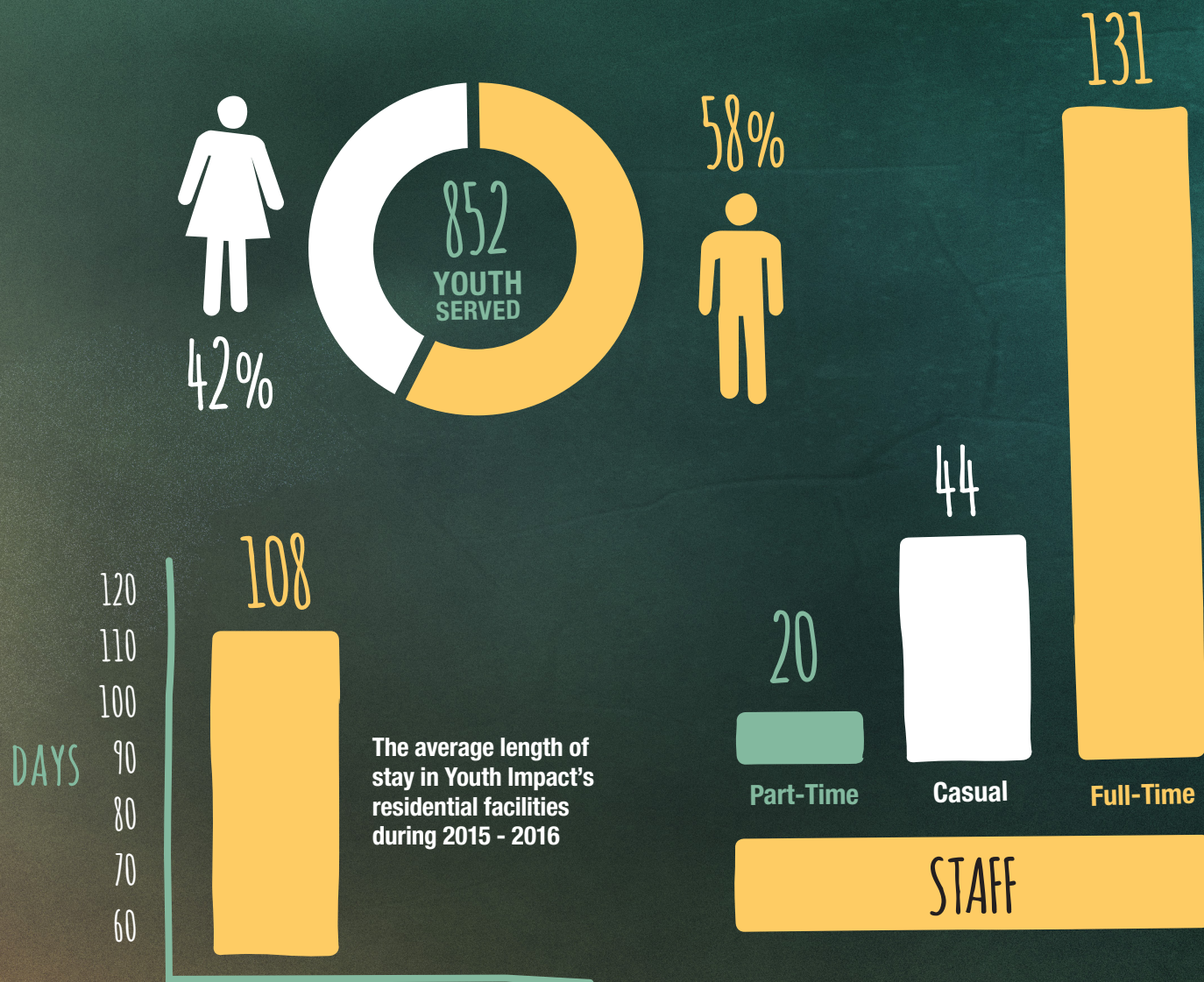
DECISIVE MOMENTS

- Tracy Cormier received the Board of Directors' Award and Honorable Mention went to the staff team at the Vincent Road Treatment Centre and Vickie Babineau.
- Sixteen staff were trained in Reality Therapy.
- Social media presence tripled this fiscal year. Follow on Facebook at Youth Impact Jeunesse Inc or Twitter @YouthImpactJeun.
- The Orange Door Project operated by The Home Depot Canada Foundation was a big success in Moncton again this year raising \$23,248. Youth Impact was grateful to be chosen as the 2015 recipient.
- E-learning continues to be a cornerstone of professional development in the agency with more courses being added this fiscal year.
- Youth Impact was presented with the National Eva's Award for Ending Youth Homelessness.
- The Vickie Babineau Memorial Scholarship was established in June 2015 and the first recipient will be announced at the Annual General Meeting in 2016.
- In January 2016, Youth QUEST Central hosted several events to commemorate its ten year anniversary.
- Dr. Bruce Perry has been booked to deliver a professional workshop on May 26 & 27, 2016 at the Saint John Trade and Convention Centre.
- In August, Myers Street Residential Program hosted its tenth annual Myers Olympics for youth and staff.
- Sage Solutions Inc. became the agency's new EAP provider in June.
- Starbucks has been an active partner in many Youth Impact events and in February the Elmwood Drive location hosted a coffee house fundraiser.
- For the first time the agency partnered with Mrs. Dunster's in Sussex to run a parking lot during the Sussex Flea Market in August. This event elevated the agency's profile in that community and it raised \$3,000 for Youth Impact.
- Ride for Refuge was held on October 4th. This was the agency's third year hosting this national event. 115 cyclists participated and \$18,260 was raised. Thank you to our lead sponsors Rotary Club of Moncton West and Riverview, Consolvo Bikes, and 91.9 The Bend.
- On February 20th Coldest Night of the Year was held in Moncton, and in 90 other communities across Canada. Over 400 people participated to raise nearly \$70,000 locally. A big thanks to our lead sponsors Rotary Club of Moncton West and Riverview, Tangerine, and 91.9 The Bend.
- It was decided to relocate the residential program currently at Anne Street in Moncton and a house search was launched.



STATISTICAL OVERVIEW 2015 - 16

ANNUAL BUDGET OF \$7.7 MILLION



"It is imperative that we provide at-risk youth with appropriate opportunities to get their lives back on track. Through your organization's residential and outreach programs, a young person can improve their self-esteem, overcome some of the challenges they face and learn essential life skills. Our government invites your agency to continue to work collaboratively with not only Social Development but also with all other children and youth serving departments. All citizens, including young people, have the right to fully participate in society and to fully explore their potential. Only when they realize their potential can we as a province realize ours. Together as a society, we could offer the best, most effective programs and services that meet the specific needs of at-risk youth."

~ Cathy Rogers,
Minister of Social Development, 2015 Youth Impact AGM

RESIDENTIAL PROGRAMS



ANNE STREET RESIDENTIAL PROGRAM *Manager: Monique Couture-Belliveau*

Anne Street Residential Program, 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.

- 13 youth resided at this home during the past year: 9 males and 4 females.

SNOW AVENUE RESIDENTIAL PROGRAM *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.

- 7 youth were served this year: 5 males and 2 females.



LANCASTER AVENUE RESIDENTIAL PROGRAM *Manager: Andrew Butler*

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.

- 6 female youth were served this year.

VINCENT ROAD TREATMENT CENTRE *Manager: Katelyn Murphy*

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.

- 6 youth were served this past year: 5 males and 1 female.



PRIESTMAN STREET TREATMENT CENTRE *Manager: Rickii Walsh*

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.

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



CUMBERLAND RESIDENTIAL PROGRAM *Manager: Ashley Black*

This six-bed residential facility located in Sussex provides services to male and female youth from the Saint John region who 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.

- 19 youth resided at the home during the year: 9 males and 10 females.

DUFFERIN ROW RESIDENTIAL PROGRAM *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.

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



PIERRE CAISSIE CENTRE *Manager: Christine Richard*

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 24 youth throughout the province: 18 males and 6 females. 75 percent were Anglophone and 25 percent were Francophone.
- Mental Health referred 3, Social Development referred 13, and Education referred 3.
- 5 youth were admitted as long term NCR residents.

50 MYERS STREET RESIDENTIAL PROGRAM *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.

- 22 youth were admitted during the year: 8 females and 14 males.

52 MYERS STREET RESIDENTIAL PROGRAM *Manager: Helen GrosLouis*

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.

- 3 youth were served this past year: 2 males and 1 female.



OUTREACH PROGRAMS

INTENSIVE SUPPORT PROGRAM (ISP)

Manager: Tracy Lapointe

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.

- 29 youth and their families participated in the program: 21 males and 8 females.
- On average, youth participated in the program for 20 weeks.

YOUTH WORKS

Manager: Jean-Pierre Poirier

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 gives the youth an opportunity to build on their existing strengths in a safe environment where they can experience a sense of belonging and build upon success in their lives. Youth Works 12 ran from April to September.

- 11 youth participated in the program: 4 males and 7 females.

ANGER MANAGEMENT & VIOLENCE PREVENTION

Instructors: Tracy Lapointe and Denise Reidpath

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.

- One program was offered during the past year: 10 males and 2 females.

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.

IMPACT LEARNING CENTRE

Instructor: Diane MacDonald

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 a facilitated classroom at Youth QUEST Central.

- Over the past year, 61 youth participated in this program: 34 males and 27 females.
- A total of 33 youth wrote the GED exam: 15 successfully passed and 14 passed parts and are re-writing.

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 the agency's residential youth who are not attending school on a full-time basis. These students have difficulties fitting into the current education 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 25 youth have participated in the program: 14 males and 11 females.
- 12 youth were reintegrated into the regular school setting, 7 youth worked toward grade advancement, and 3 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 57 referrals and has served 55 youth: 14 females and 41 males.

YOUTH QUEST

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 **67 applicants**.
- **20 youth** participated in the program: **12 males and 8 females**.

QUEST CASE MANAGEMENT

Manager: Jean-Pierre Poirier

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.

- **154 clients** were served: **91 males and 63 females**. **72** of these became long-term active clients.
- Of the active clients **74%** have obtained employment (**34 clients**) or returned to school (**19 clients**).

YOUTH QUEST CENTRAL

Manager: Jean-Pierre Poirier

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 **8,864 times**. A total of **397 different youth** came to Youth QUEST Central: **208 males and 189 females**. Of those youth, **66** were first-time clients.
- Basic services (shower, laundry, clothing, and hygiene products) were accessed **2,940 times**.
- A total of **194 volunteers** gave **1,380 hours** to assist in the operation of this program.
- The ACE Program (Activity Centred Engagement) held a different activity each week that included: Fundy National Park, Parlee Beach, Hip Hop Dance evenings, Girls Night, Yoga classes, Movember Gala, Guys Night, Green Pig Country Market Corn Maze, Hub Cap Comedy Festival, FIFA World Cup, Mosaic Festival, Gay Pride Parade, Campfire on Dobson Trail, Paint Ball, Wildcats games, Ski Wentworth and much more. A total of **302 youth** participated.

Q U A L I T Y
U N D E R S T A N D I N G
E M P O W E R M E N T
S E L F - S U F F I C I E N C Y
T R A N S I T I O N

“The Eva’s Awards for Ending Youth Homelessness Program is a vehicle to identify and celebrate organizations making a significant impact on youth homelessness. The goal of the awards is to recognize community initiatives that:

- **Move beyond responding to the most basic needs of homeless and at-risk youth**
- **Demonstrate significant impacts in the lives of vulnerable youth**
- **Break the cycle of homelessness among youth by integrating supports such as: housing, education, employment, family connections, and interventions to address mental health concerns and/or addictions**

The competition for the 2015 Awards was stiff. We received more than 40 viable applications from across Canada. They were reviewed by a National Review Panel comprised of sector experts from across the country. From the applications, the review panel picked four winners. Congratulations Youth Impact Jeunesse!”

**~ Melanie Redman,
Executive Director, A Way Home: Working
Together to End Youth Homelessness in Canada**

MESSAGE FROM BOARD PRESIDENT

CHOOSING OUR FUTURE

April of 2015 marked the conclusion of a three-year strategic planning exercise that accomplished the achievement of nineteen organizational goals. This required a sustained effort from members of the management team, and I want to thank them publicly for their dedication and hard work. These goals represented a collective “stretch assignment” for Youth Impact. Many objectives were intended to move the organization forward on a clear path of connectivity and rejuvenation. These goals included secure electronic file sharing within the organization, an agency name change, reinvigorating the Employee Advisory Committee, strengthening methods of staff supervision and performance appraisal, and deepening links between administration and each individual program.

At Youth Impact the agency motto is Choose Your Future. This applies to the empowering work staff members strive to achieve in their work with young people. It is equally applicable to how the agency chooses to position itself to always be in the place of most potential. As an extension of the strategic plan that recently concluded, the Board of Directors took the decision in December of 2015 to have Youth Impact become an accredited organization.

Participating in the accreditation process is expected to add value in the following ways:

- Enhance agency culture of learning, quality improvement, and accountability
- Support learning about leading practices
- Strengthen the organization’s systems and processes in order to improve organizational effectiveness
- Further motivate Board and staff to work towards common goals
- Demonstrate to the community, young people served, and funders the organization’s commitment to ongoing quality improvement, risk management, and accountability
- Provide a third party recognition for achievements of Youth Impact

The Board of Directors has entered into an agreement with the Canadian Centre for Accreditation and stakeholders can expect an update on the progress of this initiative at the AGM in 2017.

BLAIR HYSLOP

President



BOARD OF DIRECTORS

Back Row (L-R): Mario Allain (Past President), Bruce Wood (Treasurer/Secretary), Superintendent Paul Beauchesne, Blair Hyslop (President). **Front Row (L-R):** Renée Landry McKenna, Dorina St. Onge, Nicole Angers (Vice President), Lucie Côté, Kathy LeBlanc, Betty Hudson. **Absent:** David Niles

FINANCES

STATEMENT OF REVENUE AND EXPENSE

for the year ended March 31, 2016*

YOUTH IMPACT JEUNESSE INC. REVENUES	TO DATE	2016	2015
Residential Grants/Fees-Provincial		6,925,531	6,714,307
Community Outreach Grants/Fees-Provincial		225,269	273,035
Community Outreach Grants/Fees-Federal		289,338	189,907
Donations/Fundraising Events		311,260	215,187
Workshops/Resource Centre		-	-
Total		7,751,398	7,392,436

EXPENSES			
Residential		6,925,936	6,761,129
Community Outreach Programs		814,341	661,666
Workshops/Resource Centre		-	-
Total		7,740,277	7,422,795

OPERATING SURPLUS/DEFICIT			
Residential		(405)	(46,820)
Community Outreach		11,526	16,463
Gain on Sale of Capital Assets		-	113,891
Administration		127,508	84,654
Total Operations Surplus		138,629	168,188

CAPITAL ASSETS-NET BOOK VALUE			
Land		414,789	414,789
Buildings		2,703,615	2,804,957
Furniture		31,549	28,231
Equipment		28,823	25,103
Total		3,178,776	3,273,080
Deferred Contributions		(1,216,114)	(1,278,674)

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

"Giving back is one of The Home Depot's core values. When we give back to the youth in our community through The Orange Door Project, we can see we are making a measurable difference in their lives. This comes straight from the hearts of our associates."

~ Kathie Hickey,
Human Resources Manager, The Home Depot (Moncton)



DONORS & FUNDERS

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 The Windsor Foundation
 The Province of New Brunswick
 Troy Life & Fire Safety Ltd.
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 91.9 The Bend

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 Sage Solutions Inc.
 91.9 The Bend

NOTE : Listed above are financial donors in the 2015-2016 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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