

STRETCHING FOR SUCCESS

2017-2018 ANNUAL REPORT



EXECUTIVE DIRECTOR'S MESSAGE

GROWING SUCCESSFUL PEOPLE



I want to speak about our clients and our staff team who, to a large extent, embody the entity known as Youth Impact Jeunesse. Young people access services at Youth Impact for a multitude of reasons with each set of circumstances being as unique as the individuals themselves. Many risk factors of varying depth and complexity threaten the healthy development of our youth. They are placed in the care of the agency or engage with services on their own because they need support, more opportunity, and a plan for a better future. All of our services help our children and youth to develop a specific, measurable, attainable, realistic and truthful plan for creating lifelong, meaningful improvements, and a better quality of life in the future.

For over three decades this agency has grown to become the largest service provider of its kind in New Brunswick with the most diverse continuum of services for at-risk youth. Various programs have a provincial flavor, and some are absolutely one of a kind in the province. The youth care staff bring a high level of dedication, creativity, consistency, commitment, and passion to their work. As with its youth, the agency works strategically to support, engage, and enhance the professional development of its staff. Each staff member has an annual performance evaluation and regular supervision sessions with their immediate supervisor. These promote personal and professional written plans for growth and development.

Paul J. Myers defined success as follows: **The progressive realization of worthwhile predetermined personal goals.** Having written goals with associated activity steps elevates the chances of forward progression and goal attainment by 1,000 percent. This is as true for youth in our care as it is for our staff members. Goals are the marker posts you drive into the future landscape between where you are and where you want to be. Goal setting at Youth Impact often has a flavor of a stretch exercise. The goals need to be not only relevant but compelling. They need to scare us and excite us at the same time.

Stretch assignments also exist at the program and organization level. At the Strategic Planning Retreat that took place in January, the Management Team and Board of Directors went through a visioning exercise. Our existing mission statement explains the “how” and “what” of the organization. We concluded it was also appropriate to develop a vision statement designed to describe “where” the organization is going; and strategic planning is the road map to guide the agency to that destination. Let me project the image of the destination in the future that we want for our clients and our staff. I give you the Vision Statement of Youth Impact Jeunesse: **The Maritimes’ leading organization in growing successful people.**

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, & 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.

VISION STATEMENT

The Maritimes' leading organization in growing successful people.

MANAGEMENT TEAM

FEEDBACK FROM YOUTH

"The most important thing I learned is new ways to deal with my anxiety." (Pierre Caissie Centre)

"During my stay at Lancaster house I have learned to have more respect for those around me. I have learned different coping skills and to have more appreciation of things." (Lancaster)

"I like that staff care about us and don't just toss us aside." (Augusta)

"It has given me a place to go when I have nowhere else to go." (Youth QUEST Central)

"I've learned job hunting and resume building skills from the program. It has helped me gain employment." (QUEST Case Management)



Back Row (L-R): Tracy Cormier, Mary Reid, Connie Mowbray, Chloe Mungall, Neil Young, Mel Kennah, Andrew Butler, Katelyn Murphy, Samantha Hamilton, Helen GrosLouis, Amanda Fielding, Barb Ferguson. **Front Row (L-R):** Gail Lutz, Sara Jean Barry, Rickii Walsh, Christine Richard, Ashley Black, Charline Melanson, Lanaya Nice, Tracy Lapointe

HIGHLIGHTS OF 2017-18

STEPS IN THE JOURNEY

- Sara Jean Barry received the Board of Directors' Award and Honorable Mentions went to Karen Haase and Samantha Hamilton.
- The 2016 recipient of the second Vickie Babineau Memorial Scholarship was Kayla Dawn Nichols entering Crandall University.
- Associate Director Barb Ferguson and Executive Director Mel Kennah were trained to be peer reviewers for the Canadian Centre for Accreditation.
- In August, Myers Street Residential Program hosted its twelfth annual Myers Olympics for youth and staff with more than 60 participants.
- Augusta Residential Program did a 30-day kindness challenge in memory of Rebecca Schofield, #beccatoldmeto.
- The Legacy Project is an ever-evolving activity accessed by dozens of youth each week from all Youth Impact programs. This program combines self-expression, art and culture, and peer support in a safe and fun environment at Youth Quest Central.
- E-learning continues to be a cornerstone of professional development in the agency with more courses being added this fiscal year. Staff completed 2,047 modules in 2017.
- The agency partnered with Mrs. Dunster's in Sussex for the third year in a row to run a parking lot during the Sussex Flea Market in August. This elevated the agency's profile in that community and raised \$2,300 for Youth Impact.
- Ride for Refuge was held on September 30th. This was the agency's fifth year hosting this national event. Twenty-two teams, 136 riders and 47 volunteers participated to raise \$24,614.

I have worked with Youth Impact personnel and programs for over 20 years. They are an amazing group of child and youth care professionals who are skilled in seeing and bringing out the best in youth! They are strength-focused and build effective collaborative relationships with youth, making a positive and significant difference in their personal development and their quality of life.

Dr. William Morrison, Associate Professor at UNB and
Lead Principal of William Morrison & Associates

- On February 24th, Coldest Night of the Year was held in Moncton, and in 121 other communities across Canada. Forty-five teams, 372 walkers and 79 volunteers participated to raise over \$111,506 locally.
- Youth Impact achieved an accreditation designation in June 2017 from the Canadian Centre for Accreditation.
- Youth Impact received the Non-Profit Organization of the Year award in October 2017 from the Greater Moncton Chamber of Commerce.
- 112 Thomas Street in Dieppe became the newest agency property and became operational as a three-bed youth facility in March 2018.
- The Orange Door Project operated by The Home Depot Canada Foundation was a big success in Moncton again this year. For the 4th consecutive campaign, the local Home Depot chose Youth Impact as the recipient for their 2017 campaign, raising an astonishing \$9,796 in June and \$4,282 in December.
- Youth Impact was chosen as the charity of choice for 100 Women Who Care with a gift of \$7,500 in September 2017.
- Youth Impact became the charity of choice for both Royal Oaks Golf Course in October 2017 and the Romeo LeBlanc International Airport's charity box in January 2018.

With an annual budget for 2017-18 of

\$7.7 MILLION

220

total employees

**[140 full time 14 part time
66 casual employees]**



and an
average
stay of

106 DAYS

in Youth Impact's
residential facilities
during 2017 & 2018

we were able to help

**1,332
YOUTH**

56%
male

44%
female



Augusta Terrace Residential Program

Manager: Monique Couture-Belliveau & Chloe Mungall

Augusta Terrace 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 challenging behaviours.

Sixteen youth resided at this home during the past year: 6 males and 10 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 the 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.

Nine youth resided at this home during the past year: 7 males and 2 females.



Lancaster Avenue Residential Program

Manager: Samantha Hamilton

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 goal of the home is to teach through empowerment - social, emotional, and life skills that will enable the youth to become independent and contributing persons within their community.

Four youth resided at this home during the past year: 4 females.



Vincent Road Residential Program

Manager: Andrew Butler

This three-bed residential facility is located in Quispamsis. It provides services to children and youth up to the age of 15 with behavioural and/or emotional challenges. The focus is to provide the youth with a safe, structured, and highly supervised home environment.

As the program has a younger population, the team makes use of play therapy to teach new skills that promote a sense of empowerment and accomplishment. Staff work closely with the school personnel and families to support the transfer and development of these skills in other areas.

Five youth resided at this home during the past year: 5 males.



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 to their community of origin while teaching essential life skills, building positive relationships, and fostering family connections. The treatment centre has an onsite clinician from Mental Health Services who works closely with the youth and staff.

Three youth resided at this home during the past year: 3 males.



Cumberland Residential Program

Manager: Katelyn Murphy

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. One of these beds is used for emergency placements by the Department of Social Development. The goal is to coach and support youth and their families in overcoming various challenges. The youth are either reintegrated to the community independently, or to their family setting.

Fifteen youth resided at this home during the past year: 15 females.



Dufferin Row Residential Program

Manager: Lanaya Nice

This five-bed 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 goal of the program is to teach through empowerment – social, emotional, and life skills that will enable the youth to become independent and contributing persons within the community.

Eleven youth resided at this home during the past year: 11 males.



Thomas Street Residential Program

Manager: Sara Jean Berry

This home is a long-term, three-bed residential facility in Dieppe. It provides services for youth aged ten to eighteen with behavioral and emotional difficulties, with the first admission being in April 2018. The focus of this service is to provide the youth with a safe, structured and highly supervised home environment. The goal of the program is to teach new skills that promote empowerment and future success.



Pierre Caissie Centre

Manager: Christine Richard

Located in Moncton, this three-bed provincial assessment facility for youth aged 12 to 18 with ongoing emotional and/or behavioral difficulties, 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 on Account of Mental Disorder (NCRMD) and Complex Case (CC) residents. These youth are assessed, and recommendations are put in place for eventual reintegration into the community.

- The centre provided assessment for 18 youth from throughout the province: 11 males and 7 females.
- Thirteen youth were Anglophone and 5 youth were Francophone.
- Two youth were admitted long-term as NCRMD and CC residents.
- Since the provincial transition to the Integrated Service Delivery model, referrals to the Pierre Caissie Centre are made by the Integrated Clinical Teams, from the various regions of the province.



50 Myers Street Residential Program

Manager: Helen GrosLouis

This is a three-bed residential program in Moncton. Youth requiring stabilization of behaviour, family circumstances, and assessment are placed for short term periods (up to sixty days). Case plan meetings are held bi-weekly to determine an appropriate therapy and intervention, to discuss progress, and to develop a plan for discharge and community reintegration.

Twenty-one youth resided at this home during the past year: 15 males and 6 females.

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 in conjunction with Mental Health Services.

Five youth resided at this home during the past year: 3 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.

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.

- Thirty-seven youth and their families participated in the program: 32 males and 5 females.
- On average, youth participated in the program for 15 weeks.

Impact Learning Centre

Instructor: Linda Gutteridge

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 in partnership with Southeast Adult Regional Learning Board and is offered in a facilitated classroom at Youth QUEST Central.

- Over the past year, 46 youth participated in this program: 20 males and 26 females.
- A total of 14 youth wrote the GED exam: 3 successfully passed and 11 passed parts and are re-writing.

Work Your Pace Program (WYPP)

Managers: Helen GrosLouis & Connie Mowbray

WYPP provides an alternative learning environment to youth from 10 to 18 years of age where they can gain academic, social, life, and vocational skills. It operates three full days per week during the school calendar year. 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 the inability to work within a traditional classroom setting.

- Eighteen youth participated in the program: 10 males and 8 females.
- Nine youth were reintegrated into the regular school setting full time and 2 part time, 1 youth began home schooling and 1 youth started receiving tutoring 3 times a week.

Drug Intervention Program

Manager: Neil Young

This voluntary program serves youth ages 15 to 24 who struggle with illicit drug use and may 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 individual strengths and needs, youth will become more engaged in education, employment, and community.

- Sixty-five new referrals were received this year.
- Fifty-two youth were considered active clients and nine had brief interventions: 40 males and 21 females.

YOUTH QUEST

QUALITY
UNDERSTANDING
EMPOWERMENT
SELF-SUFFICIENCY
TRANSITION

Transitional Housing Program

Manager: Amanda Fielding

Youth aged 16 to 22 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 68 applicants.
- Thirty youth participated in the program: 14 males and 16 females.
- Twenty-three youth worked or attended school, and two graduated.

QUEST Case Management

Manager: Ashley Black

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.

- Three hundred thirty-six clients were served: 177 males and 159 females. One hundred eight of these became long-term active clients.
- Of the 108 active clients, 17 clients obtained employment, 20 clients returned to school, 15 clients obtained employment and returned to school, 4 achieved basic skills and 52 continued actively working on overcoming barriers to success.

Youth Impact Jeunesse empowers young people to make choices that give them better control over their futures. We believe these youth, who are in challenging circumstances, are worth the investment. It's important to help them change or eliminate the obstacles that stand in the way of their success.

Robert K. Irving, Co-Chief Executive Officer of J.D. Irving, Limited

The Greater Moncton Chamber was very pleased to recognize Youth Impact Jeunesse Inc. as the inaugural recipient of our Non-Profit of the Year Award. Youth Impact Jeunesse brings considerable value to young lives and the Greater Moncton community is enriched by their continued good work.

John Wishart, CEO, Greater Moncton Chamber of Commerce



Youth QUEST Central

Manager: Ashley Black

Youth QUEST Central is a multi-resource centre for youth aged 16 to 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, electronic 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 9,144 times. A total of 697 different youth came to Youth QUEST Central: 395 males and 302 females. Of those youth, 72 were first-time clients.
- Basic services (shower, laundry, clothing, and hygiene products) were accessed 4,067 times.
- A total of 9 regular volunteers gave 802 hours to assist in the operation of this program.
- The Activity Centered Engagement (ACE) program held a different activity each week that included Fundy National Park, Parlee Beach, Girls Night, Inspire Festival, Gay Pride Parade, Wildcats games, Ski Wentworth and much more.

BOARD PRESIDENT'S MESSAGE

THE ROAD AHEAD

It was once said that if you don't know where you are going, any road will get you there. For almost two decades our organization has been carefully selecting a path to bring it to its future destination of choice. Since the year 2000, Youth Impact Jeunesse Inc. has been making use of a three-year strategic planning process. The agency has had five such plans since that time. Recently the organization took a break from the traditional approach for strategic planning as January 2016 to June 2017 was very active in preparing the agency to receive an accreditation designation. That objective was accomplished with Youth Impact receiving such a designation from the Canadian Centre for Accreditation in June 2017.

With that milestone completed it was appropriate and timely for the agency to begin the roll out of its next strategic plan. Steve Daniels, CEO of Slight Edge Group, was engaged to facilitate that process. In combination with the Executive Director, questionnaires were designed and circulated to the Board of Directors, the Management Team, some members of the team at the Administration Office, and Senior Youth Care Workers. There was a tremendous response and I want to extend a sincere thank you to all who contributed to this process.

On January 12-14, 2018 a Strategic Planning Retreat was held at Marshlands Inn in Sackville NB. The Management Team and representatives of the Board of Directors came together with the objective of creating the next three-year plan for the organization. Mr. Daniels led the Retreat and he will have a continued involvement to provide coaching to the Management Team for the life of the plan.

At that Retreat, the raw data collected from the questionnaires was reviewed carefully and was translated into information. Clear themes emerged, and associated goals were established with champions identified for each goal. These goals include: salary, communication, staff development and engagement, agency growth, best practices, donations of time and financial support, youth voice, and scorekeeping and accountability. This Strategic Plan will serve as the road map for Youth Impact to choose its own best future. It is encouraging to feel the strength and energy of this initiative and I look forward to the journey and the promising road ahead of us.

Nicole Angers

President



BOARD MEMBERS

Back Row (L-R): Mario Allain, Peter Stevens, Bruno Caron, Superintendent Tom Critchlow, Dave Niles (Vice President), James Dixon. **Front Row (L-R):** Lucie Côté, Bruce Wood (Treasurer/Secretary), Dorina St. Onge, Nicole Angers (President), Sandra Stairs, Kathy LeBlanc

Youth Impact Jeunesse Inc.

Statement of Revenue and Expense

for the year ended March 31, 2018*

Revenues	2018	2017
Residential Grants/Fees-Provincial	6,969,231	6,853,129
Community Outreach Grants/Fees-Provincial	180,646	271,199
Community Outreach Grants/Fees-Federal	4,797	140,641
Donations/Fundraising Events	507,193	349,531
Workshops/Resource Centre	-	130,838
Total Revenue	7,661,867	7,745,338
Expenses		
Residential	6,803,413	6,883,095
Community Outreach Programs	692,635	764,298
Workshops/Resource Centre	-	69,185
Total Expenses	7,496,048	7,716,578
Operating Surplus/Deficit		
Residential	165,819	(29,966)
Community Outreach	-	(2,927)
Administration	-	-
Workshops/Resource Centre	-	61,653
Gain on sale of Capital Asset	87,470	-
Total Operational Surplus	253,289	28,760
Capital Assets-Net Book Value		
Land	470,131	445,132
Buildings	2,935,486	2,864,472
Furniture	58,962	32,408
Computer Equipment	31,901	30,410
Total	3,496,480	3,372,422
Deferred Contributions	(1,144,362)	(1,155,940)

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

Donors & Funders

- 100 Women Who Care
- Acadian Construction Ltd.
- Alcool NB Liquor
- Atlantic Bylaws Officers Association
- Cadillac Fairview Corp Ltd.
- Canada Post Community Foundation
- Canadian Union of Postal Workers
- Cavendish Farms
- Church Flooring Ltd.
- CIBC
- City of Dieppe
- City of Moncton
- Coldest Night of The Year
- Correctional Service of Canada, Regional Headquarters
- David and Sharon Niles
- Deloitte Foundation Canada
- Department of Health
- Department of Post-Secondary Education, Training & Labour
- Department of Public Safety
- Department of Social Development
- Evergreen Park School
- Foundation for a Better Future
- The Grocery Foundation of Atlantic Canada
- Hebert Family
- In Memory of Marie Hebert
- In Memory of Sarah Anne McDuff
- Irving Consumer Products LTD
- Jones Insurance Ltd.
- Lillian Taylor Cormier Foundation
- Lockhart Foundation
- MacMurray Foundation
- Mark Black Speaks
- Mary Joshi
- McCain Foundation
- Medavie Health Services
- Midland Transport
- Moncton Wesleyan Church
- Francis P. McGuire
- James & Renée McKenna
- Mel Kennah
- Nancy Crompton
- Dorina St. Onge
- Kathy Leblanc
- Lucie Côté
- Serge Langis and Nicole Angers Langis
- Roberta Pollock
- Phillip Haylock
- Pierrette Richard
- Pura Vida Yoga
- Queen Elizabeth School
- Raising the Roof
- Ride for Refuge
- Robert and Donna Savoie
- Rod and Angele Wilson
- Rotary Club of Moncton
- Royal Oaks Golf Club
- Sandra Stairs
- Shoppers Drug Mart #184
- South East Regional Adult Learning Board
- Stairs Construction Services
- Sussex Flea Market
- Tangerine Bank
- TD Bank Group
- Telus Corporation
- The Ashford Group
- The Co-operators
- The Home Depot Canada Foundation
- United Way of Greater Moncton
- Yoga Fest Moncton

- Newco Construction
- Owen MacFadyen Group
- Rotary Club of Moncton West and Riverview
- Southampton Computers

Coldest Night of the Year Sponsors

- 91.9 The Bend
- Argus Audiology
- BMW Moncton
- BrainWorks Razor
- Casino New Brunswick
- CPA New Brunswick
- Frank Cowan Company Ltd.
- Gugi's Massage Therapy
- House of Lam Restaurant
- JCB Interpretation Inc.
- KPMG
- Medavie Blue Cross
- Moncton Lions Club
- Nanna's Bakery
- Newco Construction
- Rotary Club of Moncton West and Riverview
- Royal Oaks Golf Club
- Starbucks
- Sugar Shack Construction Inc.
- Tangerine
- Wilbur Law Office

Ride for Refuge Sponsors

- 91.9 The Bend
- Avant-Garde Construction Management
- Controls and Equipment
- Eastern Prosthetic Clinic
- Frank Cowan Company Ltd.
- Gugi's Massage Therapy
- Lawn Rangers Landscaping
- Mrs. Dunster's
- My Bike Shop

NOTE : Listed above are financial donors in the 2017-2018 fiscal year who gave over \$100

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 financial support that added to the quality of life for our youth and their families. It is through your continued commitment that we are able to engage at-risk youth in making positive life changes.



Choose your future.

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