

# SUCCESS By design



# Choosing to Succeed

The word "success" evokes many images and ideas for each of us. Some descriptions have nearly universal appeal, such as good health, wealth, happiness, a strong family, and strength of character.

How success is achieved is harder to define. Good intentions and hard work will help maintain a current position but do not guarantee what we desire. Success does not happen accidently: we make it happen for us. Although you'll hear it said that success occurs when preparedness and opportunity meet, at Youth Impact success is preparedness - full stop. By being prepared, we create our opportunities and find our success.

Youth Impact Jeunesse believes in choosing to succeed. With the young people we serve, we collaboratively design the success they seek. Choosing success means strategically defining the desired destination, and charting a course to get there, with a timetable and clear milestones to help stay on course.

We do the same for our programs that provide solutions for at-risk children and youth, and for the organization itself, at all levels. By crystalizing goals, developing a plan to achieve those goals, and fueling our commitment to those goals, we progressively build ability, confidence, and determination to overcome obstacles that stand between us and success.

When organizations are intentional, transformation is within reach. What's thrilling is through the same approach, success is also within reach for the young people we serve. A core conviction of Youth Impact Jeunesse is that the essence of quality is constant improvement; however, aligning daily action in support of a long-term goal is easy to say and hard to do. Follow-through requires high-level thinking and the conviction that daily investment will yield the results we seek.

Only with that conviction can we hold ourselves accountable and delay the gratification of short-term comfort and easy solutions. The focus on long-term outcomes is crucial in our work. Providing support and new opportunities for children and youth is important work that has huge ripple effects over time; however, those far-reaching impacts are sometimes hard to recognize in moments of struggle or crisis.

One secret of success is seeing through the lens of time and not becoming discouraged when immediate evidence of desired progress is elusive. Believing in ourselves, believing in the process and in strategic hard work, and recognizing the compound impact of our daily contribution to youth and to the field of Youth Care is an expansive and beautiful thing.

I want to thank our Board of Directors, donors, government and community partners, volunteers, and our staff team at Youth Impact for their contribution in making transformational change possible in young lives. You can be proud of what you're doing and of the success that will come down the road in the lives of others.





Back Row (L-R): Monique Couture-Belliveau, Mary Reid, Krista Kenny, Tracey Donnelly, Matt Brennan, Mel Kennah, Tracy Cormier, Amy Groves, Jacqueline Gallant, Jonathan Thibodeau, Barb Ferguson

Front Row (L-R): Helen Groslouis, Kaylie Sears, Richelle Smith, Neil Young, Samantha Hamilton, Amanda Fielding, Charline Melanson, Connie Mowbray

Absent: Julia Smissaert, Tamara Woldegebreal

# Greg Bishop

**Project Manager, Human Development Council** 

Youth Impact Jeunesse's Transitional Housing Program plays a critical role in providing young people experiencing, or at risk of homelessness with stable housing, support, and the opportunity to grow into adulthood. This upstream, preventative approach deserves the support of Reaching Home, Canada's Homelessness Strategy, as it aligns with promising practices in supporting young people to achieve their best, and the broader community's efforts to reduce chronic homelessness.



## Amanda Doucet

#### **Volunteer**

I started volunteering at Youth QUEST Central in February, not only to give back to my community, but to also gain experience in the Child and Youth Care field before I go to college in September. Volunteering is very rewarding and gives me a sense of purpose. Youth QUEST Central gives at-risk and homeless youth a place to belong, feel safe, and be accepted. I am grateful for the opportunity to be part of this valuable program in our community.

## At-risk defined

Simply put, it means "at-risk" of not becoming a healthy and productive adult. 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.

## Steve Jones

**President, Jones Insurance Service Ltd.** 

All of us at Jones Insurance Service Ltd. are keen supporters of Youth Impact and the many valued services and assistance provided to young people in our area. We are happy to be both an annual donor to Youth Impact as well as our entire team participating in the Coldest Night of the Year fundraiser. This walk not only raises funds to support services for youth, but is a fun team building event for our staff. We are a competitive bunch so we try hard to do better each year and keep near the top of the list of fundraisers for this event.



About us

## Our Mission

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

## Vision Statement

The Maritimes' leading organization in growing successful people.

## Our Mandate

The purpose of Youth Impact Jeunesse Inc. is to provide quality care and guidance to children and youth between eight and twenty-four years of age, with social, emotional, and behavioural challenges.

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

Services are offered within an integrated multi-component continuum of care, which ranges from preventative community services, in-home family support, and highly structured residential treatment programs, to less structured transitional housing.



## Mayor Dawn Arnold

**City of Moncton** 

Youth Impact Jeunesse plays a key role in our community by giving our youth the hope, help and tools to succeed. Their programs enable our young people to uncover the potential to overcome difficult challenges. I am tremendously proud of the work being done by the entire organization. The work you do quite literally transforms lives.

## Youth Feedback

# Lancaster Residential Program

Shelby, 16

"Lancaster staff have been there for me since arriving. I see the program as a home and the staff are my family. They help motivate me and make me feel worthy when I don't have any faith in myself. The staff genuinely care about me and that makes me feel special."

# Drug Intervention Program

Dave, 20

"You gave me the chance to not feel alone. You gave me someone to talk to and you pointed me in the right directions. It was my hard work and your understanding that helped me. Thank you."

# Dufferin Residential Program

Past client, Darren, 16

"I am sad that you can't see me now and see how much better of a person I have become. I have matured a lot and see things in this world a lot differently. I have no one else to thank but all of you who helped me when no one else would or could."

## Youth Feedback

## Transitional Housing

Parys, 18

"Because of Transitional Housing, I was able to finish and graduate high school. With a stable environment, I was able to rebuild my relationship with my mother. The structure and accountability I received in the program helped me structure my life."

## Youth QUEST Central

Sam, 21

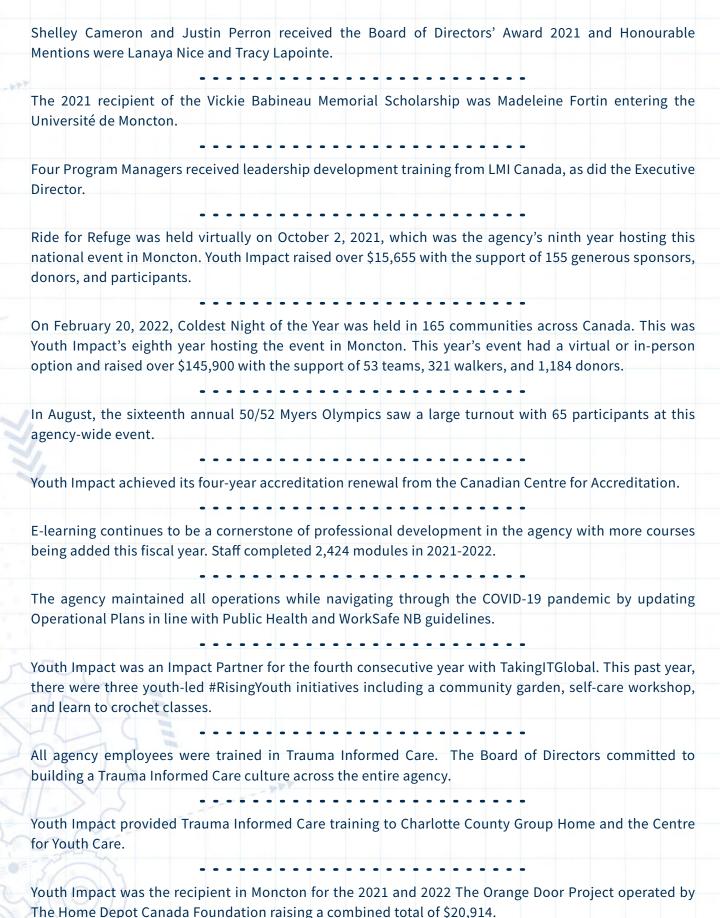
"I started coming to Youth QUEST Central when I was 15 for help with my addictions. It was a safe place where I could relax and not have to constantly look over my shoulder. It gave me a place to eat, get warm, get clothing, shower, and get advice. If it wasn't for Youth QUEST Central, I don't know how I would have survived the streets."

# Main Residential Program

Maddie Jay, 16

"The day that I was put into the care of Youth Impact Jeunesse, my whole life went upside down for the better. The staff have helped me learn who I am and that it's okay to have a past. They are helping me regain a healthy relationship with my parents. I am excited to make more memories with the staff and youth until I can be on my own feet and go to college. I can't imagine where I would be without this help and light."





# STATISTICAL OVERVIEW

The average length of stay in Youth Impact's residential homes during 2021-2022 was

123 DAYS

260 TOTAL EMPLOYEES

147 FULL TIME

24 PART TIME

89 CASUAL

# Annual Revenue



The youth served at Youth Impact are







We were able to help 565 youths agency wide

# Residential Programs



## Augusta Terrace Residential Program Manager: Monique Couture-Belliveau

This six-bed residential program in Moncton serves 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.

Eighteen youth resided at this home during the past year: 9 males, 8 females, and 1 non-binary.



#### Snow Avenue Residential Program Manager: Connie Mowbray

This five-bed therapeutic program 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.

Thirteen youth resided at this home during the past year: 8 males, 4 females, and 1 non-binary.



## Lancaster Avenue Residential Program Manager: Samantha Hamilton

This five-bed residential program in Saint John serves youth with behavioural and/or emotional challenges. The focus of this service is to provide 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 their community.

Twenty youth resided at this home during the past year: 4 males, 15 females, and 1 non-binary.



## Vincent Road Residential Program Manager: Amy Groves

This three-bed residential program is located in Quispamsis and 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 children and youth with a safe and structured environment in which they can flourish. Through trauma informed care and strength-based structured programming, coupled with the use of play-based therapies, the team at Vincent Road works to empower its children and vouth to experience success and growth. Staff work closely with families and community resources to support the transfer and development of these skills in the young people's daily lives.

Six children and youth resided at this home during the past year: 4 males and 2 females.



## **Cumberland Residential Program Manager: Kaylie Sears**

This six-bed residential program 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 transition to foster homes or to their original family setting.

Thirty-three youth resided at this home during the past year: 15 males, 16 females, and 2 non-binary.



#### Priestman Street Treatment Centre Manager: Julie Smissaert

This three-bed treatment centre is located in Fredericton. Youth aged 12 to 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 on-site clinician from Mental Health Services who works closely with the youth and staff.

Seven youth resided at this home during the past year: 5 males, 1 female, and 1 non-binary.



### **Dufferin Row Residential Program Manager: Jacqueline Gallant**

This five-bed residential program is located in Saint John and provides services to male youth aged 12 to 18 with behavioural 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.

Ten youth resided at this home during the past year: 10 males.



### 50 Myers Street Residential Program Manager: Helen Groslouis

This three-bed residential program is located 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 youth resided at this home during the past year: 14 males, 4 females, and 2 non-binary.



#### Pierre Caissie Centre Manager: Krista Kenny

Located in Moncton, this provincial six-bed assessment program for youth aged 12 to 18 with ongoing emotional and/or behavioural difficulties is operated by Youth Impact Jeunesse Inc. and Mental Health Services. Youth referred here are removed from their community for eight weeks and their stay consists of assessment, treatment, and reintegration to their community. They return home recommendations that will help them thrive based on their strengths. Referrals to the Pierre Caissie Centre are made by the Integrated Clinical Teams, from various regions of the province.

Thirteen youth were admitted to the centre during this past year: 8 males, 4 females, and 1 non-binary.

## 52 Myers Street Residential Program Manager: Helen Groslouis

This three-bed long-term, residential program is located in Moncton. 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.





## Fulton Crescent Residential Program Manager: Richelle Smith

This four-bed residential program is located in Moncton. The focus is to provide a long-term and safe therapeutic living environment to youth ages 10 to 18 with social, emotional, and behavioural challenges. The goal of the program is to teach new skills that promote empowerment and future success.

Eleven youth resided at this home during the past year: 3 males, 5 females, and 3 non-binary.



## Thomas Street Residential Program Manager: Matthew Brennan

This long-term, three-bed residential program is located in Dieppe. It provides services for youth aged 10 to 18 with behavioral and emotional difficulties. The focus is to provide 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.

Nine youth resided at this home during the past year: 6 males, 2 females, and 1 non-binary.



#### Main Street Residential Program Manager: Tracey Donnelly

This four-bed residential program located in Bath serves youth ages 12 to 18 with behavioural and/or emotional challenges. The purpose of this service is to provide youth with a welcoming, supportive, safe structured, and supervised home environment. The program takes a strength-based and trauma informed care approach to adapting the program to meet the needs of the individual youth. The goal of the program is to support empowerment of youth through the development of social, emotional, and life skills that will enable them to become independent and contributing members of their communities.

Ten youth resided at this home during the past year: 5 males and 5 females.

# Outreach Programs

#### **Intensive Support Program (ISP)**

**Manager: Amanda Fielding** 

This program serves youth who are involved with the criminal justice system and are 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. ISP also offers a fourteen-session Anger Management and Violence Prevention Program, exclusively to clients of Public Safety.

Eight youth and their families participated in ISP during the past year: 6 males and 2 females.

Ten youth participated in the Anger Management & Violence Prevention: 4 males and 6 females.

#### **Drug Intervention Program**

Manager: Jonathan Thibodeau

This program serves youth ages 15 to 24 who struggle with drug use and are either at risk or in conflict with the criminal justice system. This voluntary program provides youth with information, support and strategies that assist them in alleviating their drug usage and alter their criminal behaviour. 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.

Forty-nine youth participated in the program during the past year: 30 males, 16 females, and 3 non-binary. The program received 60 new referrals, and 25 new admissions occurred during the past year.

#### **Impact Learning Centre**

Instructor: Tim Brewer

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 South East Adult Education and is offered in a facilitated classroom at Youth QUEST Central.

Eighteen youth participated in this program during the past year: 9 males and 9 females.

#### **Corridors Alternative Education Site**

This program provides formal academic learning, social skills building, and community outreach to at-risk, high school aged youth who have failed to respond to or engage in school and district-based interventions. The goal of the program is to support positive change in the youth's lives while they obtain an education. The program is a collective impact initiative involving the United Way of Greater Moncton and Southeast New Brunswick, Youth Impact Jeunesse, the Department of Social Development, and the Anglophone East School District.

Thirteen students participated in this program during the 2021/2022 school year: 9 males and 4 females.

Two students graduated with Adult High School Diplomas.

## Sophie Richard

RSW, Therapist, EROS – Emotions Reactions Options Solutions Inc.

Thank you for your dedication, patience, and desire to truly help youth get from where they are to where they want and need to be in a structured yet nurturing manner. Our youth need people like you in their corner to advocate for them, support them, and teach them what they need to learn in life. It has truly been a privilege to work with you.





QUALITY

UNDERSTANDING

E MPOWERMENT

S ELF-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 can reside in supported environments that offer them a chance to learn skills that will lead to greater self-sufficiency in the 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 64 referrals.

Twenty-seven youth participated in the program: 15 males and 12 females.

Nineteen youth worked and/or attended school, and 81% of youth who stayed over three months successfully completed the program.



## Youth QUEST Central

#### Manager: Tamara Woldegebreal

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, computer communications, academic upgrading, job-readiness training, information sessions, counselling, directional planning, and artistic and recreational programming. It also houses five other agency programs that youth may access.

Youth accessed the drop-in component 2,670 times. A total of 190 different youth came to Youth QUEST Central: 111 males, 66 females and 13 non-binary. Of those youth, 64 were first-time clients.

Basic services (shower, laundry, clothing, and hygiene products) were accessed 779 times.

Food services were accessed 2,227 times. This includes hot meals, snacks, and bagged lunches.

Recreational activities such as board games, movies, and pool were accessed 1,133 times.

Program referrals (Drug Intervention, Transitional Housing, QUEST Case Management, Impact Learning Centre, and on-site Atlantic Wellness counselling) were made 155 times.

Media Centre and technology support (photocopying, faxing, printing, computer access, and telephone) were utilized 469 times.

Group programs including LGBTQS+, Seeking Safety, Pre-employment Workshops, Career Exploration Workshops, Photography Group, and Crochet Group were accessed 109 times.

A total of 20 volunteers gave 465 hours to assist in the operation of and fundraising for this program.

The ACE (Activity Centered Engagement) Program held a variety of activities that included bowling, Moncton Wildcats Game, Skyzone Trampoline Park, Magnetic Hill Zoo, Beloved Miniature Horses, the Pride Parade, swimming, the Inspire Festival, TreeGo, and the Sackville Waterfowl Park. A total of 48 youth participated.

## QUEST Case Management

### Manager: Tamara Woldegebreal

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.

Eighty-eight clients were served: 46 males, 36 females, and 6 non-binary.

Sixty youth (68%) obtained employment (45 clients) or returned to school (15 clients).

# Moving Beyond our Borders

## **President's Report**

This past year, the Board of Directors conducted a formal four-year review of its By-laws and ratified updates to the document. In the spring of 2021, Youth Impact concluded its sixth three-year strategic plan. As that strategic plan and its various committees were being sunsetted, the organization focused its efforts on preparing for its four-year accreditation review. This preparation took enormous effort from all corners of the agency, and it was led by Associate Director Barb Ferguson and Program Manager Richelle Smith, who guided the Management Team over several months to prepare evidence that was submitted to the Canadian Centre for Accreditation. CCA conducted an on-site review in October and the agency received its accreditation designation renewal in December. This designation demonstrates to our stakeholders that the organization is committed to best practices and ongoing improvement with respect to its processes and procedures. It elevates accountability and quality in service delivery.

As one strategic plan comes to its end another gains new life. In the fall of 2021, the agency hired The Chapman Group to support management in facilitating the next strategic planning process. Customized questionnaires were designed to gather relevant data. The Executive Director led a guidance committee from the Management Team to engage with Youth Impact's many stakeholder groups. Over fifty focus groups and individual interviews were conducted. Gifts of feedback from stakeholders were channeled into a summary report. In April 2022, a three-day retreat was held in St. Andrews that was facilitated by Tanya Chapman and attended by the Management Team with participation from members of the Board of Directors. At that retreat, clear themes emerged from the stakeholder feedback, and associated goals were established with champions identified for each goal.

We believe in this process. Strategic planning involves knowing what we stand for, understanding where we are now, deciding where we want to go, and then executing a carefully designed plan to get there. It involves alignment and contribution at all levels of the organization. We have selected five major goals and have a clear plan to guide Youth Impact in creating its own best future for the next three-year period. I want to thank The Chapman Group and all the many contributors who made this plan possible. We are excited to begin this new chapter in the organization's history and will keep you aware of our progress as we move forward.



# Board of Directors



Back Row (L-R): David Niles (Past President), Damien Lahiton, James Dixon (President), Peter Stevens (Treasurer/Secretary), Juergen Weiland

Front Row (L-R): Marilyn Holyoke, Michelle Duffie, Danielle Bernard, Lucie Côté

Absent: Zo Bourgeois, Eric Larose, Charlene Yetman

# The Honourable Ginette Petitpas Taylor

excerpt taken from AGM 2021 speech

I was an admirer of Youth Impact Jeunesse long before I became a member of parliament. You have been reliably serving youth since 1985 and that long-term commitment, year in and year out, is truly inspiring.

Youth are our future. When you help your young clients achieve their full potential and lead productive lives, all of society owes you a tremendous debt of gratitude. Leading a productive life and contributing to society are worthy goals, they give a young person's life meaning and a deep sense of satisfaction. Thank you for your investment in our youth.



# Youth Impact Jeunesse

Statement of Revenue and Expense for the year ended March 31, 2022*		
Revenues	2022	2021
Residential Grants/Fees - Provincial	10,088,141	9,739,738
Community Outreach/Grants/Fees - Provincial	231,071	183,785
Donations/Fundraising Events	611,770	774,904
Total Revenue	10,930,982	10,698,427
Expenses		
Residential	9,950,690	9,792,748
Community Outreach Programs	892,108	861,762
Total Expenses	10,842,798	10,654,510
Operating Surplus/Deficit		
Residential	137,451	(53,010)
Community Outreach	(49,267)	96,927
Total Operational Surplus	88,184	43,917
Capital Assets - Net Book Value		
Land	498,131	498,131
Buildings	2,887,512	3,049,989
Furniture	96,882	85,333
Computer Equipment	39,575	43,683
Total	3,522,100	3,677,136
Deferred Contributions	(1,136,602)	(1,203,658)

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

# Donors and Funders

Alcool NB Liquor Annick LeBouthillier ATU Local 1290 Bertrand Senechal BMO Financial Group Bradley Henwood BrainWorks Marketing

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**UNI Financial Cooperation** 

**United Way of Greater Moncton** 

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**Youth Impact Board and Staff** 

#### **Ride for Refuge**

91.9 The Bend Assumption Life Avant-Garde Construc

Avant-Garde Construction & Management

ment Carmichael

Fillmore Heating and Cooling J&S Pearson Construction

Lawn Rangers Landscaping

Major Drilling

Medavie Blue Cross

Orkin Canada

Rotary of Moncton West and Riverview Selectpath Benefits and Financial Inc.

Southampton Computers Ltd

#### **Coldest Night of the Year**

91.9 The Bend

Big 8

Carmichael

Ermen Plumbing & Heating Ltd.

**Gahan House** 

House of Lam

**Intact Public Entities** 

JCB Interpretation Inc.

KPMG

Lawn Rangers Landscaping

Lounsbury Group / BMW Moncton

Medavie Blue Cross

Nanna's Bakery

Netco Electric

Southampton Computers Ltd.

Starbucks

Tangerine

**Wilbur Law Offices** 

Wisely Consulting Ltd.

## Note: Listed above are financial donors in the 2021-2022 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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