

CAPTURING
THE
POTENTIAL

MONCTON YOUTH RESIDENCES
2008 Annual Report





MESSAGE FROM THE *Executive Director*

EMBRACING THE POTENTIAL IN YOUNG PEOPLE

The theme for this year's annual program report is "Capturing the Potential," and this takes many forms at Moncton Youth Residences. In order to capture the potential it is first necessary to embrace the belief that the potential is there in the first place. This concept defines MYR's approach to working with young people and their families. Regardless of past history, difficult circumstances, or current presenting problems, MYR demonstrates its certitude that people are capable of making more effective choices that will improve their relationships and move them in positive directions.

The agency acts as a catalyst to make things happen in the lives of young people in ways that help to capture their true potential as individuals. It does this in several ways:

- By moving young people from confusion to clarity
- By teaching that each person is in charge of their own behaviour
- By moving a young person's thinking from being a victim of circumstance to being an architect of their own destiny
- By teaching life skills to last a lifetime
- By establishing safe, stable, and stimulating relationships that encourage creativity and healthy development

MYR reduces the risk for young New Brunswickers and increases their opportunity to achieve their potential. I extend a sincere thank you to our many stakeholders who continue to support MYR and its mission, and to express a special appreciation to the Board and staff. It is especially important to recognize that it is the passion and dedication of a committed staff team and the conviction of a strong Board of Directors that make MYR such an effective agent of change in the community.

Mel Kennah
Executive Director



Lunch & Learn

In January, MYR held its first Lunch & Learn for staff and Board members. The first topic was "Planning for Early Retirement" by Mel Kennah, and the second event dealt with "Managing Stress through Humor in the Workplace" by Helen GrosLouis. These one hour events include: a delicious meal provided by MYR's residential programs, an opportunity for staff from many different programs to socialize, and they allow MYR to showcase some of its in-house expertise.

OUR *mission*

Moncton Youth Residences Inc. is committed to building relationships with at-risk children, youth, and families, recognizing their strengths and fostering healthy development.

OUR *mandate*

The purpose of Moncton Youth Residences Inc. is to provide care and guidance to children and youth between five and twenty-four years of age, with social, emotional, and behavioural problems. The goal is to help youth and/or 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, highly structured residential treatment programs, and less structured transitional housing.

MYR 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.



SENIOR MANAGEMENT TEAM (from left to right)
Charline Melanson, Associate Director (Residential Programs)
Louise Leonardi, Associate Director (Finance)
Mel Kennah, Executive Director
Cathy Manuel, Associate Director (Youth QUEST, Development Office)
Gail Lutz, Associate Director (Outreach Programs, HR)

Gaining Perspective

Since an early age, my life has included drugs and alcohol. I grew up in a home with two drug and alcohol addicts for parents. By the age of 12 I was addicted to both as well and by 14 I was dealing drugs. By the age of 16 I had gotten in trouble with the law and spent time in jail. In the following six years I checked myself into detox five different times, I lived in Montreal, Ottawa, Halifax, and Moncton, I lost several jobs because I was going to work high or drinking on the job.

I have lived on the streets, with friends and family and in shelters. When I did have an apartment I often ended up getting evicted as I would blow the money on marijuana, cocaine or alcohol and not pay the rent. While I was in Halifax my dad and I got involved in criminal activity and again in Moncton I got caught for robbing a store after hours.

The road has not been easy, but these days I have a lot of support. I attend AA and NA every day and I have been coming to Youth QUEST Central for a year now, but have been here daily since September. I only have grade 10 but I am attending the MYR Learning Centre and will write my GED in a few weeks. I come to the Drop-In at Youth QUEST Central and do my laundry, use the computer, chat with the staff, and attend the Midnight Basketball.

The road is getting easier and I am now going through the 12 step AA program. I have stopped looking for acceptance and I accept who I am, I have started to be honest with myself and to those around me, I am grateful that I am alive. I am also grateful that Youth QUEST Central exists so that people like me can start a new life.

Julien

Highlights

OF 2007-2008

- Twenty staff received various levels of Reality Therapy training.
- For the second year Myers Street Group Home hosted a three-day event that is fun for both staff and youth alike, the Myers Olympics. The MYR social committee also continues to arrange fun activities such as the staff favourite – Scavenger Hunt.
- The Board Room located at Youth QUEST Central has seen a significant increase in community booking and private rentals.
- As a result of funding received from the IWK Foundation, a staff was hired to coordinate volunteer recruitment and training, and spearhead some new youth programming at Youth QUEST Central.
- For the past year MYR, with assistance from APHL/Avide, has been reviewing the feasibility of re-locating the Transitional Housing Program and is in the final stages of acquiring a new property. In the coming months this property will be retrofitted to meet the needs of the program and residents will take up occupancy in the fall of 2008.
- In August, Youth QUEST Central launched its Midnight Basketball initiative for clients of the drop-in centre or any young person, age 16 -24, who wants to attend. It is held every third Friday evening from 11pm until 2am at the YMCA.
- As of January, Youth QUEST Central increased its drop-in hours to include Thursday evenings.
- Sadly, Moncton Youth Residences lost two of its Board Alumni who contributed greatly to the agency's growth and leadership. Michael Oatway (2003-2005 President) and Dr. Michael Cripton (2000-2002 President) will be deeply missed.
- In December, staff had an opportunity to purchase MYR clothing for the first time.
- The recipient of the 2007 Board of Directors' Award was Brian Fontaine. He was recognized at the MYR Annual General Meeting in June 2007.
- On May 25, MYR held a Grand Vernissage/Art Exhibit at the Aberdeen Cultural Centre. The exhibit, "Themes to Come," featured works by youth and local artists depicting issues of addictions.
- Homeless Hotel 2007, a joint partnership between the YMCA of Greater Moncton and MYR, was held on June 2nd.
- During the cold winter months, MYR was active selling "Raising the Roof" toques and scarves. Thanks to MYR staff, the City of Moncton, and all the local businesses that assisted with the toque sales, 1,050 were sold in the Moncton area.

- MYR Development Office launched an Annual Campaign targeted at raising \$228,000 in the upcoming fiscal year to support three main programs: Transitional Housing, Youth QUEST Central, and MYR Learning Centre.

- In June, the agency newsletter was reborn in the form of MYR Ink. The issue comes out quarterly and is a vehicle to help improve communication and strengthen agency culture, thus assisting MYR to better achieve its potential.

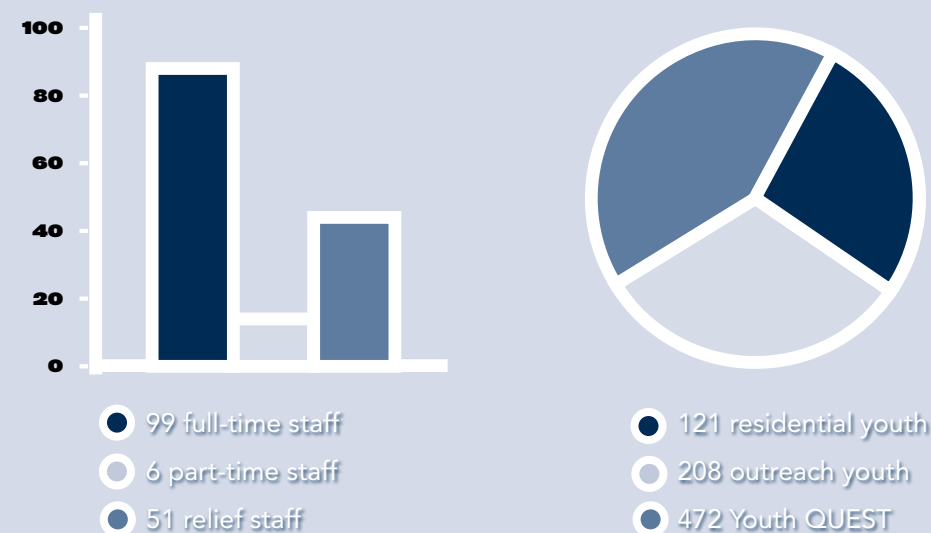
- MYR organized a "Fostering Success in Out of Home Placements" conference held on April 4th, featuring Dr. James Anglin.

- Along with a three percent staff salary raise, MYR also improved dental coverage and increased the amount covered by employer on its health plan.

Thanks to Jane Steeves, who spearheaded MYR's drive to secure textbooks from School District 2. It was a wonderful success. Hundreds of new and gently used textbooks were gathered for the youth to use in MYR's residential day programs. Youth often do not feel good about themselves because they cannot be in school, so it is wonderful to see the pride they take in these newly acquired books. The excellent condition of the books helped to assure youth that they are valued.

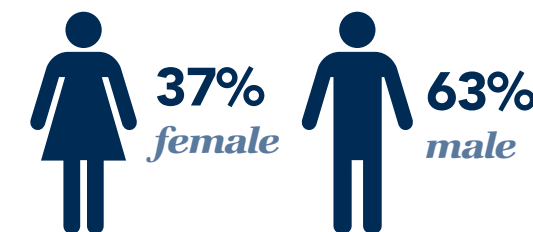
Statistical OVERVIEW

Annual budget of more than **\$4.9 million** in 2007-2008



The average length of stay in MYR's residential facilities during 2007-2008 was:

133
days



801
youth & families
SERVED IN PAST YEAR

Measuring Progress

Four out of five of the young people entrusted to MYR are discharged to less restrictive environments.

MYR made me a stronger person and gave me tools in my life that I carry through to this day. I went from being in jail and a daily drug user to someone who has held a full-time sales job for the past seven years. The staff at MYR cared about me and my future and to this day I still have contact with some of them. They taught me that you don't get to choose the cards you get; you choose how to play them.

Dave, age 25
Former group home resident

MYR has become a significant part of the children's residential services portrait in New Brunswick. Serving several regions, the agency meets the needs of children with diverse needs and multiple behavioural and emotional problems by capturing their potential. Those of us who work with children know and understand that it's about building relationships and offering an environment that positively affects their physical and emotional health. MYR is a leader in this area and will continue to show leadership through the newly formed NB Association of Youth Residential Services in which they played and continue to play an important role.

Géraldine Poirier Baiani

Assistant Deputy Minister,
Program Delivery
Department of Social Development

Residential PROGRAMS

Anne Street Group Home

Manager: Monique Couture-Belliveau



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

- Sixteen youth (11 male, 5 female) resided at this home during the past year.
- Youth experienced opportunities for growth through extracurricular activities such as: bowling, using the library and YMCA, Girl Guides, attending summer camps, swimming, and guitar lessons

Chestnut Group Home

Manager: Neil Young



This home is a specialized, three-bed unit for youth. Its focus is to stabilize the youth, assess specific needs, and develop a multidimensional plan that will lead to the return of each youth to a family setting.

- Four youth were served this year.
- Evening programming consisted of anger management, social skills, life skills, physical fitness, and encouraging youth participation in group home and community activities.

Enman Street Group Home

Manager: Brian Fontaine



This is a six-bed residential group home for male youth sentenced to open custody as a result of conflict with the criminal justice system. The program focuses on reintegrating youth into their home and community environments by providing social and life skills, drug and alcohol awareness, and anger management and crime prevention skills.

- Twenty-one residents were admitted.
- Many residents attended MYR Works and MYR Learning Centre with positive results and others held employment with Headstart Recycles and Food Depot.
- In the past year, substance abuse issues continued to plague the residents. Enman staff have partnered with Youth QUEST Central to deliver two drug awareness information sessions.
- Youth were involved in community activities, boxing, and weight training.

Chesed Group Home

Manager: Barb Ferguson



This five-bedroom unit provides services to teenage girls 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 program promotes empowerment and teaches social, emotional, and life skills that will enable the youth to become independent and contributing persons within their community.

- Nine youth were served this year.
- Four youth attended school full-time, and one had a part-time job at Wendy's Restaurant. Youth also volunteered at MYR activities, vacationed in PEI, and attended the YMCA.

Pierre Caissie Centre

Manager: Christine Léger



This six-bed provincial assessment facility for youth with behaviour disorders is operated by MYR and Mental Health Services. Youth referred here are removed from the community for five weeks of assessment. They return home with recommendations based on their strengths that help them make more effective choices. Families are invited to stay on site for a weekend.

- The Centre served 22 youth from throughout the province. Seventy-three percent were anglophone and twenty-seven percent were francophone.
- Mental Health referred six, Social Development referred thirteen, Education referred three, and Public Safety referred one.
- The staff implemented a new day program session called Country Activities.

Snow Avenue Group Home

Manager: Lori Milton



This four-bed therapeutic facility is designed to individually address the needs of youth who are either 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, cooking, budgeting, and problem solving.

- Eleven youth were served this year.
- Youth pursued educational goals and employment at Tim Hortons, Swiss Chalet, and Subway.
- The residents enjoyed a variety of extra-curricular activities including: guitar lessons, Tae Kwon Do, bowling, attending the YMCA, and volunteering at Moncton Headstart.

Westhaven Group Home

Manager: Connie Mowbray



Westhaven has the capacity to meet the special needs of four young people. The focus of this program is to provide a stable environment, assess specific needs, and develop a multidimensional plan that will lead to the eventual return of each youth to a family setting.

- Six youth were served this year.
- All youth were in an educational program, and five youth held part-time jobs.
- Two youth were actively involved in Minor Hockey and all the youth enjoyed snowboarding at Poley Mountain.

Myers Street Group Home

Manager: Helen GrosLouis



This home provides services to youth in crisis and to those in transition from one living environment to another. Staff provide a structured, safe, therapeutic environment that enables youth to stabilize themselves and start the healing process. Youth range in age from 12 to 18; however, younger children can be placed here in an emergency. This program, with a capacity for three youth, is operated on one side of a duplex; on the other side is the Place of Safety. The two programs share a common staffing base.

- Myers Street Group Home had 27 admissions.
- Creative and therapeutic interventions are used with youth and their families.

Provincial Place of Safety

Manager: Helen GrosLouis

This program normally has the capacity for two youth considered to be at high risk to themselves and/or their home communities. These youth have generally exhausted the resources available in their communities. They are in need of a high level of supervision and therapeutic intervention to stabilize their behaviour and enable them to return to their communities.

- Place of Safety had five admissions.
- In April 2007, MYR and the Department of Social Development reduced the capacity to one youth as a reengineering of the program is under consideration.



Raising the Roof is delighted to be partnering with Moncton Youth Residences. Over the past two years, the team at MYR has been an excellent example of the type of partnerships RTR strives to achieve across the country. Together we are helping alleviate homelessness and assist people who are at risk in Moncton.

Bruce Mansour

President,
Make It Happen Inc

Atlantic Coordinator,
Raising the Roof

Outreach PROGRAMS

YOUTH *Quest*

Potential Leaders

Youth making connections while participating in an MYR Program:

I learned to think positively and always try again and again. You succeed by not giving up and there will be ups and downs, but this is life and I have to fight with life to achieve my goals.

Thank you everyone who helped me. I am now on to bigger and better things in life. This program and the people who surround it have inspired me to not only succeed but to try and accomplish great things in life.

Nothing is worth ruining a relationship over so stay cool when you have an issue.

I can't do everything that I want and I can't eat gummy worms before snack.

People care about me.

I took a closer look at life and realized I'm only going to live once so I should try to live as long as I can.



Intensive Support Program (ISP)

Manager: Monique LeBlanc

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.

- Twenty-two youth and families participated in the program.
- On average, youth participated in the program for 30 weeks.
- Sixty percent participated in the program without committing additional violations.

Anger Management and Violence Prevention

Instructor: Helen GrosLouis

This program is offered in 14 sessions and covers topics such as: social skills, self-esteem, recognition of what triggers anger, and appropriate expressions of anger.

- Three programs were offered during the past year with 34 youth participants (27 males and 7 females)

MYR Works

Manager: Normand Blais

This 20-week program employs ten at-risk youth, between the ages of 16 – 24, who are employment disadvantaged. MYR Works is a group based employability skills intervention program that gives the youth an opportunity to build upon their already existing strengths. This happens in a safe environment where they can experience a sense of belonging and build upon success in their lives. During the last year, MYR operated three separate MYR Works programs.

- Twenty-three youth have come through the program. (15 male: 8 female)
- Five youth have moved on to full-time employment, and three are enrolled in academic upgrading.
- Fifteen youth have completed an eight-week on-the-job training, First Aid/CPR "A" Training, and a Health and Safety Module.

MYR 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 completing high school equivalency.

- Over the past year, 52 youth participated in this program (33 males, 19 females).
- A total of 18 have written the GED exam, seven have successfully passed; five passed parts and are re-writing; four are awaiting their marks, and six are scheduled to write the exam in early May.

Family Preservation/ Diversion

Manager: Valerie LeBlanc

Family Preservation is an intensive, individualized eight to twelve week program, delivered primarily in the homes of families referred through the Department of Social Development. Family Diversion, a similar but less intensive program, is made possible through funding from United Way of Greater Moncton and allows families to self-refer.

- Family Preservation served 59 families.
- Family Diversion served eighteen families. On average, they participated in the program for ten weeks.
- The majority of the youth in these programs were able to remain in the family home.

Transitional Housing Program

Manager: Amanda Fielding

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

- The Transitional Housing Program is neither a shelter nor a group home. It is a learning environment structured to provide youth with the opportunity to achieve self-sufficiency.
- This year there were 31 applicants (20 male and 11 female) and numerous inquiries about the program.
- Eighteen youth participated in the program.
- Average length of stay was 86 days.

QUEST Case Management

Manager: Cathy Manuel

This program provides case management, client assessments, and pre-employment and employment preparation services to at-risk youth 15 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. Although the Moncton office is still operational, between October and January all other satellite offices were closed due to funding cuts.

- This program served 115 young people (71 male and 44 female).
- Approximately 78 percent were from the Moncton area, 11 percent from the Shediac area, and the remaining 11 percent from the other satellite offices.

Youth QUEST Central

Manager: Normand Blais

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, 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 MYR programs for youth and families.

Youth QUEST Central celebrated its second anniversary this year. In order to continue growing and expanding, MYR created the new position of volunteer coordinator. This staff will play an important role in the recruitment, management, and retention of volunteers. As the socio-recreational elements of MYR's programs continue to evolve, so does its need to recruit volunteers.

- Youth accessed the drop-in component 3,044 times, an 88% increase from the previous year. A total of 339 came to Youth QUEST Central and 119 were first-time clients.
- Basic services (shower, laundry, and hygiene products) were accessed 775 times, a 67% increase in demand over last year.

Quality
Understanding
Empowerment
Self-Sufficiency
Transition

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.



MESSAGE FROM THE *Board President*

REALIZING THE POTENTIAL

Moncton Youth Residences is always interested in pushing out the front edges of its work and its influence in providing services to the young people of this province. This past year MYR has consulted with three different regions on service possibilities for at-risk youth in the province. This is indicative that MYR is a respected service provider in New Brunswick.

During this past fiscal year the new provincial service standards for residential facilities was finalized by the Department of Social Development. It is important to note that MYR was represented on this provincial review committee and added value to the final outcome.

MYR again showed leadership on a provincial level with its Executive Director becoming President of the newly minted New Brunswick Association of Youth Residential Services. This provincial association, representing one thousand employees in the field of professional Youth Care, is committed to working collaboratively with government to make Youth Care a career choice, and to provide necessary alternatives and options to at-risk youth while employing best practices.

Moncton Youth Residences will always recognize that there is room for improvement. This is true of the services it provides for young people and their families, of the professional development of its staff, and of its growing influence in the province. It is in these ways that the agency puts itself in the place of greatest opportunity to capture its potential. After all, it is not trespassing to go beyond your own borders.

Betty Hudson
President



LIST OF BOARD MEMBERS

Todd Shean, Treasurer/Secretary; Lourdes O'Reilly; Nicole Angers; Mario Allain (seated); Dorina St. Onge; Betty Hudson, President; Lucie Côté; Kathy LeBlanc, Past President; Doug Baker (seated); Bob Rochon, Vice-President; Monique Mazerolle.

Helping youth in our community realize their full potential is why the Moncton Rotary Club respects both the work and the leadership of Moncton Youth Residences. The options and services MYR provides to young people to help them become self reliant are integral in their success to capture their full potential. The Moncton Rotary Club financially supported the establishment of the Youth QUEST Central resource centre, followed recently with a further contribution to the Annual Campaign to address the ongoing operational costs of this important program.

C.F (Chuck) Steeves

President 2007-2008
Rotary Club of Moncton,
Canada #6344

Financials

MONCTON YOUTH RESIDENCES INC.

Statement of Revenue and Expense for the year ended March 31, 2008

REVENUES	To Date	2008	2007
Residential (grants)		3,616,008	1,675,759
Residential Fees		129,563	80,904
Fee Programs/ Other Grants		1,198,692	3,111,895
Capital Campaign	Contribution	1,276,114	
	Deferred	988,682	
Workshops/ Resource Centre		15,129	43,935
TOTAL		4,959,392	4,912,493
EXPENSES			
Residential		3,643,414	1,685,567
Fee Programs/ Other Grants		1,040,425	2,981,610
Workshops/ Resource Centre		17,615	43,935
TOTAL		4,701,454	4,711,112
OPERATING SURPLUS/DEFICIT			
Residential		102,157	71,096
Fee Programs/ Other Grants		158,267	130,285
Workshops/ Resource Centre		(2,486)	-
TOTAL		257,938	201,381
CAPITAL ASSETS			
Land		356,548	356,548
Buildings		1,781,246	1,849,084
Furniture		25,973	37,834
Equipment		35,578	44,328
TOTAL		2,199,345	2,287,794
Long-Term Debt		(217,893)	(230,395)
Deferred Contributions		(1,166,257)	(1,125,580)

** For a detailed financial statement contact

Moncton Youth Residences Inc. at (506) 869-6333

Donors & Funders

Anonymous
Blue Cross
Bridgedale Pastoral Charge
Caisse Populaire Notre-Dame de Grâce
Chateau Moncton Inc.
CIBC Atlantic Regional Office
City of Moncton
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McKesson Canada
Ms. Heather Mitton
MYR Employees
MYR Board of Directors
Mr. Larry Nelson
Ponderosa Steakhouse
Raising the Roof
Service Canada, Homelessness Partnership Initiative
UnitedWay
Various Provincial Government Departments

Moncton Youth Residences thanks all the organizations and individuals that added to the quality of life for our youth and families. It is through your continued commitment that MYR is able to engage at-risk youth in seeing their own potential.



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