



**Moncton Youth
Residences Inc.**

QUEST FOR EXCELLENCE

2003-2004 ANNUAL REPORT



CONSTANT IMPROVEMENT — THE KEY TO EXCELLENCE

Message from the Executive Director

For years Moncton Youth Residences (MYR) has added considerable value to the community. Visitors are struck by the passion of MYR staff as they support and empower young people. I continue to be honoured to be associated with such talented and dedicated people.

Our philosophy of helping youth succeed is evident in all aspects of our work. During the past year we have served more than 650 youth and family members, opened a specialized residential facility in June 2003 and another in January 2004, and we celebrated the graduation of youth from our CASP program and seventh Job Readiness program. For 19 years, MYR has been dedicated to the care, support, empowerment and advancement of young people.

This past year has been dominated by a new project called Youth QUEST Central. As part of the federal initiative for homeless people, more than 70 representatives of organizations in the Moncton community came together in the fall of 2003. Collectively they produced an update of the Moncton Community Plan and identified five key priorities. The most pressing was the need for a “one-stop shop” or “central entry point” for people who are struggling with issues of homelessness. MYR responded by devising a resource centre called Youth QUEST Central.

Youth QUEST Central will provide basic services such as laundry and shower facilities; offer various programs focused on literacy, social skills, and job readiness; and help young people connect to individuals and services that will help them build strong and healthy relationships in their lives, thus making it an effective one-stop shop. Most important, these young people will become better connected with their own dreams and possibilities and be empowered to reach the full promise of their youth.

The key to excellence is constant improvement. To make Youth QUEST Central possible, MYR committed its Board of Directors, its staff, and its resources. Yet such a vast project requires the commitment of many others. I am proud to say that when people heard about our vision, many committed to helping the project succeed. Already politicians from three levels of government, business leaders, foundations, service clubs, churches, and inmate committees from correctional institutions are supporting Youth QUEST Central.

On behalf of everyone at MYR, I wish to thank the many generous contributors to the Capital Campaign for Youth QUEST Central. Your continued support of this new service will help youth recognize their full potential. ■

Mel Kennah
Executive Director

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 quality care and guidance to youth between ten and nineteen 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.

MYR offers services within an integrated, multi-component continuum of care. These include community outreach services, in-home family support, and highly structured residential treatment programs.

MYR is the agency of choice for delivery of many programs and services mandated by various government authorities with responsibilities for at-risk youth. We also initiate programs for community outreach and education in the Greater Moncton Area. ■

In the past year several of our staff have moved on to up grade their education in the field of Nursing, Law, Corrections and Social Work.

“ I have thoroughly enjoyed my three years of employment with MYR. It has been a great learning experience both professionally and personally. MYR offers proactive, innovative, and effective programs to youth and families and I am proud to have been able to work for such an organization.”

Heather Seamone

(Masters in Child and Youth Care, University of Victoria)



Senior Management Team

Mel Kennah, *Executive Director*; Gail Lutz, *Associate Director (Outreach Programs, HR)*; Cathy Manuel, *Associate Director (Youth QUEST; Development Office)*; Blake Fullerton, *Associate Director (Residential Programs)*; Louise Leonardi, *Associate Director (Finance)*.

HIGHLIGHTS OF 2003-2004

NEW PROGRAMS

Two new residential programs were introduced in this fiscal year: Greenhill Group Home and Champlain Specialized Placement.

STAFF TRANSITIONS

Clare Archibald, Associate Director and long-time veteran of MYR, left to serve as Executive Director of Moncton Headstart. In July, Gail Lutz was hired to this position. In March 2004, a new position was created, entitled Associate Director of Residential Services. Blake Fullerton was named to this position.

YOUTH QUEST CENTRAL

- **September 2003**—Rotary pledged \$200,000 toward the development of a resource centre known as Youth QUEST Central.
- **October 2003**—MYR purchased a heritage building at 199 St. George Street as the future home of Youth QUEST Central.
- **February 2004** - A Capital Campaign was launched to raise \$1.35 million for renovations and first-year seed money (see Page 9). We are privileged to have Francis McGuire, CEO and President of Major Drilling, lead the campaign as Chair.

COMMUNITY SUPPORT

- Student Connections with the Université de Moncton organized a coffeehouse fundraiser for the Transitional Housing Program in August 2003 that raised \$1,400.
- MYR was the successful beneficiary of “Free Think,” where for 24 hours the Bristol Group, a communications firm, was dedicated to working solely with one charity. From that emerged the concept of the Homeless Hotel—a fundraiser held May 14, 2004.
- Youth who were involved with MYR attended a Theatre New Brunswick Christmas production thanks to the generosity of TNB and Imperial Oil Esso, a first such opportunity for most of the youth.

PROFESSIONAL CONTRIBUTION

MYR continues its national and international involvement. Staff presented a paper at an international youth care conference in Victoria, BC, in August 2003. In September 2003, staff members Blake Fullerton and David MacDonald traveled to Scotland on a two-week staff learning exchange with Kibble, the largest youth-related agency in the United Kingdom.

WHAT IS OUR DESIRE FOR YOUNG PEOPLE? THAT THEY MAY...



...experience and recognize the love and support of adults who are significant to them (parents and others)

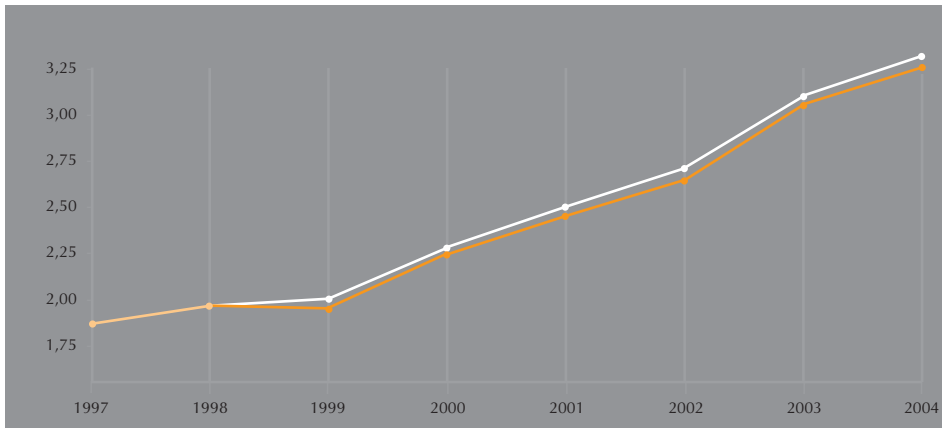


...become caring, respectful, responsible citizens



...experience a profound sense of belonging in a community

STATISTICAL OVERVIEW



	Revenues	Expenses
1997	\$1,777,777	\$1,777,777
1998	\$1,811,111	\$1,811,111
1999	\$1,860,583	\$1,823,320
2000	\$2,137,928	\$2,120,100
2001	\$2,370,267	\$2,325,102
2002	\$2,675,506	\$2,606,518
2003	\$2,958,286	\$2,870,749
2004	\$3,325,179	\$3,254,664

*The years denote fiscal year end date of March 31st.

Annual budget of more than \$3.3 million in 2003-2004

Staff of 71 full-time, 8 part-time, 41 relief

363 youth and families served in past year
(More than 650 if all members of the family unit were included)

MEASURING PROGRESS

4 out of **5**
of our young people entrusted
to MYR leave ready for less
restrictive environments.

Top 4 Observed Challenges among group home residents

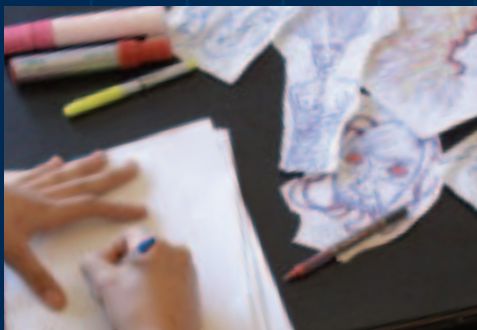
- #1 — Drug Abuse
- #2 — Lying
- #3 — Family Maladjustment
- #4 — In Conflict with the Law

Top 4 Observed Competencies among group home residents

- #1 — Polite
- #2 — Sense of humour
- #3 — Good personal hygiene
- #4 — Communicate well

Referring Agents for all residential programs

- Department of Family and Community Services
- Department of Public Safety
- Department of Health and Wellness
- Other (Department of Education, self-referral)



...master skills and abilities that give them satisfaction, identity, and a sense of empowerment



...experience caring, compassionate, and appropriate discipline that leads to self-control and independence



...develop a spirit of generosity



Youth who reside in MYR's residential programs are all referred from the New Brunswick provincial government, mostly through the Department of Family and Community Services. Program development is based on the premise that every youth is an individual with strengths and competencies upon which to build. MYR utilizes a multi-disciplinary team approach. This often includes the youth's immediate family, family physicians, courts, and agency representatives from mental health services, probation, child protection, public health, education, along with other services.

AT-RISK DEFINED

Simply put, it means "at-risk" of not becoming healthy and productive adults. A "youth at-risk" 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.

Anne Street Group Home

Manager: Monique Couture-Belliveau

Anne Street Group Home provides six beds for high-risk youth who have 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.

- Fifteen youth resided at Anne Street during the past year.
- The youth are encouraged to seek volunteer or employment opportunities in addition to their education. One youth proudly maintained employment at a fast food company during her entire stay.
- Creative programming sessions, exercise, relaxation, and fun are all part of the experience at this home. This year a walking club was formed, and the relaxation room was expanded to include a karaoke machine, which served up copious amounts of laughter between youth and staff.
- Youth receive support from extracurricular activities such as acting, modelling, dancing, horseback riding, bowling, and taking voice lessons.

Enman Street Group Home

Manager: Brian Fontaine

This is a six-bed group home for male youth sentenced to open custody. The program at Enman is focused on reintegrating youth into their home and community environments by providing them with social and life skills, drug and alcohol awareness, anger management, and crime prevention skills.

- Thirty-four residents were admitted.
- Several youth worked at full and part-time jobs, while others completed a day program coupled with volunteering and an educational plan. Students from Atlantic Baptist University provided tutoring.
- Some highlights for the residents are the ping pong table and in-home gym, which are used on a daily basis, and wood carving, stone sculpting, sketching, and painting programs.



RESIDENTIAL PROGRAMS

Pierre Caissie Centre

Manager: Charline Melanson

This six-bed provincial assessment facility for youth with behaviour disorders is operated in Moncton by MYR and Mental Health Services. Youth referred here are removed from their community for a period of five weeks to undergo an assessment and treatment program. When they leave the centre, it is with recommendations based on their strengths that will assist them to thrive in their home environment and community. Families are invited to participate and stay on site for a weekend.

- The Centre served thirty-one youth from all regions throughout the province.
- Eight youth were francophone, twenty-three were anglophones.
- The Centre is developing an anti-bullying program.

Myers Street

Manager: Helen GrosLouis

Crisis Unit

The Crisis Unit provides services both to youth in crisis and to those who are 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 placed at the unit range in age from 12 to 18; however, younger children can also be placed there in an emergency. This program, with a capacity for three youth, is operated on one side of a duplex. On the other is the Place of Safety. The two programs share staff.

- Myers Street Crisis Unit had forty-five admissions.
- Three more full-time positions were created to meet the growing demand and ensure stability and quality of service within the two units.

Provincial Place of Safety

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

- Place of Safety had six admissions.

Snow Avenue Group Home

Manager: Nancy Smith

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

- Seven youth were served this year.
- Staff designed individual programs for each youth but also provided some experiential group programming such as Extreme Makeover (teaching problem solving and budgeting), Garden Patch (nutrition), Fish Tails (life and social skills), and Snowflake (creativity).
- Youth are encouraged to participate in volunteer activities as well as pursue educational goals.

Champlain Street Group Home

Manager: Barb Ferguson

This unit opened on June 23, 2003 as a specialized facility to provide high-level service to one high-risk youth from the Saint John region. The goal is to provide tools that will enable this youth to work toward successful integration into the foster care system. The primary focus for staff has been teaching appropriate alternatives to replace aggressive behaviour. The youth has shown growth in this area as well as experiencing an increase in self-esteem and confidence.

Greenhill Group Home

Manager: Becky Snider

This home opened on January 26, 2004, as a specialized unit to serve a maximum of three youth, with autism and other special needs, from the Saint John region. The focus of this home is to stabilize the youth, assess their specific needs, and develop a multidimensional plan with the professional team and family that will lead to the eventual return of each youth to a family setting.

OUTREACH PROGRAMS

“By earning their way and forming relationships with others, young people learn how to integrate themselves into the community. This is important for their futures because as they know more about themselves they learn more about community involvement and the needs of others, as a result they become better citizens.”

Glenn Estess,
President Elect of Rotary International
(while on site at Youth QUEST Central
in September 2003)

On November 7, 2003, Strong Families Strong Children, a three-year pilot project primarily sponsored by the National Crime Prevention Centre, came to a successful close. Strong Families Strong Children was a crime-prevention project for at-risk families with children between the ages of 5 and 12 that offered training and support to strengthen the family unit. From April to November 2003 it served twenty-six families and over the course of its three-year operation it served ninety-seven families.

“If I didn’t have the programs from MYR [Job-Readiness, CASP and Transitional Housing] I would still be an ill-tempered, rebellious youth, using drugs and alcohol and living on the streets.”

Emily

Intensive Support Programs (ISP)

Manager: Monique LeBlanc

This program serves youth who are involved with the legal system and at-risk of progressing to a custodial sentence without support in their community. Since the inception of the new Youth Criminal Justice Act, ISP also works with youth who are serving one-third of a custodial sentence in their community. ISP provides programming that is reflective of youths’ struggles with family conflict, substance abuse, mental health issues, and poor academic performance.

- Out of forty-one referrals, twenty-five youth and families participated in the program.
- Ten families accepted enhanced family support interventions.
- Fourteen youth participated in the program without committing additional violations.

Community Academic Services Program (CASP)

Instructor: Alisha Sullivan

CASP is an academic upgrading program for youth 16–19 years of age who are no longer attending school because of drug and alcohol abuse, poor peer and teacher interactions, or low academic achievement. They progress at their own pace with the goal of completing high school equivalency.

- Over the past year twenty-five youth have participated in this program (17 males, 8 females).
- Students who participated in the program for one full academic year showed progress of one to two grade levels when retested.
- Support from local high schools and community agencies has contributed to the success of this program.

Family Preservation/Diversion

Manager: Blake Fullerton

Family Preservation is an intensive, individualized eight to twelve-week program, delivered primarily in the homes of families referred through the Departments of Family and Community Services, and Health and Wellness. 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 thirty-seven families.
- Family Diversion was offered to twenty-six families. Unfortunately, many others were turned away due to lack of funds and resources.
- The majority of the youth within these two programs were able to remain in the family home.

Job Readiness Program

The Job Readiness Program engages high-risk youth who have left school prematurely. The program helps them learn life and social skills that are crucial to finding and maintaining employment.

- Two Job Readiness Programs were concluded in June and July 2003, with sixteen youth completing the program, out of eighteen enrolled.
- A new Job Readiness is underway, with eight youth enrolled, and is scheduled to finish in June 2004.

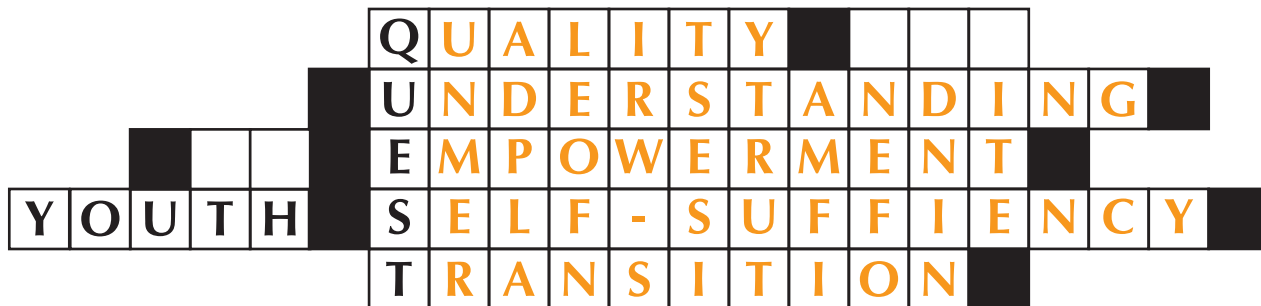
Anger Management and Violence Prevention

Instructor: Helen GrosLouis

This program is offered in fourteen sessions covering 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 twenty-six youth participants.

YOUTH Q.U.E.S.T.



Transitional Housing Program

Manager: Mario Bourgeois

This program was launched in December 2002 as a response to a study on homelessness in the Greater Moncton area that found large gaps in services for youth and identified an urgent need for transitional housing. Youth aged 16 to 20 who are homeless or potentially homeless use this program to stabilize and change their lives. They reside in a safe, secure environment that offers the opportunity to learn skills that will lead to greater self-sufficiency, such as budgeting, nutrition, social and life skills, finding and maintaining employment, self-esteem, and anger management. A four-month after-care program is offered upon discharge.

- The Transitional Housing Program is not a shelter or a group home. It is a learning environment structured to achieve self-sufficiency.
- At year-end, the program had received sixty-six inquiries/applications (40 male and 26 female).
- Twenty-three youth benefited from residential and after care programming.

Youth QUEST Central

In Greater Moncton several hundred young people are either homeless—with no stable, permanent shelter—or considered to be at-risk of becoming homeless. As Greater Moncton grows, so does this social problem.

Moncton Youth Residences is taking leadership in responding to this need by devising a youth resource centre called Youth QUEST Central to serve youth aged 16 to 24. The planning of this facility includes laundry and shower facilities, a classroom for academic upgrading, and a woodworking shop for vocational and job-readiness training. Information sessions on key topics, counselling and directional planning, and referrals to other services in Moncton will be provided. Further, at Youth QUEST Central, youth can connect directly with existing government and community services to address needs related to addictions, mental health, employment issues, financial assistance, sexual health, and more.

In February 2004, a \$1.35 million Capital Campaign was launched to turn this vision into a reality. Doors are expected to open in the spring of 2005.

COMMITTED TO EXCELLENCE

Message from the Board Chair

Moncton Youth Residences' commitment to growth, excellence, and service continued unabated this year. Needs identified in the community prompted us to add 23 new positions to our roster, open two new residential programs, and launch a Capital Campaign.

Each step in a new direction forces us to re-examine our goals and abilities. This fall the Board and management conducted our second formal strategic-planning process, setting priorities for the next three years. The first such plan was very beneficial; we expect the same from this plan.

We have been fortunate in attracting top-quality employees who share our interests and who want to be the best in their fields. The Board recognizes their desire, and much of our decision-making is predicated on staff retention and professional growth.

Even as we grow the organization in its traditional field—our residential and outreach programming—we have become more deeply involved in Youth Q.U.E.S.T. In 2002, phase one of Youth Q.U.E.S.T., the Transitional Housing Program, spread its wings. In 2003, phase two, the one-stop centre for youth services, rapidly took off. The combined commitment of two Rotary Clubs, the availability of the perfect site at 199 St. George Street, the groundwork for the project, and the decision to launch a Capital Campaign all came together in the fall.

We were incredibly fortunate with the calibre of volunteers who are helping us along this journey. When Francis McGuire accepted the role of Chair of the Capital Campaign for Youth QUEST Central, we knew we were in able hands. The Board thanks Francis for his commitment and effort. We also thank those he has recruited to this cause and those who have contributed financially.

In summation, it has been an excellent year for the agency. The Board would like to salute Mel Kennah, Executive Director, and all the MYR staff for a superlative performance.

Michael Oatway
Board Chair

DRAMATIC LEADERSHIP

The John Howard Society of Saint John has greatly benefited from Moncton Youth Residences' dramatic leadership role in this province. MYR's services for at-risk youth and their families are unique, pro-active, preventative, and comprehensive. The whole province benefits because they are generous with their expertise. Our Resiliency Centre in Saint John, serving more than 600 youth and families a year, owes its implementation and success to the support, expertise, and encouragement of MYR. MYR also has been able to bring together group home operator representatives from all over the province, strengthening the whole group home system.

Moncton Youth Residences is a very vital agency, thanks to the commitment and dedication of its staff and volunteers. It makes a definite difference in improving the quality of life for youths and their families throughout the province of New Brunswick.

William Bastarache
Executive Director,
John Howard Society of Saint John

BOARD MEMBERS

From left to right: Betty Hudson; Mario Allain; Aline Robichaud; Bob Rochon, *Treasurer/Secretary*; Nicole Angers; Thérèse Thériault; Dr. Michael Crompton, *Past President*; Kathy LeBlanc, *Vice-president*; Michael Oatway, *President* and Dorina St. Onge.

Absent: Mark Lenehan and Catherine Berryman.



MONCTON YOUTH RESIDENCES INC.

Revenue and Expense Highlights for the year ended March 31, 2004

REVENUES		2004	2003
PCC, Anne, Enman, Myers (grants)		\$1,264,561	\$1,264,561
Residential Fees		\$320,698	\$337,531
Fee Programs/Grants		\$1,644,466	\$1,319,457
Workshops/Resource Centre		\$32,315	\$36,737
Capital Campaign Contributions	\$153,882	-	-
	Deferred \$90,743	\$63,139	-
TOTAL		\$3,325,179	\$2,958,286
EXPENSES			
PCC, Anne, Enman, Myers		\$1,584,823	\$1,568,032
Fee Programs/Grants		\$1,636,421	\$1,259,629
Workshops/Resource Centre		\$33,420	\$38,088
Administration - Restricted		-	\$5,000
TOTAL		\$3,254,664	\$2,870,749
OPERATING SURPLUS/DEFICIT			
PCC, Anne, Enman, Myers		\$436	\$34,060
Fee Programs/Grants		\$71,184	\$59,828
Workshops/Resource Centre		\$(1,105)	\$(1,351)
Administration - Restricted		-	\$(5,000)
TOTAL		\$70,515	\$87,537
CAPITAL ASSETS			
Land		\$271,048	\$231,048
Buildings		\$711,404	\$623,199
Furniture		\$34,433	\$21,059
Equipment		\$18,260	\$14,209
TOTAL		\$1,035,145	\$889,515
Long-Term Debt		\$(299,166)	\$(336,077)
Deferred Contributions		\$(300,456)	\$(227,628)
Investment in Capital Assets		\$435,523	\$325,810

*For a detailed Financial Statement, contact Moncton Youth Residences Inc. at: (506) 869-6338.

"Moncton Youth Residences provided a structured environment for my daughter. They treated her with respect and I appreciate all the efforts made on her behalf."

parent

DONORS AND FUNDERS

Moncton Youth Residences Inc.

thanks the organizations and individuals that added to the quality of life for our youth and families. It is through your continued commitment that we are able to help change the direction of young lives.

City of Moncton
 Public Safety Advisory Committee of Moncton
 Major Drilling Group International
 Deloitte and Touche
 United Way Response Funding
 Department of Family & Community Services
 Moncton Rotary Club and Moncton West and Riverview Rotary Club
 Bristol Group
 Department of Public Safety
 Million Dollar Round Table Canadian Charitable Foundation
 Human Resource Development Canada
 National Crime Prevention Centre
 Department of Health and Wellness, Mental Health Division
 SCPI-Homelessness Initiative
 Literacy NB
 Youth Justice Renewal Fund, Department of Justice Canada
 Newco Construction
 Francis McGuire
 David Hawkins
 Westmorland Inmate Committee
 Board and staff of MYR



**Moncton Youth
Residences Inc.**

Choose Your Future

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