

McMan Calgary & Area

REPORT TO THE COMMUNITY 2023-2024



McMan

OUR MISSION, VISION, AND VALUES

VISION

Together we transform the lives of children, youth and families through sustainable supports and connections, leading to healthy and fulfilling lives.

MISSION

To support and encourage individuals and families to achieve their full potential as members of their community.

VALUES

Commitment
Trust
Empathy
Respect
Genuineness



4,196 INDIVIDUALS IMPACTED



2,797 PEOPLE SERVED



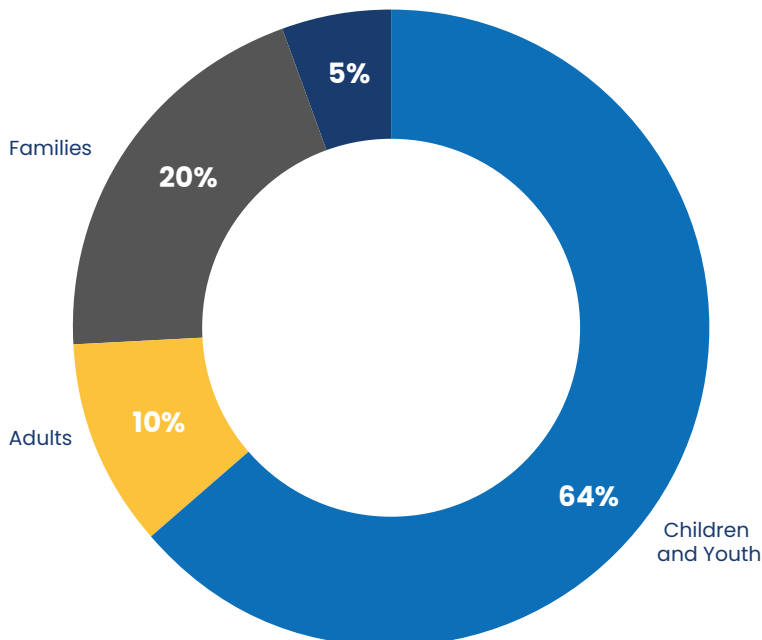
141 DEDICATED STAFF



91,300 DEDICATED SERVICE HOURS

CLIENTS SERVED

People with Disabilities



FROM OUR EXECUTIVE DIRECTOR

Dear Community Members,

As I look back on the past year at McMan Calgary and Area, I can't help but feel a deep sense of gratitude. This report is a chance for us to celebrate all the amazing things we've accomplished together, thanks to your unwavering support. I'm excited to share some heartfelt stories that highlight our commitment to building connections, addressing mental health challenges, and advancing Truth and Reconciliation.

We all know how important it is to feel connected, especially during times of isolation. At McMan, we focus on building positive relationships because we understand that they're essential for healing and growth. By creating welcoming environments, we empower individuals to forge meaningful connections that truly help them thrive.

This past year has shown us just how urgent the need for mental health support is in our community. With 1 in 5 Canadians facing mental health challenges, many still lack access to crucial services. In response, we've expanded our programs, like our James House initiative, which provides transitional and recovery-oriented housing. We use a Housing First approach to support residents as they work toward stable living conditions, ensuring they receive the care they need.

We're also deeply committed to the journey of Truth and Reconciliation, guided by the wisdom of elders and knowledge keepers. This year, we've focused on incorporating Indigenous perspectives into our programs, fostering Building Connections and understanding. This work is essential as we strive to support Indigenous youth and families within our community.

I'm thrilled to share that we've launched our Neighbourhood Hub at James House, a vibrant space that provides vital resources like workshops, health clinics, and mental health services. This hub not only enhances access to support but also helps foster collaboration and connection

among community members. Plus, our Therapeutic Foster Care program has made a significant impact on youth like Olivia, helping them reconnect with their families and develop important life skills.

I want to take a moment to thank our Board for their guidance, as well as our dedicated staff and volunteers. Your commitment to our mission truly makes a difference, and together, we can create a brighter future for those we serve.

In this report, I invite you to explore the stories of transformation and resilience that are only possible because of you. Thank you for being such an essential part of our journey. Together, we will continue to nurture hope and foster connections in our community.

With warm regards,



Soraya Saliba

Executive Director
McMan Calgary and Area



SORAYA SALIBA, MA, RSW

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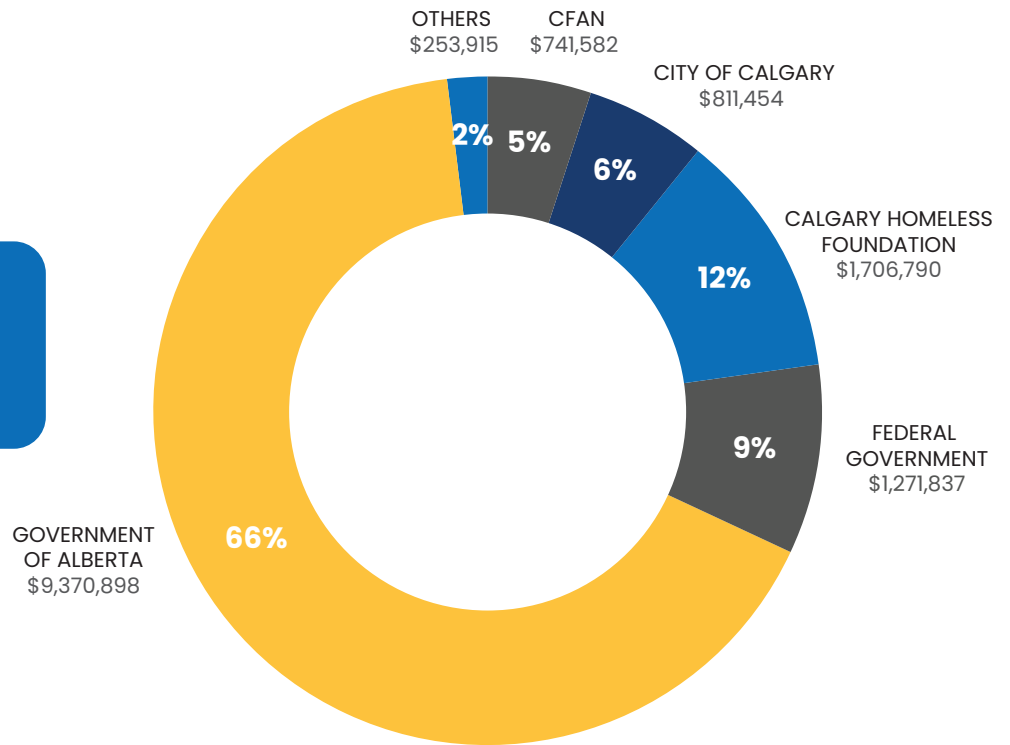
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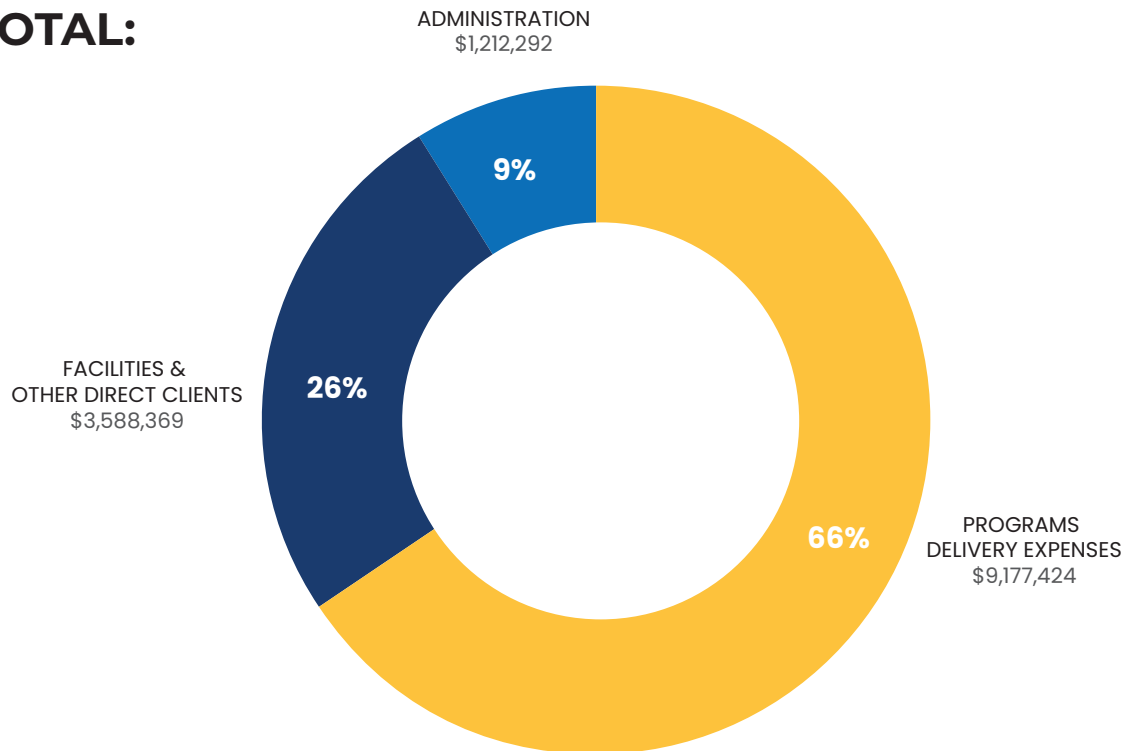
FINANCIALS 2023–2024

REVENUE TOTAL:
\$14,156,476

McMan Calgary & Area's revenue for the 2023–2024 fiscal year was **\$14,156,476**; **92%** of our revenue went to direct client services.



EXPENSES TOTAL:
\$13,978,085



McMan Calgary & Area's 2023–24 financials were audited by Grant Thornton and found to be fair representation of our financial position as of March 31, 2024.

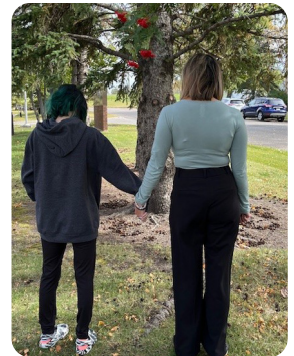
ROAD TO RE-CONNECTION: THERAPEUTIC FOSTER CARE PROGRAM

The McMan Therapeutic Foster Care (TFC) program, launched in 2022, provides temporary placement for children and youth with complex trauma-impacted care needs. The program's foundation lies in the role of highly skilled caregivers, who serve as the primary therapeutic component, offering a safe, nurturing environment where a youth's safety, well-being, and sense of belonging can be restored. By using a wraparound approach, a team of supports—including caregivers, therapists, and community members—collaborates to address each youth's ongoing needs. This holistic approach helps youth transition successfully back home, to extended family, into independence, or to a culturally appropriate family-based out-of-home placement.

Olivia, a 15-year-old girl, joined the TFC program due to high-risk behaviors and difficulties with emotional regulation and social interactions. The program focused on helping her build connections, which led her to reconnect with multiple family members, including her biological mother, whom she hadn't seen in over five years. With the support of the TFC

team, Olivia and her mother have been able to rebuild their relationship, and there is hope that Olivia will return to her mother's care in the future. In addition, Olivia reconnected with her siblings and developed a close friendship with another youth. She has made tremendous strides in managing her emotions, learning about safety, and improving her social skills. Her caregiver also helped her get involved in Tae Kwon Do, a practice that enhanced her motor skills, movement, and self-esteem.

Thanks to the consistent support from caregivers and the wraparound team, Olivia is thriving. Her mother reflected on this journey, saying, "It means more than words can describe to have Olivia back in my life. I'm thankful to prove I deserve to be in her life and to be the healthy, loving parent she deserves."



"I've found a lot of support through our McMan team. I like the training opportunities and the support given by McMan through small gifts!"

-Foster Care Participant

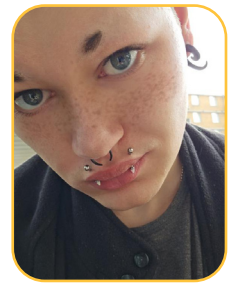
THE IMPACT OF McMAN'S DBT PROGRAM: WOLFE'S STORY

At just 21, Wolfe faced overwhelming challenges but found a path forward through McMan Calgary's Dialectical Behavior Therapy (DBT) program. "I was stuck mentally and wanted to figure out how to get through it," Wolfe shared. DBT helped them gain emotional clarity, allowing them to better support their family. Now, I know what I'm feeling and how to work through it. I'm not paralyzed anymore."

Wolfe explained that the program teaches essential skills, from breathing exercises to techniques like using cold water to "reset" in intense moments. These skills, they noted, are lifelong, helping them

not just in their mental health but also in their role as a parent. Their advice to newcomers? "Don't be scared. You're not going to be judged."

For those considering supporting McMan, Wolfe emphasized that every contribution counts. "Even if it's fifty cents, it adds up." Wolfe's story is a testament to how McMan's DBT program transforms lives, giving young people like them the tools they need to thrive.



A STORY OF HOPE AND HEALING: THE PORTERS' JOURNEY WITH McMAN

Fran and Andy Porter's story is one of heartbreak, resilience, and hope. Their daughter, Colleen, was diagnosed with borderline personality disorder (BPD) as a teenager, a condition that led her down a path of addiction and, tragically, to her untimely death at 32. Throughout her struggles, McMan Calgary and Area was a source of support.

The Porters credit McMan's staff, particularly Darlene Petrie, with providing critical help when Colleen was most vulnerable. "McMan did their very best to help her," Andy reflects. Though Colleen's illness was severe, the Porters believe that programs like Dialectical Behavioral Therapy (DBT), which teaches skills for emotional regulation, could have helped her.

Fran's dedication to raising awareness about BPD grew after Colleen's death. She wrote a book for her granddaughter, explaining her mother's mental illness and sharing hope for others in similar situations. Their advocacy, alongside McMan's DBT program, is changing lives. "Mental illness is as serious as physical illness," Fran notes. "But there is treatment, and there is hope."

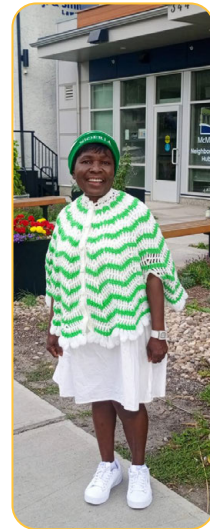
The Porters' journey underscores the impact of McMan's work in youth mental health, offering support and a lifeline to families in crisis.



FROM HOMELESSNESS TO HOPE: CULTIVATING GROWTH AND CONNECTION AT JAMES HOUSE

The James House program provides Transitional and Recovery-Oriented Supportive Housing for 27 individuals at risk of or experiencing homelessness, which the Calgary Homeless Foundation funds. Its goal is to help residents transition to permanent housing within 12 months, using Rapid Rehousing, a Housing First approach that quickly supports individuals exiting homelessness. The program utilizes the Motivational Interviewing Wraparound model, which brings together teams of natural supports and professionals to assist each resident. This model, grounded in trauma-informed practices and Building Connections, ensures that staff are sensitive to residents' trauma while helping strengthen and expand their support networks.

In April 2024, additional funding from the City of Calgary enabled the launch of a Neighbourhood Hub at the James House storefront. This inclusive space provides access to critical community resources for youth and adults seeking housing stability. The hub offers workshops, health clinics, mental health services, cultural activities, and more. It plays a crucial role in fostering collaboration between various programs, enhancing access to services and creating a supportive environment for residents. The hub also includes space for sessions with McMan's clinicians, helping to ensure mental health support is accessible in a welcoming atmosphere. This strengthens community ties and aids resource-sharing efforts with other organizations, such as Hillhurst/Sunnyside Community Centre, allowing for broader support across the community.



Residents at James House have often struggled to maintain connections with family, friends, or peers. The hub aims to address this by creating an environment where residents can rebuild these relationships and form new ones.

McMan Calgary & Area's Neighbourhood Hub launched a community garden in May 2024. Residents were actively involved in planning and caring for the space, finding creative solutions for watering during Calgary's water restrictions. Many residents reported positive mental health benefits from the garden, describing it as a source of purpose and connection. One resident, Luke, shared that tending to the garden was "the opposite of being homeless." Watching the plants grow gave him a sense of ownership and responsibility, helping him feel rooted and excited to be part of something meaningful.

Both the James House Hub and the community garden symbolize growth, connection, and new beginnings for residents as they transition into stable housing and rebuild their lives.



INCREASED CONNECTION & BELONGING:

RELATIONSHIPS, COMMUNITY, CULTURE, IDENTITY

90% OF CLIENTS REPORTED THAT **McMan** HELPED THEM BUILD THEIR RELATIONSHIP SKILLS

402 CHILDREN STAYED WITH OR RETURNED HOME TO FAMILY AFTER SERVICE



462

CLIENTS IMPROVED THEIR CONNECTION TO THEIR COMMUNITY



95%

OF YOUTH IMPROVED THEIR RELATIONSHIP WITH FAMILY AND FRIENDS



91%

OF CLIENTS INCREASED THEIR CONNECTION AND BELONGING

"My daughter loved the ability to talk about things we can not normally discuss at home openly. This space gave her the opportunity to express her feelings and see that she is not alone."

-Parent of (Sibling) Sib Shop Program Participant



INCREASED SAFETY:

PHYSICAL, EMOTIONAL, PSYCHOLOGICAL

151

YOUTH INCREASED THE SAFETY
& STABILITY OF HOUSING

2,461

CLIENTS IMPROVED
THEIR PHYSICAL AND
EMOTIONAL SAFETY

93%

OF PARENTS INCREASED
UNDERSTANDING OF RISKS
ASSOCIATED WITH THEIR
CHILD'S DIAGNOSIS/DISABILITY

88%

OF CLIENTS
IMPROVED THEIR SAFETY

"There was such a richness in learning today on the land as we honoured the original peoples of Treaty 7 by taking part in drum songs, tipi teachings, and a Pow-Wow dance showcase featuring Ladies Jingle, Men's Prairie Chicken, Ladies FancyShawl, and Men's Fancy dances."

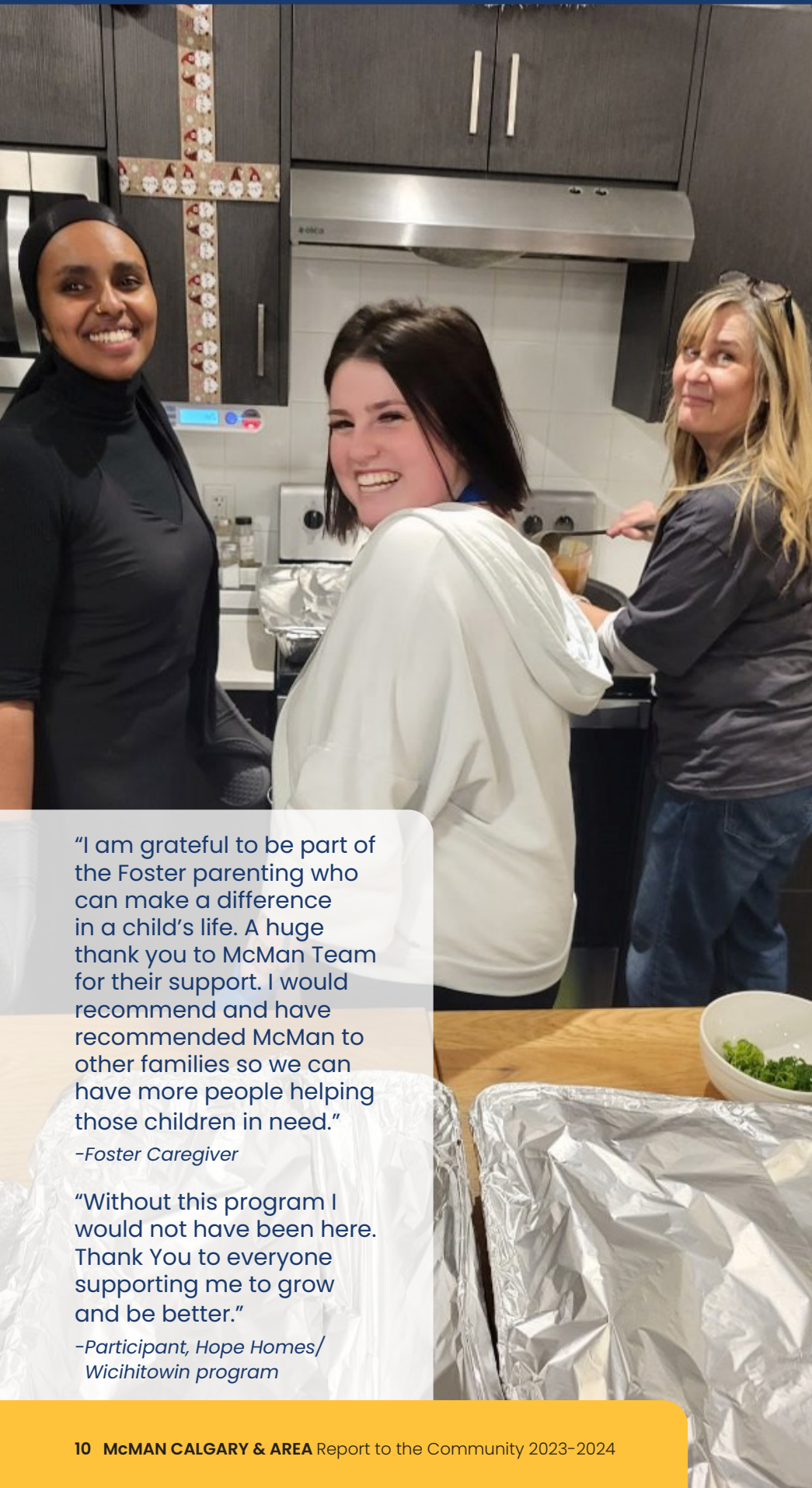
-Simone Brown, Manager, Family Engagement,
McMan Calgary & Area

"I was having a hard time dealing with my son's attitude and we were not communicating well. The Family Coordinator helped and changed everything for the better."

-Parent of Milestones Program Participant

INCREASED DEVELOPMENT & WELL-BEING:

LIFE-SKILLS, SELF-EFFICACY, TREATMENT, BASIC NEEDS



"I am grateful to be part of the Foster parenting who can make a difference in a child's life. A huge thank you to McMan Team for their support. I would recommend and have recommended McMan to other families so we can have more people helping those children in need."

-Foster Caregiver

"Without this program I would not have been here. Thank You to everyone supporting me to grow and be better."

*-Participant, Hope Homes/
Wichitowin program*

88%

OF CAREGIVERS
INCREASED THEIR
PARENTING CAPACITY

1,216

YOUTH PARTICIPATED
IN LIFE SKILLS

93%

OF CHILDREN
DEMONSTRATED
PROGRESS IN MEETING
DEVELOPMENTAL
MILESTONES

88%

OF CLIENTS IMPROVED
THEIR WELL-BEING AND
DEVELOPMENT

BUILDING RESILIENCE AND RECONNECTION: ANNIKA'S JOURNEY THROUGH THE WICHIITOWIN PROGRAM

The wichiitowin program at McMan Calgary provides culturally supportive housing to First Nations, Métis, and Inuit youth aged 16-24 who are homeless or at risk of homelessness. Rooted in the Cree concept of “helping one another,” the program integrates Indigenous knowledge and cultural practices with housing and life skills support to help youth reconnect with their heritage, strengthen relationships, and build a path forward.

One such youth is Annika, a Cree woman who has overcome significant challenges. Having spent much of her childhood in foster care due to her parents’ struggles with addiction and the legacy of intergenerational trauma, Annika remained resilient. Despite these obstacles, she graduated from high school in 2020 and moved out at 18, working multiple minimum-wage jobs to support herself. Along the way, she navigated difficult relationships, including leaving an unhealthy one to focus on self-love and rebuilding her connections with family and friends. When her sister passed away, Annika processed her grief with her family and returned to work, demonstrating strength and resilience.

Annika’s connection to her culture has been vital to her healing. Through wichiitowin, she participated in Sweat Ceremonies, Drum Making, Idle No More walks and land-based teachings that deepened her understanding of her Indigenous roots. The program’s cultural activities, such as drum making, where Annika learned about the different sounds produced by hides and the spiritual significance of the drum as the heartbeat of Mother Earth, have helped her take pride in her heritage. Annika has worked at the Elbow River Camp for the past five years, expanding her knowledge of her culture and identity.

Currently, Annika is enrolled in the Pre-Pathways Sociology program at the University of Calgary. She aspires to pursue a career in law. She is passionate about understanding how law shapes society and hopes to use her education to advocate for Indigenous communities.

Through wichiitowin, Annika and other Indigenous youth receive housing and the opportunity to reconnect with their culture, gain valuable life skills, and build strong futures as leaders and mentors in their communities.



INDIGENOUS STRATEGY: RIVER MAP JOURNEY

The strategic plan provides a continued river map for McMan Calgary to strengthen its relationships with Indigenous communities, promote cultural understanding, and work towards reconciliation and empowerment

Winter 2023–Indigenous Steering Committee Established & First Indigenization Scorecard graded at McMan

4 working circles were completed and 9 areas with recommendations for improvement was presented to McMan

January 2024–Onboarding and Designation of the Indigenous Engagement Coordinator as a member of the Senior Leadership Team, which was one of the recommendations of the ISC

August 2024–IEC completes organizational assessment and first set of Indigenous P&P's as per recommendations from ISC, Validation Ceremony with SLT & Elder from ISC

September 2024–Indigenous River Map Strategy 2025–2027

Four Season Approach submitted and is currently in two-eyed seeing development, 2nd Indigenization Scorecard to be completed in last quarter

ISC=Indigenous Steering Council

IEC=Indigenous Engagement Coordinator

RECONCILIATION IN ACTION:

OUR JOURNEY TOWARD DECOLONIZATION & INDIGENIZATION

At McMan Calgary, we are proud to be on a transformative journey toward Indigenization, guided by the knowledge, experiences, and voices of Indigenous peoples. This process began with an organizational cultural assessment, thoughtfully conducted by Sidney Gill, focusing on 10 key cultural touchpoints. This initial assessment gave us a critical understanding of our current position and helped identify opportunities for growth. Moving forward, we will revisit this assessment annually to stay accountable and ensure continuous progress.

Our path has been enriched by the wisdom of respected Elders, including Elder Cheryle Gagnon-Greyeyes, Elder Charlotte YellowHorn MacLeod, as well as knowledge keepers like Clarence 'Skip' Wolfleg, and Toni Jarvis. The guidance of these individuals, alongside the contributions of our Indigenous staff and the people we serve, has been instrumental in shaping McMan's efforts to better support our Indigenous community members.

As part of this work, we have prioritized integrating Indigenous perspectives across our operations. We have organizationally volunteered with Indigenous led organizations like Miskanawah and visited communities such as Eden Valley to provide staff and leadership training through ceremony and learning opportunities. These experiences have deepened our understanding and strengthened our commitment to Indigenization. A significant milestone in this journey was the development of Indigenous Policies & Procedures (P&Ps), created by Indigenous peoples in alignment with recommendations from our Elders

Guiding Council. These P&Ps were validated in a sacred ceremony led by Elder Cheryle, reflecting their cultural authenticity and significance.

We have also crafted a strategic vision that will undergo the same validation process. This ceremony represents more than a formal acknowledgment; it breathes cultural life into McMan Calgary, ensuring our work is grounded in respect, humility, and Indigenous traditions.

Our leadership team, including Executive Director Soraya Saliba and Director of Programs Karin Matthiessen, have embraced this journey, learning directly from Elders and participating in executive-level training through the provincial organization-ALIGN. Their dedication, combined with the Elders' wisdom, ensures that our efforts toward Indigenization are genuine, impactful, and enduring. We have plans to recruit Indigenous board members as well.

Reconciliation is in action in everything we do and we are actively engaging with the 94 Calls to Action from the Truth and Reconciliation Commission (TRC) and are beginning to explore the 231 Calls for Justice from the Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls (MMIWG). These critical documents offer a roadmap for addressing the ongoing impacts of colonialism, and we are committed to aligning our work with their urgent recommendations. Together, we are building a future that honors Indigenous peoples, cultures, and histories.



HOPE HEIGHTS:

BUILDING COMMUNITY AND BRIDGING GENERATIONS

In October 2024, McMan Calgary proudly marked a significant milestone with the grand opening of Hope Heights, an innovative intergenerational living space in Crescent Heights. This four-storey complex, a beacon of hope, offers 35 affordable one-bedroom rental units for seniors, young adults, and single mothers, fostering a vibrant, supportive community where residents of all ages can connect and thrive.

Hope Heights goes beyond providing housing—its focus is on building community within the building, reducing barriers like isolation that often affect vulnerable populations, and creating opportunities for companionship. Through a dedicated community space, or Hub, cultural supports and development programming will be tailored to meet the needs of residents, helping them gain valuable life skills. These programs, supported by grant funding, will include workshops on financial literacy, parenting, and job readiness while fostering informal learning through intergenerational connections.

The next phase of Hope Heights will involve operational planning to ensure the right resources are in place. This includes addressing the manpower needed to facilitate programs and respond to residents' evolving needs. By combining support, programming, and development opportunities, we aim to create a holistic, empowering environment.

At McMan Calgary, we believe that Hope Heights is a cornerstone for lasting change, where cultural and personal growth are cultivated. This is not just a project, but a community-driven initiative. We are committed to reducing isolation and fostering community-driven solutions. As we move forward, we invite you to join us in these collaborative conversations on funding and support, ensuring that Hope Heights continues to thrive as a model of intergenerational living in Calgary.



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