

**main
street
project**



ANNUAL REPORT

2021-2022



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Front and back cover image:

New mural completed on September 30, 2021, marking the first official National Day for Truth and Reconciliation.

“Debwewin - Truth Rising” was gifted to MSP and the community by Peatr Thomas and Mike Valcourt, with support from Higher Learning Foundation.

From the Artists:

"With the unmarked graves being discovered, the lost ones' spirits can rest with the guidance of the (orange) Eagles taking them home. The trails of ribbons to remind us, to bring truth out from them (Turtle emerging) for the atrocities of Canada's true history. A mother's prayers, protection and leadership for the children of today. The white spirit lines is our guidance from Creator."

DIRECTORS

Jamil Mahmood
Executive Director

Stanley Kipling
Director of Healing & Harm Reduction

Anastasia Ziprick
Director of Development

Aaron Dorosh
Director of Finance

Victoria de Haan-Traa
Director of Human Resources

Vanessa Gamblin
Director of Indigenous Relations

Kate Sjoberg
Director of Community Initiatives

Thank you so much to Adrienne Dudek and Dawn Cumming for their meaningful contributions to Main Street Project. We wish you all the best in your future endeavours.

BOARD OF DIRECTORS

Dave Thorne, *Chair*

Darcy Penner, *Vice-Chair*

Vince Warden, *Treasurer*

Lorie English, *Secretary*

Andrew Dutfield, *Officer*

Ginette Poulin, *Officer*

Hlezi Sy, *Officer*

Alexandre Mireault, *Officer*

Stephanie Zamora, *Officer*

Jordan Ulrich, *Officer*

Bonnie Emerson,
Winnipeg Police Service Liaison

Wayne Mosienko,
Winnipeg Fire Paramedic Service Liaison

MAIN STREET PROJECT LOCATIONS

Administration Office

661 Main Street
Winnipeg MB R3B 1E3
Phone: 204-982-8229
Email:
admin@mainstreetproject.ca

Emergency Shelter

637 Main Street
Winnipeg MB R3B 1E3
Phone: 204-982-8267

Food Bank & Essentials Market

661 Main Street
Winnipeg, MB R3B 1E3

Mainstay Residence Transitional Housing

71 Martha Street
Winnipeg MB R3B 1A4
Phone: 204-982-8260

The Bell Hotel

662 Main Street
Winnipeg MB R3B 1E4
Phone: 204-982-8256

Men's & Non-Binary Withdrawal Management Services

75 Martha Street
Winnipeg MB R3B 1A4
Phone: 204-982-8251

Women's & Non-Binary Withdrawal Management Services

146 Magnus Avenue
Winnipeg MB R2W 2B3
Phone: 204-982-8222

Van Outreach

75 Martha Street/Mobile
Winnipeg MB R3B 1A4
Phone: 204-232-5217

Isolation

777 Sargent Avenue
Winnipeg MB R3E 0B6
Phone: 204-306-7857

MISSION

To provide safe and welcoming places of respite and healing with services that aim to reduce harm for people experiencing homelessness, substance use and/or mental health challenges, while working collaboratively to achieve measurable success in the journey to end homelessness.

VISION

A community in which everyone has access to a safe space where dignity, respect and self-determination are supported.

VALUES

We have identified four core, essential values to guide the organization throughout the next five years in implementing this strategic planning. Those values are: **reducing harm, reconciliation, anti-oppression, and being trauma-informed, anti-oppression, and being trauma-informed.**



MAIN STREET PROJECT, A COMMUNITY HEALTH CENTRE

Main Street Project Inc. (MSP) is a not-for-profit charitable community health centre with a mandate to address the social determinants of health which give rise to issues of addiction, physical and mental health issues and homelessness. MSP uses housing-first and harm reduction principles in the provision of a safe, respectful and accessible place for individuals who are homeless or at risk of homelessness in the community.

Since 1972, the organization has been providing a range of services to Winnipeg's most marginalized residents, including emergency shelter and nutrition services, drug and alcohol withdrawal management services, health advocacy and support, casework support, housing support services, food bank services and a community outreach van program.

Charitable Registration # 107655094 RR0001

CHAIR'S MESSAGE



Hello, I am David Thorne and I have the honour of being the Main Street Project's board chair for the 2021-2022 year. This year was a big year for MSP as we moved into our 50th year serving the community.

As an organization, Main Street Project continues to remain very active in our community. Some highlights from the year:

40% of participants in our withdrawal management services completed the program and proceeded into treatment programs.

WMS also conducted **677** intakes.

VAN OUTREACH

3600

Program
Contacts

468

Safe Rides

49,225

Harm Reduction
Supplies

39,385

Food and
Water Bottles
Distributed

241

WFPS
Transports

618

City of Winnipeg
(311) Requests

EMERGENCY SHELTER

> 43,800

Overnight Stays

199,147

Meals Served

115.4%

Average
Occupancy

162.5%

Average
Occupancy Drop-In

2414

Unique Individuals
Sheltered

As a board of directors, we were also very busy. This year we finalized our 5-year strategic plan. We were highly engaged in the plan development, completion, and distribution. We believe we have set out a clear vision for the future of MSP that gives Winnipeg the organization it needs to address homelessness, addiction, and mental health obstacles. We also completed two board training sessions focused on ensuring the Board is well trained in our responsibilities to the organization. Finally, we conducted a full review and created a new governance manual for the Board of directors.

Reflecting on 50 years of service at Main Street Project is an awe-inspiring task. Reflecting on the past and present board members, staff, and volunteers who have given their hearts to our organization and community is remarkable.

The Board extends thanks and best wishes to fellow Board members who will be stepping down this year, including Vince Warden, Lorie English, and Dr. Ginette Poulin, who served their maximum allowable terms.

Their contributions to the deliberations of the Board are greatly appreciated.

While much has been accomplished over the past year, much more remains. At Main Street Project, we work aggressively and collaboratively with all partner agencies to end homelessness in our city. We hope that our work will lead new directions, support and train our Board of directors, and help lead MSP into the next 50 years; you come with us on this exciting journey.

Sincerely,

David Thorne
Chair of the Board of Directors
Main Street Project

EXECUTIVE DIRECTOR'S MESSAGE



Hello,

Thank you to everyone for taking the time to read the Main Street Project annual report for the 2021-2022 year. I feel so honored and humbled to call MSP my home and to get to be part of the amazing HEARTWORK that happens every day inside our spaces, in our community, and out at every corner of the city where our Van Outreach team responds to. The people that work here at MSP are fantastic; they care and give so much to ensure that the people in our community have the support, care, love, and basic needs met.

Without each MSP staff member, we could not do all the important work highlighted in this report. I want to take a minute to thank each staff member for their contributions, hard work, and care. The work we undertook this year was about ensuring that MSP will continue serving the people in our city. Upon completing our 5-year strategic plan, we embarked on a bold path to identify how to make the plan turn into action. As you will see on the 1-year report in this document, this process is slow and has lots of moving parts that will take the necessary time, good partnerships, and a passion and commitment to our vision.

We also started to look internally, with our management team, at how we are structured and have worked to grow to support our organization and our work long-term. We have developed a training plan, trained MSP staff to be certified trainers in Non-Violent Crisis Intervention and First Aid, rewrote all human resources policies, and started a full policy review for each program.

MSP has started to walk the path towards Truth, Reconciliation, and Anti-Oppression. Early on, we recognized that we need to spend time in the truth of where our organization has been and the systems we are connected to or complicit in.

We have made some initial strides and have hired a Director of Indigenous Relations position to advance objective 3 in our Strategic Plan: **Further Embrace and Support Truth & Reconciliation and Anti-Oppression.**

We have also been able to pilot a Skabe program in our shelter, which has brought Indigenous leaders into shelter with Medicine to aid, support, and engage the people using our emergency shelter. This has highlighted the need for healing in all our spaces, and we have embarked on a path to ensure we are creating the right support and healing for our community members. We have a long way to go towards Truth and Reconciliation, but we must first remove all forms of oppression from our spaces. We are committed and humbled to move along this path.

We have continued to operate and assemble living settings to the COVID Isolation Site of 39 units to provide 24-hour care while in isolation and recovery to anyone who is experiencing homelessness. This year, we saw 677 intakes at our isolation facility, which means since the start of the pandemic, we have safely isolated over 3000 intakes in total. Providing care with a harm reduction focus is essential to keep COVID out of our emergency shelter, housing, and withdrawal management services and for the entire homeless sector, where we have almost no outbreaks.

Finally, we are in our 50th anniversary year here at MSP. Looking back at 50 years of service to the community is an awe-inspiring task. There has been some incredible work that has been done over the years by the people that have given their hearts, time, and energy to make this organization be all it can be to the community. I hope you can celebrate our 50 years with us, and if you have something memorable to share from the past half-century, please reach out and share them as these stories tell the history of 50 years of HEARTWORK.

Jamil Mahmood
Executive Director
Main Street Project

COVID-19 UPDATE

ISOLATION CONTINUED, VACCINE OUTREACH AND PROMOTION



COVID-19 CONTINUED TO LINGER throughout the 2021-2022 year, and Main Street Project continued to manage it. With all of the response systems put in place to keep people safe when they needed to isolate, we continued to manage our Alternative Isolation Accommodation with a harm reduction approach. We safely isolated 677 for the year.

VACCINE OUTREACH

Part of MSP's approach has always meant 'meeting people where they are at.' With funding through ProtectMB MSP partnered with Dr. Barry Lavalee, Keewatinohk Inniniw Minoayawin and Aboriginal Health and Wellness to support mobile vaccines. At the time, Point Douglas was showing the lowest vaccine uptake in the city. Led by Dr. Lavalee, we were able to take an Indigenous led approach to bringing health care to where people were at. There are many barriers to people in poverty, homelessness and the marginalized communities in accessing health care. There is a lot of pain and trauma that has been inflicted on people by the healthcare system. By taking an Indigenous-led relationship-based approach we were able to not only provide the COVID-19 vaccine to people who would have otherwise not had accessed but help to build some trust back with the healthcare professionals coming to see people where they are at.

Over the course of the project we were able to provide first and second doses to over 3,000 individuals that were in encampments, on the street, sleeping rough, or accessing shelters. We also partnered with many organizations to provide pop-up vaccination clinics – Resource Assistance for Youth, North Point Douglas Women's Centre, Daniel MacIntyre St. Matthews Community Association, Agape Table, 1 Just City and Sunshine House.

Outside of encampments we found locations where people were gathering, like on Portage and Carleton at Air Canada Park, we would find large groups of individuals who we were able to provide the vaccine to.

The success of the project was due to the trust Main Street Project van and outreach team have built with a demographic that does not trust the traditional healthcare system. The van patrol outreach team is out in the community 365 days a year, and is well-versed in making connections and building relationships with people facing multiple barriers to accessing healthcare services.

VACCINE PROMOTION – PROTECT OUR PEOPLE

Peatr Thomas & Mike Valcourt collaborated on a mural on the Logan side of Main Street Project's shelter. A new campaign "ProtectOurPeopleMB" focussed on getting vaccines to First Nations communities.

'Nanakachiishinam (na-na-ka-chii-shi-nam)'. This translates to 'Protect Us/People' from Anishinaabewomin. Credit for this translation goes to Virginia Sky from Miskooseepi.

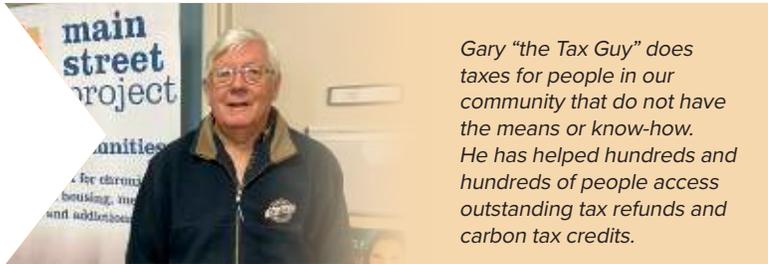
"While I was painting the wall we had really good conversations and lots of friendly comments particularly from Indigenous people but also people of settlers' descent about the syllabics. Indigenous people were happy to see representation of something they're familiar with but also conversing with them. A few of them were from communities not far from where my Mother was from; and I grew up there. Some of them even knew my family. Good conversations; I think they're just happy to see something more that lets them know they are seen, that they are visible and secure and are represented through this Mural. A few people even recognized the syllabics and knew what they were." – Peatr

"It is instantly recognizable to some people as syllabics. They might not instantly know which language it is or what it means, but they've seen it before." Mike



VOLUNTEERS

AT MAIN STREET PROJECT



Gary "the Tax Guy" does taxes for people in our community that do not have the means or know-how. He has helped hundreds and hundreds of people access outstanding tax refunds and carbon tax credits.



Volunteers enjoying volunteer appreciation pizza courtesy of Santa Lucia Henderson. We appreciate you!

Main Street Project continues to boast a dedicated group of volunteers who provide consistent support in our Food and Essentials Market, feeding over 100 families per week. Behind the scenes, our volunteers help various programs with meals, and keep our shelves sorted and stocked with food, clothing and hygiene supplies.

This year we expanded our volunteer outreach and bring back volunteers to areas that were not available during the height of the pandemic.

Volunteers returned to work in our Emergency Shelter and Drop-in, helping to hand out meals, clothing, and hygiene supplies while developing relationships with community members.

Recreational volunteers returned to our Withdrawal Management Services and transitional and supportive housing. They host various activities like bingo, gardening, chess, yoga and more.



MAURA

"As a retired teacher, I spent 30 years working at a busy pace throughout my workday. In retirement, I knew that volunteering would be crucial in my new phase of life as I wanted to maintain this active engagement. I know that non-profits rely on volunteers to help with many aspects of their organizations, so I felt that seeking volunteer opportunities at a non-profit would be important for me.

Main Street Project serves the needs of some of our city's most vulnerable citizens. I chose to volunteer here because I wanted to learn about and understand some of this population's unique and complex needs. I am happy to serve and support our neighbours in this community in any small way possible."



JOCELYN

"I'm Jocelyn, and I began volunteering as a way to give back to the place that saved my life. Doing service allows me to remind myself that I have the ability to create good that is so vastly important for our community.

By being humble and kind and doing for others and what I would like done for myself is enriching and helps fill that void in my life that craves selfish motives.

Main Street project has brought me so much purpose and new appreciation to all the wonderful human beings we have in this community. In life, you must do what you love and love what you do, and Main Street Project encompasses all of that for me!"



KATE

"I have worked in downtown Winnipeg for many years and after having reoccurring interactions with the same community members I wanted to be able to help others in similar situations.

Main Street Project's approach to helping the community really resonated with me and I felt it would be a nice fit on how I could give back.

The idea of meeting people where they are and it being a low-barrier shelter is empowering and makes community members feel like they are cared for. That's really special to me."

CASE MANAGEMENT



CASE MANAGERS ARE WHAT IT MEANS to be Heart Workers. They work diligently with individuals and relentlessly attempt to see their work through.

Caseworkers connect community members with necessary supports, advocate for programs and services, and help create realistic, self-determined goals for our community members.

The objective of Case Management is to support participants in setting and achieving goals centred around positive health outcomes. Common goals include harm reduction, securing housing, improving primary health care, securing income, securing addiction treatment, and maintaining sobriety. The role of Case Managers is to support participants in navigating the systems needed to achieve their goals. Case Managers act as both advocates and liaisons between participants and resources. Throughout their work, Case Managers endeavour to empower participants to build health and independence.

Case management at MSP is a collaborative service/program that works with other areas in our organization, from outreach to on-site services at the shelter, the two withdrawal management faculties, and mobile community outreach supports.

Direct services include:

- Helping to secure accommodation – making calls and creating appointments, filling out applications for housing
- Eviction prevention
- Home visits
- Transportation to critical appointments
- Navigating complex and confusing government systems like Employment & Income Assistance, Justice, Health
- Provision of clothing, food and other basic needs
- Referrals to internal and external resources to facilitate housing and re-integration into the community

This past year, we also saw COVID-19 restrictions loosen up in Manitoba, which helped improve Main Street Project’s case work with individuals – meeting them where they were at. Many services that MSP staff would work with or refer clients to reopened services.

During the pandemic, MSP’s case work team worked relentlessly to fulfill functions across the agency.

Number of direct client contacts

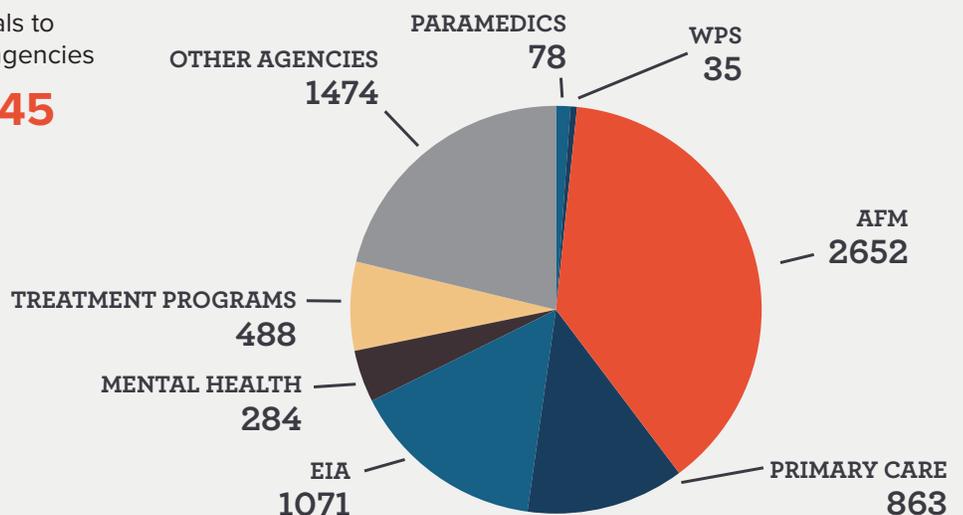
14,851

Number of referrals to external agencies

6,945

Number of clients who went from MSP services directly to other services

113



The **“Heartwork”** of the Case Management team is seen throughout every day. From the relationship building that starts at first contact, to the hard advocacy that is needed to overcome systemic barriers, Case Managers are constantly leading with their hearts. Compassion and empathy are cornerstones of our work, and we strive to support every community member in strengthening their holistic health.



NICOLE

“One of my favorite things is housing people. I love everything about it. Seeing their place, helping them sign the lease. Sometimes it takes a long time because some of them are so accustomed to the street life that sometimes they won't stay there every night. It can be scary to be alone, but they often end up adjusting after a couple of weeks.”



ADE

“I love giving people hope again. A lot, from my experience, have lost hope in society. They've lost hope in humankind as a whole. Just allowing them to see that things can be different and not everybody's that way. That's been my favorite thing about this role. Showing them their strengths and their talents and what they have to offer.”



LYNG

“Case managers at MSP work with the most vulnerable populations. People who struggle with addiction, mental health, physical health, cognitive or developmental delay, legal issues, financial issues, literacy and homelessness. Many have been affected by Residential schools and the 60's scoop. We work with people who were in the child welfare system, and those dealing with family violence, domestic violence, abuse and trauma.”



QUINN

“One thing I'm really proud of is eviction prevention. We don't just get somebody housed and say here's the keys you're on your own. We work to make sure they can stay there, whether it's home visits or just calling and asking, Is the water running, the heat working? Is this a healthy environment for you to be living in? If there's a problem we look at how to fix it.”



VAN OUTREACH

3600

Program
Contacts

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Safe Rides

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Harm Reduction
Supplies

39,385

Food and
Water Bottles
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241

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Transports

618

City of Winnipeg
(311) Requests

MAIN STREET PROJECT'S VAN PATROL is our mobile community outreach program that offers services and support to individuals through a harm reduction approach. The outreach program provides support like transport to MSP's emergency shelter, warm clothing, blankets, water, coffee, food, harm reduction supplies and connections to resources.

MSP offers the only mobile outreach program that operates 24 hours of the day for all 365 days in the year. It provides city-wide, life-saving support to community members experiencing homelessness in bus shelters, encampments and other forms of rough sleeping. The van is staffed by trained outreach workers and skilled peer advocates who provide life-safety checks, referrals to case work, and housing supports.

MSP works collaboratively with the Winnipeg Outreach Network made up of local service providers to streamline street outreach services, ensure proper coverage and reduce duplication.

As the year went on, we secured funding through the City of Winnipeg and End Homelessness Winnipeg to operate 24-7 services to the community. Additionally, our financing was enhanced, which allowed our team to create a multidisciplinary team that included, Case Workers, Peer Advocates, and Support Workers, providing wrap-around case management support for people living unsheltered.

However, during this past year, the MPS van outreach team faced several challenges. At the start of the year, the team was only funded to operate overnight, distribute supplies, provide shelter transport, and perform wellbeing checks.

One of the most significant challenges this quarter was following Manitoba's COVID-19 guidelines while maintaining operations. At the beginning of the year, the province saw a sharp increase in positive cases, increasing the difficulty for our staff to continue their work. The pandemic strained the community outreach team and impacted other areas of Main Street Project. MSP's Van Patrol is a necessity in our community, and the pandemic and the province's guidelines provided it difficult for us to respond to service requests while attempting to ensure folks living unsheltered are safe, well, and have an alternative to extreme weather.

TENDING TO 311 CALLS AND COLLABORATION WITH THE CITY OF WINNIPEG

Main Street Project works collaboratively with the City of Winnipeg's 311 services, and once they receive a call regarding homelessness, encampments, tents, etc, 311 will reroute those calls to MSP.

Main Street Project works with the City of Winnipeg to efficiently clean up abandoned camps and present support to City workers.

Main Street Project also provides compassionate support on-site during community encampment evictions.

ENCAMPMENT SUPPORTS

The MSP Van outreach program is vital for the City of Winnipeg's response to emerging issues regarding homelessness. We assist the City in responding to those in need with care and compassion, establish relationships, and connect people to services to ensure people are safe.

HEARTWORK



A TRIBUTE TO SEAN

Main Street Project suffered the tragic news of the death of our Van Outreach Manager, Sean Sousa. Sean began working at MSP last September, and to say Sean only led the program is a tremendous understatement. Sean was a pioneer in our community and knew everyone who was living in an encampment in our city. He gave his heart, his mind and his soul to this craft. He's positively affected so many lives and continues to do so in his passing.

Sean was a leader at MSP and for our city. In his short lifetime, he helped so many in Winnipeg. Sean jumpstarted the West End 24-hour safe space, led the gang action interagency network and worked with other outreach groups in Winnipeg. When a community loses such a thoughtful and positive person it leaves a hole that's difficult to fill in. But because Sean was such a special human being, we envision the community coming together to mourn Sean and support those in our community.

PEER OUTREACH WORKERS

Main Street Project believes in working with people who have lived experience of mental health, substance use, and/or homelessness. It's proven that providing support to people with lived experience helps those with similar issues feel more seen and understood. The sense of 'you have an idea of what I'm going through' and the comfort that can provide to a person cannot be overstated.

Peer advocates provide their lived experience to help community members who often struggle to navigate complicated systems that aren't typically designed to meet people where they're at. These systems may require individuals to meet specific parameters, regulations, and office hours, with little consideration for how challenging this can be for some, especially if they are experiencing a mental health issue or a substance use disorder. Because people with lived experience have typically navigated these same systems while on their journeys, they're compelling in getting people the help they need to move forward.

MSP has Peer Advocates providing meaningful support in different roles across the agency.

The work conducted by the Main Street Project Community Outreach teams is work that has to come from the heart. We work with individuals living in harsh, complex, and unsafe environments daily. This may cause fear, anger, resentment, and avoiding support from service providers. At times, the team needs to show patience, compassion, and understanding to remove these barriers to build trust and relationships. Our work can only be done through "heartwork," showing people the MSP team genuinely cares about them during the good, bad, and messy times.

Two of the individuals we have been working diligently with are a father and son that have lived in bus shacks for the past two years. We first recognized their situation once our team recognized that the son, who was disabled and struggling with several other severe health conditions, had second-degree frostbite. The couple, unable to travel due to mobility constraints and unwilling to see a doctor due to past negative experiences at the hospital, did not want to seek medical attention. The MSP team, concerned about the health and well-being of the community member, worked diligently to build trust in this community member. To understand the depth of this transformation, you must take into consideration the number of visits needed to create a connection with these individuals.

Our community outreach workers connected with these individuals at each shift, dating back to November (3 shifts X 30 days X 5 months = 450 visits). The number of visits and connections required to form a relationship varies, but it still doesn't capture the complete picture. While we made approximately 450 contacts, it wasn't until February that they were open and willing to engage with our casework team to receive service. Today, we have successfully secured housing for the man and child. We are connected to supportive work from health care, community, and government to ensure that they live in stable, secure housing moving forward.



We did a public appeal for a donation of a new van and Larry Vickar and Vickar Auto Group answered that call. We worked with the Vickar team to secure a new van with a maintenance package to go with it!

EMERGENCY SHELTER



New mural, Jordan Stranger a.k.a. Totem Doodem

> 43,800
Overnight Stays

199,147
Meals Served

Average
Occupancy
115.4%

Average
Occupancy Drop-In
162.5%

Unique Individuals
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2414

AS WINNIPEG'S ONLY LOW-BARRIER EMERGENCY SHELTER, Main Street Project's 24/7 drop in space and shelter provides a vital service to the community.

Low barrier means that MSP doesn't require abstinence or sobriety as a condition to receive services. This is very important for many folks in Winnipeg who may need to access shelter and who use substances.

The Winnipeg Street Census identified that about 1,500 people experience homelessness on any given night, and close to 25% of those folks self-identified substance uses as impacting their most recent experience of homelessness. Accessing a non-judgmental, safe place to be is critical for so many people.

Main Street Project's emergency shelter operations experienced a year of significant successes and challenges this year.

The pandemic, even as restrictions slowly lifted, challenged everyone to question how they lived, whom we talked to, how and when we went out, what we could and could not do, and revealed the value of community that seemed to be slowly escaping an ever-hastening world. For Winnipeg's marginalized population, these challenges were far more significant.

For the Drop-in & Shelter we began to transform, we could no longer be a place you would go to get resources as you figured out your next step. Instead, we became a place that our community can feel the comforts of home, get healing from the pains of the present and past, and see themselves reflected in all aspects of who we are and what we do.

In April of 2021 we amalgamated all Shelter services for Main Street Project under one room at our new facility 637 Main Street – The Mitchell Fabrics Building.

CHALLENGES FACED

- Increased need for Shelter Services, we have maintained over 100 percent occupancy during Drop-in and Shelter hours.
- Lack of public spaces for people to go resulted in greater dependency on Shelter services.
- Supporting communities need for connection and fulfillment while also maintaining social distancing and educating community about the pandemic and how to keep safe.
- Community Members faced increased violence over the last year.

SUCCESSES ACHIEVED

- Creating a gender non-specific section to provide a bed option that caters to those who are nonbinary or do not want to identify their gender. This area is also welcoming to those in heterosexual relationships to be near their partner and would previously sleep rough due to being segregated from their partner.
- Over 50 Staff were provided Non-Violent Crisis Intervention Training
- We provide bed and sleep services for individuals 24 hours a day which is unique to our shelter.
- Integration of Indigenous Cultural Services into the Shelter.
- The Shelter Reintegration Team successfully restored services to 54 individuals who could not access services previously.



Mural designed and installed by Jordan Stranger a.k.a. Totem Doodem.

HEARTWORK

The HeartWork in Shelter is reflected in how we have changed to meet the needs of community. The artwork and murals on the building allow community to know we are here for them, and they will find a welcoming place at Main Street Project. We have adjusted our operations based on what community tells us they need, such as allow persons to sleep through transition periods when they need that support that day.

Through the work of our reintegration team, we have enabled community members to discuss events in their lives, how they felt, what lead to those hardships, and when things went wrong and provide community members a route to return to services. We have given room for community to be human when the world around us expects more and more from us.

WITHDRAWAL MANAGEMENT SERVICES AND PROTECTIVE CARE



MAIN STREET PROJECT IS A LEADER IN PROVIDING WITHDRAWAL MANAGEMENT SERVICES to individuals looking for assistance with managing problematic substance use. Having access to withdrawal management services is so important to many people in Manitoba who are struggling with substance use. This is particularly notable in a year where drug overdose deaths in 2021 in Manitoba hit record numbers.

Main Street Project continues to lead in its community in providing withdrawal management services to men, women, and non-binary individuals looking for guidance in managing substance use. Our withdrawal management services are essential to our community members struggling with addiction and homelessness.

One of the ways we have improved is regarding our language. We consciously use nonjudgmental language in line with Main Street Project's mission and values.

COVID-19 resulted in a decrease in programming offered to participants. We have begun working with volunteers to implement relevant programming to help keep participants engaged.

We have partnered with Street Connections to offer STBBI tests and follow-ups, sexual health education, and various vaccinations to participants in the WMS program. Red Road Lodge also offers programs to participants 1x a week.

We experienced some staff shortages, which disrupted some organizations' functions. We continued to have a growing waitlist due to COVID-19. We explored creative ways to remove a wait list as we understand that it creates barriers for the community members we serve.

With support received through **the Winnipeg Foundation**, MSP's men's and non-binary withdrawal management was able to purchase new modular sleeping pods. These high-quality units add privacy, and more physical separation between beds allowing us to get closer to pre-pandemic occupancy levels. And they look great!



MSP's Withdrawal Management Services is the only facility of its kind in Manitoba. We provide a vital link for folks who are pausing from using substances or accessing further treatment. MSP provides the means necessary for these individuals in two facilities, one for men and non-binary individuals and another for women and non-binary individuals. Both locations provide 24-hour support, and everyone must be evaluated and cleared by a primary health care provider before admission. The service is available at no cost to the individual.

Nursing and support staff do regular check-ins with folks regarding their plans, goals and physical, emotional and spiritual well-being and create individualized care plans to support and guide individual recovery – whether it is reducing harm or continuing treatment if abstinence is the goal.

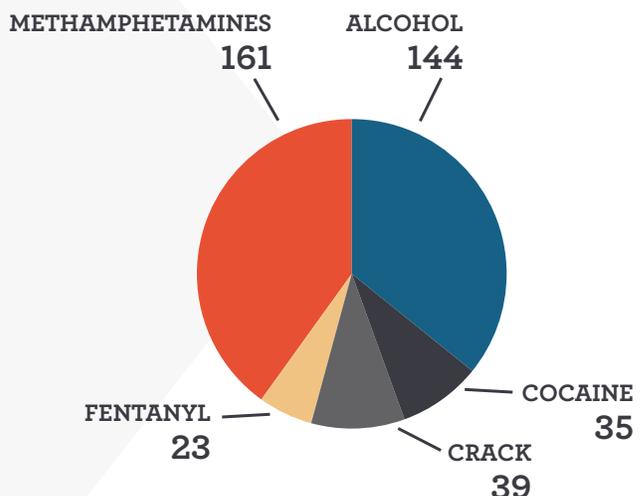
MEN'S WITHDRAWAL MANAGEMENT SERVICES

390 men received support through MSP's WMS

Referral sources: Self-referral, significant other, general healthcare, other treatment program, justice, shelters, mental health services

Come from all health regions in Manitoba

Primary Substance for which treatment is being sought (top five)



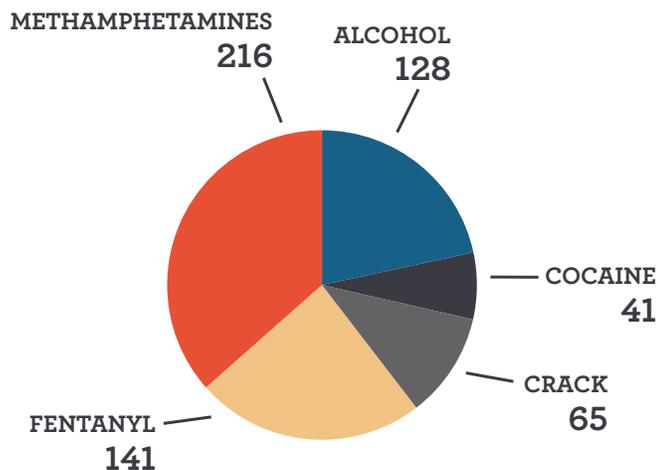
WOMEN'S WITHDRAWAL MANAGEMENT SERVICES

492 women received support through MSP's WMS

Referral sources: Self-referral, significant other, general healthcare, other treatment program, justice, shelters, mental health services

Come from all health regions in Manitoba

Primary Substance for which treatment is being sought (top five)



HEARTWORK

Withdrawal management staff continue to provide service with love and kindness. Staff members continue to lead with their hearts in supporting the most vulnerable individuals. We offer 24-hour support to our participants by providing them with healthy tools to help them cope as they continue their journey through recovery.

Some quotes from individuals that have completed our program.

"The support staff are very friendly and approachable. They are exactly what I needed at the onset of my sobriety"

"Thank you for the love and support I was given. My hope was fading, but MSP has helped to restore my hope in myself and others. One day at a time."

"Please keep up the great work MSP does!"

PROTECTIVE CARE

Established in 1988 and legislated by the Intoxicated Persons Detention Act (IPDA), the Protective Care facility is the only of its kind in Canada.

Protective Care is MSP's 20-unit facility that provides acute safe sober services for individuals whose primary intoxication substance is alcohol. Folks brought into Protective Care are determined by law enforcement, too intoxicated and unsafe. Afterwards, the individual is cared for and monitored by paramedics and MSP staff in a safe and stable environment. Each person is assessed upon intake, throughout their stay, and upon release with the possibility of also being connected to internal and external resources.

During the 2021/2022 fiscal year, Protective Care provided supports for **7,914** individuals.

One of the tasks in our new strategic plan envisions changing how we operate Protective Care, to **"work with community stakeholders to transform and reimagine safe sobering"**. This objective calls

for the researching of alternate models of safer sobering, as well as a review of the current safe sobering models, and the IPDA. We aim to move away from the carceral model that MSP currently operates, to allow for person being detained under the IPDA to be treated with a higher level of respect and dignity, while maintaining the quality of supervision and care provided. To start this process MSP partnered with the University of Manitoba's Pro Bono Students Canada. Over the course of the academic year, students worked on a report that focused on providing the research needed for Main Street Project to advance their objective of reimagining safe sobering. It includes a review of the IPDA in plain language terms, followed by a review of the current safe sobering practices in Manitoba, to safe sobering practices in different areas both nationally and internationally.

Thank you to Robson Hall, Faculty of Law students Keenan Fonseca, Jamie Robertson, Kaylyn MacDonald and Kennedy Merrill for their hard work creating this very valuable report!

HOUSING

AT MAIN STREET PROJECT



MAINSTAY RESIDENCE

Mainstay is a transitional housing program that offers a congregate living setting, facilitating a community environment for individuals entering from a variety of backgrounds and places, including encampments and shelters. The Mainstay Team works alongside multidisciplinary teams comprising internal and external supports to help prepare residents for exit into long-term housing opportunities.

Individuals in our Housing programs have access to our services and volunteer opportunities, both within MSP and externally. Through community programming, our community members gain a sense of individuality through our services and experiences. We strive to prepare our tenants for a strong exit into a larger community.

The main sewer lines running underneath the Mainstay facility required replacement although this was identified in 2019-2020, the project was put on hold when the COVID-19 public health orders came into effect. Throughout 2021 public health orders became less restrictive, allowing the project to move forward; the replacement of all waterlines was completed on March 15th, 2022.

Main Street Project continues to work to provide and maintain services for people through PPE administration; whether that be through temperature and wellbeing checks, and sending symptomatic people to isolation and increased cleanliness. In an environment in which members prosper on connections, the impressions of a less-connected community have created obstacles for Mainstay tenants. However, within the past year, we've seen more activity with community members as COVID-19 precautions and regulations ease up.

When public health orders lifted, support staff immediately took advantage of being able to provide services and programming that had previously been in place including: 1-1 in room supports, weekly contact meetings, shopping trips, on-site haircuts and styling, karaoke, volunteer services and opportunities.

Through the challenges, staff continued providing the empathetic care they are known for. There were 40 participants residing in Mainstay throughout the year. Mainstay staff provided 194,965 program contacts, or direct interactions between staff and residents during the year, including 18,980 medication administrations, an average of 48 home care visits per month and nine successful transitions in permanent housing opportunities.



THE BELL HOTEL

The Bell Hotel is a long-term independent living program, that offers on-site supports 24/7. The Bell Team works alongside multidisciplinary teams comprised of both internal and external supports and resources to create a circle of care that supports eviction prevention, harm reduction, capacity building, access to community and internal programming, and advocacy services – all through the lens of promoting independence and self-defined needs, goals and care planning.

The Bell Hotel provides the necessary and appropriate housing that's essential in achieving independence for individuals who were previously chronically homeless.

Forty-six tenants called the Bell home during the last year. Bell staff provided 161,650 program contacts, or direct interactions and an average of 61 in room supports during the year, including 11,820 medication administrations, an average of 229 home care visits per month. The average length of stay for a Bell tenant is 48.6 months.

HEARTWORK

The Housing Services Team is always working to create a sense of community and connection within the programs. Over the last year, we worked with the WRHA Palliative Care Program to house and support individuals who would have otherwise stayed in a shelter until they were no longer able to manage independently.

The team worked to ensure that each person's time with us was as positive and fulfilling as possible. The team stepped up and often went above and beyond the expectations of their roles, providing comfort, compassion, and empathy.

Always striving to ensure the individuals dignity was never compromised, standing in where family and friends were not able, providing reassurance and kindness to those who needed it most.

FOOD & NUTRITION SERVICES



MAIN STREET PROJECT PRIDES ITSELF on providing nutritious meals knowing the comforting and sustaining effect food can have on one's day. Our food services continue to grow and benefit from the many corporate and community partnerships we have developed over the years. For the people in our housing programs, shelter and withdrawal management services we prepare and serve up to 500 people three meals a day. This is no small undertaking, despite the size of our small kitchen!

With an incredible team of food service staff, dedicated volunteers and on-going donations through Costco, Save-On Foods, Manitoba Harvest, Second Harvest and the community of generous Winnipeggers we are able to be creative without spending very much, while intercepting good food that otherwise would end up in the landfill. We are able to pick up these donations and deliver food to all our programs thanks to a vehicle donated to us by Birchwood Automotive group.





INDIGENOUS

RELATIONS



Vanessa Gamblin

SINCE APPLYING INDIGENOUS TEACHINGS led by Indigenous Knowledge Keepers and shelter staff, we've learned that there's been a continued sense of calm within shelter. Community members continue to welcome Knowledge Keepers and me, the Director of Indigenous Relations with kind greetings and, even at times, with their own tobacco offering. Community members have expressed their gratitude and appreciation to all Knowledge Keepers and shelter staff for graciously accepting their teachings.

Community members are sharing unique stories of them growing up in their communities while reminiscing about the teachings they were gifted. They share their spirit names and who their Elders were, request smudging, provide current gifts of knowledge, and communicate what they'd like to see moving forward.

Vanessa Gamblin
Director of Indigenous Relations
Main Street Project

HIGHLIGHTS

- *On February 7, 2022, MSP hired a Director of Indigenous Relations (IR)*
- *IR established standing monthly meetings with Indigenous Leadership Circle*
- *We are mapping out objective three of MSP's Strategic Plan: Further Embrace and Support the Truth & Reconciliation, Decolonization and Anti-Oppression*
- *The Director of Indigenous Relations is actively focused on MSP's Strategic Plan Goals:*

GOAL #5: IDENTIFY AND WORK TO REMOVE ALL FORMS OF OPPRESSION BOTH INTERNALLY AT MSP AND EXTERNALLY AS THEY AFFECT THE COMMUNITY WE SERVE

- Assessing current HR practices, operational/ program activities and practices, internal and external communication practices
- Attended board meeting and met all board members. We will assess where we sit with more Indigenous Relations practices are to be applied alongside the board
- Set standing monthly meetings with our MSP Indigenous Leadership Circles
- Meeting with Indigenous practicum students
- Began building and repairing relationships with Indigenous agencies and businesses to facilitate healthy working relationships partnerships (Mamawi, Thunderbird House, Teekas Boutique, Marshals Fabric, Community Helpers Unite, BHF Spiritual Program, North End Women’s Resource Center, Siloam Director of Indigenous Relations, BezzisBeads, Knowledge Keepers, Sweat Lodge Keepers, Medicine Keepers, Song Keepers, MotherEarth Tobacco, Manitoba Moon Voices, Manitoba First Nations Education Resource Center, Thunderbird Partnership Foundation)

GOAL #6: IMPROVE THE FEELING OF CULTURAL SAFETY FOR INDIGENOUS PEOPLE THAT WORK AT MAIN STREET PROJECT AND USE MAIN STREET PROJECT PROGRAMS AND SERVICES

- Continually assessing operations with teams
- Continually engaging one-to-one with staff, community members, managers and directors
- Attended team meetings per department to review Indigenous Relations role and responsibilities
- Set up standing meetings with all directors
- Designing 7-week Indigenous program activities for community members that access all MSP services
- Reviewed job descriptions that are Indigenous related
- Reviewed all Smudging/Ceremony practices and currently processing to ensure all staff and community have access
- Continue to share knowledge and material about TRC and UNDRIP information with departments
- Transitioning Susan (Cultural Worker) at Women’s and Non-Binary Withdrawal Management Services to be managed by the Director of Indigenous relations over a 3-month span. Susan is doing the good work of beautiful prayers, smudging, sharing circles, arts, drumming, and lots of our great medicine
- Laughter with the ladies at detox
- Director of Indigenous Relations oversees Shelter Knowledge Keepers (Carey and Shantel) who continue sharing their medicine teachings, smudging, healing, beading, drum songs, rattle songs in Shelter every Friday, Saturday and Sunday from 12:00 – 2:00 P.M. until the end of March 2022.
- For the month of March, we have invited to Shelter:
 - › Beading Knowledge Keepers Tuesday & Thursday 10:00 –12:00 P.M.
 - › Pow Wow Teachings March 16 and 23 in Shelter
 - › Mother Heart Teachings Mondays & Wednesdays from 12:00 – 2:00 P.M.
 - › Land base Teachings in Sagkeeng First Nation March 25 & April 1
 - › Sweat Lodge Clandeboyde, Manitoba March 18
 - › Rattle Making Teachings
 - › Drum Making Teachings
 - › Skirt Teachings
 - › Medicine Bag Teachings
 - › Dream Catcher Teachings
 - › Smudge Teachings (providing individual smudge kits)
 - › Large feast end of March

PHILANTHROPY

AT MAIN STREET PROJECT

PHILANTHROPY AT MAIN STREET PROJECT continues to play a very important role in our operations, from our Emergency Shelter to our work on Truth and Reconciliation. Every single donation has an impact. It directly supports our work, it motivates staff and shows the people that use our services that Winnipeg cares.

Khalsa Aid donating pallets of bottle water.



A surprise donation from our friends at Blue Cross.



Clothing donations from Sarah and Maxwell.



Tyler, an MSP volunteer drops off a huge donation of in-kind items from Dillon Consulting.



Alice Ramsay, for the second year in a row won most kilometres walked during Into the Cold, our annual March fundraiser.

Main Street Project was especially thrilled to have Vickar Auto Group join us as a major supporter this year. They are helping us meet our vehicle and maintenance needs for our outreach and case management programs, and their amazing staff team up to help with our holiday gift drive and our summer bottled water drives.



Wilderness Supply team sorting donations.



Birchwood Credit with a truckload of coffee.

GFL donates annually and their team volunteers during our holiday gift drive.



Elijah Woodhouse with friends and family arriving at MSP after walking 231 kilometres from Pinaymootang First Nation to MSP. Elijah raised over \$10,000 on his journey.



Topher's No Frills matches his customers point-of-sale donations to MSP.



HONOURING DR. NICHOLE RIESE

Main Street Project was deeply saddened to lose Dr. Nichole Riese earlier this year. Nichole has touched countless important causes and organizations and we are so fortunate to have her involved with us. Nichole was one of Main Street Project's greatest supporters, helping us in every which way she could. She served as a volunteer on Main Street Project's board of directors from 2014-2018, stepping down when she was diagnosed with ALS. She advocated tirelessly for the expansion of MSP's shelter operations. Early on she herself became the project's (and MSP's) biggest individual donor, she was so committed to seeing this new space built.

Timing for construction was uncertain, but sped up to open in time for the pandemic. It very much meant the world to us that Nichole got to see the beautiful new space when we opened Dec. 2020.

We will forever be inspired by her generosity, drive, advocacy and positivity.

IN-KIND DONATIONS AT MAIN STREET PROJECT

We rely on the generosity of Winnipeggers to help with so many needs. From our Socktober sock drive, our summer bottled water drive, winter coffee drive, too much needed hygiene, towels and linen for our shelter. When people come through our doors with almost nothing, we must be positioned to meet very basic needs. Clothing donations are also a big part of what we do. Volunteers are onsite to accept and to sort through donations from the public so we can distribute to those in need. This is very important in the brutal winter months when we supply warm clothing, coats, mitts and blankets to help keep people safe. And in the hot summer month when our outreach team keeps water stocked to offer anyone in need.

YEAR 1: MAIN STREET PROJECT'S 5-YEAR STRATEGIC PLAN



TO PROVIDE ACCOUNTABILITY Main Street Project set timelines and goals for the implementation of the four main objectives in our new 5-year Strategic Plan. Committing to timelines and goals helps us ensure that the plan is put into action. We committed to executing the Strategic Plan to the best of our ability and to reporting on our progress in our annual reports. The following is a summary of our work advancing our objectives in Year 1.



ONE: ADVANCE THE IMPLEMENTATION OF HARM REDUCTION

GOALS	REPORTING
Continue low-barrier services with an eye to continuous improvement	<ul style="list-style-type: none"> Developing Code of Conduct documents for all program areas. Training plan developed for MSP staff implementing in fall 2022. Staff and Community Member Code of Conduct developed for all program areas. Code reviewed by staff and community members and posted in all program areas. Shelter Case Manager working 2:00-10:00 PM focused on rehousing. Coordinated Access training for all Case Managers. Coordinated Access stories collected in shelter. Policy review is underway for all program areas; each program area will create a new or updated policy and procedure manual upon review. Code of Conduct development for all program areas to establish expectations for staff and people using our services. The Code of Conduct will be completed by September 2022.
Continue peer-led services with an eye to continuous improvement	<ul style="list-style-type: none"> Pending the creation of the Lived Experience Circle to guide this process. Lived Experience Circle establishing by October 2022. Additional peer role added to van. Developing process for peer to transition to casework. New Skabe role in Shelter. Naloxone training - both for staff and community members, led by peers.
Develop training materials, educate and implement standardized harm reduction resources and materials across all Main Street Project service areas, and continue to train and reinforce harm reduction theory and practice with staff teams	<ul style="list-style-type: none"> Developed standardized Naloxone training package, forms and process for both training staff and for distribution and training of Naloxone to community members. Included training plan: five harm reduction training sessions for MSP staff delivered by Substance Consulting through the Manitoba Association Community Health (MACH) harm reduction funding. Training plan developed for MSP staff implementing in fall 2022.
Work with community stakeholders to transform and reimagine safer sobering	<ul style="list-style-type: none"> Research report by pro bono law students. Reviewed legislation and current public information available on IPDA and review of models across North America and internationally. Created Protective Care Coordinator position. Community consultations beginning fall 2022. Leading safe consumption working group.



GOALS	REPORTING
<p>Support or lead the design of an approach to safer consumption, request permission to implement a safer consumption site from all orders of government, and implement if possible.</p>	<p>Encouraging the City of Winnipeg to endorse safe consumption.</p> <p>Supporting Aboriginal Health and Wellness Centre in developing safe consumption model.</p> <p>Supporting Sunshine House in establishing a mobile safe consumption.</p> <p>Working with Manitoba Harm Reduction Network (MHRN) to advance this work at City Hall and strengthening the network around safe consumption.</p> <p>Preliminary research done for submission to the City of Winnipeg. Currently working with a researcher from University of Manitoba to collaborate on findings.</p>
<p>Support or lead the development, approval and implementation of a Managed Alcohol Program</p>	<p>This will be worked on in year two.</p>
<p>Consult, train and implement culturally appropriate modifications to services and supports</p>	<p>Hired a Director of Indigenous Relations, Indigenous Relations Coordinator, Indigenous Knowledge Keeper and four Shelter Skabe positions.</p> <p>Indigenous Leadership Circle (ILC) meet regularly.</p> <p>Developing terms of reference.</p> <p>Board inclusion of ILC in governance manual.</p>
<p>Decrease demands on emergency services and provide an alternative to emergency services whenever possible</p>	<p>Increased number of 311 responses and number of voluntary transports.</p>
<p>Support legal, community access to safer drug supply, and implement if possible</p>	<p>Work group assembled through the MHRN.</p> <p>Research completed on MySafe prescription dispensing machine providing people with a safer, regulated supply of opioids to prevent drug overdoses.</p> <p>Developing a presentation to the College of Pharmacy and College of Physicians.</p> <p>MySafe pilot program starting in fall 2022.</p> <p>Funding secured for two-year pilot program to operate out of MSP, commencing fall 2022.</p>



TWO: PREVENT AND END HOMELESSNESS

GOALS	REPORTING
<p>Enhance the housing focus of our work</p>	<p>Shelter case manager dedicated to housing and Coordinated Access.</p> <p>Three case manager positions with Van Outreach team.</p> <p>Staff is being trained.</p> <p>Currently participating on management committee.</p> <p>Leading community roll-out.</p> <p>Coordinated Access training is complete.</p> <p>Van outreach case manager positions focused on housing directly from encampments or on the streets (three positions).</p>



GOALS	REPORTING
<p>Increase support for people exiting homelessness</p>	<p>Training on Coordinated Access program.</p> <p>Participation on all committees for Coordinated Access.</p> <p>Training plan developed for MSP staff implementing in fall 2022.</p> <p>Applied for two grants to add housing focused Case Managers—one successful.</p> <p>Advocating for supportive and transitional housing in provincial homelessness strategy.</p>



THREE: FURTHER EMBRACE AND SUPPORT TRUTH & RECONCILIATION, DECOLONIZATION AND ANTI-OPPRESSION

GOALS	REPORTING
<p>Strengthen the role of Main Street Project as a support, resource and connection to Indigenous-led cultural supports and services</p>	<p>Applying in fall 2022.</p> <p>To apply this, the Director of Indigenous Relations is using Monday.com (shared project planner).</p> <p>The Director of Indigenous Relations is working closely with the Director of HR to ensure MSP employees and volunteers have spaces to share their truth. Practices include one-to-one meetings, attending team meetings, attending the transfer of care, engaging staff to apply to the community engagement committee, and communication reporting.</p> <p>The Director of IR and Director of HR work closely to address current cultural issues and biases with policies, practices, and programs. A lot of truth is being documented to ensure we move forward in an effective way.</p> <p>Applied new roles (Skabes) within MSP that help demonstrate Indigenous sacred laws daily. This also incorporates time to observe, gather and document internal agency workings.</p> <p>This role provides depth and importance in applying cultural humility principles into policies and practices. Direct changes to policies include Indigenous-valued hiring practices, the inclusion of cultural practices, and Indigenous Relations reporting to the Board.</p> <p>Designed and applied Indigenous-led supervisory practices for Skabes, Knowledge Keepers, and the Indigenous Relations Coordinator (daily sharing circles, smudge/prayer, share of emotions, review strengths, challenges, and goals of Skabe today, any incidents, daily medicines/self-care, closing prayer, etc.), Truth Share (Standing, weekly, one-to-one meetings with the IR coordinator/ Director of IR), reporting practices, statistic practices, training practices (attending ceremony).</p> <p>This ongoing practice with MSP will be applied throughout the remainder of the Strategic Plan. Initial phases included the Director of Indigenous Relations working with other directors to review what calls-to-action they will focus on within their departments. This will include their monthly reporting and later to program reporting structures. The Director of Indigenous Relations shared and briefed the TRC report and UNDRIP via hard copies, electronic copies, and one-to-one sessions.</p> <p>Currently building relationships with partners to enhance MSP's capacity to apply this.</p>



GOALS

REPORTING

Improve the feeling of cultural safety for Indigenous people that work at Main Street Project or use Main Street Project programs or services

The Director of Indigenous Relations completed an internal physical assessment of all programs confirming direct spaces for ceremony access and should be free to smudge any time. We learned that our Riverpoint location has restrictions due to a contract with Manitoulin that the process of reviewing practices going forward to ensure application of TRC and UNDRIP for Indigenous peoples accessing this program space. All MSP spaces from now on will need to apply more cultural safety. Specific physical rooms needed for renovation include IPDA, Mainstay, and Shelter/Drop In.

Director of Indigenous Relations partnered with Thunderbird House to have a MSP Indigenous Relations office and access to programming spaces to facilitate MSP Indigenous trainings, teachings, gatherings, meetings for community members, volunteers, staff, and board members.

Hired a full-time Knowledge Keeper that will facilitate 7-week sacred law teachings seven times per year with community members in each department. Also, the Knowledge Keeper will facilitate Indigenous teachings with board, staff, and volunteers. The Knowledge Keeper will apply the blanket exercises yearly for all staff, volunteers, and board members. The Director of Indigenous Relations will evaluate this process moving forward.

The Director of Indigenous Relations will report to Board Members about MSP Indigenous Relations, cultural awareness, safety, and humility.

Currently working diligently to enhance Indigenous employee composition that will help facilitate more of this work.

This will be ongoing throughout the Strategic Plan.

The Director of Indigenous Relations is in initial stages of assessing our law enforcement engagement practices.

The Director of Development and team applied our relationship with Jordan Stranger to create Indigenous mural for Shelter exterior. We held a ceremony, teachings, and a feast on installation day.

Currently processing, designing, and applying an Indigenous community relationship building and sustainability plan to facilitate this goal.

This will be worked on in year two.

Support Indigenous businesses and service providers in the City of Winnipeg

Compiled list of current Indigenous vendors. We need to enhance the capacity, evaluate current Indigenous relationships, and apply sustainability practices.

All supplies purchased now related to Indigenous teachings are purchased from Indigenous peoples.

When making new purchases, communication is facilitated at leadership tables to assess if we can move forward with an Indigenous business. One example: we assessed MSP uniform purchases. The final agreement was that our budget was predetermined, and current Indigenous partners could not match our lowest quote. Going forward, we agreed to review our budgeting to align with more capacity to purchase with Indigenous businesses for our uniforms.

Collaborate meaningfully with Indigenous partners and community members in developing policies, practices and activities

This is now an ongoing practice. The Director of Indigenous Relations reaches out to identified partners associated with planning before application with MSP.

Ongoing communication is applied within leadership to ensure we invite Indigenous partners.

Our leadership team demonstrates a concerted effort to communicate with the Director of Indigenous Relations when assessing or applying practices that effect Indigenous people.

Currently enhancing Board composition

Director of Clinical Initiatives was reevaluated to Director of Healing and Harm Reduction.

This new director is Stan Kipling (Indigenous leader in community and Medicine Man).

Applied new roles: Indigenous Relations Coordinator and Knowledge Keeper.

Currently enhancing front-line capacity. The Director of Indigenous Relations reaches out to the Indigenous community to submit resumes. This enhances the pace and efficiency of hiring practices for managers.

The Director of Indigenous Relations and IR Coordinator meet with new Indigenous employees at onboarding. They review practices, apply culturally safe spaces, policies, and goal three of the Strategic Plan.

Enhancing Board composition to 50% of board members, management, and direct service staff being female or non-binary.



GOALS	REPORTING
<p>Collaborate meaningfully with Indigenous partners and community members in developing policies, practices and activities</p>	<p>Ensure hiring practices influence the hiring of Indigenous language speaking staff. Questions are applied to interviews, self-declaration statements applied to job postings, communication with partners, and shared in our strategic plan.</p> <p>Ensure all meetings attended by the Director of Indigenous Relations and IR coordinator present copies of MSP strategic plan to enhance our capacity.</p> <p>Director sharing in ceremony spaces the importance and value that our languages and teachings be live for our MSP brothers and sisters.</p> <p>The Director of Indigenous Relations and IR Coordinator work closely with Indigenous community leaders to help facilitate these practices. We facilitate “interviews” as a sharing circle with smudge, opening prayers, knowledge sharing, and closing prayer. We encourage all employees at the “interview”/ sharing circle to go into their own ceremonies before deciding to join MSP. Our “reference check” process is led by connecting with other Indigenous partners, their “references,” ceremony brothers and sisters, elders, and Knowledge Keepers to ensure the person is prepared to walk with MSP.</p> <p>Created standing monthly meetings with exception of June/July/August for our Indigenous people to attend/facilitate a lot of ceremonies in these months.</p> <p>This is primarily applied by Skabes as we need a whole agency strategy applied for efficiency. This will be applied further after we move through some more of our truth process.</p>
<p>Actively seek to dismantle and diminish racism, misconceptions, homophobia and stereotypes against any person or group of persons</p>	<p>Assessing and designing a restorative justice approach.</p> <p>The Director of Indigenous Relations (Osa Muskwa Iskweh/Vanessa Gamblin was appointed February 7, 2022).</p> <p>We released our Strategic Plan at our gala, social media and ongoing with partners.</p> <p>As we move forward with our planning, volunteers will be welcomed to teachings facilitated by our Knowledge Keeper, Indigenous Relations Coordinator and Skabes.</p> <p>This work is ongoing with MSP. A committee will be developed to enhance this task.</p>
<p>Identify and work to remove all forms of oppression both internally at MSP and externally as they affect the community we serve</p>	<p>An agency-wide yearly training matrix in process.</p> <p>This will be applied in 2023.</p> <p>Currently assessing and engaging through current forms of oppression.</p> <p>As we move through some events, immediate action taken with the Director of HR, Union, and Director of Indigenous Relations. As we progress, an action plan will be designed for 2023.</p>
<p>Work to expand safety for women and 2SLGBTQ+ people – both those that are literally homeless as well as those experiencing hidden homelessness</p>	<p>Working with Safe at Home Project that is currently enhancing all our KPI’s.</p> <p>As we progress, an internal working group will be applied in 2023. Director of Indigenous Relations is continually assessing. All ongoing information is shared with leadership and will be provided to working groups.</p>



FOUR: STRENGTHEN THE ORGANIZATION BY IMPROVING INFRASTRUCTURE, TECHNOLOGY AND PROCESSES

GOALS	REPORTING
<p>Further refine job expectations and develop the staff team in all Main Street Project program areas</p>	<p>Director job descriptions reviewed and updated.</p> <p>Management training started with Joan Dawkins with a focus on expectations.</p> <p>Collective bargaining underway.</p> <p>HR Coordinator to lead training process and tracking. Hiring in process.</p>
<p>Review internal policies and procedures: update and create as necessary</p>	<p>HR policies reviewed and completed.</p> <p>Finance policies drafted.</p> <p>All program areas undergoing policy and procedure review with draft manuals to be completed by fall.</p> <p>Board Governance Manual reviewed and completed. Board approved June 2022.</p>
<p>Improve documentation, data collection, data management and outcomes reporting</p>	<p>Filing Coordinator hired to overhaul all filing processes.</p> <p>Participated in full review and redevelopment of HIFIS policies and agreements.</p> <p>Participate on HIFIS leadership committee.</p> <p>Completed review of limitations of HIFIS and if it possessed the ability to be the centralized data collection system for MSP. We concluded that it would not be able to do this. Awarded additional permissions to explore the abilities of HIFIS to capture data required by MSP.</p> <p>Revamped data collection system for reporting.</p> <p>New data input system for staff for MIS reporting, cloud-based system.</p> <p>Digital reporting plan developing in the fall and commencing in 2023.</p>
<p>Develop and implement a Main Street Project file management system with file standards for each type of file (paper and electronic) across Main Street Project</p>	<p>Filing policy created.</p> <p>Hired Filing Coordinator to review files and develop a system for the organization.</p> <p>Moved MSP's digital storage from a server-based system to a cloud-based system.</p> <p>\$75,000 in grants received for cloud migration and digital filing system development.</p>
<p>Sustain and expand partnerships and collaboration</p>	<p>Launched "Meeting the Moment: Integrating Street Health, Addictions Medicine and Primary Care" a federally funded project with Nine Circles that seeks to assess how to provide primary care for people who inject drugs and live in Winnipeg's Point Douglas and Downtown neighbourhoods.</p> <p>Led the development of the Signal app use for outreach teams.</p> <p>Participated and lead the Kikinanaw Oma outreach subcommittee, Winnipeg Outreach Network and Winnipeg Harm Reduction Network.</p> <p>Participating in provincial addiction and mental health strategy groups and meetings.</p> <p>Participated in the development of the provincial road map.</p> <p>Meeting and tour with Bruce Oake Recovery.</p> <p>Identified potential housing development at downtown hotels working with Build, Ma Mawi, Siloam and End Homelessness Winnipeg (EHW) to develop the opportunity.</p> <p>Working with EHW housing supply staff to develop a comprehensive housing supply plan.</p> <p>Worked with Addiction and Mental Health on road map consultation process.</p> <p>Working with Manitoba Ministry of Families on homelessness strategy.</p> <p>Participating on all EHW committees: Shelter Emergency group - Co Chair, Kikinanaw Oma Strategy, HIFIS, Coordinated Access and housing supply.</p> <p>Organized Main Street Area Action group - 125 stakeholders working to develop Main Street and Higgins area.</p> <p>Strengthening sector partnerships with Siloam Mission, Salvation Army and EHW.</p>

TREASURER'S MESSAGE



The fiscal year ended March 31, 2022, operationally and financially successful for Main Street Project. All core programs - including Shelter, Withdrawal Management, Casework, Temporary Housing, Protective Care, and Van Patrol - were provided to community members efficiently and effectively within the resources available to the organization. In addition, MSP's COVID-19 Isolation Program continued to provide effective treatment and preventative services to vulnerable people.

Revenues for the year ended March 31, 2022, totaled \$12.1 million, while expenses amounted to \$11.8 million. The resulting surplus of \$294,000 increased the organization's fund balances to \$821,000 on March 31, 2022. Overall revenues and expenses were very close to the planned breakeven budget for the year.

Due to COVID-19, revenues and expenses were considerably higher than they would usually be in both fiscal years 2020/21 and 2021/22. For this reason, the two fiscal years are not directly comparable. COVID-19 will continue to affect operations in 2022/23. Despite the ongoing impacts of the pandemic, Main Street Project, in cooperation with other service providers, will continue to provide the best services possible to community members experiencing homelessness, substance use, and other related health issues.

Many thanks to funders, donors, volunteers, and staff for their tremendous support and unwavering dedication to the mission of Main Street Project. While much work remains to be done, there is growing recognition of societal responsibility to address the root causes of homelessness, and therein lies the ultimate solution.

Vince Warden, FCPA, FCMA
Treasurer
Main Street Project

Main Street Project, Inc.**Statements of Operations and Changes in Fund Balances**

Year Ended March 31

2022

2021

	2022	2021
Revenues		
Grants	\$10,832,061	\$ 9,738,755
Per diem payments	273,375	355,431
Miscellaneous and other	112,236	128,128
Donations	841,129	857,889
Loan forgiveness	68,500	78,250
	<u>12,127,301</u>	<u>11,258,451</u>
Expenses		
Advertising	5,553	20,771
Amortization	347,761	235,858
Board	57,396	24,427
Cleaning and staff supplies	87,834	232,434
Client and medical supplies	174,555	123,484
Development	-	204,881
Food	440,879	348,807
Insurance	30,472	22,284
Minor furniture & equipment	38,929	108,818
Mortgage interest	189,326	50,847
Office	182,707	114,888
Professional fees	169,837	220,204
Program	99,876	43,878
Property tax	43,471	28,501
Rent	73,303	275,883
Repairs, maintenance, and replacements	754,790	478,801
Staff training	26,546	25,812
Telephone and internet	96,261	105,348
Travel	32,848	13,723
Utilities	185,099	222,840
Wages and benefits	8,957,412	8,077,800
	<u>11,834,855</u>	<u>10,981,381</u>
Excess of revenues over expenses before other items	<u>292,446</u>	<u>277,070</u>
Other items		
Interest income	1,803	-
Parking lot	-	(3,877)
Miscellaneous and other	-	(227,768)
	<u>1,803</u>	<u>(231,645)</u>
Excess of revenues over expenses	<u>\$ 294,249</u>	<u>\$ 43,845</u>
Fund balances, beginning of year	\$ 527,036	\$ 483,381
Excess of revenues over expenses	<u>294,249</u>	<u>43,845</u>
Fund balances, end of year	\$ 821,285	\$ 527,036



FUNDING PARTNERS

City of Winnipeg

Manitoba Families

Manitoba Health

Minister of Labour, Consumer Protection
and Government Services

Manitoba Mental Health
and Community Wellness

Service Canada, Reaching Home
(End Homelessness Winnipeg)

Public Health Agency of Canada

Shared Health

The Winnipeg Foundation

United Way Winnipeg

Winnipeg Regional Health Authority

Winnipeg Police Service



main street project

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