

**main
street
project**



**ANNUAL
REPORT**
2022-2023

TABLE OF CONTENTS

Locations, Mission, Vision, Values	2
Chair’s Message.....	3
Executive Director’s Message	4
Case Management	5
Indigenous Relations	7
Mobile Outreach Services	9
Emergency Shelter.....	11
Housing – Mainstay and The Bell	13
Withdrawal Management Services, Protective Care	15
Food & Nutrition Services.....	17
Philanthropy	19
Strategic Plan Update	21
Capital Campaign Update	27
Treasurer’s Message, Financials	29

Cover image:

These are just a few of our wonderful front-line staff members. Main Street Project is grateful to all the amazing people who work, or who have worked with MSP throughout the years. Our workers provide exceptional care and support to the community we serve here. Your dedication and commitment is admirable and appreciated. Thank you for all you do.

DIRECTORS

Jamil Mahmood
Executive Director

Anastasia Ziprick
Director of Development

Heather Hall
Director of Finance

Victoria de Haan-Traa
Director of Human Resources

Vanessa Gamblin
Director of Indigenous Relations

Stanley Kipling
*Director of Healing
& Harm Reduction*

Kate Sjoberg
Director of Community Initiatives

*Thank you to Aaron Dorosh,
Director of Finance, for his
significant contributions to
Main Street Project. We wish
him well in his new endeavors
and will miss him!*

BOARD OF DIRECTORS

Dave Thorne, *Chair*

Darcy Penner, *Vice-Chair*

Jordan Ulrich, *Treasurer*

Hlezi Sy, *Secretary*

Andrew Dutfield, *Officer*

Dr. Erin Knight, *Officer*

Jacob Kaufman, *Officer*

Alexandre Mireault, *Officer*

Stephanie Zamora, *Officer*

Tricia Dano, *Officer*

George Labossiere,
*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

Mainstay Residence Transitional Housing

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

The Bell

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

Case Management Services

All Locations
Phone: 204-982-8229

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. These values are: **reducing harm, reconciliation, anti-oppression, and being trauma-informed.**

MAIN STREET PROJECT, A COMMUNITY HEALTH CENTRE

Main Street Project (MSP) is a 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 mobile community outreach program.

Main Street Project is a registered Canadian Charity.
Charitable Registration # 107655094 RR0001

CHAIR'S

MESSAGE

DAVE THORNE



Hello, I am Dave Thorne and I have enjoyed my second year of being the Main Street Project's Board Chair. This year was about stability and board development for MSP.

As an organization, Main Street Project continues to do the very important work of supporting those who need it most in Winnipeg. Some highlights from the year:

CASEWORK MANAGEMENT SUPPORTED

30,000+

direct contacts across the entire agency.

MOBILE OUTREACH

32,245

connections with the community.

Offered nearly **120,000** items of support, including harm reduction, food/drinks and clothing items.

EMERGENCY SHELTER

In the 2022-2023 year

2717

unique individuals were supported.

35,000+

overnight stays.

142,000+

meals were provided.

113,000+

contacts were made with the community.

WITHDRAWAL MANAGEMENT

1,000+

people supported looking for assistance with managing their substance use.

As a board of directors, we focused our work on developing a new governance manual for the Board. This was a process that involved updating all board policies and processes and making a clear understandable manual to guide the board in our work. You can find the governance manual on our website located here:

<https://www.mainstreetproject.ca/about/our-team/>

The Board extends thanks and best wishes to fellow Board members who will be stepping down this year, including Jordan Ulrich and Stephanie Zamora, who both provided support to our Board and the finance and governance committee respectively. Their contributions to the deliberations of the Board are greatly appreciated.

This year the Board has also been very involved in the capital upgrades to MSP facilities, and we are involved in every step of the way with 71/75 Martha Street renovation planning to start this year, and the planning for transitional housing at 637 Main Street. I also am particularly proud of the leadership role that MSP is playing within the city on issues related to encampments and also within harm reduction amongst the sector.

We know as a Board we have a lot of work to do to end homelessness and are committed to meeting the challenges that we must face to do this in our city.

Sincerely,

Dave Thorne
Chair of the Board of Directors
Main Street Project

EXECUTIVE DIRECTOR'S MESSAGE

JAMIL MAHMOOD



Hello,

Welcome to the MSP annual report for 2022-2023.

This has been a very challenging year for us here at MSP. We are seeing the toxic drug supply and drug poisonings reach an all-time high in Winnipeg. This is playing out inside our spaces, and our community. I want to give a special thank you to our staff who have become the front line of this work, reversing overdoses, providing education, supports, naloxone to those using drugs and supporting the grief we are seeing in our community. We know as a society we need to do more to keep folks alive and provide them with access to life-saving harm reduction supports for all who need in our city. I also want to thank the folks from Sunshine House for launching MOPS (Mobile Overdose Prevention Site) and the Manitoba Harm Reduction Network for all they do!

We officially ended the Sargent COVID-19 isolation site at the end of May 2023, where over the past three years we supported more than 2,300 people to isolate while they were recovering from COVID-19, with 30% of those going on to access withdrawal or treatment services.

This year the focus was on stabilizing our programs and funding and strengthening our staff team and operations. As the pandemic relief support started to wind down, we were working on ensuring we maintained crucial funding key to our overall operations. Some of those highlights were:

- Record shelter bed funding increase in October 2022. The Province increased the provincial bed rate from \$16.50 per bed to \$32 per bed, an increase to a rate which hasn't been increased since 1993. This meant that we would not be operating at a deficit and were able to maintain shelter staffing levels and increase support in shelter.
- Over \$10 million in investment from the Federal Government into the Martha Street facility. This will see a complete overhaul of that site, making our space a better place for housing, support and healing. Construction is slated to begin in Fall of 2023.

We have continued walking our path toward Truth and Reconciliation. This year, we built Skabe (Indigenous helpers) roles into all MSP program areas as part of our core budget, continuing our investment in doing this important work in a good way. We have also been able to bring many medicine and animal teachings to the community through Thunderbird House. We also started a MITACs funded research project in partnership with the University of Winnipeg's Inner City Studies program to look at how we can develop pathways for Indigenous Peoples originally from other communities in Manitoba but stuck in Winnipeg navigate back to their communities, for those that wish to go back home. We have also provided Blanket Exercise training for all our staff, leadership and board members.

Finally, looking back on this year, I am overwhelmed with the amount of love and support we have received from the people who support MSP as our partners, funders and governments, we have seen support at all levels. Also, to those who see what we do here at MSP and make donations large and small to support the work we do - from filling our coffee room, to overflowing us with water in the summer, to the amazing amount of socks we collect during Socktober, we feel that love and support each day so I want to say THANK YOU for keeping our shelves and hearts filled.

Sincerely,

Jamil Mahmood
Executive Director
Main Street Project

CASE MANAGEMENT

Case management at Main Street Project is a collaborative program that works cross-agency through on-site services at the emergency shelter, withdrawal management, housing services, as well as through MSP's mobile outreach program.

The overarching objective of case management is to support participants in setting and achieving goals centred around positive health outcomes. Common goals include harm reduction, securing and maintaining housing, improving access to primary health care, securing income supports, ensuring food security, accessing substance use treatment, and maintaining sobriety.

The role of case managers is to support participants in navigating the systems that will assist them in achieving their goals. Case managers act as both advocates and liaisons between participants and resources. Through their work, case managers aim to empower participants to build health and independence.

VAN OUTREACH CASE MANAGERS

The goal of an outreach case manager is to resource and rapidly house community members living in encampments throughout the city. They also provide safe rides, clothing, food, harm reduction supplies, etc.

GENERAL CASE MANAGERS

The goal of a general case manager is creating a circle of care around each community member.

INTENSIVE CASE MANAGERS

The goal of an intensive case manager is to curb the high emergency service usage of community members. They do this by building relationships, resourcing, rapidly housing, and creating a circle of care around each community member.

WITHDRAWAL MANAGEMENT SERVICES CASE MANAGER

The goal of a withdrawal management services case manager is to assist participants in meeting their treatment goals.

Case management 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

IN THE 2022–2023 YEAR, MAIN STREET PROJECT'S CASE MANAGEMENT TEAM SUPPORTED:

Number of direct contacts across the agency

30,000+

Number of home visits

1,120

Number of transports to necessary appointments

1,384

HOMELESS OUTREACH MENTOR

An important component of Main Street Project's case management team is the homeless outreach mentor (HOM) Program. This program works to develop intensive relationships with individuals experiencing homelessness or those at risk of homelessness.

HOM workers support individuals in a carefully planned transition to housing and assists them, alongside other community supports, to build capacity and future successes. Direct services provided by HOM include client meetings, home visits, transportation, provision of clothing, food and other basic needs, and referrals to internal and external resources to facilitate housing and integration into the community.



Through the use of case managers, intake of participants was conducted, and assessments were undertaken to identify each participant's needs. Action plans were developed to set each participant on a path towards getting accommodation. The participants who were homeless were provided a temporary accommodation in Shelter, both at Main Street Project and through other organizations. External factors, such as accessing Employment Income Assistance, were very useful in providing resources to the participants so they could access affordable housing.

The activities undertaken to prevent housing loss include (but are not limited to) conducting monthly visits and providing continuous assessments. This ensured that caseworkers were on top of the action plan they entered into with the participants. The caseworkers also maintained regular communication with landlords. With the consent of the participant, they made arrangements for EIA to pay rent directly to the landlord. During the visits, they ensured that the units were clean and intervened between the participants and the landlords if a crisis emerged.

DURING THE 2022-2023 YEAR, HOM STAFF SUPPORTED:

208
individuals

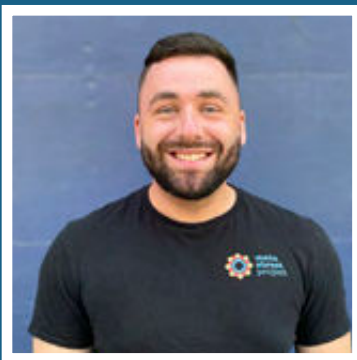


146 of those were supported in accessing appropriate housing

140
at risk of homelessness had housing loss prevented this year through HOM



136 successfully maintained their housing



"For case management, we're there to support the community with services such as housing and EIA, as well as addiction resources and identification pieces too.

Many people looking for caseworkers have either been out on the streets or have been using the shelter for a long time and have no easy way to connect with anyone to be housed. So that's the first option for us. The priority would be housing first, and then the rest would follow, like connecting them to other resources such as addiction resources.

At a time, we support around 15 different people. What our day looks like is checking in on them, so whether that's if they do have a cell phone, making consistent calls and then if they don't have a cell phone, which most don't, we try to look for them in the shelters

or around the community. We help them set up appointments, go to appointments with them and help keep them accountable, but then also set small goals to be more self-sufficient.

Many community members have lost a lot of independence, and we work to show them that they can have their own apartments or housing. Some may not even know that they can have those things. And so really getting them to live the best life they can, and not necessarily forcing them to change in a way they don't want to, but to do their best for themselves.

Every community member deserves a second chance. We work to give them that sense of hope because they deserve all the same rights as anybody else."

Brandel, case manager in Main Street Project's Emergency Shelter

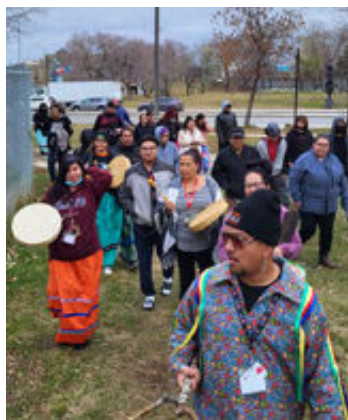
INDIGENOUS RELATIONS

INDIGENOUS RELATIONS

Main Street Project has been working diligently this year with Indigenous Peoples, walking out Truth while striving to achieve our strategic goals. We recognize that to achieve true reconciliation, the diverse needs and experiences of Indigenous Peoples, with a priority of Indigenous women, girls and gender-diverse people, those with lived experience must be prioritized in this work. This approach ensures a place that embraces and enhances truth and reconciliation, decolonization, and anti-oppression.

INDIGENOUS LEADERSHIP CIRCLE

Our Indigenous Leadership Circle (ILC) continues to advise the work of our Director of Indigenous Relations as the Director actions out the strategic plan in that good way. Our ILC is comprised of a sister from Treaty 1, a sister who is Red River Métis, a brother from Wipazoka Wakpa, and another brother from Treaty 3, Kenora. They all keep us accountable to inspire and guide the healing as we have walked out a lot of Truth and Reconciliation practices.



APPLICATION OF THE GOOD WORK

We are working collaboratively toward ending the systematic marginalization of First Nations, Métis and Inuit people and advancing the inherent treaty rights of current, future generations. In order to do this, we have been:

1. Advancing decolonized processes to ensure healing work throughout MSP departments:

- First Nations, Métis, Inuit Compositions:
 - Skabes are all full-time employees that share their gifts across departments with community members and staff. Skabes begin and end in a good way, building community members bundles (ceremony teachings, medicine teachings, birthing bundle items, building bundles), building ceremony relationships, building and reuniting family circles, harvesting of animals such as one buffalo, three bears, three eagles, two porcupines, mink, and martens at Circle of Life Thunderbird House
 - Shelter Skabes are a sister from Treaty 4, Sapotaweyak (Pelican Rapids, MB) and brother from Treaty 5, Kinsoo Sipi (Norway House, MB).
 - Housing Skabe sister is from Treaty 3, Kenora
 - Women's & Non-Binary Withdrawal Management Services sister is Métis from Treaty 1
 - Men's & Non-Binary Withdrawal Management Services brother is from Treaty 2, Ishkwaawinnaaning (Skowman, MB)
 - Knowledge Keeper sister is from Treaty 1 A Knowledge Keeper is full-time employee who facilitates Seven Sacred Law Teachings across departments with community members. She shares her gifts of land-based teachings with community members and staff. She is currently designing applications for standing staff sharing circles
 - Shelter has created a directive to enhance their hiring of First Nations, Métis and Inuit people to 40% composition. Currently, they are at 27.5%
 - Shelter manager is a sister from Minegoziibe
 - Director of Healing and Harm Reduction is a Medicine Man from Treaty 1, Oshki-ishkonigan (Peguis, MB)

- Director of Indigenous Relations is a sister from Treaty 5, Pimimicikamak (Cross Lake, MB)
- Hiring practices have created priority to hiring of First Nations, Métis and Inuit people in all departments
- Board composition directive is to be 30% Indigenous. Currently we have a sister from Treaty 5, Azaadiwi-zibiing (Poplar River, MB)
- Blanket Exercise and Bundle Teachings are applied to our yearly training matrix. This year all department staff, some volunteers, some community members, all management, all directors, and all board members have attended both training sessions

2. Collaboration with Indigenous Sister and Brother partners, community members and communities:

- Partnered with Circle of Life Thunderbird House
 - Rental of office space for Knowledge Keeper and Indigenous Relations Coordinator
 - Facilitate teachings
 - Facilitate gatherings
 - Facilitate MSP's AGM
 - Support other events
- Partnered with Indigenous Relations Ceremony Family of Behavioural Health Foundation
 - Attend and support weekly sweat lodges
 - Attend and support Sundance
 - Attend and support medicine gatherings
 - Attend and support Big Drum gatherings
- Partnered with various Elders in community
 - Medicine Teachings
 - Sweat Lodges
 - Medicine Gathering
 - Land based teachings
 - Birthing of Drums
 - Birthing of Rattles
 - Birthing of Tipi
- Respecting and walking out National Elders Council of Wahbanung Calls to Action from Wahbanung The Resurgence Of A People: Clearing The Path For Our Survival
- Respecting and attending to the Truth and Reconciliations Calls to Action
- Respecting and walking out the Calls for Justice
- Respecting, ongoing assessment and walking out of United Nations Declaration of Rights of Indigenous Peoples (UNDRIP)
- Prioritizing purchasing from First Nations, Métis and Inuit owned and operated businesses within Winnipeg and Manitoba

3. Deconstructing Colonial Hiring Practices for First Nations, Métis and Inuit Peoples:

- Onboarding of Skabes & Knowledge Keepers
 - Start and end in medicine and prayer
 - Walk through truth of their knowledge and healing
 - Walk through their gifts
 - Truth Tour of Main Street Project
- Employed Skabes & Knowledge Keeper
 - Ongoing building of their bundles
 - Standing weekly team sharing circles
 - Standing weekly Truth Shares (Colonized practice: Supervisions)
 - Team Medicine Gathering
 - Attend Ceremonies as team
 - Walk out roles in ceremony to best of knowledge and gifts
 - Direct access to various Knowledge Keepers and Elders for additional support

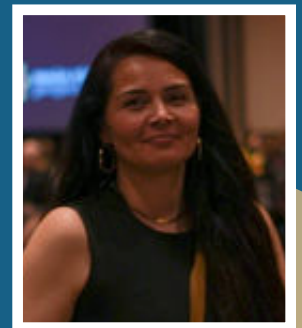
Next steps of Indigenous Relations

- Building and Sustaining Relationships with Treaties 1 – 11 Nations – Main Street Project Accord
- Request for Proposals: First Nations, Métis, Inuit Employee Retention Plan
- Policies priorities
 - First Nations, Métis, Inuit Recruiter
 - First Nations, Métis, Inuit Employee Retention Plan
- Yearly First Nations, Métis and Inuit Roundtable

As we continue this path with Sisters and Brothers, we dedicate to listen with love to hold us accountable to action out First Nations, Métis and Inuit Peoples voices and visions and our strategic goals.

Osa Muskwa Iskewew

Vanessa Gamblin
Director of
Indigenous Relations



MOBILE OUTREACH SERVICES

We remember so many faces we met with and supported over the past year. Our relatives living in encampments often greeted us with jokes, information to share, and requests for supports for people that they were supporting within their encampments and their own networks.

We're very proud of the collaborative way that our work is growing, with us at MSP working to provide supports, resources and know how to stay safe and get housed; and unsheltered relatives offering concrete info on their barriers to housing, what is happening on the ground, and guidance on how to support others living unsheltered. All of this helps us move people into housing more effectively, and support those still living unsheltered to be safer and more stable.

We were thrilled to launch a second van this past winter with the ability to transport wheelchairs. Both of our vans ran 24 hours a day, 7 days a week over the winter, supporting people living unsheltered throughout the city. Van outreach staff distributed food, clothing, protections against the weather, harm

reduction supplies, provided support towards housing (caseworkers ride in the van), and offered emergency transport- often to health care. Peer workers also work in the van, ensuring that our work centers consent-based relationship building.

We are very proud to have supported several relatives living unsheltered into housing, however our day-to-day work engaging with people living in encampments has been a daily lifesaving effort that we want to highlight. Aside from training community members in drug toxicity response and naloxone use, and distributing naloxone, the MSP Van Outreach team was engaged in drug toxicity events an average of twice a week over 2022/2023, administering naloxone and CPR. While we always call for paramedic support, most community members refused this care once they had been revived. We're proud of the lifesaving care we continue to offer.

DURING THE 2022-2023 YEAR, MAIN STREET PROJECT'S MOBILE OUTREACH PROGRAM TEAM MADE:

Made

32,245
connections
with the
community

Offered

119,396
items to the community
(harm reduction supplies,
food/drinks, clothing

854

transports to
shelters, agencies
and other locations

80

referrals
to housing

87

transports in place
of Winnipeg Fire
Paramedic Service



“My name is **Jocelyn**. I began at Main Street Project just over two years ago. This is where my heart is and where I wanted to give back.

I started volunteering in donations, food bank and clothing. The reason why I chose to volunteer at Main Street Project is because they helped me so much, they helped save my life. I'm an alcoholic and an addict and I used the detox service at least nine or ten times.

I waited a while to take on a position here because I wanted to make sure that I was fully ready. I feel like if I'm not okay, I can't take care of other people as well. When I was ready, I took a position on the van. My position now is peer advocate, and I took that position in February.

I absolutely love my job. I get to sit down with community members and get to know them and the struggles that they're going through and help them navigate through the system. I meet people where

they're at. That's very, very, very important. And to be nonjudgmental. Every time I came back into detox here at Main Street Project, I was afraid of being judged. I was embarrassed that I relapsed, and the staff made me feel so welcomed and that it was okay to come back and get help.

I always wake up in the morning and check in with myself, like emotionally, mentally, spiritually, physically, just to make sure that I'm good to go for the day. And then when I come to work, what I love about my job is that we literally drive around and meet with individuals and see if there's any way that we could bring joy to their day or to make them feel safe.

We're trying to be part of the solution and trying to help the people on the streets get what they need throughout the day, whether it's food, water, harm reduction or just having that conversation. Sometimes people just need to be listened to.”

EMERGENCY

SHELTER

Over the past year, we've moved to a more deliberate housing first model of operations, and have screened all of our practices in shelter towards contributing to community members' housing success.

Some of the concrete changes this has motivated include:

- Support staff have taken on the initial work of signing community members up for birth certificates and ID
- Support staff engage community members in initial housing discussion including reviewing a person's existing options (family, friends, home communities); and/or where they would like to go, and reviewing current rental lists. As appropriate, gathered info is passed on to MSP caseworkers to continue this support work towards housing.

We've increased our naloxone training and access, and actively train community members in pairs/small groups in drug toxicity response. We're proud to report that this often is evidenced when we respond to drug toxicity in shelter- community members are often providing the initial care and the first dose. We know that this is contributing to so many positive outcomes in drug toxicity response in shelter.

We have increased the safety of the shelter space, adding maglocks and astragals to the doors. This allows staff more control over the entry points and ensures the community is more secure.

Finally, we want to note the number of community members we have served who have had more complex needs. We have cared for community members who have self-discharged from hospital, and required homecare and other supports that are far beyond what is considered typical in a shelter setting. We continue to advocate for more appropriate supports for community members with higher needs while also honouring that these community members insist on coming to us because of the sense of trust and community they hold with staff and participants.

We're proud of what we accomplished over the last year to provide the highest level of care possible in a less than ideal circumstances, and remember these community members' contributions through their presence also what they encouraged us to learn through their insistence on staying with us.

IN THE 2022-2023 YEAR

2,717

unique individuals were supported

35,000+

overnight stays

142,000+

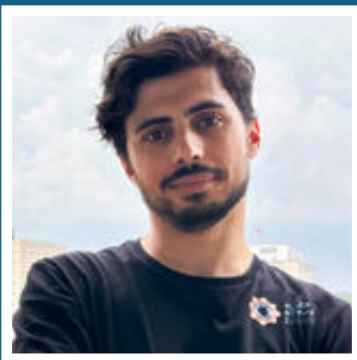
meals provided

113,000+

contacts were made with the community



EMERGENCY SHELTER IMPACT



“My name is Alex and I am a support worker working days in the shelter. I've been with Main Street Project since November 14th, 2022. I went to school for social work because I wanted to help people, and I got my BA in social work in 2019.

Everybody told me Main Street Project is the perfect place to start if you want to be frontline because you can make a big impact here.

So basically, I'm there to meet people's basic needs, which is to help them access shelter, food and necessary supplies. My favourite part of the day is when somebody asks me for something because it's just immediate help. Small wins like this make my day amazing because it's not a lot, but that's what front-line is.

I also love helping. Many community members don't know where to get that kind of help, and I am fortunate to have a list of resources available if somebody asks me, “I really want to get to my court date. What can I do?” I have the knowledge. I can connect you to our van team. I can connect you to the DCSP. I can help you get directions if you want to take the bus on your own. My favorite part of the day is getting small wins throughout the 8 hours I'm in the shelter.

If there's something that all the staff knows about me is that I love to do three things: I love to talk a lot, which is why I take care of greeting people, walking around, talking to everybody, I love handing out stuff, no matter how small, insignificant, or big it is. I love helping. I'm the helping guy.

We work really hard for the community. I really am passionate. I love the shelter. It gives me energy.”

HOUSING

AT MAIN STREET PROJECT



Main Street Project operates two housing facilities, Mainstay Residence and The Bell.

Within MSP housing programming, one of the biggest priorities for the year was to return to community-based housing programming, away from the COVID-19 experiences where we had many restrictions to community gatherings and various in-house programming offerings. Re-opening all of the programming in a gradual process and working through a holistic approach to unsheltered folks in encampments, bus shacks and shelters was a huge part of our year in 2022-2023.

Housing staff at both Mainstay and The Bell continued to work as a team to help with room cleaning, food supplies, keeping up with hygiene and follow up to alleviate distress caused by sudden deaths, more understanding and deliberate use of naloxone and well-being checks to prevent deaths due to overdose and mental health issues experienced because of COVID-19.

The COVID-19 pandemic caused many issues for tenants experiencing mental health issues, psychosis, and other struggles. Our housing teams worked hard to get situations resolved and get participants the help they need through coordination within various systems and resources internally and externally to MSP.

With the introduction of the Indigenous Relations team within MSP, there were times in housing where we had cultural ceremonies performed by Indigenous staff such as Skabes, Knowledge Keepers and an Elder. They worked closely with folks who were dealing with mental health struggles or struggling with a loss. The ability to participate in ceremonies contributed to some tenants staying sober and offered the opportunity to have some great sharing experiences. The work of the Indigenous Relations team has greatly added to quality of life and spiritual wellness for housing participants.

MAINSTAY

This year, we reassessed Mainstay and its ability to serve presently arising concerns in Winnipeg. Because Mainstay is block-funded and offers a supported context including meals, it is a great transitional rapid housing opportunity for those with multiple housing barriers. As such, we reprioritized candidates for Mainstay transitional housing to the following:

- Those living unsheltered
- Those living with significant health concerns (but within our capacity to support)
- Those who are women or 2SLGBTQ+ identified
- Those who would not be eligible for other transitional housing opportunities in Winnipeg

This shift resulted in us fast-tracking community members who both needed our support and could benefit from our supports the most, as we worked support them to transition into positive, more permanent options.

Mainstay was also able to build on our model to include piloting housing with couples in suites.

AT MAINSTAY

109,000+

contacts were made with community members at Mainstay

10,000+

medication administrations were offered

13,000+

meals were served



THE BELL

This year, we ran the numbers and learned that in the 10+ years that The Bell has been operational as a Housing First permanent supportive housing option for people who have lived experience of homelessness and substance use, the average length of stay has been 4 years.

We're so pleased that this collaborative model is proving successful. A stable, supportive environment means that tenants' quality of life improves, they have better access to health care and other supports, can engage differently in existing and new relationships, and they are less reliant on emergency services. We thank our partners, CMHA, Winnipeg Housing Renewal Corporation, and CentreVenture for their ongoing collaboration as we continue to develop this model.

After COVID-19, tenants at The Bell had a hard time accessing food. We had to look at how to curb these challenges and we started a meal program at The Bell. We also had a lot of our tenants continue to access MSP's Food Bank and Food Fare delivery every week. Food security and other tenant needs are increasing as we have an aging population with mobility issues and more need for personal care.

Over the past year, we have been particularly proud of the moments where a tenants' health status has changed to the point that there have been behavioral concerns, and our ability to collaborate with the tenant and partners to achieve the appropriate supports to either prevent eviction or support the tenant to a better housing fit. In this case, we know that the change in supports and success in restabilizing the person's housing situation has been lifesaving, and even contributed to a better sense of well-being than before. We need more Bell Hotels!

THE BELL

114,000+
interactions were made with community members at The Bell

17,000+
medication administrations were offered

31,000+
harm reduction supplies were provided



"My name is Kelly, and I work at The Bell and sometimes Mainstay. I'm in my 4th year with MSP. I love it.

My role as a support worker changes from day to day, but something that's super consistent for me is just basic

needs that they don't seem to have or can't get it super easily. Food being the main one.

I always think about what food I can make the next day, what I have that's been donated, what I have access to, what I can make that would feed enough people. And I do it in a little Crockpot. It's bringing everybody to the desk, and then it starts this, like, little social gathering where all of a sudden somebody goes up with food, and they go, oh, there's food downstairs. And then the next person comes. Somebody you wouldn't typically see comes to the desk for food,

and then there's a conversation. I just love it. I love feeding them. I'm always making sandwiches. Or just always doing something food-wise. I try to create an environment that feels like family.

Sometimes we do activities that bring the group together. Like going to a baseball game.

The connections are important because they need each other, and they need support from each other too. I think the more relationships built, the better off it is.

Everybody needs a relationship. Relationships are key. It helps in so many ways. It's like if you have strong relationships with people, you can get through things, like sharing stories, which will help you. So relationships are super meaningful. That's how I feel about it, anyway. I like to do what I do because it creates bonds and memories and helps. It's good for mental health."

WITHDRAWAL MANAGEMENT SERVICES

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.

Main Street Project's Withdrawal Management provides an important link for individuals who are looking to take either take a break from using substances, or access further treatment. MSP provides services through two facilities, one for men and non-binary people and another for women and non-binary people. Both sites provide 24-hour support in a safe and stable environment. Individuals must be assessed by a primary health care provider prior to admission. This service is available at no cost to the individual.

Nursing and support staff do regular check ins with community members 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.

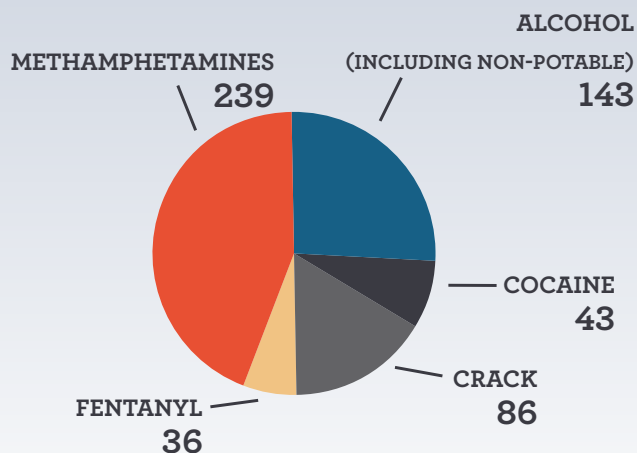
Recognizing the need for more inclusivity, WMS will be piloting a Transgender Non-Binary safe space at Riverpoint Centre at a two-bed capacity. Consultation with the community is ongoing and efforts to expand awareness is in development. We are excited to expand opportunities for all wishing to access our Withdrawal Management Services safely and accessibly.

WOMEN'S & NON-BINARY WITHDRAWAL MANAGEMENT SERVICES

535 total admissions

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

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

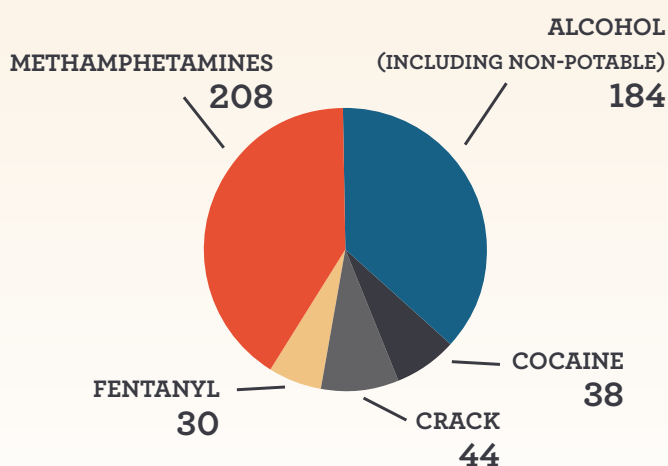


MEN'S & NON-BINARY WITHDRAWAL MANAGEMENT SERVICES

511 total admissions

Referral source: self-referral, health care system, other addiction treatment programs, Justice (Provincial and Federal), shelter, RAAM clinics

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



GOVERNMENT STANDARDS AND WMS SERVICES

Over the next year, WMS will be working to review all policies and procedures in an effort to meet standards set by the Manitoba Government. The goal is to provide a firm structure of service delivery from intake through discharge. This will be completed by March of 2024.

STORIES FROM OUR STAFF

“We tend to interact with folks when they are struggling or beginning to reestablish their lives, and don’t often get to see what happens after they leave the program. This makes the moments when we encounter someone we’ve worked with and hear from them that they are doing well extra special. Seeing people who you have known for years through the program thriving in the community and achieving their goals is always very meaningful. It hits a strong chord when we see that individual using their experience to help others, especially through working in a similar field. When doing a tour of a treatment centre this year, I ran into more than one previous program participant, not only working for that treatment centre, but thriving in other areas of their life and achieving their goals. It’s moments like these I like to remember when we have moments that are more a bit more challenging, because it really does help remind us why we do this.

“Working at River Point, I often am pleasantly surprised by how much comradery there is between participants when they are here and how much energy comes through the unit. Every individual person has the power to change the flow and the feel of the energy of the unit and I love watching different groups bond over different things. In some groups, it’s doing hair and nails, or make up stuff. Other groups are more art focused and beading, diamond painting, coloring, or making collages from magazines tends to dominate the floor’s activities. Other times groups are more social and you can hear laughter down the halls, and participants listening to music or sunbathing outside. Participants here show that they care about one another by sharing previous treatment experiences or knowledge around community supports they have used with one another. Community is such a huge part of recovery, so it’s a great feeling watching someone who was terrified and felt alone when they arrived, leave the program with that feeling of connection and giving hugs or their contact info to others as they leave. Sometimes when a person stops using a substance, they can feel a disconnect from their previous community or group, so I also like to think that finding a common ground with others who are also trying to live a similar path without substances can give people hope about their ability to find friends or a community after they leave here.

PROTECTIVE CARE

Established in 1988 and legislated by the Intoxicated Persons Detention Act (IPDA), the Protective Care facility is a unique program to Manitoba.

Protective Care is MSP’s 20-unit facility that provides acute withdrawal management services for individuals whose primary intoxication substance is alcohol. 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 being connected to internal and external resources if they are open to that.

During the 2022/2023 fiscal year, Protective Care provided over 7,500 stays for individuals requiring a safe sobering option.

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.

FOOD AND NUTRITION SERVICES



In the 2022-2023 year, we have seen the need for the Food and Nutrition program expand dramatically. Due to inflation and the ever-increasing costs of food, housing and fuel, the number of people accessing the Main Street Project food bank has gone up significantly. This has caused Harvest Manitoba to cut back on the amount of food they supply to organizations, causing us to become reliant on private donors such as Costco, Starbucks and the Goldeyes. While we are incredibly grateful for the support of our donors, we are often having to find ways to do more with less.

We have opened a kitchen at The Bell to assist us in cooking for the participants throughout all our programs. This has helped us with providing nutritious meals, while alleviating some of the stress of having a small kitchen. This has also helped us implement a menu so that participants and staff can know what type of meal to expect on that day.

Due to the increase in participants throughout our programs, we have expanded our kitchen and increased the number food bank staff. We have added a food bank assistant to help us receive donations, store them properly, and make sure everything gets distributed to the right programs.





AARON, FOOD BANK COORDINATOR

"My name is Aaron. I'm the food bank coordinator. I've been with Main Street Project for two years.

I've been working in kitchens for the last ten years and felt very unsatisfied with what

I was doing. I was looking for a way to give back to the community when I saw a job posting for the Main Street Project kitchen and jumped at the opportunity to work for an organization that has helped many of my friends/family.

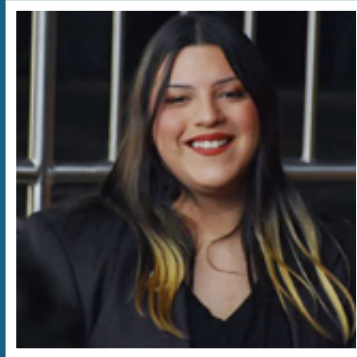
I oversee the food donations, decide which program gets the food, and run the Thursday food bank. I also supervise the driver, food bank volunteers, and the green team.

My favorite things about working here are giving back to the community and our connections with people.

Some of the challenges are making sure we have enough food donations to feed people, provide healthy food, and eliminate the worry of where their next meal is coming from. Some of our clientele is either on the street or in places with limited refrigeration or places to cook. We try to provide them with something already prepared so they can take it and go, or something they can easily prepare, like on a campfire.

What surprised me most was how much we rely on volunteers and donations to keep our doors open. There are a lot of great organizations and people that help us with what we do. And the number of people we see, like throughout all the programs, is just a lot more than I thought it would be, especially with the food insecurity, those numbers have gone up a massive amount.

It's important to support MSP because we are the people the community members see daily. They rely on us to some extent to help them through things and get them the stuff they need, like a place to sleep or proper food. We don't always have the resources to do that."



KOLBY

"My name is Kolby and I'm the food bank assistant. I've been with Main Street Project for about a year and a half.

I was a volunteer with school in grade 11. I come from a school program that has

internships and getting involved with the community. When I first came to MSP with my class, my teacher took us here every Thursday, and I started to fall in love with the organization right away. It was for a six-week period, and I grew very attached, and there was so much more that I wanted to learn. At that point in my life, I was kind of in a bad place, so whenever I did go to Main Street Project, it was something to look forward to.

I asked if there was a possibility of landing an internship here or volunteering here. I explained why I wanted to be a part of the team, and then landed the interview. I did general volunteering and then it went on from there. I was here for the whole school year. I really started to thrive. I was working with community members by helping them get food, but also physical assistance as well. I loved the very interesting interactions, and I also just generally like to give people that assistance. I found a lot of value in it, feeling like I was being helped through it.

Some of my favourite things about being in this interactive space is the social part of it, it's meeting new people every day. It's also a lot of problem-solving, and though problem-solving is stressful at times, it's good to be able to actually solve that problem because it's made everything easier for them.

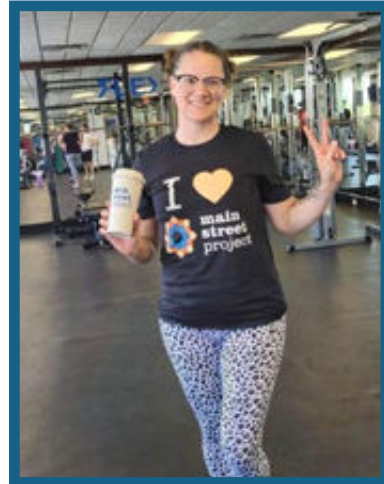
We're doing this for them because they need their issues eased. Of course, we can't solve everything, but they need life to be a little bit easier, and as long as I can keep doing that, I'm always going to hold Main Street Project in my heart."

PHILANTHROPY

AT MAIN STREET PROJECT

Philanthropy isn't just about donating money or resources. It's about creating a positive and lasting impact on the lives of others and on the community as a whole. Here at Main Street Project, we have witnessed firsthand the remarkable changes that philanthropy can bring for the community we serve.

Thank you to each and every one of our supporters for generously believing in the work we do here and for continuously showing up for the community.



Jenn's Birthday Burpee Bonanza - Jenneifer Raposo attempted to break the world record for most chest to ground burpees for a female and chose to raise funds for MSP while doing so! We love your energy Jenn.



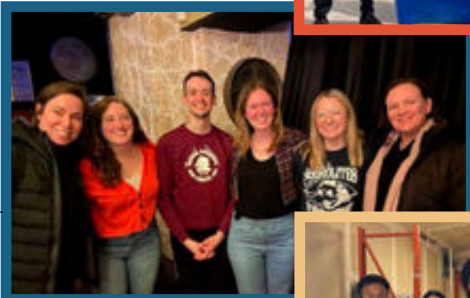
Wilderness Supply made a large donation of socks to keep toes warm and dry.



Joyful Project – Hosted a concert for socks to provide socks for our community members.



Manitoba Nurses Union – Made a generous donation from their MNU members. Your support means so much.



Wee Johnny's Comedy Night - donated the proceeds from the door.



Modern Electric Lunch – Donated the proceeds from coffee sales to support MSP.



Thank you to the Unity Project for their generous support of bottled water to keep our community hydrated.



A generous donation of bottled water from the team at Star Building.

Junel and the Winnipeg Run Club held a loonie/toonie during their Saturday morning run in support of MSP.





General Mills provided a donation of clothing and footwear.

Our community always appreciates delicious bagels donated by Bagelsmith Montreal Style Bagels. Thank you Phil and the team.



Huge MSP supporters The Winnipeg Foundation spent the day volunteering and seeing first-hand the impact their investments in MSP have.

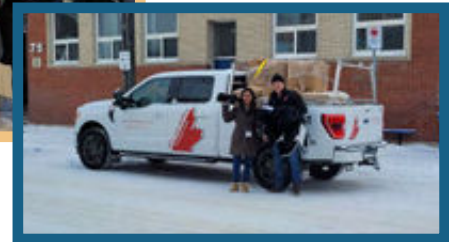


The Grupo Bimbo team volunteered to help us set up for a community event.

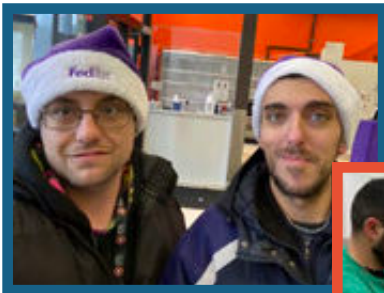
Skyline produced a heartfelt video for MSP and made a generous donation in support of our communities greatest need.



Canada Life made a generous gift matching donation in addition to donating warm winter gear.



The Angels at Atlas Apex Roofing donated warm blankets, mittens and toques to warm the hearts of our community members.



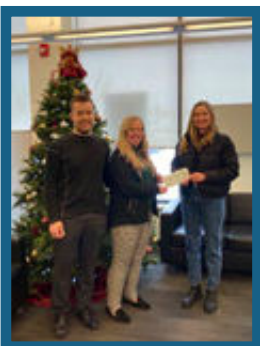
Items were donated to our holiday gift drive from the team at FedEx.

Volunteers from Starbucks helped to prepare holiday gift bags for our community members.



Generous support from the Full Circle Project at GFL Environmental.

A surprise holiday donation from Western Financial Group.



Thank you

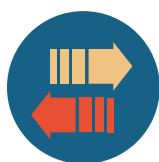
everyone for your unwavering dedication to our mission and for your ongoing commitment to philanthropy.

YEAR 2:

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 5-year strategic plan 2021-2026. 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 2 (Year 1 is updated in our 2021-2022 annual report).



ONE: ADVANCE THE IMPLEMENTATION OF HARM REDUCTION

GOAL	REPORTING
Continue low-barrier services with an eye to continuous improvement	<p>Barriers to programs identified through MSP Values work and Truth & Reconciliation and Anti-Oppression work.</p> <p>Standards developed through Withdrawal Management Services and Protective Care to meet new provincial standards</p> <p>Code of Conduct developed for all programs</p>
Continue peer-led services with an eye to continuous improvement	<p>Peer training provided for all Van Outreach and peer staff</p> <p>New peer roles developed as part of Van Outreach team</p> <p>Peer providing naloxone training and distribution through shelter and van</p>
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	<p>Developed Harm Reduction Manager position and Harm Reduction Nurse position</p> <p>Committed to provide three-day harm reduction training through Manitoba Harm Reduction Network for all MSP staff</p>
Expand access to primary care services	<p>Advocated and approved MSP to take over homecare services for housing from WRHA</p> <p>Harm Reduction Nurse position re-established post COVID-19</p>
Work with community stakeholders to transform and reimagine safer sobering	<p>Participating in North America Safe Sobering Network</p> <p>Developing Safe Sobering model as part of 75 Martha renovation</p> <p>Consultations with WPS, WFPS and other stakeholders</p> <p>Developing a model for safer sobering that will work best for Main Street Project, the people served by Main Street Project and the broader community</p> <p>Articulating core principles and values that will inform the work of safer sobering</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>Supporting the work of Sunshine House Mobile Overdose Prevention Site</p> <p>Organized community response to anti-safe consumption movement</p>



GOAL	REPORTING
Make people experiencing homelessness the prioritized population to be served through voluntary withdrawal management	<p>New bed date system implemented January 2023</p> <p>Policy and process review to meet new provincial standards by March 2024</p> <p>Worked with Sunshine House to bring peers in to review WMS spaces, for inclusion of trans and non-binary individuals, developed plan to increase inclusion work and supports at Riverpoint site.</p>
Consult, train and implement culturally appropriate modifications to services and supports	<p>Skabe roles built into all program budgets</p> <p>Indigenous Leadership Circle meeting regularly and advising MSP programs and board</p>
Decrease demands on emergency services and provide an alternative to emergency services whenever possible	<p>Winter outreach van funded for two years November to March</p> <p>Leading extreme weather and shelter sector emergency response committee</p> <p>Sector safety committee reviewing all calls to WPS and WFPS for all 4 area shelters</p>
Support legal, community access to safer drug supply, and implement if possible	<p>Developed MySafe safe supply program</p> <p>Hired peers and coordinator</p> <p>Developed full evaluation plan</p>



TWO: PREVENT AND END HOMELESSNESS

GOAL	ANTICIPATED TASKS
Enhance the housing focus of our work	<p>Housing focused shelter training for all leadership staff at MSP with Iain Dejong</p> <p>Plan in development for building three floors of housing above 637 Main Street</p> <p>Participating fully in community Coordinated Access</p> <p>Training staff on practices to enhance housing focus, based upon the review/evaluation of services</p> <p>Implementing more housing-focused practices in our existing services</p>
Increase supports to people exiting homelessness	<p>Increased case management position to 14 agency wide</p> <p>Training provided by Iain Dejong</p> <p>Shelter funding increase to support new staffing model</p>
Expand supportive housing options	<p>Working with community partners and all orders of government to create and implement a supportive housing expansion plan</p> <p>Articulating the ways Main Street Project can assist with supportive housing expansion</p> <p>Expanding supportive housing in the community in partnership with other community-based organizations</p>
Work to expand safety for women and 2SLGBTQ* people – both those that are literally homeless as well as those experiencing hidden homelessness	<p>WMS review of inclusion and safety for 2SLGBTQ* people</p>



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

GOAL	ANTICIPATED TASKS
<p>Strengthen the role of Main Street Project as a support, resource and connection to Indigenous-led cultural supports and services</p>	<p>Implementation of Truth & Reconciliation has been ongoing in this year as we attend to them in the good way.</p> <p>We continue to enhance spaces within MSP to ensure safe spaces to listen with a lot of love and kindness. We utilize Circle of Life Thunderbird House for events, ceremonies and gatherings. We access The Bell cultural room for standing Indigenous Relations team weekly sharing circles, community circles, staff conflict resolution meetings, hiring practices and strategic developing. We use the cultural room at the Women’s & Non-Binary Withdrawal Management Services to duplicate practices. Also, in our capital renovation for 75 Martha, the design will have a large cultural room, medicine room, and bundle room that will provide expansive space for ethical space for listening and application.</p> <p>Encouraging and supporting open communication between management, Board members, staff and volunteers through making time for questions and concerns and transparency through the processes takes place. Throughout this report we have created various spaces to enhance cross communication within the agency through our internal weekly communications updates, enhance through social, media outlets, in ceremonies, events and lots of hands-on learning of teachings.</p> <p>Practicing cultural humility to reduce biases in Main Street Project policies, practices and programs is ongoing daily practice of walking through truth.</p>
<p>Improve the feeling of cultural safety for Indigenous people that work at Main Street Project or use Main Street Project programs or services</p>	<p>All departments within MSP have a Skabe to lead, facilitate, and teach community members about smudging, access to medicine gathering and smudging freely in all locations.</p> <p>Educating Board members, staff and volunteers on cultural awareness, cultural safety and cultural humility continues to be applied by hands on ceremonies, events, gatherings, Blanket Exercise training, safe handling of bundles practices and ongoing communications through our internal reporting practices.</p> <p>Integrating Indigenous elements, led by Indigenous partners, artists and creators into Main Street Project settings such as murals, land acknowledgements, Seven Sacred Teachings and art, and supporting the creation of culturally adapted gathering places continue to be enhanced all spaces. We respectfully facilitate teachings such as harvesting bears, eagles, buffalo, porcupines, in which community members, staff, brother and sisters of community share time and teachings in the good way. We facilitate sacred fires to honor community members that travel to spirit world. We share time with Fire Keepers, Elders and community members to honor National Truth and Reconciliation Day with all day sacred fire, tobacco tie teachings, prayers, teachings in all departments and honoring our survivors. With the utmost love and kindness in that good way we do our best to be respectful to ancestors, Elders, and Knowledge Keeper guidance as we walk this out.</p> <p>We continue to build relationship in the good way with partners and slowly with some Treaties to develop practices to ensure brothers and sisters can stay within or return to their communities.</p> <p>We are working diligently with our Indigenous Relations team to ensure Indigenous led mentorship by incorporating ongoing access to teachings, guidance from Elders and leaders to ensure the good work to be applied here at MSP. Skabes and Knowledge Keepers have standing weekly truth shares to review their medicine wheel and employee performance planning, standing weekly team sharing circles to review their wheel and any challenges team is walking out, attend sweat lodges, team medicine gathering, ceremonies to enhance their gifts and external trainings to enhance their performance goals.</p>



GOAL

ANTICIPATED TASKS

Support Indigenous businesses and service providers in the City of Winnipeg

We continue to prioritize purchasing from Indigenous businesses, artists, creators and Indigenous suppliers for organizational needs. Currently we order all ceremonial bundle supplies with Indigenous owned and operated businesses with the city of Winnipeg (drums, rattles, beading, ceremony fabrics, skirts, ribbon shirts and much more). We helped with the nomination of Shortline Moving Company for a University of Manitoba Asper School of Business award (which they won). Shortline is Métis-owned and an MSP supporter.

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

We continue to engage with Indigenous community members, communities and leadership in concert of new developments and review of programming. In the event we learn that we are not yet ready, we will step back or redirect to others that carry capacity.

We continue to connect Indigenous people that use Main Street Project to culturally appropriate long-term healing services and workshops run by our MSP Skabes, MSP Knowledge Keeper, Elders, partners and leaders.

We continue to ensure we reflect increased representation of Indigenous people on Main Street Project's Board and at all levels of staff.

Hiring Indigenous staff that speak Indigenous languages has been built into our posting practices, interview processes and is valued internally.

Recruiting peer support positions through non-computer means occurs by connecting in person, in ceremonies, gathering and by word of mouth. We also sit in ceremony when assessing hiring.

Decolonizing recruitment requirements are applied by meeting in culturally safe spaces, starting and opening meetings in a good way, sitting in sharing circles to explore gifts of the employee, assessing best fits with gifts present.

We hold regular meetings with the Indigenous Leadership Circle to guide implementation of the 5-year strategic plan.

Actively seek to dismantle and diminish racism, misconceptions, homophobia and stereotypes against any person or group of persons

Case management teams are advocating for Indigenous Peoples when providing services that involve interacting with other members of the community.

Director of Indigenous Relations is the responsible party to ensure Truth and Reconciliation and anti-oppression goals are continually worked towards.

We are slowly and respectfully publicly acknowledging the role and contributions of Main Street Project in the process of colonization and release public statements on important events and news affecting Indigenous Peoples.

Identify and work to remove all forms of oppression both internally at MSP and externally as they affect the community we serve

Providing training to staff throughout all programs on oppression and anti-oppression

Developing a work group across MSP program areas to identify all forms of oppression internally and externally

Developing an action plan to remove all forms of oppression internally and externally





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

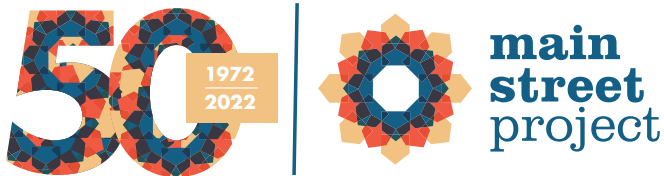
GOAL	ANTICIPATED TASKS
Further develop the staff team in all Main Street Project program areas	Developed shelter-based training and onboarding plan, created training coordinator position for shelter- all staff to be hired and trained through shelter before moving to other programs Digital onboarding and training tracking through Payworks All staff attending new onboarding training
Review internal policies and procedures: update and create as necessary	New HR manual completed October 2022- retrained all staff on new manual Completed an agency-wide business technology assessment with digital advisors ourCIO and a cyber-security audit with Shield Networks through Manitoba Chambers of Commerce Digital Manitoba Initiative
Develop a comprehensive maintenance and replacement strategy for equipment and assets	Full computer upgrades throughout the year, lifecycle monitoring in place Building capital plans developed and in progress
Develop a capital plan for Main Street Project	Capital plans developed for all sites- Capital fundraising strategy also developed to roll out in fall 2023
Improve documentation, data collection, data management and outcomes reporting	Data strategy developed through contract with Purpose Analytics- Funding received for implementation of data strategy in 2023-2024
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	All papers filed reviewed, documents eligible for destruction documented and destroyed, completed all old file review.
Sustain and expand partnerships and collaboration	Leading networks and supporting sector to increase collaboration



50 YEARS OF SERVICE IN THE COMMUNITY

During the 2022-2023 year Main Street Project recognized its 50th year of service. Through a MITACS funded University of Winnipeg Inner City Studies program, a student spent the summer researching and documenting a timeline that we presented at an open house in December and posted on our website. We were fortunate to also received a grant through The Winnipeg Foundation's Centennial Institute Program and worked with Handcraft Creative to document our work through a series of recorded interviews with MSP founders and stakeholders. A short movie will be released with reflections looking back at the challenges we've faced and overcome, while showcasing a bit of our history and milestones in harm reduction and low-barrier advocacy.

To recognize this ongoing work and commitment, MSP was surprised with a community service award from Mayor Scott Gillingham for our exceptional contribution to the city of Winnipeg. This award is a testament to the hard work, dedication, and passion that MSP front line staff bring to work every day. We're proud of our team's exceptional work, and this award will continue to inspire MSP to continue our efforts to make a difference in the lives of those we serve. This achievement was not only a recognition of our past, but it is also a challenge to reach greater heights.



CAPITAL CAMPAIGN PLANNING

This past year Main Street Project was successful securing federal funding commitments through Infrastructure Canada’s Green and Inclusive Community Buildings program and through CMHC to support the redevelopment of its facilities at 75 Martha St. and at 637 Main Street (the former home of Mitchell Fabrics). To augment these commitments MSP began the process of planning a capital campaign to secure additional needed funding to make the commitments and the renovations a reality. This campaign will

augment government funding and ensure that Main Street Project has the capital infrastructure it needs to offer compassionate, accessible, and dignified care to people in need of emergency shelter and withdrawal management support. It will also help address the city’s homelessness crisis in the long term through the provision of safe and supportive transitional housing.



AN URGENT NEED

The needs of people impacted by homelessness are two-fold: accessing emergency services like food, shelter, withdrawal management services and the like, and accessing more stable, long-term housing that provides them with the stability they need to rebuild their lives. Emergency services are life saving and in demand more than ever before. This demand means that Main Street Project lacks sufficient space to respond to community needs. In addition to emergency services provided in functional and dignified settings, community members need access to safe, affordable housing, which is in scarce supply in Winnipeg.

The plan involves upgrading Main Street Project's existing emergency shelter facilities (first the roof and basement which are badly in need of repair) followed by next-level support in the form of transitional housing units so critical to breaking the homelessness cycle.

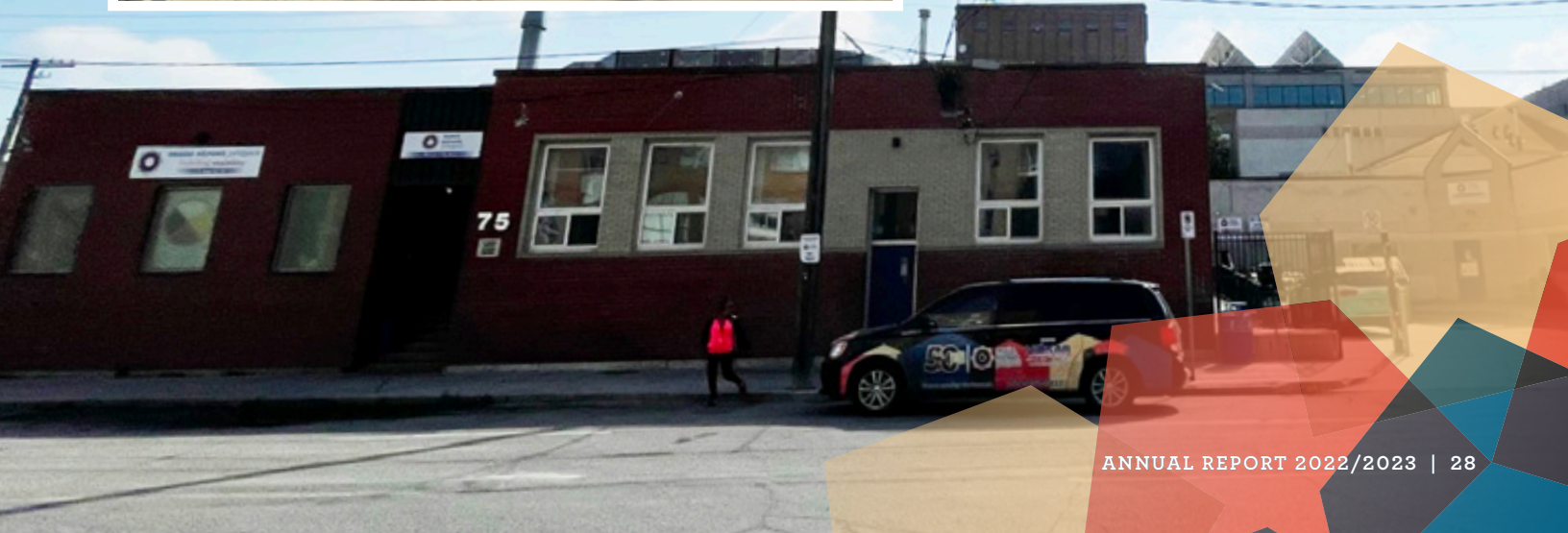
MSP's Martha Street facility covers approx. 22,000 sqft over two-stories consisting of the original building originally constructed prior to the 1950s which has seen several building additions since. It is a much-used community place that has slowly aged over time with minor one-off upgrades occurring on an as-needed or emergency basis. Many of the building systems are failing and in desperate need of repairs or replacement.

MAIN STREET PROJECT'S VISIONARY PLAN

Main Street Project plans to launch a private fundraising campaign in the range of \$10 million to support the \$30 million+ redevelopment of our 75 Martha St. and 637 Main St. sites to better serve people impacted by homelessness. The campaign will augment approximately \$21 million in government funding already secured – or in the process of being secured – for this important initiative.

In addition to being safer and more accessible, the redesigned spaces will be beautiful, welcoming and life supporting, to better support people on their healing journey, and to better reflect Winnipeg's values as a city.

The redevelopment of both sites will reduce energy costs as well as greenhouse gas emissions, and support both environmental and financial sustainability over the long term. It will greatly improve accessibility and inclusivity. It will also contribute to rebuilding this historical area of the city, a key focus for Main Street Project and a network of private, public, and charitable organizations in the city.



TREASURER'S

MESSAGE

DARCY PENNER



Main Street Project is honoured to report another successful year in respects to its operations and finances. All core programs - including Shelter, Withdrawal Management, Case Management, Transitional and Permanent Housing, Protective Care, and Mobile Outreach - were provided to community members efficiently and effectively with the resources contributed to the organization by funders and donors. In addition, MSP's COVID-19 Isolation Program continued to provide effective treatment and preventative services to vulnerable people before closing in May 2023.

Revenues for the year ending March 31, 2023, totaled \$12.6 million, while expenses amounted to \$12.5 million. The resulting surplus of \$175,736 increased the organization's fund balances to \$997,021 on March 31, 2023. Overall revenues and expenses were very close to the planned breakeven budget for the year.

This year we were able to secure a historic investment in shelter operations from the Province of Manitoba, along with increases in funding for case management and mobile outreach. We were also able to secure funding for a second winter outreach van on the road from November to March to ensure all those in need during the cold would have supports and transportation.

We also received a record of private donations to Main Street Project of **\$1.1 million**. These funds are essential for supporting MSP operations and ensuring we can meet the needs of those in our community.

MSP is excited about the planned renovations for 71/75 Martha Street after securing over \$10 million in funding from the federal government Green and Inclusive Buildings Program, with renovation estimated to begin by December 2023.

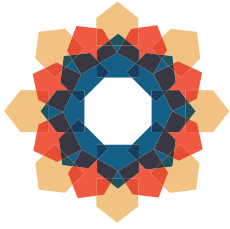
Many thanks to funders, donors, volunteers, and staff for their tremendous support and unwavering dedication to the mission of Main Street Project. While much work remains to be done, we are honoured to be a community leader in ending homelessness.



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

Year Ended March 31 2023 2022

Revenues		
Grants	\$11,014,311	\$10,832,061
Per diem payments	-	273,375
Miscellaneous and other	315,213	112,236
Donations	1,114,698	841,129
Loan forgiveness	<u>205,650</u>	<u>68,500</u>
	12,649,872	12,127,301
Expenses		
Advertising	80,933	5,553
Amortization	355,020	347,761
Board	30,304	57,396
Cleaning and staff supplies	125,868	87,834
Client and medical supplies	61,670	174,555
Food	469,142	440,879
Insurance	31,022	30,472
Minor furniture & equipment	54,373	38,929
Mortgage interest	88,034	109,326
Office	154,725	102,707
Professional fees	294,515	169,837
Program	174,256	99,876
Property tax	44,310	43,471
Rent	74,421	73,303
Repairs, maintenance, and replacements	620,151	754,790
Staff training	16,086	26,546
Telephone and internet	120,324	96,261
Travel	41,494	32,848
Utilities	151,937	185,099
Wages and benefits	<u>9,583,830</u>	<u>8,957,412</u>
	12,572,415	11,834,855
Excess of revenues over expenses before other items	<u>77,457</u>	<u>292,446</u>
Other items		
Interest income	1,915	1,803
Gain on disposal of asset	73,199	-
Gain on disposal of investment	<u>23,165</u>	<u>-</u>
	98,279	1,803
Excess of revenues over expenses	<u>\$ 175,736</u>	<u>\$ 294,249</u>
Fund balances, beginning of year	\$ 821,285	\$ 527,036
Excess of revenues over expenses	<u>175,736</u>	<u>294,249</u>
Fund balances, end of year	<u>\$ 997,021</u>	<u>\$ 821,285</u>



**main
street
project**

MAIN STREET PROJECT **FUNDERS**

City of Winnipeg

End Homelessness Winnipeg

Province of Manitoba

- Shared Health
- Department of Families
- Department of Mental Health and Community Wellness
- Department of Justice

The Winnipeg Foundation

United Way Winnipeg

Health Canada - Substance Use and Addictions Program

Winnipeg Regional Health Authority

Winnipeg Police Service

