

A YEAR OF
action

2017-2018



main street
project

**Holding Communities,
Building Stability**

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DIRECTORS

Rick Lees
Executive Director

Joy R. Valencerina, CPA, CGA
Director of Finance

Tahl P. East
*Director of Detoxification
and Stabilization*

Adrienne Dudek
*Director of Supportive and
Transitional Housing*

BOARD LIST

Executive Committee

Cam Baldwin – Chair
Shelly Smith – Vice Chair
Vince Warden – Treasurer
Lorie English – Secretary

Directors

Dr. Nichole Riese
Dr. Ginette Poulin
Jordan Farber
Thomas Becker
Lianne Pereux
Ryan Sneath (WFPS Liaison)
Dave Dalal (WPS Liaison,
starting March 2018)

*Jim Anderson,
WPS Liaison until February 2018

*Chantell Barker,
Director until February 2018

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DESIGN

Bounce Design

PRINTING

City Press

action

'akSH(ə)n

Noun

1.
the act or process of doing something, typically to achieve an aim.

synonyms: measures, steps, activity, movement, work, operation

“the need for local community action”

VISION & MISSION

Main Street Project provides a safe place of respite, shelter and support with dignity and without judgement. We help hold communities by supporting people living with addictions, homelessness, chronic and acute illness and mental and physical health issues. By addressing these principles in each individual's journey, we contribute to the overall quality of life of our community members.

Our vision is that every individual has a safe place to be and the right to self-determination.

GUIDING PRINCIPLES

Utilizing best practices and providing evidence-informed service, Main Street Project is person-centered and respects people's choices. With an approach that reflects housing first, harm reduction and trauma-informed care, MSP meets people where they are at, without judgement. MSP works in collaboration with other stakeholders to ensure that people's needs are met by a continuum of service providers.

CHAIR'S Message



The longer I am involved with Main Street Project the more I am impressed by the work that our organization performs. Let me begin by expressing my sincere appreciation to each and every employee for your dedication and expertise in providing service within the most challenging of environments. Board members witnessed a small sample of your professionalism at the Christmas dinner in the way you relate to, deescalate, and, most importantly, respect all clients.

This past year has been rewarding in many aspects. Our Board has reached new levels of engagement; working with an enhanced knowledge of the roadmap to improved client service. We have taken steps to expand the shelter through the acquisition of the former Mitchell Fabrics building at Logan and Main. Increased shelter capacity will provide not only additional space, but a more humane facility with better hygiene, food, clothing and meeting facilities. Freed up space at the Martha facility will enable better quality treatment programming as we face a growing meth epidemic. Ultimately, by keeping our clients in program, we hope to alleviate the draw on emergency service agencies such as hospitals, paramedics and police, and enhance the downtown business zone environment by alleviating panhandling and vagrancy.

Led by best practice and evidence-based decision making, we share our Executive Director's vision of developing MSP into a 'world class treatment centre.' Achieving high standards is a collaborative endeavor and requires communication and alignment with our community partners. Recognizing that addiction and mental health issues are intertwined, we have committed The Bell Hotel to work with the Canadian Institutes of Health Research to assist in the development of national Mental Health Recovery Guidelines. In the words of Vince Lombardi, *"Individual commitment to a group effort—that is what makes a team work, a company work, a society work, a civilization work."*

While we celebrate the achievements of the past year, we look to the future, striving to do better and continue growing. Part of that formula includes 'partnering with diversity' in developing and delivering our programs. We will be inviting the Indigenous community and newcomers alike to be part of that process. We still have a ways to go, but work towards providing a facility that we can proudly say, **'This is how Winnipeg cares for the homeless and those most in need!'**

Cam Baldwin, *Board Chair*



EXECUTIVE DIRECTOR'S *Message*

This is the third Main Street Project Annual Report I've been given the privilege to be a part of. In the 2015/16 report, I spoke about *Building Stability* and the importance of securing a solid foundation upon which to enable positive change. In the 2016/17 report, I spoke about *Forward Motion*. For Main Street Project, that meant looking at what needed to change, gathering people who believed change was possible, and starting to move forward through the introduction of a new five year strategic plan founded in evidence-based best practice. From Stability to Forward Motion, 2017/18 was most naturally then about *Action*, and more to the point, *Innovative Action*.

Whilst existing and new programs continued to advance, as an organization we refocused our efforts on the future. Experimentation, based in solid research and client voices was central to our direction. Thematically, it was a year focused on data collection for evidence, storytelling for context, listening for understanding, and predicting and monitoring to inform *Innovative Action*.

This past year has also been about *Action Learning*. Action learning (AL) is defined as a continual process of learning and reflection, with the ultimate aim of accomplishing a goal. It has a bottom up approach and promotes innovation rather than simply change. As an organization, we recognized that the current redesign of health services in Manitoba required a willingness and ability to adapt to change and then act through innovation.

By coming together as a community of best practice, engaging our Board, staff, clients, other partner agencies and our funders to focus on the serious issues of absolute homelessness, mental health and chronic addiction, we were able to build planned and innovative actions collaboratively and constructively. Never before has innovation been so important in light of growing needs and fewer resources.

But how do you measure transformation through innovative action as a strategic objective? Well here are four examples...

- 2017/18 saw the opening of the Main Street Project Essentials Market – a collaboration with Winnipeg Harvest and others to bring food equity and stability to the most marginalized in our community. Through forward motion, this action led to a

first of its kind partnership with Red River College and the first fully accredited and accessible Baking Diploma Program based entirely at Main Street Project for individuals living with mental health and/or addiction challenges.

- A grass roots call to action brought collaborations with the United Way, Downtown Winnipeg Biz, The Office of the Mayor and the Federal Homelessness Partnering Strategy to re-initiate the Main Street Project Van Patrol Program. Innovation in action then took this program to the next level as it expanded its reach in partnership with the Winnipeg Fire and Paramedic Service to reduce non-urgent demands on WFPS resources through the Voluntary Transport Protocol.
- The reaching of a four year block funding agreement with the Winnipeg Police Service for the IPDA – Protective Care Facility brought stability and, from that, the opportunity to finally bring forward motion to that program to improve in the delivery of support services for clients living with serious acute addiction and mental health issues.
- Researchers from the Douglas Mental Health University Institute and McGill University selected Main Street Project as a research site for its *Implementing Mental Health Recovery Guidelines into Services* study. This three year study is funded by the Canadian Institutes of Health Research and Research Manitoba. The study is the first of its kind in Canada. To have the leaders of this study see Main Street Project and its staff as important partners for their innovative work further validates our efforts in the field of mental health and the positive recovery based outcomes we achieve.

With 14 strategic objectives and more than 65 Smart Goals, there are more Innovative Actions than space to write about them. Without question, new ways of thinking and innovation have been important this past year. While the prime cause of our work has not changed, the scale and nature of the issues we seek to address have. We cannot hope to solve them with old solutions and ways of thinking. In this regard perhaps the greatest action Main Street Project has taken has been a renewed investment in its people...for without a community of dedicated, talented and caring people *behind* the actions, there would be no actions at all. It is, after all, people who bring new thoughts to life, motion to new ideas and energy to inspire innovative action.

Rick Lees, *Executive Director*

MAIN STREET PROJECT STAFF

The Act of Serving

One of the goals in creating a strategic plan for Main Street Project has been to establish organizational stability and strengthen our internal capacity as an agency, providing our community members the best care possible.

The action of change has been at the forefront of this strategic redesign. We are thankful to our staff who met the challenge to change with professionalism, resiliency and, above all else, with the best care of our community members in mind. We'd like to take this opportunity to say thank you to our incredibly talented and compassionate staff for rising with the challenges of the past year. Within these pages you will find the opportunity to get to know a few of them.



FEEDING THE HOMELESS

Many of Main Street Project's community members suffer from negative health consequences caused in part by a lack of access to high-quality food. Main Street Project has made the commitment to address food inequity and food security as part of the agency's strategic objectives.

Thanks to our dedicated kitchen staff and the generosity of our donors, those who come through the doors at Main Street Project have access to sufficient and nutritious food every day. At the helm of it all is our head gourmet, Doug Tyre.

Doug has been a Chef with Main Street Project for nearly four years. Doug and his team feed anywhere between 200-300 community members every day. What makes those numbers even more remarkable is that they churn out those meals in a 250 square foot kitchen.

Main Street Project continues to grow and expand programming and, in turn, Doug's team works tirelessly to keep up with demand. "We call our

kitchen 'The Closet,'" Doug says. "Putting out that many meals is a challenge."

Main Street Project relies heavily on donations to meet the nutritional needs of clients. Thanks to the generosity of our donors and service providers, Doug and his team of miracle workers are able to fill their mandate along with empty stomachs.

But it's not just providing three square meals a day to the masses that motivates Doug.

When asked what is most rewarding about working at Main Street Project, he has no hesitation in his answer: "The clients." Doug says he enjoys building connections with those who are frequent users of MSP's services. "I know lots of them, just by first name of course."

And just like in any favourite recipe, Doug has one ingredient he tries to share with our clients every day. **"A lot of people don't see this life. They just judge it. If you don't love them, you're going to judge them. I love them all."**

ANNA DUECK

Caseworker with Main Street Project for 17 years. Anna has a caseload of about 30 clients at one time.

"I like interacting with the people. I can walk down the street and hear my name a dozen times from people who want to talk to me. It's something that I've built up over the time I've been here. A couple of years ago, I did a count of how many people I've worked with over the years and it's about 1500. It's probably closer to 2000 now.

"I find meaning in helping to bridge the gap and in covering the shortfalls in helping people live a meaningful life for themselves. A life that is more valuable to them, one where they aren't struggling all of the time. If I can help a person accomplish or achieve something, if the help I have

been able to provide has made a difference in their lives, that's why I am here.

"Regarding people who are struggling with addiction, it's like a millstone around their necks. They don't necessarily want that life, but they can't get around it and trying to help people gain control over that is a challenge. I wish I could punch a button and make peoples' lives right. Not just the financial and material needs, but the social and emotional needs. You have to accept it's not always going to come out that way, but we try and never say die. The next time you try could be the time."

ANNA
DUECK

ALDA SWIDERSKI
& BARB KLASSEN

RAMON
GAGUI

A CLEAN PLACE...IS A SAFE PLACE

The action of "main"-taining

There are many facets and layers that go into the day to day operations of Main Street Project. Being a client-focused healthcare provider means that Main Street Project must maintain a clean and safe space for people to gather and connect, which is a relatively tall order. But it's an order that is embraced by the three amazing members of our maintenance team.

You would be hard-pressed to spend even a brief amount of time here and not bump into one of these extraordinary people. Alda Swiderski, Barb Klassen and Ramon Gagui are fixtures at Main Street Project. They're an absolute joy to be around, even though their work seems endless and often thankless.

Alda, Barb and Ramon perform invaluable tasks for Main Street Project's community. If you don't actually meet them, you will see first-hand the care and attention to detail they put into their work. It's not just their physical efforts that stand out though. These folks also display intuition and sensitivity that are so important in the collective approach to building stability.

Barb recalls when she first arrived at Main Street Project in 2008. She started as a part-time cook and eventually worked her way to full-time hours in the maintenance department. While she was grateful to find regular employment, she

was also thankful for the chance to make a difference in her community. "I see a lot of our folks out walking about in my own neighbourhood," she says. "I like to think I help make a difference in their lives."

Ramon moved to Canada from Manila in the Philippines close to seven years ago. He was lucky enough to secure a job at MSP soon after his arrival. Ramon always witnessed chronic poverty and homelessness in his birthplace. He recalls how difficult it was to view those hardships in Manila, but is heartened by what he sees in his new home. "Nobody's helping them out...unlike us, we can make a difference."

This terrific trio literally does make a difference for the people who access our services. Having clean facilities that are in good repair is critical when it comes to making human connections. They also acknowledge it can be a challenging environment at times. However those are challenges they embrace.

Alda says the rewards more than make up for any difficulties they may encounter. "The hugs, the thank you's, being called sister, those are big for me," she says.

What looms large for Main Street Project is the commitment of this team to the community. For that we extend our gratitude for the work they do.



“MSP is a model of what I believe all resource centres for the homeless and addicted should be. They offer a safe space to sleep for the night, for some a place to live, a place to eat, to shower and access to basic human rights without judgement and without penalty to those who are the most in need.”



THANK YOU TO GIFTS OF GRACE STREET MISSION

Main Street Project is grateful to its friends at Gifts of Grace Street Mission who have been such a consistent and loving presence to our community members.

This amazing group of people comes every Thursday to serve meals to our community members, as well as Sundays for breakfast and a movie. Recently, they have created an amazing partnership with Santa Lucia Pizza on Henderson Highway for monthly Pizza Monday events.

Thank you for all you do, Gifts of Grace Street Mission!

The Act of Community Service

When creating the strategic plan for Main Street Project, the Board of Directors focused on strengthening volunteer engagement in the delivery of services. Main Street Project rose to this challenge and is happy to report that the organization has recruited 42 new volunteers in the past year. Main Street Project is grateful to these generous volunteers for offering their time, service and compassion in serving Winnipeg's most vulnerable residents.

Leane Funk is a volunteer with Main Street Project, lending a helping hand in MSP's Emergency Shelter

"I LOVE the time I spend there (at MSP). I love the interaction with the clients, even those who are having a bad day and possibly say things that some people would find hard to hear (know it's not personal). I love simply bringing them socks when they need clean socks. I love giving them soup. I love contributing to a positive moment of their day when I know there aren't many moments where they feel safe and secure. I love that moment of making eye contact with a client who's having a bad day and for one second, their guard is let down and that client recognizes that people genuinely care about them.



MSP is a model of what I believe all resource centres for the homeless and addicted should be. They offer a safe space to sleep for the night, for some a place to live, a place to eat, to shower and access to basic human rights without judgement and without penalty to those who are the most in need.

If you want to help, don't be paralyzed by the feeling of being overwhelmed with sadness for those who need your help. Be empathetic and be compassionate because that leads to action. You may not change the entire world but your active involvement can change someone's life and that change ripples for generations to come. And that's the key - generations improving things for the next. It's not as complicated as it seems."

Volunteers have contributed to more than 1750 hours of providing service to Winnipeg's most vulnerable citizens over the past year.

MAIN STREET PROJECT'S FOOD BANK AND ESSENTIALS MARKET

The Act of Dignity

In May of 2017, Main Street Project acquired what was formerly a butcher shop and grocery store, located on the main floor of 661 Main Street. With the equipment that remained from the previous business, the seeds of our Food Bank and Essentials Market were planted.

Very quickly, the space took on a life of its own, becoming Main Street Project's newest program as a Food Bank and Essentials Market. The food bank operates primarily with weekly food donations from Winnipeg Harvest. Lighthouse Mission, located right next door, opens their doors as a place for people to start their day with a cup of coffee before they shop.

The food bank is unique to Winnipeg in that it offers community members the opportunity to choose the items they want off the shelves, just as they would in

any grocery store. In addition to food, clothing, hygiene products and household items are also available free of charge for those who may need them.

Operating on Thursday mornings, the food bank serves an average of about 71 people per week which includes pre-registered clients as well as walk-ins. This has amounted to a whopping 44,000 pounds of food provided to community members since the program's inception.

The Essentials Market also distributes free clothing and hygiene items throughout MSP's program areas to clients in need.

Thanks to several successful clothing drives and continued donor generosity, this program continues to grow allowing us to serve even more community members.





ESTIMATED FOOD
SERVED PER YEAR

75,428 LBS

ESTIMATED YEARLY
FOOD BANK AND
ESSENTIALS
MARKET VISITS

3773

HIGHEST
NUMBER OF
COMMUNITY
MEMBERS
SERVED FOR A
SINGLE FOOD
BANK DAY

98



ESTIMATED

1404

YEARLY VOLUNTEER HOURS
CONTRIBUTE TO FOOD BANK
AND ESSENTIALS MARKET



PARLOUR

MAIN STREET PROJECT PARTNERSHIPS

The Act of Collaboration

Main Street Project recognizes the need for strong, positive relationships with funders and other community stakeholders.

The agency has really focused on strengthening current relationships and creating new ones to ensure the long-term stability of Main Street Project. We are grateful for these partnerships and the impact they are having on our agency and the lives of our community members.

PARLOUR COFFEE

Early in 2018, we were contacted by Parlour Coffee, a café located in our neighbourhood, about the potential to work together for the year. The shop had experienced a break in, and Parlour wanted to do something to help community members who may find themselves in a desperate situation where they feel they may need to rob a store.

Starting February 1 until the end of 2018, Parlour Coffee is partnering with Main Street Project by donating 1% of their sales for the year, as well as using their social media platform to help increase awareness of MSP. They will also do monthly donations drives at their shop, starting with underwear for the month of March.

“We will probably never know who broke in, and we can’t presume to understand anything of the life they have had. However, we do believe that they were in need; that a desperate situation led to their actions, and that they are therefore deserving of our compassion, and nothing less. We have to care more about the person or people who did this, than we do about the money we lost. We are taking some steps towards an attempt to effect some positive change for those that face similarly desperate situations. We felt that one way to make this attempt was to partner with an organization that makes it their mission to serve the most vulnerable members of our community. Therefore we are partnering with Main Street Project. We are excited and humbled by this partnership. We acknowledge the privilege of being able to give, and we do not pretend to understand the depths of the difficulties that many members of our community face. We have much to learn, and there is much work to be done.” — Parlour Coffee

Since this wonderful partnership began, Parlour has collected 74 pairs of socks, 158 pairs of underwear, 738 packages of tea, 39 toothbrushes, 31 tubes of toothpaste, and 86 bottles of water in support of Main Street Project. Main Street Project is so grateful for the support of Parlour Coffee and their customers.



Main Street Project is grateful for the support of and new partnership with The Fairmont Hotel. They have been very generous in providing donations of towels to MSP, as well as other support. Main Street Project looks forward to working more closely with The Fairmont Hotel in the near future.

COLD WEATHER RESPONSE: A HOMELESS-CENTERED GUIDE FOR KEEPING WINNIPEGGERS SAFE IN WINTER

Developed by End Homelessness Winnipeg, the Cold Weather Response saw agencies working together to protect our city's most vulnerable from the elements. For the second year, Main Street Project worked very closely over the winter with Salvation Army and Siloam Mission. In the event that any of the shelters were full or wait times were too long, each shelter communicated closely so that community members would be quickly redirected to another shelter. The goal was to ensure that no one was left in the cold and that everyone had a warm place to spend the night.

CRITI CARE PARAMEDIC UNIVERSITY

Main Street Project and Criti Care re-initiated our partnership in 2016. This partnership focuses on training for paramedic students and Main Street Project staff. Main Street Project provides an in-service mentorship training experience for paramedic students. The students currently spend their in-service experience in Main Street Project's Emergency Shelter and the Protective Care unit, meeting clients and gaining a better understanding of the community members, programs and services Main Street Project provides. In return, Criti Care provides Main Street Project staff with CPR/First Aid and Naloxone administration training. This partnership has been beneficial for both partners and we look forward to expanding it with more training opportunities in 2018.

WINNIPEG TRANSIT

Winnipeg Transit and Main Street Project partnered up beginning in the winter of 2018. This partnership began as a response to the increase in operator assaults and the tragic death of a bus operator in 2017. Main Street Project provides training to Winnipeg Transit bus operators, focusing on key areas to consider when

working with marginalized populations. The training focuses on oppressive practices, relationship building, and mental health and addictions. Both agencies have committed to working with and training bus operators to increase operator and passenger safety.

RED RIVER COLLEGE BAKING PROGRAM

Main Street Project is honoured to be working closely with Red River College on the implementation of a baking program to be run from the Food Bank and Essentials Market location. The program will allow community members the opportunity to obtain a baking certificate through Red River College. This course is typically a one year program, but for this partnership it will be extended to two years to allow accommodations for community members and the realities of living with mental and physical health issues, as well as addiction issues.

Classes will be smaller sized, with about six to eight students per class. There will be client supports for students enrolled in the program to ensure they have the onsite support they need. Upon completion of the program, the students will receive a baking certificate!

Main Street Project believes that this program will have a positive impact on the lives of some of the most vulnerable people in our community by offering them an opportunity at a first-class education through Red River College. Further, the operation of the program under a social enterprise model will benefit the community by providing freshly baked goods that can be distributed through Main Street Project's Food Bank and Essentials Market, as well as through the kitchen for program areas.

Main Street Project is looking forward to this partnership and the positive impacts it will have on the lives of community members, as well as the community as a whole.

The Act of Giving

This year philanthropy contributed over \$165,000.00 to Main Street Project. We are so thankful to our donors for supporting the work we do in the community.

Here are some highlights:

THE RUNWAY TO CHANGE

Held at The Fort Garry Hotel, on Saturday, February 10th, The Runway to Change saw 500 of Main Street Project's closest friends gather together to cheer on our community members as they hit the runway.

"I really enjoyed this opportunity. It made me feel so good about myself and made me set out to accomplish the goals I set for myself and made me feel more inspired and motivated to actually follow through. Thanks for caring about me." — Michell Ross, Main Street Project Community Member and model in The Runway to Change, pictured on right.

THE 2017 HOLIDAY SEASON GIFT DRIVE

During the 2017 Holiday Season, Main Street Project put a call out to the community. The idea was to collect enough donations so that we could put together over 200 gift packages to ensure each of community members at Main Street Project would wake up to their own gift on the morning of December 25th. Winnipeg responded in a huge way and the drive was very successful. Some amazing students decorated the gifts bags with lovely messages for our community members.

MAYOR BRIAN BOWMAN DONATES \$90,000.00 FOR VAN PATROL AND OPIATE OUTREACH

Main Street Project is grateful to Mayor Bowman for the generous donation towards the Van Patrol Program and Opiate Outreach work. This allows Main Street Project to extend the operation of this life saving program beyond extreme weather conditions.

MANITOBA REAL ESTATE ASSOCIATION SHELTER FOUNDATION GRANT

Main Street Project was fortunate this year to receive a

grant from the Manitoba Real Estate Association Shelter Foundation in the amount of \$7,500.00. This grant allowed Main Street Project to purchase some sorely needed new furniture for the Men's Detox facility. Thank you to the Manitoba Real Estate Association Shelter Foundation for the incredible support!

THANK YOU TO MAIN STREET PROJECT'S MAJOR GIFTS DONORS

Abundance Canada
Benevity Community Impact Fund
Border Chemical Company
Bruce Carney
David A. Stratton
Gift Funds Canada
John Gosselin & Vicki Burns
Korner Kutz
Manitoba Real Estate Association Shelter Foundation
Maunder McNeil Foundation
Monarch Industries
Mr. Earl Barish
Oxygen Technical Services
Park Line Coffee
Prairie Dog Foundation
The Kyle Family
The Paterson Foundation
The Richardson Foundation United Way
Essential Needs Grant
The Runway to Change & Sponsors
The Winnipeg Foundation, Youth in Philanthropy
Time N Again Salon
Walmart Community Grants
Waterfront Foundation

RIDE FOR REFUGE

Main Street Project participated in Ride for Refuge again this year and raised \$5,008.00 through this fun event! We are looking forward to participating again in 2018!



Photo by Jason Halstead



United Way
For a Better Winnipeg

Main Street Project is proud to be a United Way Agency Partner



MAIN STREET PROJECT'S VAN PATROL

The Act of Innovation



Responding to the needs of the community, Main Street Project reinstated operation of its Van Patrol Program in 2016/2017. In 2017/2018, Main Street Project continued the advancement of this work to a fully integrated program amidst the other services the agency provides.

Thanks to a capital grant provided through the Homelessness Partnering Strategy, a federal government funding initiative, Main Street Project was able to purchase a new wheelchair-accessible van for the Van Patrol program. This van has made an incredible difference to the staff operating it, as well as for our community members. It allows people to be transported much more safely and securely, and creates a much safer experience for staff operating the van.

The following were the objectives and outcomes of the new van and the Van Patrol program:

- Offer support at all times of day to vulnerable and at risk community members in need, using a harm reduction approach.
- Provide a resource for citizens to call when they identify a community member that may be requiring assistance related to homelessness, addiction, and mental or physical health issues.
- Help alleviate stressors on the health and emergency response system by providing a consistent mode of non-emergency related transportation to assist those who may have otherwise depended on emergency services.
- Provide safe and wheelchair-accessible transportation to community members experiencing homelessness.
- Decrease in emergency, EMS, and police involvement with people experiencing homelessness.
- Increase in harm reduction knowledge and capacity amongst community members experiencing homelessness.
- Increase in linking vulnerable individuals with supports/resources.
- Decrease in cold weather impacts such as frostbite and hypothermia, and hot weather impacts such as dehydration.

Not only is Main Street Project on the road assisting vulnerable and at risk community members, but the agency has been a part of establishing a network with other agencies/vans on the road as part of the Cold Weather Response Strategy to ensure everyone has a

safe place to spend the night to help mitigate risks associated with cold weather.

THE ACT OF SAVING LIVES

In early January 2018, during a chilling snow blizzard, a man was spotted by Van Patrol sitting on a bench at the corner of Langside Street and Portage Avenue. Concerned for his well-being, Van Patrol staff approached the man to check on his situation. They discovered the man was severely intoxicated and numbed to the chilling temperature to the point where his drool was solid. Staff managed to wake the individual, get his address, and transport him safely to his home at Elgin and Maryland. The man's wife was relieved to see her husband safe and expressed her gratitude to MSP. Had he not been seen by Main Street Project's Van Patrol staff, he could have been a casualty of Winnipeg's merciless winter weather.

VOLUNTARY TRANSPORT PROTOCOL

Main Street Project has taken on the role of being one of the principal partners with the Voluntary Transport Protocol created by the City of Winnipeg. This protocol enables the Winnipeg Fire Paramedic Service and Winnipeg Police Service to call MSP's Van Patrol 24 hours a day to respond to someone who is medically cleared and needing transport to one of the shelters or another address. This protocol has already lessened the impact on the city services, enabling them to attend to real emergencies within a shorter time frame. From February to mid-march, Main Street Project's Van Patrol attended 26 calls from Winnipeg Fire Paramedic Service and Winnipeg Police Service and it is anticipated this will increase in the future.

VAN PATROL STATS PER NIGHT AVERAGES

99 people are served per night

154 food + beverage items

84 harm reduction supplies

A FOCUS ON CASE MANAGEMENT

The Act of Caring

In 2017/18, a significant innovative action taken at Main Street Project was to make Case Management a clearly defined area of specialty practice within the agency's core programs and services.

The foundation of Case Management is that *everyone* benefits when clients reach their optimum level of wellness, self-management, and functional capability.

Case Management is sometimes confused with managed care. However, the two concepts are quite different. As one example, managed care techniques are often designed to avoid hospitalization when possible and to shorten unavoidable hospital stays – to reduce costs by discouraging the unnecessary use of medical services.

The intent of Main Street Project's Case Management work is not to *avoid* medical care. On the contrary, it is designed to promote health equity and obtain the best and most appropriate treatment for clients. Instead of discouraging consumption of medical or social services, it encourages the most effective use of health care or social services.

Main Street Project's Case Management team facilitates client wellness and autonomy through advocacy, assessment, resource management, and service facilitation. Working to meet the needs of clients, and in collaboration with all service providers, the case manager links clients with appropriate resources throughout the continuum of healthcare and social services. The caseworker ensures that the care provided to the client is safe, effective, *culturally appropriate*, client-centered, and equitable. This approach achieves optimum value and desirable outcomes for all—the clients, their support systems, the service providers, and related funders.

Working through the complexities of homelessness, mental health and often chronic addiction, coupled with other primary health issues, can be overwhelming. Navigating systems of support can be an even greater challenge. Main Street Project brings innovative action to complex case management by placing clients at the centre of a support network, breaking down traditional barriers to accessing care and, in doing so, holding true to a 45-year history of meeting clients where they are at, with dignity and respect.

130+

community members supported by HOM Homeless Outreach Mentors (HOM) offers Outreach, Housing Supports, and Stability to Community members experiencing chronic, episodic, temporary, and imminent homelessness

Over 450

community members were supported by Main Street Project's Case Management team this year

73

community members supported by Project Breakaway Project Breakaway Provides housing, community supports and intensive case management services to community members experiencing homelessness and who frequently use 2 or more emergency services



Meth

AND THE CHANGING LANDSCAPE OF ADDICTION AND HOMELESSNESS

For much of Main Street Project's forty plus years of existence, the predominant addiction being dealt with has been alcohol. Other substances have come in to play such as solvents, crack cocaine and heroin. However, like much of Winnipeg and even the rest of Manitoba, MSP is seeing a drastic increase in the number of clients who are now struggling with an addiction to methamphetamine or crystal meth.

Here's a breakdown of our 2017-18 intake statistics from our men's and women's detox facilities.

Men's Detox

- 971 total intakes
- 367 clients seeking treatment for meth use – Second to alcohol which was 429
- 181 clients were admitted more than once

Women's Detox

- 813 total intakes
- 339 clients seeking treatment for meth use or 42% – This surpassed alcohol which was 297
- 126 clients were admitted more than once

Similar trends are being reported in Main Street Project's Protective Care facility and Emergency Shelter, along with its harm reduction strategies. Currently in the shelter alone, thousands of clean needles are given out on a monthly basis. This has become a crisis and an epidemic within the population served by MSP and throughout the city of Winnipeg.

On a frequent basis we witness the results of the increase in meth use and the strains it is putting on all sectors. According to a recent published report, the province reveals a 600 per cent increase in meth users in the last five years. In that same article, the Winnipeg Police Service recorded an eight

per cent spike in property and violent crime in 2017 with officers attributing it largely to the rise in meth use.

There has also been a great deal of debate and consultation on the issue of increased meth use including meetings and town halls where Main Street Project has been called upon to share its expertise.

Like its partners in policing, other agencies and public health, Main Street Project continues to be flexible and adaptive as the agency works towards fulfilling our mandate of caring for the most marginalized people in our community.

Finding appropriate shelter, housing and support solutions for clients using crystal meth now permeates all that MSP does as an agency going forward. The consensus coming out of community consultations shows a need for increased mental health support and stabilization units for those suffering meth-induced psychosis and a longer, more tailored approach to addictions treatment.

Main Street Project is confident that much of this can be addressed by its new low barrier shelter. By modernizing and expanding MSP's emergency shelter and related support programs, this agency will have the designated space and capacity to tackle many of these issues head on. With the increased shelter space and treatment options, MSP can then look at expanding its current detox facilities and offering more medium and long term treatment options.

If there is one agency in Manitoba that is ready to respond, it is Main Street Project. MSP is proud to be a leading community health centre in providing not only shelter and housing supports, but wrap around mental health and addiction services. With collective support and proper funding models, MSP will be able to alleviate the strains on both clients and society when it comes to the current meth crisis.



It's Time

A CAPITAL CAMPAIGN FOR SHELTER REDEVELOPMENT

Just a quick walk in and around our facility will reveal a marked need for a new, expanded and state-of-the-art low-barrier shelter for downtown Winnipeg. On a daily basis, we hear both anecdotal and empirical evidence about increased public meth use and intoxication. The collective outcry for a new shelter space incorporating Main Street Project's best practice model dealing with people suffering from mental health and addictions related issues has never been stronger. From the Federal Government to community resident associations, the support for such a facility has grown exponentially.

In 2016, Main Street Project's Board and Management team undertook the development of a five-year Strategic Plan. Part of that plan was to establish clear goals and objectives for the agency. One of the goals circles back to MSP's vision which includes providing a safe place for everyone to be and their right to self-determination.

In our current emergency shelter facility, that goal has become increasingly difficult to fulfill. Every night of every day, we provide shelter for 85 people in 2100 square feet of space divided into two zones. Those individuals are on the floor sleeping on mats. Along

with sharing tight quarters, they have access to just one shower, two wash sinks, and three toilets.

SHELTER & DROP IN NUMBERS

- 85 clients per night on mats
- Up to 20 redirects
- 34 clients on mats during the day
- 110-150 clients access drop in every day

With all of these numbers and evidence in mind, we are proud to unveil our campaign geared to creating a new shelter space and a sustainable future for MSP and our programming.

The basis of "It's Time" is a new and redeveloped shelter space to be located in the Mitchell Fabrics Building.

This space is 36,000 square feet in size with 150 beds located in designated areas that promote safety and reflect different levels of acuity. Instead of a mat on the floor, clients will have access to a semi-private or private sleep pod. There will be increased access to bath and/or shower facilities, laundry facilities,



MAIN STREET ELEVATION (WEST)
SCALE: 1/8" = 1'-0"



LANE ELEVATION (EAST)
SCALE: 1/8" = 1'-0"



LOGAN AVENUE ELEVATION (SOUTH)
SCALE: 1/8" = 1'-0"

Image shown is a concept drawing of Main Street Project's new Emergency Shelter

brightly lit common areas, and storage areas which can be secured for safekeeping of clothes and personal possessions.

The role of the new shelter is to accommodate those who face housing barriers every day, including individuals and families at-risk of or experiencing homelessness, Indigenous peoples who have experienced direct or intergenerational trauma and the long lasting effects this has on their communities, people with disabilities, women in the sex trade, women who are victims of violence, young adults aging out of the child welfare system, seniors, veterans, and newcomers to Canada. In addition, the Main Street Project Shelter will provide short-term housing support to families from northern communities seeking healthcare and other supports within the urban Winnipeg Centre.

By having more space and operational opportunities, our clients will then be provided better access to case management supports.

The non-residential space will provide food services and a 24-hour cafeteria, as well as gathering and meeting spaces. The facility will also house an Indigenous healing circle space and smudging area. We even envision unique family suites to allow family reconciliation. Additionally, the common area will include an art/activity centre. The mezzanine portion of space will house primary care treatment rooms, counselling rooms, and quiet spaces, as well as some administrative office space.

As part of this project, we have secured the services of Stantec Architects. They have prepared drawings that show the potential layout of the floors when redeveloped.

Capital Campaign Committee

Ted Bock, Campaign Chair
Al Foster
Beth Ulrich
Brian Scharfstein
Cam Baldwin
Jino Distasio
Jon Adaskin
Jordan Farber
Mark Etkin
Rick Lees
Ron Evans
Sharon Blady
Zach Fleisher

With our plans in place and an accepted formal offer to purchase this building, we have forged ahead with forming a Capital Campaign committee. This committee consists of business, labour, and community leaders who share the vision and mission for this new space. We started with a top-down approach and have engaged all levels of government in the process.

This year, the work of the “It’s Time” team will kick into high gear with the goal of opening the doors of a new shelter space that all of Manitoba can be proud of in the fall of 2019.

I am very pleased to introduce myself and the rest of the Main Street Project Capital Campaign to you. First, though, a word about that campaign.

The Main Street Project Capital Campaign was established this year to raise funds for the acquisition and redevelopment of the Mitchell Fabrics Building. It is a very worthwhile and timely project. Those of you who have visited the Main Street Project’s current facility will know that it is stretched well beyond its limits. The additional space will be welcome. Better still, the space will be designed to meet the needs of Main Street Project’s clients far more effectively and efficiently than the current premises permit. The work that the Main Street Project does seems to me to be a humane, kind and decent response to some of life’s most difficult issues: poverty, homelessness, addiction and mental health. I don’t think anyone would quarrel with the notion that giving it a bigger and better space to do that work is a good thing.

Winnipeg has a wonderful tradition of volunteerism. That tradition has made a strong impression on me. I’ve been lucky to cross paths with many people in our city who have taught me that the way to make your community a better place is simple: get involved with your neighbours and work together to make it a better place. So, over those 30 years I’ve followed their example, and donated some of my own time and effort to various community endeavours.

It was in that spirit that I volunteered to join the Main Street Project Capital Campaign. I’m a lawyer, and I’ve been practising law at Portage and Main for almost 30 years. Downtown Winnipeg is my neighbourhood, and the Main Street Project, its staff and clients are my neighbours. When I learned about Main Street Project’s plans for the Mitchell Fabrics Building, I thought it was a terrific idea to improve life for a lot of my downtown neighbours who could really use the help. I called up to find out if I could contribute in some way. Happily for me, the answer was yes, and so began my term as Chair of the Main Street Project’s Capital Campaign.

I’m excited that the Capital Campaign Committee comprises a group of committed, thoughtful and community-minded volunteers. You will see their names listed in this report. They represent a broad spectrum of this city’s people, and I am grateful for their enthusiastic support.

I look forward to the successful completion of the Main Street Project’s Capital Campaign.

Ted Bock, *Main Street Project Capital Campaign Chair*



Summarized Financial Statements

Report of the Independent Auditors on the Summarized Financial Statements

To the Directors of Main Street Project, Inc.

The accompanying summarized financial statements, which comprise the statements of operations and changes in fund balances for the year ended March 31, 2018, and related note, are derived from the audited financial statements of Main Street Project, Inc. for the year ended March 31, 2018. We expressed a qualified audit opinion on those financial statements in our report dated June 19, 2018 (see below).

The summarized financial statements do not contain all the disclosures required by Canadian accounting standards for not-for-profit organizations. Reading the summarized financial statements, therefore, is not a substitute for reading the audited financial statements of the entity.

MANAGEMENT'S RESPONSIBILITY FOR THE SUMMARIZED FINANCIAL STATEMENTS

Management is responsible for the preparation of a summary of the audited financial statements on the basis described in Note 1.

AUDITORS' RESPONSIBILITY

Our responsibility is to express an opinion on the summarized financial statements based on our procedures, which were conducted in accordance with Canadian Auditing Standard (CAS) 810, "Engagements to Report on Summary of Financial Statements".

OPINION

In our opinion, the summarized financial statements derived from the audited financial statements of Main Street Project, Inc. for the year ended March 31, 2018 are a fair summary of those statements, on the basis described in Note 1. However, the summarized financial statements are misstated to the equivalent extent as the audited financial statements of Main Street Project, Inc. for the year ended March 31, 2018.

The misstatements of the audited financial statements are described in our qualified audit opinion in our report dated June 19, 2018. Our qualified audit opinion is based on the fact that the amortization policy for property and equipment states that the building at 71 Martha Street is being amortized at a rate equal to the reduction of the mortgage principal for the year. In this respect, the financial statements are not in accordance with Canadian accounting standards for not-for-profit organizations. Our qualified audit opinion states that, except for the effect of the described matter, these financial statements present fairly, in all material respects, the financial position of Main Street Project, Inc. as at March 31, 2018, and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Booke & Partners

Chartered Professional Accountants

Main Street Project, Inc.

Statements of Operations and Changes in Fund Balances

<i>Year Ended March 31</i>	2018	2017
Revenues		
Grants	\$ 4,688,725	\$ 4,849,757
Per diem payments	1,018,213	988,103
Development - donations	165,066	81,193
Van Patrol - donations	-	31,807
Loan forgiveness and MHRC subsidy	94,025	76,250
	<u>5,966,029</u>	<u>6,027,110</u>
Expenses		
Advertising	15,324	10,777
Amortization	125,533	104,873
Bad debt	33,007	-
Board	23,943	8,851
Cleaning and staff supplies	54,477	73,379
Client and medical supplies	46,922	32,881
Development	128,942	18,207
Food	243,300	352,255
Insurance	20,039	18,283
Minor furniture and equipment	52,353	12,084
Mortgage interest	39,790	41,740
Office	46,874	34,810
Professional fees	144,328	117,748
Program	15,144	1,661
Property tax	19,935	19,677
Rent	77,246	54,691
Repairs, maintenance, and replacements	93,182	73,979
Staff training	11,457	9,342
Telephone and internet	57,217	56,656
Travel	16,708	16,066
Utilities	116,767	121,149
Wages and benefits	4,520,122	5,178,055
	<u>5,902,610</u>	<u>6,357,164</u>
Excess (deficiency) of revenues over expenses before other items	<u>63,419</u>	<u>(330,054)</u>
Other items		
Winnipeg Regional Health Authority	42,640	-
Interest income	4,680	6,001
Unrealized gain on investments	2,630	22,060
Miscellaneous and other	1,200	321
	<u>51,150</u>	<u>28,382</u>
(Deficiency) excess of revenues over expenses	<u>\$ 114,569</u>	<u>\$ (301,672)</u>
Fund balances, beginning of year	<u>\$ 454,034</u>	<u>\$ 755,706</u>
Excess (deficiency) of revenues over expenses	<u>114,569</u>	<u>(301,672)</u>
Fund balances, end of year	<u>\$ 568,603</u>	<u>\$ 454,034</u>

Thank You

CentreVenture Development Corporation

City of Winnipeg

City of Winnipeg Police Service

Criti Care

Downtown Winnipeg Biz

Homelessness Partnering Strategy

Manitoba Health, Seniors &
Active Living

Manitoba Housing

Province of Manitoba

Red River College

The Winnipeg Foundation

United Way Winnipeg

Winnipeg Fire Paramedic Service

Winnipeg Housing
Rehabilitation Corporation

Winnipeg Regional Health Authority

Winnipeg Transit

LIVE

LIFE

TO THE FULLEST.

NEVER
GIVE
UP



The Bell Hotel is a 42-unit housing first partnership between Main Street Project, CMHA, WRHA, and CentreVenture Development Corporation. Since 2011, The Bell Hotel demonstrates every day that securing appropriate housing is the first and most essential step in achieving independence for individuals who were previously chronically homeless.

