



START MODEL PROGRAMS
2020 ANNUAL REPORT

Photo by Alyssa Ryan

THE START MODEL

Our mission is to provide community mobilization services for the communities that we support throughout Manitoba. We are a consent-based, culturally inclusive and client centred program that seeks to identify the challenges our clients face, support them with multi-disciplinary teams and assist them in reaching their individual goals. Ultimately, this creates healthier and safer communities for everyone.

Our model operates in five areas in Manitoba:

Selkirk and area (START Youth and Re-START Selkirk)

Dauphin and area (D.A.R.T.-Dauphin At-Risk Teens and Re-START Dauphin)

Stonewall and area (S.T.A.R.-Southwest Teens at Risk and Re-START Stonewall)

Gimli and area (F.Y.R.S.T-Family and Youth Regional Support Team and Re-START Gimli)

Steinbach and area (Headway and Re-START Steinbach)

We would like to acknowledge that START Model Programs operate on the traditional lands of the Anishanabee and Ininew peoples, and on the homeland of the Metis nation. We respect the treaties made on these Lands.

IN 2020, START MODEL PROGRAMS CASE MANAGED 121 PARTICIPANTS IN OUR YOUTH PROGRAMS AND 76 ADULT PARTICIPANTS IN RE-START IN FIVE AREAS OF MANITOBA.

A WORD ABOUT THE PAST YEAR

This year was challenging for all of us.

Unfortunately, the marginalized populations we serve through our programs were hit especially hard by the impacts of COVID-19 and shutdowns or alterations to services they rely on.

The START model programs understood this and knew that we would have to re-think our services in order to continue to support our participants. Coordinators have worked from home, met outdoors and used telephone and video conferencing where available to keep connected with participants and their support teams.

Predictably, typical outcomes for our programs were affected as well. Accessing employment was challenging as was returning to school as an adult or moving to at-home learning for youth. Sexual exploitation and mental health concerns increased dramatically as did the need for supports in those areas.

There were also many successes, especially in connecting people to services, reducing recidivism and creating safety plans. We thank our community partners for their flexibility in working with us on behalf of our participants.

Most telling of all was how busy we became— referrals to our programs increased as did our participant contacts—our way of knowing that they really do trust and depend on us when they are in need.

-Tammy Thompson, START Program Manager

2020 OUTCOMES

For Youth and Families

- 85% Of participants received new services through their involvement with the program
- 94% Of participants saw a reduction of risk factors within the first six months
- 90% Of participants were kept safe through a plan created by their support team
- 71% Of participants improved their attendance and participation in school
- 75% Of participants showed improvement in their living situation or familial relationships
- 98% Of supports developed a better understanding of the participant's challenges through involvement with the program
- 99% Of support teams better understand the at-risk activities of our participants

For Adults

Reducing the Burden on the Justice System

- 62% Decrease in number of charges once becoming involved in Re-START*
- 59% Decrease in the number of calls to police once becoming involved with Re-START*

Enhancing Employability

- 34% Of participants became employed while with Re-START
- 47% Of participants who have returned to high school, trade school or are in work placement programs

Reducing Risk Factors and Barrier to Success

- 47% Of participants with problematic substance use who are now attending treatment
- 59% Of participants who were experiencing homelessness or were living in inadequate housing who found a place to live
- 65% Of participants who lacked identification acquired it with Re-START's assistance
- 78% Of participants who now have services that they found too difficult to access on their own

*Selkirk, Stonewall, Steinbach and Dauphin only

The START Program (START Youth and Re-START)



SELKIRK, ST. CLEMENTS, ST. ANDREWS AND BROKENHEAD OJIBWAY NATION, MB

FAST FACTS...

- Calls to police under the Mental Health Act reduced 60% for youth involved in the START Program
- All participants are given the option of having culturally inclusive supports on their team
- 86% of our Re-START participants experiencing homelessness found housing
- 86% of Re-START participants requiring mental health supports were connected to them
- 124 individuals served by The START Program:
42 Youth (START)
30 Adult (Re-START)
52 Short Term Consults

BUILDING SUPPORT TEAMS

95% of Participants access new services through the START's Youth Program

The START team has found that many participants and their families struggle to navigate services and the intake process. When a youth becomes a START participant, they may only be connected to the three agencies required for being accepted into the program. As the team starts working, they often find that other services are necessary to best support the youth and their family. For example, a youth may have mental health concerns but not have mental health worker connected to them or is seeking help around substance use and not be connected to the Addictions Foundation of Manitoba (AFM). Most times the family is not familiar with the resources available to support them or how the process works to get that support. We have also found that when a client turns 18, they are responsible to make those calls themselves, a task that is daunting for an 18 year old.

The START teams do several things to help participants with these issues. Sometimes we just need to let the family know of the resources available and they are able to make the call themselves. Other times we put in referrals or make calls for the participant or even make the call together with the parent. For some of our 18 year old clients and older, we often have to sit with them and talk them through the intake or help them ask questions in order to get services connected for themselves. Covid-19 has made the intake process look very different for some agencies. For participants who are now connecting with service providers virtually, we have arranged for them to have appointments at school via phone or MS Teams with a school staff or START team member.

Being able to navigate service intakes is extremely important as many of our participants start with a team of three service providers and over time end up adding several others to the team for an amazing support system. When all the gaps are filled, our participants and their families are able to make great progress and feel extremely supported. -Cheryl Fathers, START Coordinator

"Re-START has been a great resource that is reliable, helpful and empowering to the Brokenhead Ojibway Nation Community. It is very educational and dependable. We appreciate having this alliance with the Re-START program, knowing we can depend on them to help the community. We love the Re-START program."

-Michael McLeod, Mental Wellness Coordinator, Brokenhead Health Center

THE VOICES OF OUR PARTICIPANTS:

"I didn't think a year ago that I would have come this far."

-20 yr old Re-START participant

"I have participated in the START program for two and a half years. My START team has lots of members that helps me in different areas of my life. My START team has been a benefit to my education, from helping with my schedule, adding exercise in my day, and making new connections. Having the supports has made it worthwhile for me to come to school and has helped to motivate me to complete school and to shoot for the stars. Being a part of START has improved my confidence and has helped assist my self-esteem in a positive way. Being a member of a start team has made it easier for me to manage my mental health because my teachers are aware of my story and they know how to help me on my bad days."

-16 year old START participant

D.A.R.T. (Dauphin At-Risk Teens and Re-START Dauphin)



DAUPHIN, OCHRE RIVER, WINNIPEGOSIS, ETHELBERT, GRANDVIEW, GILBERT PLAINS AND VALLEY RIVER FIRST NATION, MB

SUPPORTING FAMILY REUNIFICATION

Navigating systems can be challenging for anyone. When there are multiple factors, including family breakdown, substance use, and/or trauma, navigating the multiple systems needed for a parent, whose children were apprehended, can be overwhelming. Parents, and their children, are more likely to shut down or shut out needed supports. DART acts as a communicator between agencies, supporting a parent while they access services needed by bringing all of those systems together and assisting our youth's parents in doing the work they need to in order for them to return home. This year, more so than others because of the impact of COVID 19, the service limitations of agencies greatly affected our youth. Two youth - siblings, in our program had a greater struggle than most. Their mum had charges related to an incident that put them in grave danger. As a result, mum had to access seven separate agencies to meet the list of requirements to ensure reunification with her children. While COVID 19 impeded how services were delivered, it only added another layer to existing barriers. Working with DART, mum was able to ask the Child and Family Services agency involved, for her children to be moved from a foster home in another community to an extended family member who lived near her so visits could happen. Mum was able to complete certificate programs that supported her in positive parenting and DART assisted by finding the technological means to complete programs virtually. She was able to access Employment and Income Assistance, attend an inpatient treatment centre to support her while addressing her substance use and it's impact on her relationship with her children. Her children, the two youth in our program, were able to complete their school year with their friends, have access to supports in their relationship with their mum, live with family while mum sought help, and were returned to her care much sooner than if she were to have to do this on her own.

-Lori Bicklmeier, DART Coordinator

39% of participants referred to the DART Program are in care.

DART has assisted **86%** of them in reunifying.

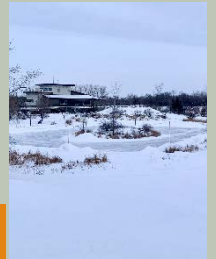
DART AND RE-START DAUPHIN SERVED 29 CLIENTS AND HELD 185 CASE CONFERENCES.

ENGAGING SUPPORTS TO HELP FAMILIES THROUGH DIFFICULT TIMES

Nearly half of our Re-START clients were parents of minor children. Re-START was able to assist parents with reunification sooner by communicating needs for a supportive environment and case managing while case workers were able to do more work with their clients. For a client whose children were in their care and who would be serving 18 months in a Correctional Centre, supports needed to be in place to help the other parent caring for their children while alone. Child protection was not a concern however, multiple supports were needed as the children in this family were under the age of five and neither enrolled in school nor involved with a day care program. Re-START sought out programs that worked in person with parents (while carrying out safe practices according to public health guidelines for COVID-19) so this parent was not completely isolated and could ensure the healthy development of the children. Mum was a stay at home parent but due to circumstances, she would need to work to financially support her children while dad was away. Re-START assisted the parents in identifying friend and familial supports who would be able to assist in child care while mum was able to work and complete tasks such as banking, grocery shopping and attending medical appointments.

-Lori Bicklmeier, Re-START Coordinator

S.T.A.R. Program (Southwest Teens At-Risk and Re-START Stonewall)



STONEWALL, TEULON, RM OF WOODLANDS, RM OF ROCKWOOD AND RM OF ROSSER, MB

COVID CHALLENGES ...AND OPPORTUNITIES

The COVID-19 pandemic has brought with it a host of challenges and some opportunities for good. Serving a fairly rural community, it is often taken for granted that people have reliable access to, what most of us consider, basics like internet service or cellphone and telephone service. COVID highlighted these challenges for clients of Re-START Stonewall and region. So we started meeting clients exactly where they were; at their homes. Many meetings with clients and case conferences were held in back yards to adhere to appropriate social distancing. This allowed for greater connection and an ability to truly see how clients were living.

-Sarah Nantais, Re-START Stonewall Coordinator

FAST FACTS...

- STAR worked with 25 youth participants and held 64 case conferences on their behalf. Re-START Stonewall worked with 15 participants. 8 Short Term Consults were also completed.
- STAR completed a comprehensive report and proposal for program expansion in partnership with our stakeholders and community partners including the following:
 - Partnering with Manitoba Justice to facilitate a pilot project between community mobilization and restorative justice that will see the creation and implementation of a Manitoba Justice Community Justice Committee and a Community Resource Centre (Community service work & Fine Options program) established in our region (spring/summer 2021)
 - The development of Employment Preparedness Programming (fall 2021)

Moving forward as a Family
STAR has focused on working with the family as a whole to support our youth clientele. This has included referring parents and other family members (adult siblings) to supports and services such as mental health, trauma therapy, addictions support, adult programming such as Re-START and family therapy. By serving parents and, families as whole, we are able to reduce parent-teen conflict and foster stronger connection leading to increased instances of stability and success.

-Danelle Guenther, STAR Coordinator

“Thank you so much for your support. I don’t know what I would do without STAR. Thank you for always being there and supporting me.”

-Parent of Youth Participant

F.Y.R.S.T. (Family and Youth Regional Support Team and Re-START Gimli)



GIMLI, ARBORG, RIVERTON, WINNIPEG BEACH, MB AND SURROUNDING AREAS

SERVICE PROVIDERS AND FAMILIES SHARE THEIR IMPRESSIONS OF WORKING WITH FYRST

THE EVALUATION ASKED, 'WHAT WAS THE MOST BENEFICIAL PART OF BEING PART OF FYRST'?

"The most beneficial part is to come together as a whole team to work together to support the student. Having all the stakeholders at the table each month is incredibly supportive and positive supports are put in place."

"I think it is so important for all the people in the student's life to come together and share and brainstorm as a team instead of being a separate entity."

"Able to bridge communication gaps and in some cases served as a third party in school parent relationships that may have been frayed"

"We are more likely to reach out to agencies with whom we already have a relationship due to our common involvement in FYRST, increasing collaborative efforts even for students who are not on the FYRST caseload."

"Communication and relationship building between home and agencies to support students."

A COMMUNITY COMES TOGETHER TO ADDRESS TRAUMA

At FYRST, support team members knew they needed to find a way to assist the 53% of participants who were not accessing services to address historical trauma when they started with the FYRST program. In order to make this happen, they had to overcome a triad of challenges; therapy requires funding and access to resources but with Gimli's location of 58 kms to Selkirk and 89kms to Winnipeg it also added the additional challenge of transportation.

Utilizing a team approach they were able to obtain funding for one on one therapy as well as Action Therapy through Jordan's Principle and the First Nations Inuit Health Branch. A local counselling service has hired additional staff to meet the needs of the youth involved and this has alleviated the need for transportation and created cost savings overall. There is also a big time savings- youth don't need to miss large amounts of school time to account for travel time. With adherence to strict code red regulations, they have been able to provide face to face counseling as well as virtual connections throughout the pandemic.

- Sheila Hillier-FYRST Coordinator

- FAST FACTS...**
- 90% of FYRST's youth participants are in foster care
 - 95% of participants had culturally appropriate supports on their team
 - FYRST's Youth program served 19 youth and held 73 case conferences

100% of FYRST clients that require counselling for trauma are now receiving that treatment

Headway (Headway Youth and Re-START Steinbach)



STEINBACH, MB AND SURROUNDING COMMUNITIES

TEAMWORK IN DIFFICULT CIRCUMSTANCES

Brian* was doing well in school. This was due in part to the fact that he was accepted into Flex Ed, a classroom dedicated to helping students who struggle inside of a regular classroom. The school was doing everything they could to help him. However, one day he brought a weapon to school. As per school policy, he was suspended until the charges were completed in court and the division was given the opportunity to complete a threat assessment. Knowing this process can take a considerable amount of time, we enlisted the help of Jordan's Principle. They were able to provide the funds to pay for a full-time tutor for Brian. Ultimately the court process took eight months but he completed more school work in those 8 months that he had in the last 2 years of attending school. He had a great tutor and had fun. The school continued to remain involved and provided the schoolwork and telephone support for Brian as needed.

-Brenda Brown, Headway and Re-START Coordinator

*Name is changed.

REDUCING JUSTICE INVOLVEMENT

RE-START STEINBACH PARTICIPANTS HAD A 77% REDUCTION IN CHARGES AND A 54% REDUCTION IN CALLS TO POLICE

"June* has been involved with Steinbach RCMP for the last number of years. Between 2016 and 2018, she has been arrested and charged on multiple occasions. She was reported missing on multiple occasions and countless hours would be consumed by RCMP to locate her. In total, there have been 40 {police} involvements. Since June's involvement with the Headway Program, in the last 2 years, she has not been reported missing. There has been a 90% decrease in RCMP involvement and only 4 involvements with her in the past 2 years. She has not been charged or caused any types of mischief and has complied with all conditions that she was bound to. Since June has been involved in the Headway Program, she has been less involved with the RCMP."

-S/Cst. Dennis REDIKOP Community Constable, RCMP

*Name has been changed.

THINKING OUTSIDE THE BOX TO HELP PARTICIPANTS

One of our Participants is a newcomer to Canada with no medical insurance that was experiencing suicidal ideation. Due to his status, all services that could help in a mental health emergency or longer term are fee-based and beyond his reach. After reaching out to the Consulate, Employment and Income Assistance, and Southern Health, we were able to determine that they could access our Mobile Crisis Team. Additionally, I was able to find an American helpline that could be accessed from Canada. We have seen progress and some mental health regained.

-Brenda Brown, Headway and Re-START Coordinator

FROM OUR PARTICIPANTS:

"I don't really like talking to adults, but I like talking to you."
-Youth Re-START Participant

"You are the only person that I trust. The world needs more people doing what you do."
-Adult Headway Participant

Thank You

To Our Funding Partners:

Manitoba Justice
RCMP
Lord Selkirk School Division
Rural and Northern Child and Family Services
City of Selkirk
RM of St. Andrews
RM of St. Clements
Selkirk Community Renewal Corporation
Selkirk and District Community Foundation
City of Dauphin
Mountain View School Division
Michif Child and Family Services
Dauphin Friendship Centre
Interlake School Division
Rm of Rockwood
Town of Stonewall
RM of Woodlands
RM of Rosser
Town of Teulon
Stonewall RCMP Community Golf Tournament
Evergreen School Division
Southeast CFS
RM of Gimli
Town of Winnipeg Beach
Westshore Community Foundation
Hanover School Division
RM of Hanover
Penner Building Centre
Calvary Church
Criminal Property Forfeiture

To Our Community Partners:

Manitoba Justice
RCMP
Lord Selkirk School Division
Mountain View School Division
Interlake School Division
Evergreen School Division
Hanover School Division
Child and Family Services
Employment and Income Assistance
Manitoba Housing
Addictions Foundation of Manitoba
Prairie Mountain Health
Jordan's Principle
Interlake-Eastern Regional Health Authority
Brokenhead Ojibway Nation Health Services
Southern Health
Children's DisAbility Services
Community Living Disability Services
Workplace Education Manitoba
St. Amant
Canadian Mental Health Association
Aulneau Renewal Centre
Employment Assistance for People with DisAbilities
El'dad- Initiatives for Just Communities
Steinbach Community Outreach
Action Therapy
Steinbach Family Medical
SEOD-Supported Employment Services
Shawenim Abinoojii
Interlake Women's Resource Centre
Red Willow Counselling Services
Parkland Job Opportunity Centre
Connections for Employment

Turning Leaf
Hearthstone Community Group
Life's Journey
Youth for Christ
Elements CTS
New Directions
Inclusion Selkirk
Marymound Inc.
Aurora Family Therapy
Inclusion Selkirk
Wiijii'idiwag Ikwewag