

START Model Programs 2019 Annual Report



“When it is obvious that the goals cannot be reached, don't adjust the goals, adjust the action steps.”

—Confucius

The START Model

Our mission is to provide community mobilization services to 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 (The START Program)

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

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

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

Steinbach and area (Headway)

In 2019, START Model Programs case managed 155 clients and held 753 client case conferences in 5 areas of Manitoba.

2019 Outcomes for Youth and Families

83%

Clients that received new services by being part of the program

95%

Clients who showed a reduction in risk factors within the first six months

74%

Clients who had improved attendance and participation in school

95%

Clients kept safe through a plan created by their support team

71%

Clients who saw an improvement in their living situation or familial relationships

97%

Supports who developed a better understanding of the client's challenges through involvement with the program

99%

Support teams that better understand the at-risk activities of our clients

Our Funders

Thank you to our funding partners who make our programs possible:

Manitoba Justice
RCMP
Lord Selkirk School Division
Interlake Child and Family Services
City of Selkirk
RM of St. Andrews
RM of St. Clements
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
RM of Gimli
Town of Winnipeg Beach
Rogers
Eastman Child & Family Services
Hanover School Division
RM of Hanover
Blue Ribbon
Calvary Church
Eric & Joyce Peters
Clearview Co-Op
Criminal Property Forfeiture

Did you know...

- 76% of our clients have culturally appropriate supports on their team?
- Each START model program has their own Steering and Screening Committee, making each program locally governed?
- The model began in 2002 in Selkirk, making this our 18th year?

The START Program

Selkirk, St. Clements, St. Andrews and Brokenhead Ojibway Nation,
MB and area

"I received a referral for a student who had not attended school in several months. Prior to that they had been extremely violent towards staff and school property to the point that RCMP were being called. With their multi-disciplinary team, we reviewed their psychological assessment and created a plan that included moving to a new school and supporting the parent in setting boundaries. Home now reports being a much more positive place and the youth has only missed one day in the last 4 months."

-START Coordinator



Photo Credit: Cheryl Fathers

87% of START Clients Showed Improvement in School Attendance and Participation

School refusal and non-attendance are a familiar issue especially during junior high and high school years. Mental health, bullying, substance use, lack of parental influence and students having babies have been challenges encountered by The START Program's clients throughout the last year that has affected their school attendance. START brings together a multi-agency collaborative team to address these challenges alongside the client and their family.

A major part of this success is the trust that Lord Selkirk School Division places in The START Program. Referrals to START can be part of a school's threat risk assessment as START has proven the ability to ensure that appropriate plans are created for the client and follow through occurs. The Division provides a variety of programming that offers alternatives to students who struggle in regular classroom settings and those programs collaborate with the START Coordinator. Division staff work hard to provide flexibility within the START meetings to make the clients successful, even if it means beginning with reduced hours of attendance or providing supports to get to school each day. Teams include agency supports that are welcome to attend schools to see the client such as addictions counsellors, mental health workers and public health nurses. Support team members and START staff communicate frequently in regards to their clients in order to ensure the client stays on track in what has become a very respectful and reciprocal relationship that has increased the school attendance of START clients by 87%.

From our clients:

"This year has been good with the START program and has helped with me and my behaviour I acknowledge what is being said and work on what needs to be fixed and changed. They're caring and are really good supports involved with the program including teacher and a few other people that I also have involved including a social worker, probation officer, corrections and family. Some-days for me go downhill somedays from 0-10 really fast but when I am having those days, I am able to message or call my supports to talk to them and resolve the issue and they come to see me that's the biggest thing that helps me when I am in a horrible mood and helps me to stand back up and do what is right for me to do."

-17 year old START client

From our partner agencies:

"START is an integral part of our community. The care, concern and professionalism that Cheryl Fathers and Tammy Thompson show to their clients is truly inspiring. I continue to be honored to sit on many START teams. START offers my students and their families the opportunity to build connection, to tear down walls, to be given a voice, to build a stronger village and ultimately to watch their family member soar. As a Learning Support Teacher, I truly appreciate having a program that goes above and beyond for kids and now for adults. I have seen this program help so many students and families through some of their darkest days, and the true gift is seeing them come out on the other side as a confident, well rounded, supported members of society."

-Learning Support Teacher

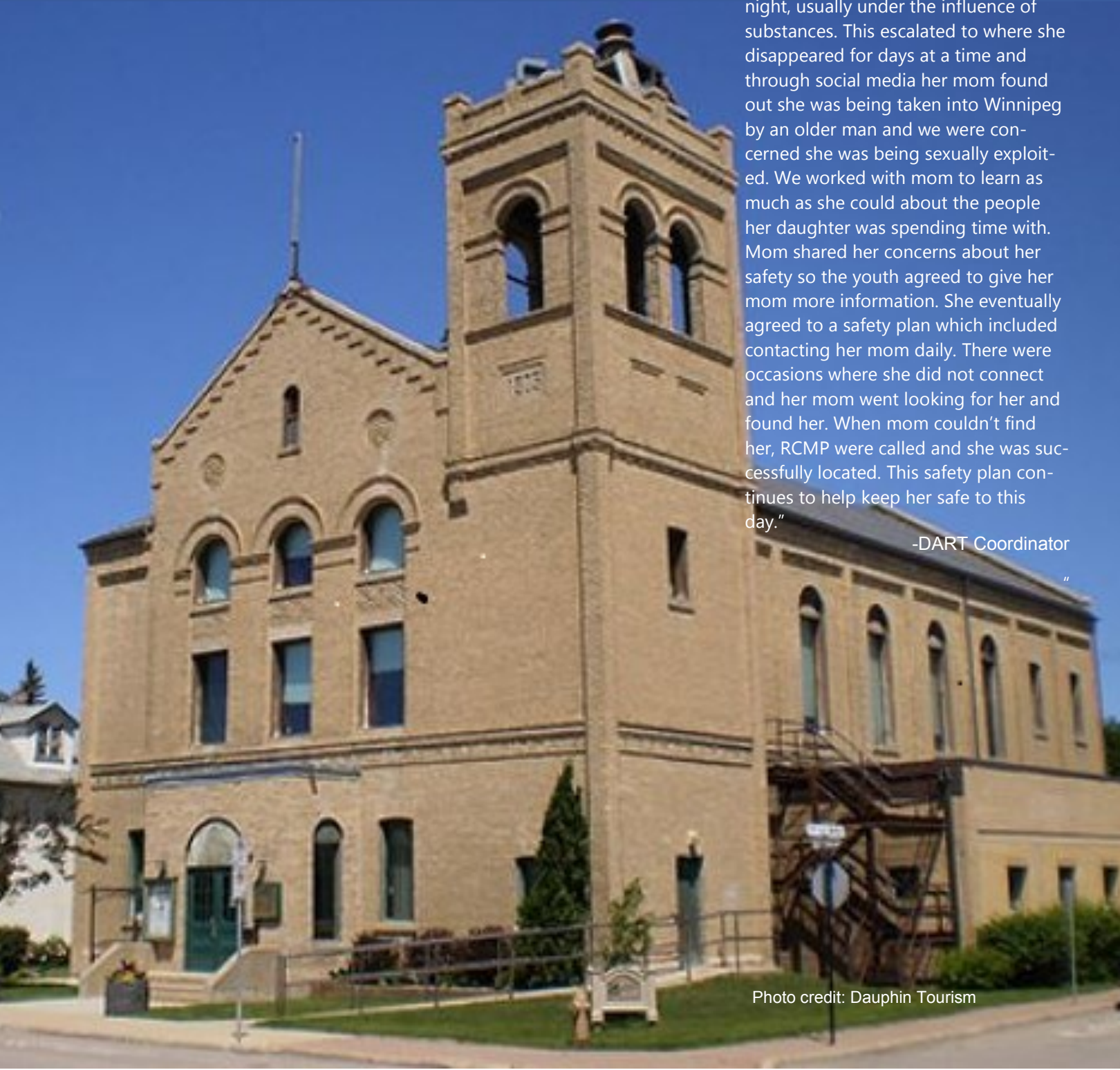
D.A.R.T. (Dauphin At-Risk Teens)

Dauphin, Ochre River, Winnipegosis, Ethelbert, Grandview, Gilbert
Plains and Valley River First Nation, MB

"DART had a 15 year old female referred who would leave in the evening and return home in the middle of the night, usually under the influence of substances. This escalated to where she disappeared for days at a time and through social media her mom found out she was being taken into Winnipeg by an older man and we were concerned she was being sexually exploited. We worked with mom to learn as much as she could about the people her daughter was spending time with. Mom shared her concerns about her safety so the youth agreed to give her mom more information. She eventually agreed to a safety plan which included contacting her mom daily. There were occasions where she did not connect and her mom went looking for her and found her. When mom couldn't find her, RCMP were called and she was successfully located. This safety plan continues to help keep her safe to this day."

-DART Coordinator

Photo credit: Dauphin Tourism



DART's Ongoing Success in Supporting Missing Youth

A youth being reported missing is usually the culmination of a variety of events. For the DART program in Dauphin it is often the result of exposure to a different lifestyle than the youth is used to such as substance use, lack of supervision, illegal activity and unfortunately, victimization. Youth then return home to their parents displaying more challenging behaviours like missing curfew, hanging out with different peer groups or not returning home at night. For clients of the DART program, 83% of calls to police for assistance were because a youth was missing.

In these circumstances the DART program recommends parents to get to know the people their children are spending time with and where they are going. The Coordinator assists the parent or guardian to create a 'triage list' of places to check when their child has not returned home and service providers on the youth's team can use their knowledge to provide needed information to police should the youth be reported missing. To accomplish this, parents are encouraged to give their child rides, to ask questions about who they are going to be with and get to know their friend's parents. This information is also used to create a safety plan with the youth and parent which can include a variety of ways to connect with each other. The list will also provide needed information for the police if they need to become involved, making the chances of locating the youth much higher and more expedient. For the DART Program this has meant a return of 100% of the clients reported missing.

From Parents:

"Our story is long, considering my daughter is only sixteen years old. My daughter's story is terrifying. I was away for work a lot and because I wasn't here I didn't get to know my daughter's friends or their parents, I just assumed they could be trusted. Then she started to experiment with drugs and alcohol. Then she started to stay out late. Then she started lying and stealing. Then she ran away. A lot of workers and the RCMP started showing up at our home and our daughter's behaviour started scaring her younger sister. We were angry with our daughter but scared for her too. She was in crisis stabilization unit a lot because she would overdose and we knew she needed more help than we could give her. Through DART we found a great team of ladies from the high school, mental health and AFM. I am truly grateful to have them. They have been in our lives for a number of years. They have supported our family through the worst parts and give us hope that our daughter will change for the better."

~Parents of a 16year old DART Client

From our Partner Agencies:

" I have worked with DART from the beginning and have seen great outcomes. Working with a team will always be more successful as we can share resources and ideas.

DART is very successful in the Parkland Region and we are lucky to have this program."

-Community Service Worker

S.T.A.R. Program (Southwest Teens At Risk)

Stonewall, Teulon, RM of Woodlands and RM of Rosser, MB



“STAR received a new client that had multiple probation orders stemming from criminal code offenses. Within a year, STAR assisted the youth and their guardians with safety planning, assisted the youth and their family in returning to school, connected the youth with addictions and mental health supports and assisted in advocating for psychological and FASD assessments. The youth now attends school more than they previously had, their living situation has stabilized, they have attended and participated in counselling and assessment appointments and completed their probation orders without re-offending”.

-STAR Coordinator

82% of STAR Clients Reduce Their Criminal Activities Once Involved With the Program

Rural areas experience challenges that are different than urban areas, such as a lack of transportation sources, limited access to social services, fewer options for affordable housing and a limited job market. For rural areas that are in close proximity to a city, like Stonewall, this brings the added challenge of accessibility to a city, increasing prospects for criminal activity for those within the community to participate in and become victim to.

Despite these challenges, the STAR Program has been consistently successful in reducing recidivism rates of their clients as evidenced by the following:

- 82% of clients involved in criminal activity upon referral to the program have reduced their criminal activities while involved with the program
- 54% of the clients involved with RCMP had an overall reduction in calls for service
- 90% of families involved with the program engaged in safety plans with the RCMP and call for assistance only when it was appropriate to do so

The key to STAR's success has been through assisting clients and their families to overcome the barriers that they face and by creating successful safety plans. Connecting them to opportunities to participate in education or employment, attend counselling or therapy and find safe, affordable housing have reduced crisis situations and contributed to overall stability and longer term success. Families also recognize the advantages of working together in teams as they see positive movement occur more rapidly and agencies further benefit from the collaboration by saving time and allowing distribution of their resources to other clients in need.

From Parents:

"STAR brought together the team and held all accountable when needed. Thanks to this we have seen a turnaround in our son. We are very thankful to have STAR as a resource. Great Program!"

-Foster parent of 13 year old STAR client

From the R.C.M.P.:

"Having STAR available to our members has increased efficiency and has saved time in accessing outside services and supports when dealing with youth and families. STAR has freed up time for our members by providing ongoing follow up support to youth and families ultimately reducing calls for service."

-RCMP Corporal

F.Y.R.S.T. (Family & Youth Regional Support Team)

Gimli, Arborg, Riverton, Winnipeg Beach, MB and area

“We were having a difficult time finding transportation for our clients to access resources they needed, so volunteers were sought to provide transport. Those selected were either cleared by CFS or were willing family members. FYRST helped out by providing gas cards to subsidize the cost of travel. This has worked very well and being able to access the resources has helped my clients immensely.”

—FYRST Coordinator



Photo credit: Sara Good

The FYRST Program Finds Ways to Fill Resource Gaps in their Community

Gimli's FYRST program had been experiencing difficulties due to the limited resources available to their clients in their smaller community. Being a distance from a larger centre and having clients with limited transportation options only made the situation more challenging so the FYRST program decided to address this issue head-on. As a team, along with their agency partners, FYRST sought out ways to provide their clients with opportunities for wellness and they were successful in many ways. They saw the need to access therapy for the 40% of their client base with a trauma history so the program advocated to have private therapy made available locally to their clientele through Action Therapy. Action Therapy's innovative approaches have worked well to engage the youth with cultural and outdoor activities.

FYRST was also able to apply for a Manitoba Justice Criminal Property Forfeiture grant for programming that engages youth through teaching traditional Indigenous games that incorporate play with the 7 sacred teachings, significant as 95% of FYRST's clients are First Nations or Metis. The funding also allowed FYRST to offer programming for foster parents on trauma and psychological first aid as well as a foster parent support group, an important undertaking for a program where non-charge calls to the police under the mental health act occur for 48% of their client base. These programs teach techniques and tools to assist foster parents to be able to identify the signs a crisis is imminent, offer triage and seek resources that could be helpful.

Additional Indigenous resources were created in and near the community as well. A Sweat Lodge with monthly sweats, opportunities to make ribbon skirts, bead and receiving traditional teachings have been experiences that the FYRST clients can access as well. Using the collaboration model to enhance resources has benefitted not only the FYRST program and it's clients but also the community as a whole.

From our Clients:

"I was reluctant about FYRST at the beginning, but they were able to help me with my problems. I was a little leery of some of the RCMP and AFM but that has changed. There is nothing I didn't like, and I would recommend the FYRST program to other families/youth."
—17 year old FYRST client.

From Parents:

"It makes everyone accountable for a purpose. Social worker, youth, parent, foster parent. What I like the most: Setting of goals and revisiting monthly. Team advocates and gets things done addressing education, assessments, family visits, birth certificates, health, SIN. Youth involvement."
—Foster Parent

From Service Providers:

"Very beneficial. Great for youth to see the supports they have and for them to be included in a meeting as they know it is all about them and the Team is trying to help them in any way we can."

—CFS Worker

Headway

Steinbach, MB and surrounding communities

“One of our clients was forced to drop out of school in grade 11 due to mental health struggles. Since that time he has been living with relatives in a remote village and is very isolated. When I met him for the first time he told me that he would like to finish school and wanted to turn a hobby into a small business but couldn’t because he didn’t have a computer. I told him about a computer shop in Steinbach who refurbishes computers and gives them away to people who want to better themselves. He picked up his computer this week.”

-Headway Coordinator



Resource Navigation is a priority for the Headway Program

If you are a client of the Headway program, chances are excellent that you are going to learn about new resources that could assist you. Last year, 100% of clients involved in the Headway program accessed new services with the assistance of their support team. Often those services come in the form of Community Mental Health, the Addictions Foundation of Manitoba, private therapy and support programs that are available to the community.

In each meeting with a client, whether a consultation meeting or a team meeting, the need for resources is assessed. Once a need is determined, the Coordinator seeks to connect the client to an organization who can assist them and often clients were unaware that these resources even existed. Knowledge of community resources is a fundamental part of the START model and part of the Coordinator's role is to understand how to access those resources.

Reactions have been positive from all involved. Clients are glad to receive additional supports and service providers learn of complimentary options for their clients. Not all supports will become a part of a client's support team, but they can still offer assistance such as access to a computer or transportation that contributes to the success in reaching overall goals. If we can address each challenge that the person is encountering through enlisting community resources we are breaking down barriers, increasing the opportunity for success and showing our clients that reaching out for assistance is a strength and not a weakness.

From our clients:

"So far Headway has helped me in many extraordinary ways including school, mental wellness, getting my car fixed, getting a bike, and creating an amazing support team. Since joining with Headway, my life has improved in amazing ways. They have helped me finish school, which is something I never thought would have been possible. I am extremely thankful and in awe of what Headway has done in my life!"

-16 year old Headway client

From Probation Services:

"In Fall of 2018 one of my clients partook in the Headway Program. With the help of Headway (Brenda Brown) she was able to surround the youth with a superb team. We all developed a realistic Case Plan with the youth. With the team, he was able to persevere, gain confidence, and work in achieving his goals. Headway provided a strong team to meet the needs of (the client) and he worked extremely hard in achieving the goals he set for himself. (The client) was able to graduate from high school with his class, is currently working full-time in a career he takes pride in, and has not been re-involved with the Justice System. Headway has been a major factor in the (client's) success."

-Probation Officer

Re-START: Supporting Adults who are Justice Involved in Creating and Reaching Positive Goals

Re-START Guiding Principles:

We will learn our client's histories as told from their perspective, and without judgment assist them to create a healthier life for themselves and their families.

We will provide support in a predictable and consistent way that lets our client know that their success is important to us.

We will communicate verbally and in written form with clients and referrers in an open, concise and clear manner that can be understood by all involved.

We will build the capacity of our clients to move beyond requiring our support.

Re-START's adult clients encounter multiple barriers when trying to make better choices for their lives.

Some areas that we have been able to assist are:

- Attaining identification such as birth certificates, treaty cards and social insurance numbers
- Getting copies of school transcripts to facilitate a return to school
- Getting necessary medical assistance and access a doctor
- Applying for Legal Aid
- Applying for changes to child maintenance
- Applying for Employment and Income Assistance for benefits
- Creating resumes and finding employment
- Creating plans to support a conditional release from custody
- Locating affordable housing
- Accessing treatment for substance use
- Applying to programs to receive financial supplements
- Referring to Community Mental Health for services

2019 Outcomes for Adult Clients

Reducing the Burden on the Justice System

94% Decrease in number of charges once becoming involved in Re-START

74% Decrease in the number of calls to police once becoming involved with Re-START

Enhancing Employability

51% Clients that became employed while with Re-START

44% Clients who have returned to high school, trade school or are in work placement programs

Reducing Risk Factors and Barriers to Success

70% Clients with problematic substance use who are attending treatment

71% Clients who were experiencing homelessness or were living in inadequate housing who found a place to live

100% Clients who lacked identification who acquired it with Re-START's assistance

92% Clients who now have services that they found too difficult to access on their own

The background of the entire page is a photograph of several pink coneflowers (Echinacea) in bloom. The flowers have dark brown, spiky centers and numerous long, thin, pink petals. The leaves are green and serrated. The lighting is soft, and the background is slightly blurred, focusing attention on the flowers.

Re-START

Re-START began serving adults involved in the Justice system on April 1st, 2019. The program is now available in all areas with START model Programs:

Selkirk

Dauphin

Stonewall

Gimli

Steinbach

Our Community Partners

In addition to our funders, our model requires partnerships that believe in collaboration. We are pleased to share our success with you.

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

Interlake-Eastern Health Authority

Prairie Mountain Health

Jordan's Principle

Southern Health

Children's DisAbility Services

Community Living Disability Services

Turning Leaf

Life's Journey

Youth for Christ

Workplace Education Manitoba

St. Amant

Canadian Mental Health Association

Aulneau Renewal Centre

SEOB-Supported Employment Services

Interlake Women's Resource Centre

Red Willow Counselling Services

Elements CES

Shawenim Abinoojii

New Directions

Inclusion Selkirk

Marymount Inc.

Please direct any inquiries on the START model to:

Tammy Thompson
START Program Manager
(204) 785-0333

Tammy.L.Thompson@rcmp-grc.gc.ca

Photo credit: Alyssa Ryan