

Supported by:



MAWS
manitoba association of women's shelters

Annual General Report 2014 – 2015

Thank You to:

The **Public Health Agency of Canada** for financial contribution and support.
The **Manitoba Government**—Family Violence and Prevention Program (FVPP) for financial contribution to the DV agencies and endless support and assistance for all our members.
To all the **organizations** and **individuals** who have arranged fundraising events, and donated goods and services throughout the year. Discovery Toys (Easter Baskets for clients) (Melinda Ives), Shoebox campaign (Christmas box, variety of gifts and gift cards for clients), Chatters Salons (Used hair appliances for clients)
To the MAWS **members** who make all we do possible.

A special shout out for the donation from the class of Feb.09-June 26, 2015 Adult ESL students at the Red River College's Language Training Centre - Thank you Su, Bahram, Harman, Nam, Ilona, Cathy, Jane, Raj, Kim, Mukh, Myroslava, Olena, Shahida, Cindy, Erica, Kamal, Tatiana and their instructor Rita.

ANNUAL REPORT 2014-2015

Co-CHAIR REPORT 2014-2015

By Ang Braun & Melanie Warren

Life in shelters has changed over the time that we have been involved with the shelter movement. Each client that comes through our doors is an individual with differing issues. Although this has always been the case, the concerns facing clients has become increasingly complex over the years. Societal issues such as drugs, alcohol, mental health, gangs, increased immigration, language barriers, and the lack of affordable and safe housing, play an increasing role in the lives of the women we see using our shelters. These same issues make the role of the shelters and their staff more important and complex as well.

Through MAWS we are addressing the issues affecting us all, to improve how we respond to clients using our shelters. We have used our collective wisdom and voices to provide support to one another, to increase public awareness of the work we do, and to search for ways to better prepare our staff to support and empower our clients.

MAWS is pleased to welcome a new member as of April 2015, Willow Place shelter. Willow Place is the largest provincially funded shelter operating in Winnipeg <http://willowplaceshelter.ca/>.

MAWS members would like to thank FVPP for providing shelter staff with access to clinical consultants and additional training opportunities on these topics as they relate to helping a client who has experience family violence.

We are grateful for the continued support of the Public Health Agency of Canada through the Federal CAPC program which funds a portion of the children's programs in our shelters. This funding is vital for shelters to help fund and train Child Activity Workers and Children's Counsellors as we strive to break the cycle of violence in families.

MAWS would also like to thank all of the individuals and organizations who have supported both MAWS and individual shelters by means of cash donation or gifts. Shelters rely on community donations to help fund their programs and services and, clients depend on the kindness of others for donations of household supplies, clothing, food and holiday presents.

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Registered Charitable No.
880786892RR0001

The Manitoba Association of Women's Shelters Inc. Financial Statements for the fiscal year ended March 31, 2015.

Independent Auditor's Report conducted by Stephenson Lee Romaniuk.

"In our opinion, the financial statements present fairly, in all material respects, the financial position of The Manitoba Association of Women's Shelters Inc. as at March 31, 2015 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."

THE MANITOBA ASSOCIATION OF WOMEN'S SHELTERS INC. Statement of Revenues and Expenditures and Changes in Net Assets Year Ended March 31, 2015

	2015	2015	2015	2014
Revenue				
Public Health Agency of Canada	\$ -	\$ 222,947	\$ 222,947	\$ 230,547
Memberships	6,900	-	6,900	6,900
Grants	5,429	-	5,429	29,407
Interest income	428	330	758	847
Donations	9,509	-	9,509	2,551
	22,266	223,277	245,543	270,252
Expenses				
Access to Justice Personnel	-	-	-	15,084
Bank charges	-	-	-	48
CAPC Grant Training - Anna's House	-	-	-	7,405
Events and seminars	260	-	260	297
Meetings	9,175	-	9,175	8,611
Membership	605	1,500	2,105	2,092
Office	4,187	1,809	5,996	3,866
Personnel	10,996	23,204	34,200	31,200
Professional fees	592	2,000	2,592	2,538
Shelter operating grants	-	178,434	178,434	178,434
Shelter supplies grants	-	9,000	9,000	9,000
Shelter training grants	-	4,500	4,500	4,500
Standards Manual Development	5,288	-	5,288	-
Travel and training	416	2,500	2,916	2,635
	31,519	222,947	254,466	265,710
Net excess (deficiency) of revenue over expenses	(9,253)	330	(8,923)	4,542
Net assets - beginning of year	37,391	221	37,612	33,070
Net assets - end of year	\$ 28,138	\$ 551	\$ 28,689	\$ 37,612

PROVINCIAL CAPC REPORT

CAPC stands for "Community Action Program for Children" and is funded by the Public Health Agency of Canada. CAPC recognizes that communities are able to identify and respond to the needs of their children and so each project has been developed to meet the needs of their community. There are fourteen CAPC projects in Manitoba, all sharing the same goal: to enhance the well being of children aged 0—6 years old, living in conditions of risk.

Provincial CAPC Project 2014/15 Outcomes:

Playgroups

3285 children and caregivers attended 1201 playgroups
92% of mom's staying at the shelters feel they can now communicate better with their children

*"We are in a magical house."
- a child's words
Excerpt from Shelter Voices 2015*

Counselling / Support Groups:

216 Counselling sessions were provided to 129 children
598 children attended 375 support groups

*"Thanks to everybody who cares
that encouraged me to take care of
myself, I'm starting to see a beautiful me."
- Manitoba Shelter Client
Excerpt from CAPC Surveys 2015*

Parenting Programs

215 parenting sessions were provided to 244 caregivers
777 counselling sessions were provided to 346 mom's
99% of moms staying at shelters are now more aware of the need to safety plan

When staff were asked about gaps in programs or services available for vulnerable families and children, they had the following responses...

- Translation services,
- Transportation in general,
- Huge gap exists for parents who appear to have developmental impairments but no diagnosis
- Safe and secure housing for vulnerable parents prone to manipulation and exploitation,
- Lack of resources for staff to serve the clients.

Continued Co-Chair Report..

In addition, on behalf of the MAWS board, we would like to express our gratitude to Deena Brock for her energy and passion. She has worked tirelessly on a number of projects for MAWS and has attended the 4th Canadian Domestic Violence Conference in Toronto. Finally, we would like to thank the other members of the MAWS board. This dedicated group of women go to work every day believing that we can make a difference for the families that we serve and hope that the future can be different for the children we see in shelter.

By, Melanie Warren & Ang Braun

MAWS Board, sitting L-R, Trudy Lavallee (Ikwe), Pam Hadder (Agape House), Anna Pazdzierski (Nova House), Joyce Schradler (Portage Family Abuse Prevention Centre), Standing L-R: Karen Peto (YWCA Westman Women's Shelter), Lesley Lindberg (Willow Place), Kim Hickes (Thompson Crisis Centre), Melanie Warren (YWCA Westman Women's Shelter), Kari Prawdzik (Parkland Crisis Centre), Ang Braun (Genesis House), Dawna Pritchard (Aurora House) and Deena Brock MAWS Provincial Coordinator



MAWS EXECUTIVE

Co-Chairs: Ang Braun / Melanie Warren; Treasurer - Anna Pazdzierski; Secretary - Kim Hickes

PROVINCIAL COORDINATORS REPORT 2014-2015

By Deena Brock

Over the past year MAWS has focused on the continuation of implementing the WISH database in all the emergency shelters in the province by providing staff training, technical assistance and troubleshooting. W.I.S.H. is designed to manage the day-to-day client based activities of each shelter, providing access to critical client information and accumulation of statistical data.

The Shelter standardization manuals are in progress with the Shelter Orientation manual ready for distribution in the fall of 2015. The Counsellor's Manual is underway and the Children's Worker manual will be the final piece to be created. The manuals are designed to be reviewed and updated as needed to maintain the most up to date and accurate resource for shelter staff.

The University of Manitoba, completed a research project conducted by Judith Hughes, Ph.D. Associate Professor, Faculty of Social Work. June to November 2014, six workers and six former residents from various shelters across Manitoba participated in in-depth interviews to evaluate the 'routine' practices that are used within women's shelters, especially from the perspective of the staff who work in the shelter and how women residents experience these practices.

MAWS is a founding member of the Canadian Network of Women's Shelters and Transition Houses (CNWSTH) who have been busy this past year working on a nation action plan on violence against women (NAP on VAW). In 2013 CNWSTH released: The Case for a NAP on VAW, a major study outlining why Canada would benefit from an NAP on VAW. In 2014 a Blueprint was created by a working group of over 20 organizations from across Canada representing most sectors working in VAW. This document outlines what needs to be covered, and how it should be developed and implemented. In the lead up to the 2015 federal election they are asking all federal parties to commit to creating a NAP on VAW starting with the Blueprint.

Additionally CNWSTH spearheaded a new national website www.ShelterSafe.ca that was launched on June 4th 2015 during the Canadian Domestic Violence Conference in Toronto. Continued next page...

SHELTER VOICES CANADA SURVEY RESULTS - 2015

"On one day, 231 shelters in Canada helped 3,781 women and 2,508 children. Of the participating shelters, 81% are emergency/first stage shelters, 10% are second stage shelters and 9% identified as a mix of other shelter accommodation."

The needs of women seeking shelters services are increasingly complex. Canadian shelter workers have identified the need to better equip themselves to service women with substance use and mental health concerns.

"Fewer than 20% of shelters said they felt "well equipped" to help women with mental health concerns."

"Just 31% of shelters workers said they felt well equipped to help women with substance use concerns."

Shelter Staff ideas...

- "Adequate and accessible resources to refer clients according to their needs. We often have women who "fall through the cracks" due to lack of resources. Or if there are resources, they have long waitlists and many of the women end up leaving the shelter poorly resourced."
- "Funding to increase staffing levels and/or funding to hire a mental health counsellor."
- "More training for front line staff so that they feel more comfortable in that role."

Shelter Voices data provided by CNWSTH –Canadian Network of Women's Shelters and Transition Houses.

We asked shelter workers what they would change to make things better for abused women and their children. *An overwhelming number of responses focused on the need for a more integrated network of support services for women and children beyond their shelter experience. These include **access to safe and affordable housing options** (including second stage housing) and higher rates of income assistance.*

SHELTER STATISTICS

- In the 2014—2015 fiscal year shelters provided 39,856 bed nights to adults and their children
- Shelters provided care to 1781 clients and 1199 children who accessed shelter services as residential clients
- Of these clients, the average stay was 9 nights and clients attended an average of 6 counselling sessions
- Of the residential clients 63 adults and 113 children resided after leaving shelter in Interim Housing units for a total of 17,895 bednights
- Shelters provided care to 377 adults and 60 children who accessed shelter services as non residential clients
- Shelters provided care to 424 adults and 46 children who accessed shelter services as follow-up clients
- Shelters attended to 11,855 crisis line calls

Notes: Numbers do not include second stage shelter statistics (Alpha House and Bravestone Centre).
 Numbers include DV shelters and the Men's Resource Centre (Winnipeg),
 Not all shelters have Interim Housing
 Data provided by FVPP

"We help change their future one family at a time. They may not hear us when they are in shelter, but once they are on their own they will remember. If we can impact on the children what a healthy relationship is, how to use their words and not their fists, then we can change the future."

*- Manitoba Shelter Staff
 Excerpt from Shelter Voices 2015*

SHELTER VOICES MANITOBA 2015

"On one day in Manitoba in 2015, shelters helped 194 women and 91 children, of these clients, 8 women and 7 children where new clients (*clients who have not been in shelter before or have not been in shelter in the last fiscal year*).

Participating emergency shelters in the 2015 survey: Agape House, Aurora House, Genesis House, Ikwe Widdjiitwin, Nova House, Portage Family Abuse Prevention Centre, YWCA Westman Women's Shelter and Women's Safe Haven/Resource Service Inc. (who provides both emergency and 2nd stage shelter). Second Stage Programs that participated were Alpha House, Mary's House and My Sister's House.

Shelters identified strategies to improve capacity:

- **Specialized mental health and addictions training for staff**
- **An on site addictions worker**
- **More community based programs available to women (e.g. detox or addiction centres)**
- **Shorter wait times for detox and substance abuse programs**
- **Safe harm reduction options for women fleeing abuse**

Excerpts from Shelter Voices 2015

Shelter Voices Manitoba data provided by CNWSTH –Canadian Network of Women's Shelters and Transition Houses.

*"I thought I would never be able to speak my mind. Thanks to shelter staff I have my voice back."
 - Shelter Client
 Excerpt from Shelter Voices 2015*

*"We have the opportunity to provide women with knowledge and support to navigate through systems. The ongoing use of empathy, validation and compassion allows the women to be in control of her journey."
 - Shelter Staff
 Excerpt from Shelter Voices 2015*

MEMBER SHELTERS

AGAPE HOUSE
(Eastman Crisis Centre)
Steinbach, MB 204-326.6062

AURORA HOUSE
(The Pas Committee for Women in
Crisis) The Pas, MB 204.623.7427

GENESIS HOUSE
(South Central Committee on
Family Violence) Winkler, MB
204.325.9957

IKWE-WIDDJIITIWIN
Winnipeg, MB 204.987.2780

NOVA HOUSE
Selkirk, MB 204.482.7882

PARKLAND CRISIS CENTRE
Dauphin, MB 204.622.4626

PORTAGE FAMILY ABUSE
PREVENTION CENTRE
Portage la Prairie, MB
204.239.5234

THOMPSON CRISIS CENTRE
Thompson, MB 204.677.9668

WILLOW PLACE
Winnipeg, MB 204-615-0313

YWCA WESTMAN WOMEN'S
SHELTER- Brandon, MB
204.727.3644



AFFILIATE MEMBERS

Second Stage Programs

ALPHA HOUSE INC.
Winnipeg, MB 204.982.2011

BRAVESTONE CENTRE INC.
Winnipeg, MB 204.275.2600

Resource Centres

FORT GARRY WOMEN'S
RESOURCE CENTRE
Winnipeg, MB 204.477.1123

INTERLAKE WOMEN'S RESOURCE
CENTRE- Gimli, MB 204.642.8264

LAKESHORE WOMEN'S RESOURCE
CENTRE—Ashern, MB
204.768.3016

WOMEN'S SAFE HAVEN/
RESOURCE SERVICE
Flin Flon, MB 204.681.3105

ABOUT OUR MEMBERS

The work of our members is often done quietly and behind the scenes, involving numerous hours and dedication. As a secondary witness to the clients victimization, shelter workers can suffer vicarious trauma and they can be on the receiving end of verbal and physical abuse from the clients themselves. It's a demanding and often frustrating job but rewarding, knowing that they are helping clients make positive change in their lives.

"I'm not here for the money as there isn't much to be made, I'm here to make a difference in lives of women and children who have been abused."

*- Manitoba Shelter Staff
Excerpt from Shelter Voices
2015*

Continued Provincial Coordinators Report...

This website is cell phone friendly with a clickable map of Canada where people in need can quickly find a shelter. The map will include the shelter name, help line phone number and web site (if available). Locations on the map will be designated by postal codes to keep the physical address vague for safety reasons.

So much of what MAWS does is behind the scenes so please visit www.maws.mb.ca to learn more about Manitoba shelters, sign up for our blog and visit us on Facebook.

MAWS GOALS

- To provide a unified voice for women and children who have experienced violence
- To unite Manitoba shelters and provide a central body to facilitate communications
- To foster networking and information sharing among shelters and between other agencies that work to eliminate all forms of violence
- To assist in acquiring resources for member shelters
- To promote public education around violence against women and children
- To promote best practices among member shelters
- To develop and promote provincial standards for all shelters
- To foster professional development within Manitoba shelters

"I learned how to feel, set boundaries, have self-esteem, and be independent. It became our safe haven where everyone was treated with respect. I always think of the shelter as the stepping stone to my future...without it, there might have been no future at all."

*- Shelter Client
- excerpt from Shelter Voices 2015*