



THUNDERWING

Annual Report to the Community

April 2017-March 2018

Thunderwing Name

On Dec 10, 2013, Elders Stella Blackbird and Audrey Bone held a naming ceremony at Urban Circle Training Centre.

The name that came from the spirits was **Thunderwing**, thunder representing rejuvenation and wing representing protection.

The Ojibwe name for Thunderwing is Animikii Aningwiigan and the Cree name is Khakitochuk Ohkun.

The colors of Thunderwing are blue, red, white, and yellow.

We honour the name and colors of Thunderwing through a feast and tobacco offering each spring.

Vision & Mission

Thunderwing coordinates and mobilizes existing resources across sectors to give families the support they need so they can prevent and permanently stabilize crisis situations.

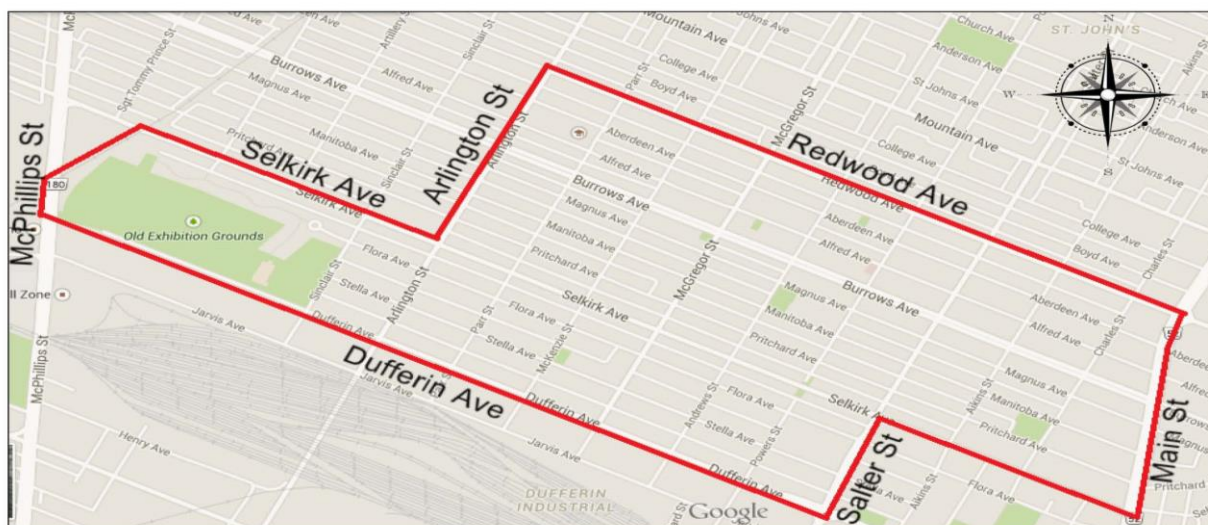
Our **vision** is that Thunderwing residents have equal opportunity and their community is recognized as a safe neighborhood for all.

Our **goals** are to:

- Increase community safety
- Enhance the wellbeing of families living in the Thunderwing community
- Improve the relationship between service providers and the coordination of services in the Thunderwing Community
- Improve the relationship between families and systems

Thunderwing Community

Thunderwing supports individuals/families living in William Whyte and Dufferin Neighbourhoods and the agencies serving them.



Thunderwing Process

An overview of the Thunderwing Process is provided in the diagram below. More details on the various stages are incorporated throughout this report.

Referral

- Any agency can refer an individual or family to Thunderwing
- Families must live in the Thunderwing area and be facing barriers to accessing services

Family Engagement

- A families readiness for support and change is an important part of the process
- An engagement meeting is held with the family to ensure informed consent and discuss goals

Hub System Mobilization

- Hub members share information and address service delivery barriers impacting the family's ability to reach their goals

Support Team Service Coordination

- Direct service workers already connected to a family and new supports are engaged to be a part of the family's Support Team
- A Support Team works together to develop a plan to support the family to reach their goals

Follow Up & Evaluation

- Thunderwing has an extensive evaluation design exploring the projects impacts on families, agencies, and the community as a whole

System Change

- Service delivery barriers experienced throughout the process are documented

Referral & Family Engagement

Thunderwing began accepting referrals in September 2014. As of March 31, 2018:

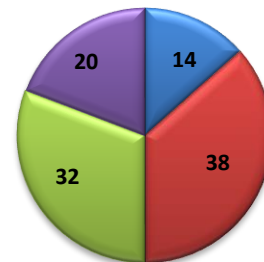
- ✓ **104** referrals received
- ✓ **76** of the referrals received were accepted
- ✓ **65** of the participants accepted agreed to participate

Thunderwing has received 9 post-charge diversion referrals

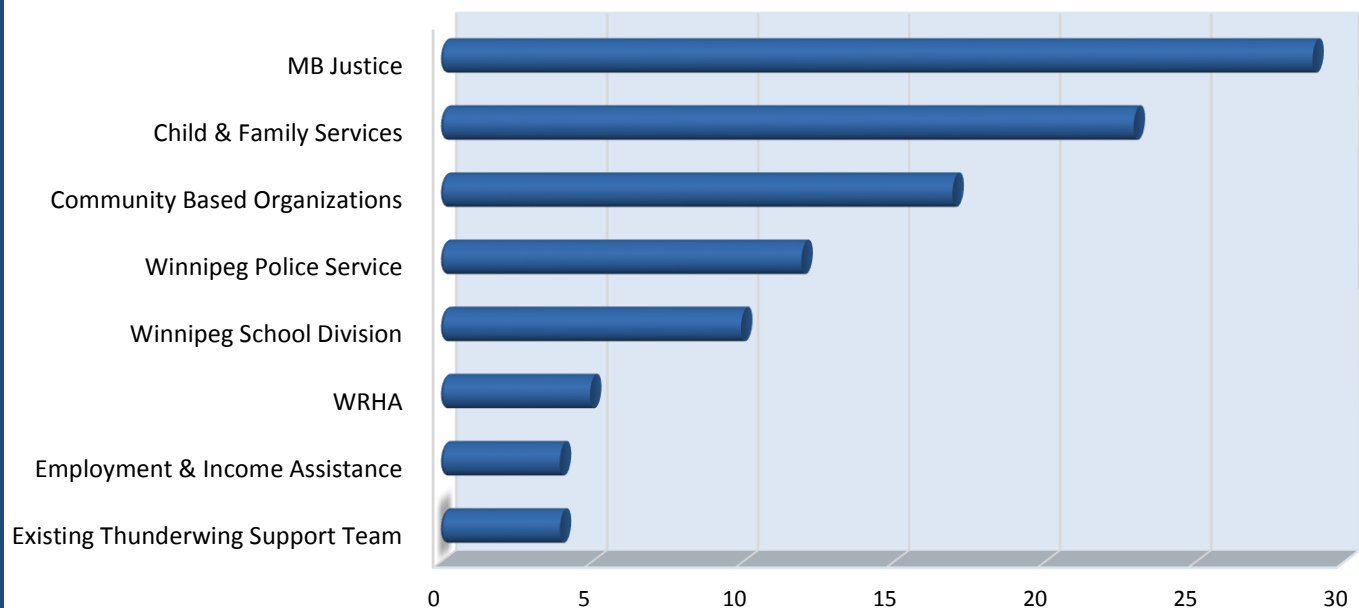
8 have successfully completed their diversion & 1 is currently active

Number of Referrals by Year

■ 2014-2015 ■ 2015-2016 ■ 2016-2017 ■ 2017-2018



Number of Referrals by Partner Agency (N=104)



Hub Membership

The following agencies were represented on the Hub in 2017-2018:

- ◆ Crime Prevention Branch (MB Justice)
- ◆ Domestic Violence Support Services (MB Justice)
- ◆ Employment and Income Assistance (MB Families)
- ◆ Probation Services (MB Justice)
- ◆ Manitoba Early Learning and Childcare (MB Families)
- ◆ Manitoba Housing (MB Families)
- ◆ Winnipeg Regional Health Authority
- ◆ Winnipeg School Division
- ◆ Community Services (City of Winnipeg)
- ◆ Winnipeg Police Services
- ◆ Child & Family Services Division (MB Families)
- ◆ Manitoba Adolescent Treatment Centre
- ◆ Andrews Street Family Centre
- ◆ Wabung Abinoonjiiag
- ◆ Mount Carmel Clinic
- ◆ North End Community Renewal Corporation
- ◆ William Whyte School
- ◆ North End Women's Centre
- ◆ Addictions Foundation of Manitoba
- ◆ Southern First Nations Network of Care Child and Family Services Authority

Thunderwing Hub

The Hub is a multi-sectoral committee with both government and community based agency representatives. Thunderwing family situations and goals are brought to the Hub for the purpose of gathering more information and breaking down barriers that are getting in the families way of accessing effective and efficient services. Families provide informed consent before their situation is brought to the Hub.

“(I like) the connection to other service providers, collaboration and quick resolution of barriers to service...”

(Hub Member, 2018)



Thunderwing Hub Meeting
May 2017

In 2017-2018, **16 Hub Meetings** were held including:

- ✓ 11 System Mobilization Discussions for families engaged in Thunderwing
- ✓ 5 Resource Discussions for families not a fit for Thunderwing
- ✓ 5 Service Delivery Barrier Discussions

* * *

“We are not working in silos and discussions on complex family needs is educational.” (Hub Member, 2018)

* * *

Thunderwing defines Mobilization as:

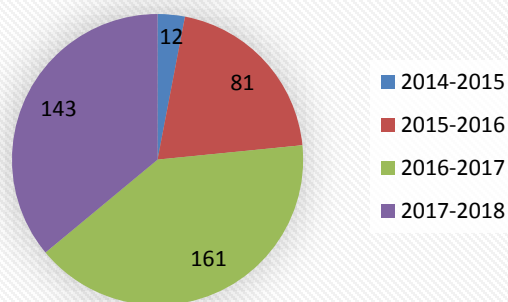
- ✓ Working outside regular practice when regular practice isn't working
- ✓ Shifting to services fitting into families

82% of Hub members reported that they felt empowered to share information and work outside of the box (n=11)

Thunderwing Support Teams

Thunderwing brings together existing and new supports in a family's life to break down barriers and support them in reaching their goals. Families are encouraged to invite natural supports to join their support team. The frequency of meetings and the length of Thunderwing involvement are unique to each family. Families have had an average of 6 support team meetings during their time with Thunderwing.

Number of Support Team Meetings by Year



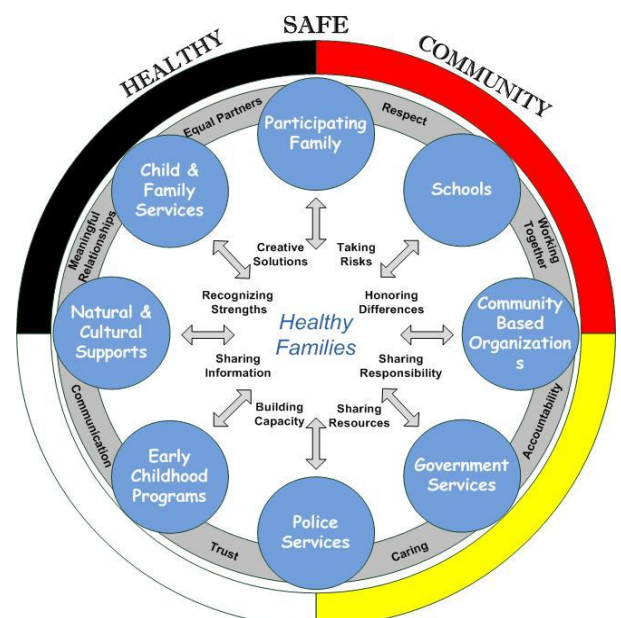
94% of Support Team Members reported that they would refer another family to Thunderwing (n=96)

Engaging service providers within our partner agencies is an important part of the Thunderwing process. Thunderwing has engaged **331 different individuals** from **92 different agencies** on 1 or more support team.

- ✓ 33 Community Based Organizations
- ✓ 19 Schools
- ✓ 14 Child and Family Service Agencies
- ✓ 10 MB Government Programs - E.g. EIA, MB Housing, Probation Services, Victim Services
- ✓ 8 Winnipeg Regional Health Authority Programs - E.g. Families First, Homecare, Public Health
- ✓ 5 other (Childcare Centres, Public Trustee, Subsidized Housing)
- ✓ 3 Winnipeg Police Service Units

All Support Team Meetings are guided by the Thunderwing Collaboration Model.

(Thunderwing) Pushes us to make practical steps towards a more family centered accessibility oriented model (Support Team Member, 2017)



Thunderwing Collaboration Model

Family Outcomes & Impacts

Thunderwing has provided support to **65 families**, directly impacting 79 adults and 177 children/youth. A few outcomes, as observed by support teams, are provided in the table below:

Child Outcomes	# of Children Impacted
Returned to parents care	21
Remained in parents care	42
Increased number/improved quality of visits with parents	5
Improved school attendance, academics or situation	32
Continued attending school regularly	23
Connected to recreation activities	32

Participant Outcomes	# of Adults impacted
CFS Protection file closed or transferred to family enhancement file	5
Obtained safe/adequate housing or housing made safe/adequate	36
Maintained safe/adequate housing	5
Left an abusive relationship/Relationship became healthier	12
Entered into the workforce	7
Began volunteering or began employment readiness program	7
Started or finished an education/ job training program	7
Obtained health care provider/other medical needs met	13
Maintained health care provider	17
Reduced WPS Calls for Service	34
Probation order completed	5
Charges diverted/stayed	6
Connected to new resources	55

I absolutely love the strengths based, client-centered approach. I feel like it fits well with my values and helps the clients feel empowered. The Thunderwing staff make my clients feel so supported and organize the clients' existing supports in a way that makes sense. What an excellent program.

(Support Team Member, 2018)

Knowing that I have support helped a lot. (Participant, 2018)

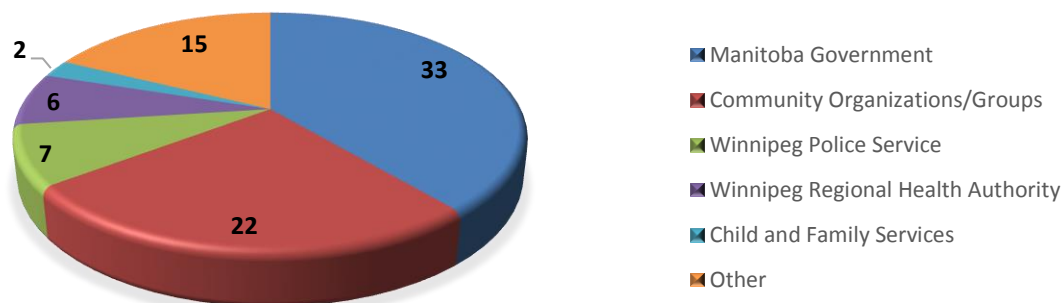
Thunderwing has helped me become a better person. I now have safe and healthy living and my son is home and happy (Thunderwing Participant, 2017)

Networking & Community Relations

Maintaining existing and building new partnering relationships is an important part of Thunderwing.

In 2017 - 2018, the Block by Block Secretariat held **85 networking/engagement** meetings, gave **14 presentations**, and attended **15 community events**.

Networking & Engagement Meetings



The Winnipeg Police Service has assigned a full time officer to work with Thunderwing.

“I am significantly impressed with the information provided by police about their statistics and the reduction in incidents. The improved relationship between police and community seems to be making a difference”
(Hub Member, 2017)

Block by Block Guiding Principles



Thunderwing is guided by the Block by Block Guiding Principles:

- ♦ **Possibility:** Real transformation happens when we focus on what is possible
- ♦ **Strength-Based:** All communities, families and agencies have strength, value, and the capacity to be well
- ♦ **Family Centered:** Families know their own lives best and are capable of identifying their own needs
- ♦ **Engagement:** Everyone has value and something to contribute.
- ♦ **Accountability:** Sustainable impact is quality driven.
- ♦ **Cultural Diversity:** There is more than one way of doing and thinking
- ♦ **Integrity:** Collaboration starts with building meaningful relationships.

Block By Block Community Safety and Wellbeing Initiative

Thunderwing is a project of the *Block By Block Community Safety and Wellbeing Initiative*

Block by Block is a platform for multi-sectoral collaboration to identify and find long-term, sustainable solutions to complex social issues and barriers impacting community safety and well-being.

Block by Block Secretariat



The Secretariat is the backbone organization that provides full time support to both the Block by Block Initiative and Thunderwing Project.

Heather Leeman*
Executive Director

Cassandra Dokken
Policy and Evaluation Analyst

Pauline Jackson
Thunderwing Project Coordinator

D/Sgt Derek Carlson
Block by Block Safety Liaison

P/Sgt Dave Tyndale*
Block by Block Safety Liaison

Vanessa Wilson
Administration

**last day March 31, 2018*

Block by Block Partner Agencies



- ◆ MB Justice
- ◆ MB Families
- ◆ MB Education
- ◆ MB Health
- ◆ Winnipeg Police Service
- ◆ City of Winnipeg
- ◆ Winnipeg School Division
- ◆ Winnipeg Regional Health Authority
- ◆ RCMP - Division D
- ◆ Winnipeg Chamber of Commerce
- ◆ Community Based Organizations

Social Return on Investment

In September 2017, a Social Return on Investment (SROI) was completed for Thunderwing. An SROI measures and reports the Social Value of programs that have impacts that are difficult to quantify, such as the well-being of individuals and communities.

For every dollar invested into Thunderwing,

\$5.01 in social value was created.

Most notable was the potential cost avoidance for Manitoba Families (Child Welfare), the Winnipeg Police Service, and Manitoba Justice.

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Community Safety & Wellbeing Initiative

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