



80th
Annual Report
April 1, 2013-March 31, 2014



Building the Future through Our Youth!

BOARD OF DIRECTORS

2013-2014



Back Row: L-R: Patti Loewen, Director, Loreley Greenslade, President, Barry Rud, Director, Betty Dyck, Director, Bill Warren, Director

Front Row: L-R: Donna Klassen, Director, Jeanne Zwiep, Vice-President, Nancy Neufeld, Director

Missing: Mary Heard, Director, Secretary Treasurer Kathleen Wightman

Child & Family Services of Central Manitoba Inc. – In Profile



Head Office—Portage



Winkler Office



Family Resource Centre

Child and Family Services of Central Manitoba Inc. was established in May, 1934 as the Children's Aid Society of Central Manitoba. The Agency is a charitable organization governed by a volunteer Board of Directors that provides services under the Child and Family Services Act, the CFS Authorities Act and the Adoption Act of Manitoba.

Today there are four Child Welfare Authorities struck with responsibility for concurrent service in the Province of Manitoba – the First Nations South Authority, the First Nations North Authority, the Métis Authority and the General Authority. Child and Family Services of Central Manitoba, Inc. is mandated by and provides services on behalf of the General Authority in the off-reserve geographic area of the Central Region of Manitoba.

Child and Family Services of Central Manitoba Inc. is an Agency under the General Child and Family Services Authority. Together with Child and Family Services of Western Manitoba and Jewish Child and Family Services, Child and Family Services of Central Manitoba Inc. are the only private agencies in the General Authority. This has allowed our Agency to maintain a private, community board and maintain a Foundation that raises money to provide enhanced services for the residents of the Central Region.

The Central Region is a rather large geographical area located West of the City of Winnipeg. It is bound by the City of Winnipeg and the Red River on its eastern limit, by the International Boundary on the southern limits, by a line approximately half way between the City of Portage la Prairie and the City of Brandon on its western limit and, just north of the Town of Alonsa on its northern limit. Primarily agricultural in its economic base, the total population of this catchment area is over 104,000. The head office of the organization is located in Portage la Prairie and a sub office is located in Winkler. In 2012/2013 the Agency purchased the former “Bingo Hall” in Portage la Prairie and completed renovations to house a Family Resource Centre. We continue to share space with several community partners at our new location.

Our Vision is:

.....Healthy children, healthy families, healthy communities.....

Our Mission is:

Child and Family Services of Central Manitoba is dedicated to working in partnership with the community to provide a range of services focused on the well being of children and families.

Child and Family Services of Central Manitoba is committed to supporting and building on family strengths through education, advocacy and intervention.

The Key Values we strive for are:

- A. **Respect** and **Quality** in the delivery of our Services
- B. A **Family - Community - Team** Orientation
- C. Services that are **Innovative** and **Solution Focused**
- D. A **Proactive, Optimistic, Collaborative** and **Helpful** approach
- E. Policies, programs and services that are **Integrative** and **Supportive of Diversity**

Our Key Focus Areas and overall Goals are:

Resource Development - To secure and sustain stable and sufficient funding to ensure continuation of existing services and development of new programs for the benefit of our clients.

Public Relations - To create awareness in the region of the services and programs we offer and to highlight the value of children and families under-pinning the work that we do.

Prevention - To facilitate the development of prevention programs in the region.

Collaboration - To develop more formal integrated internal and community partnerships with the shared common goal of improving services and access to those services within our region.

Cultural Competence - To practice in a culturally competent manner from both an ethnic and human diversity perspective.

Message from the President



2013/14 has been an interesting year for Child and Family Services of Central Manitoba, its staff and its board. It has been a year punctuated with frustrations and achievements, with challenges and opportunities, with departures and arrivals. It has been a year during which the Board turned its eyes inward, and then with renewed strength and direction, turned its eyes forward, committed to supporting and building on the strength of the CFSCM Agency.

The year started with a celebration. We were able to hold our 2013 AGM in the new Family Resource Centre on Princess Avenue, and to introduce the Centre to the community and membership. On that day, we also unveiled the mural that was placed outside the Family Resource Centre. The mural was completed by youth in the community, and depicts a scene that embraces many of the key tenets of the Centre, such as diversity and inclusion. Throughout the year the Family Resource Centre has continued to flourish, providing valuable services to families in our community. I would like to commend the staff of the Family Resource Centre, our Family Enhancement workers, and the board of the TSFRC for the fabulous work they have done to contribute to the wellbeing of families in the Portage la Prairie and area.

The staff of the Agency has faced some unique challenges over the past year. On a daily basis, staff encounter stressful situations that require all their strength, expertise and experience. That is the nature of child welfare work. But this year, the bar was raised significantly with cases that were particularly challenging and complex. These cases put an incredible strain not only on the staff who were directly involved with the cases, but also the rest of the staff, who strove to support their fellow workers, and whose own workloads were impacted by the need to maintain these workers' regular cases. Added to that was the strain caused by the continuation, and completion, of the Phoenix Sinclair inquiry. The members of the Board of Directors always feel tremendous gratitude, and more than a little awe, for the great work that our staff does to help children and families. This year in particular, though, the Board devoted more discussion and energy, trying to find ways to support and nurture our staff.

The work of the Foundation has continued to blossom over the past year. Interest in the Chance 2 programs increases steadily, and the number of families and children that the programs are able to support has kept pace with this interest. In December, the Foundation bid a sad farewell to its Foundation Administrator, Jody Fletcher, who was instrumental in growing the Foundation over the past several years. With Jody's departure, the Foundation board decided to explore new opportunities, and made the decision to use some of its funds to hire a second Foundation Administrator dedicated to the South region. Nancy Funk, in the north, and Julia Johnston, in the south, have continued and expanded Jody's great work, enhancing the presence of the Foundation in our region. Nothing demonstrates this better than the tremendous success of the Chance 2 Grow plant sale, which in its second year will raise over \$10,000 for that program. Great work everyone!

Message from the President con't...

For the first time since splitting in 2009, the Agency and Foundation boards came together for a joint meeting in January 2014. The two boards discussed their priorities for the future, and how the two Boards work together to support each other's goals. The Partnership Agreement was ratified by both Boards. Jay Rodgers from the General Authority attended this meeting as well and provided background on the General Authority, its mandate and its priorities for the upcoming year. This provided valuable information and orientation for new Agency and Foundation board members, as well as a helpful refresher for more 'senior' board members.

Looking inward so we can look forward was the mission of the Agency board for 2013/14. An environmental scan was conducted by Rhonda Lorch and Associates; the scan consisted of interviews with staff and board members as well as an array of external collaterals in the community. Rhonda then led the Board through a Strategic Planning day that was held at the Family Resource Centre on March 15, 2014. During the Strategic Planning day, the Board engaged in some soul-searching, to help define its role and its vision, and to plan for the future. As a result, the Mission statement was revised, and a new set of Values statements was developed. Both short-term and long-term goals were identified and prioritized. The Board is committed to following up on these goals, setting aside time at each Board meeting to review the goals and to evaluate progress.

Lorch and Associates also held a "Boot Camp for Board Chairs", that I was fortunate to attend in February 2014, along with Grace Delong, chair of the Foundation Board. There was a tremendous amount of valuable information packed into a couple of short hours. Many of the lessons learned during this session will be incorporated into our Board. I am confident that fellow board members will appreciate these changes, since the primary lesson hammered home that day was "how to make meetings SHORTER and more efficient"!

One of the goals, and challenges, that came out of the Strategic Planning day was to find a way to ensure that the Agency has stable funding over the years. You are likely aware that, in December, the Agency was informed that funding was being cut. This in itself would have introduced significant challenges, but the news was even worse: the cuts were made retroactively, to April 1, 2013, a full three-quarters of the year prior to the date of the announcement. The CFSCM Board, along with other agencies, contacted the Minister in an attempt to reverse this decision, but little has resulted from these attempts. Stable, predictable funding continues to be a priority goal for the Board in the short- and long-term.

Another set of goals related to human resources, particularly the impending retirement of Kathy Wightman. Searching for a new executive director to fill Kathy's shoes will be a real challenge for the Board, but it also provided an opportunity to look at the management structure of the Agency. This has resulted in the creation of a new position, Program Director, who will function in a number of ways to support the Executive Director and the Agency. This position will provide supervision as well as play an integral role in maintaining and developing programs for the Agency. The Board is excited to see how this new position will complement the Executive Director and the rest of the executive core, as well as strengthen and support the Agency as a whole.

Message from the President con't...

Another short-term goal was to engage in successful negotiations with our three union locals. Bill Warren led the Board's Negotiations committee, and met with representatives of the MGEU Administrative Support group to settle their contract in May. The Negotiations committee looks forward to meeting with the MGEU Supervisors and CUPE groups in the coming months.

The Board faced its own challenges in the fall of 2013, when the resignation of one Board member brought the number of Board members below that required in by-laws. After sending a letter to the membership to gain their permission to continue its operations, the Board made concerted efforts to recruit new Board members. We welcomed Nancy Neufeld and Betty Dyck as new members in December 2013, and Mary Heard in February 2014. These talented women quickly made their place on the Board, and we are grateful for their commitment. At the end of this year, the Board will be losing two Board members, Jeanne Zwiep, who was Vice Chair of the Board and Chair of the Finance Committee, and Patti Loewen. Both of these individuals made tremendous contributions to the board, each with their own perspectives and areas of expertise, and they will be greatly missed. Not to be forgotten, I also want to express my thanks to Board members who weathered this year and have committed to continue, Barry Rud, Bill Warren and Donna Klassen. Sitting on the Board of Directors requires a great deal of time and commitment for these volunteers, particularly for those who have to travel significant distances to attend meetings and events. Your efforts are greatly appreciated!

This fall, we look forward to welcoming a staff representative to the Board table. Sean Gebler was elected by his colleagues to sit as a non-voting board member, who will have the opportunity to represent staff interests at the Board table and to share the information from the Board meetings with colleagues.

The year closed out with a meeting on May 23rd, that included executive directors and board members from CFSCM as well as Western CFS, Jewish CFS, and the General Authority. The primary goal of the meeting was to address recommendations from an internal audit conducted on the General Authority. Perhaps an even more important outcome was a commitment from the GA and other boards to find ways to work together, to support and learn from each other. I look forward to establishing and strengthening the relationships with the other Agencies and the Authority.

In conclusion, I want to thank all staff and board members for their dedication, skill and tireless efforts over the past year. I am very proud of all of you for weathering this difficult year with such dignity and fortitude. I have great faith that, with such a talented, caring and committed group of individuals, the Child and Family Services of Central Manitoba agency will continue its mandate to work in partnership with the community to support families, children, and each other.

Respectfully submitted,
Loreley Greenslade

Message from the Executive Director



I am pleased to present the 80th Annual Report of Child & Family Service of Central Manitoba Inc. When considering a theme for our AGM this year, we decided to focus on the most important people within our system – that of our children and youth. I am excited to have our Youth Engagement Worker, Judie Mann as our guest speaker. She will be presenting a video which features a number of young people talking about their experiences while in care. By listening to their messages, we have an opportunity to learn how we can improve services to children and youth.

People often ask me, if there is a down time in child welfare. My response is, not surprisingly, there is no period of time during the year when staff are less busy than at any other time. This year has been no exception. Several situations have occurred which created unique challenges for the staff in our agency. Although we are a non-profit agency, we do not operate in isolation from larger systems such as government, but rather are often impacted by decisions outside of our control.

One decision that greatly affected our agency this past year was the announcement by the Department of Family Services on December 23rd that we were obligated to maintain a 4% vacancy management retroactive to April 1st, 2013. At the same time, the Department announced our staffing component was to be cut by one position. In order to meet this funding obligation, it became necessary to hold certain positions open. These positions include one Intake Social Work position, one Family Services Worker and our French Language Social Work position. As a result of these cuts in the last quarter of the fiscal year, existing staff have had to assume the duties normally carried out by these positions.

Other challenges experienced by staff occurred as a result of involvement in several high profile cases. On a number of occasions, staff read or heard the public's interpretation of circumstances surrounding cases in the media. Due to reasons of confidentiality, staff are not in a position to comment publicly about their work with families. We were extremely grateful for the support of Jay Rodgers and the staff of the General Authority in their efforts to deal with the media and other inquiries.

The ability of our staff to adjust to change is an essential component in being able to find solutions and move forward. It is through their willingness to work through issues and their tenacity to find solutions that we are able to sort through various obstacles, pick up the pieces and stay connected with the families and children we serve. Staff continue to work in this manner despite cutbacks and growing caseloads. As of March 31st, 2014, the Agency had 215 open Family Service files. Of this number, 118 families were open for non-voluntary or protection services and 95 families were open for voluntary services. In addition 2 families were open as expectant parent files. Of the children connected to these families, our staff served 191 children in care and 217 children in their own homes.

The agency also continued to support 9 young people on extensions of care. A number of these young people continue to receive support from the agency as they finish their education and/or work on transition plans for leaving care. CFS of Central Manitoba believes the age for leaving care should be amended to provide youth with the opportunity to continue to receive support at least to age 25. This would be more consistent with the general trends in society with young adults needing the continued support of families as

Message from the Executive Director con't.

they complete their education or for other reasons prior to achieving complete independence. Several celebrations were organized for both young people leaving our care or staying in care and moving on to university. Staff organized celebratory dinners or put together care packages of household goods. During the past year, our two Foster Care Coordinators and three of our Foster Parents jointly piloted a training module for Social Workers and Foster Parents developed by Governors State University. This program focuses on a team approach to supporting children in care and their families. The program had been adapted by the Department of Family Services in Saskatchewan as a digital model. The General Authority contracted with Governors State University and the Department of Family Services in Saskatchewan to test the Saskatchewan model in Manitoba. Our trainers offered this program to two pilot groups of Foster Parents within our region. The overall feedback was positive. Thank you to Helena Kot and Nicole Fehr, Foster Care Co-ordinators and to Foster Parents Betty Dyck, Kim Klassen and Rena Lewco for delivering the program.

I would like to take a moment to extend our gratitude on behalf of the Staff and Board of the agency to all of our Foster Parents and people providing places of safety. The commitment made by all of these people is essential to the well being of the children in the care of the agency. Without this support our staff would not be able to adequately protect children.

We recognize the best recruitment strategy for potential Foster Parents is by existing Foster Parents. This was especially true this past year as we were faced with a crisis of finding culturally appropriate homes for a number of children who needed to come into care. It was only through the efforts of several of our existing foster parents who made an outreach to people within their community that we were successful in finding appropriate homes for children.

The past year has been one full of activity and increasing demands for the staff at our agency. I would like to commend our staff at all levels of the organization for their hard work, patience and perseverance as they faced a number of challenges. Staff experienced significant increases in workload with an overall increase in caseload. The previous numbers quoted in this report reflected caseload counts as of March 31st, 2014. However, this is only a snap shot perspective of case counts on one particular day and does not account for the total number of children in care throughout the year. A more accurate reflection of workload can be found in the significant increase in the total number of days children were in care with the agency. This past year saw an increase in days care from 45,580 as of March 2013 to 61,207 as of March 2014. Despite these increases, staff continued to provide quality service to families and children in Central Region. Each and every day, the Staff of Child & Family Services of Central Manitoba play an essential role in supporting families and ensuring children are safe.

I would like to take this opportunity thank the many community organizations who have supported our agency and programs over the past year. This includes the many local businesses who contributed to our Foster Family Christmas Party, the various United Ways in Central Region, community foundations and the many individuals who donate through our Foundation. Also, I would like to acknowledge the Board of Directors of the Child and Family Services of Central Manitoba Foundation who actively raise the funds

Message from the Executive Director con't.

to support our programs which are not funded through the Manitoba Government. It is through their efforts that we are able to assist many children in Central Region through our Chance 2 Camp, Chance 2 Play, Chance 2 Grow and Chance 2 Learn Programs.

I wish to thank Jay Rodgers and the Staff of the General Authority for their continued support. Through their advocating on our behalf and despite the recent cutback in staffing, over the past few years we have seen an increase in our resource base and funding. They have also provided great assistance to our staff in planning with families and children faced with difficult life challenges.

I would like to express my appreciation for the work of our Management Team and our Staff. They are frequently faced with incredible challenges beyond their control and consistently rise to every occasion. In a world of constant change regarding policy, best practice theory and the availability of resources, they are supportive of one another and are dedicated to the welfare of the families and children whom they serve. Together with all of our partners we are connecting the pieces to supporthealthy children, healthy families, healthy communities.

Our Board of Directors of Child & Family Services of Central Manitoba Inc. deserve special recognition for their commitment to the well being of children and families and of the staff of the agency. The Board gives generously of their time and are actively involved in exploring ways we can strengthen our agency. During the five years that I have worked at the agency, I greatly appreciated their support and direction.

Respectfully submitted,
Kathy Wightman



Staff in Philanthropy

Between March 1 through 8, 2014, Winkler/Morden hosted the Manitoba Winter Games for Youth. This event required thousands of volunteers to ensure its success given hundreds of Youth competed in the events over a several day period. Youth, and their Coaches, were housed between Garden Valley Collegiate (GVC) and the new Northland Parkway Collegiate (NPC) (opened in September 2013). Participants enjoyed a wide variety of meals at the NPC Cafeteria which were prepared in their new Industrial Kitchen.

The South Family Services Team rose to the challenge to support Youth and the Community by gearing up in hairnets, aprons, Chef jackets and hats and spending a half day volunteering in the very busy kitchen at NPC. Our many activities included: preparing pizza buns, making pasta, deboning cooked chicken, wrapping muffins, washing dishes and cleaning windows. The South Family Services Team enjoyed supporting Youth as well as networking with community members, 93.5 radio personalities (we raised awareness for our Foundation Programs for Kids); Foster Parent (George Klassen who was our boss for the day!) and Chef Alex too.



Philanthropy:

- a deliberate affection for mankind, shown in contributions of money, property, or work for the benefit of others

Staff in Philanthropy con't...



The 4th Annual Chance 2 Camp BBQ was a resounding success that raised approximately \$3,900.00 for the program. A HUGE thank you to the staff of Child & Family Services of Central Manitoba for their hard work, as well as volunteers from the Board of Directors of the Foundation. Deserving our deepest gratitude, appreciation and acknowledgment are Darren and Lori Miller from Portage Supermarket who once again, stepped up to the plate by donating all the food for the BBQ. Once again, homemade desserts were a popular feature at the BBQ, and seem to be a factor in attracting people year after year. The

BBQ has been an annual success thanks to the teamwork and willingness to make it happen by everyone involved.

Staff at CFS also volunteer their time and energy in support of our Foundation Programs and Community Organizations. Each year staff in the Portage la Prairie Office organize a garage sale at the Legion Hall in support of Portage Plains United Way. They also raise money for the Portage Plains United Way by attending the annual Spaghetti Luncheon, organizing an office pot-luck luncheon, contributing to an office used book sale, helping out at the United Way food booths at the Canada Day Celebration and the Portage Potato Festival. Agency staff support the Morden United Way by participating in their Day of Caring.

Gloria Neufeld, Administrative Support and Samantha Morgan, Supervisor in our Winkler Office supported the Winkler United Way through door to door canvassing this past year. A number of staff from our Winkler Office supported the Katie Cares Foundation by participating in walk-a-thons, assisting with the Fashion Shows as well as hot dog sales. As well, Gloria Neufeld volunteered her time to be a model in a Fashion Show in support of Genesis House in Winkler.

In addition to all of the above many of our staff participate on a regular basis in support of other community events such as walks for cancer, diabetes and Movember. Congratulations to Rod Sveistrup, Gord Zacharias and Sean Gebler for their participation this past year in growing their moustaches.



Resource Development Program

Throughout the year the Resource Development Program staff work with our foster parents to help provide children with a safe, nurturing environment before they can be reunited with their families. The foster parents who support the children are a crucial and extremely valuable part of our team. In the south Nicole Fehr, our Foster Care Coordinator, is in charge of 45 licensed homes, while in the north Helena Kot, our Senior Coordinator is in charge of 31 licensed homes. Coordinators have many home studies they are actively working on.



Rod Sveistrup is in charge of the Place of Safety and Respite homes. CFSCM currently has 21 Respite Homes, 26 Place of Safety Homes, and 7 Place of Safety Homes ready for licensing. Rod also supervised a University student, Teresa Wright, who was a great asset to the Resource Team. Christa Davidson is the Administration Support and keeps the Foster Team organized!

It is through the diversity of our foster parents that we are able to succeed. Foster parents provide us with a wide spectrum of cultural backgrounds, languages, and skill levels, giving us the opportunity to provide cultural/language appropriate homes for our children as well as providing a home for children with higher needs.

The Annual Foster Care Christmas party is one of the biggest and best received events of the year. Every year the Christmas party is put on for all of the foster children, as well as their foster parents and the foster parents' children. This past year we had close to 300 people attend the party in Carman.



What a delight it was to bring our children to the Christmas party in Carman. The meal was nothing short of amazing. Great flavour, hot, and healthy. We loved the activities especially the face painting and cards. The games were easily modified for the little ones with physical challenges.

You truly had something for everyone. We loved the Santa in the private room. The children loved the gifts; in fact one youth said it was the best Christmas present they had received in their entire life! That says something.

We loved seeing those workers who came out to share in the celebration. It made the kids feel special. We appreciated them taking time to get to know the kids socially and see who they live with. What extraordinary staff.

Thanks for making the kids feel worthy and giving us a night off of cooking for an opportunity to delight in the kids.

Please pass on our deepest thanks to the team for organizing this event. It was, and is, appreciated beyond the words captured in this note.



Resource Development Program con't...

Shortly after the Christmas party we received an email from one of our foster parents voicing her, and the children's, thoughts about the party. We decided to include part of the email (omitting some parts due to length and to assure privacy) to show just how much this event impacts our foster families.

Local businesses throughout Central Region are a great support for this party, donating money and gifts for the children, making this party possible. We appreciate all of the staff who took time to help out, whether through doing games, crafts, or even glitter tattoos! We also greatly acknowledge those who prepared/served the food, all those who were at our wrapping party, and everyone else who had a hand in making this event as special as possible for these great kids.

One program that began in October and ran for a few months was the PRIDE pilot project. During this program Nicole was able to train 8 of our foster parents in the south, and Helena trained 9 foster parents and 7 staff. This pilot project was planned to see if in the future it should be used for new foster parents. The idea of PRIDE is to focus on building and assessing a child's self esteem, understanding their behavior, and developing effective interpersonal skills. These sessions are designed to help one understand how self esteem has an effect on a child's behavior and provides tools to promote and encourage a child's self esteem.

The Agency is thankful to the Foster Parents, Coordinators, and Administrative Support for their ongoing work to provide the best possible care for children in the foster homes in the Central Region.

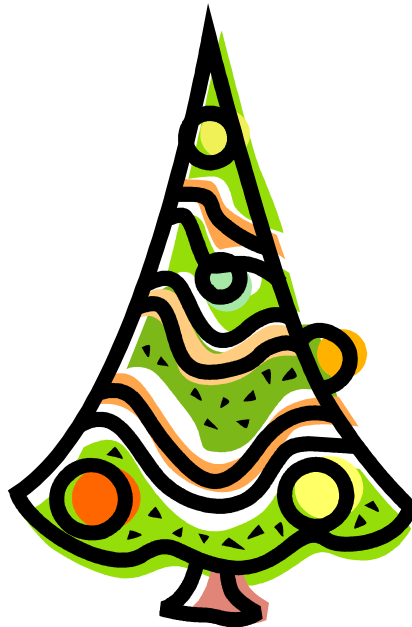
Rod Sveistrup continues to develop respite homes in the Central Region and coordinating the Place of Safety Program. Rod has completed two presentations within the Agency regarding the POS resources and has developed a support in assisting staff that complete the necessary paperwork and home inspections. Rod has developed a respite list that has been actively used for respite and placements.

Helena Kot is our Senior Coordinator. She has been a leader in the development of the Foster Care Program with a major role in writing and implementing many policies and guidelines. Helena continues to provide support to staff and foster parents in ensuring that placements are successful for the children in care.

We, as the Resource Development Program, are working actively in developing new resources for respite, emergency, receiving, special needs and general fostering. The number of children in care has risen significantly in the Central Region. The Resource Team has felt a significant increase in workload. The Coordinators have faced many challenges including needing large numbers of resources in a short period of time. The Resource team have done an excellent job in meeting the placement requests for the Agency!

The Agency is thankful to the Foster Parents, Coordinators and Administrative Support for their ongoing work as we all strive to provide the best possible care for children in the foster homes in Central Region.

Life at Child & Family Services of Central Manitoba Inc.



Life at Child and Family Services of Central Manitoba Inc. con't.



Intake and After-Hours Program

Child & Family Services of Central Manitoba serves as the Designated Intake Agency (DIA) and **emergency** after hours service provider within the central region (excluding 1st Nation communities) on behalf of the four Child & Family Services Authorities – First Nations South Authority, First Nations North Authority, Métis Authority and the General Authority. As the DIA we function as a single point of entry for referrals to the child welfare system. A DIA Steering Committee made up of representatives of agencies who provide service within the central region meet on a regular basis to share information and discuss how best to work together to deliver quality service.

Intake involves gathering and screening information to determine whether services are necessary or appropriate. This may include assessing situations where children may be in need of protection, helping families to develop safety plans for their children or referring families for services within the community. If ongoing services are required the family is asked to participate in the completion of the Authority Determination Protocol (ADP). The ADP determines which Authority families will receive service from.

The use of Structured Decision Making Tools with the Signs of Safety approach continue to be **at the core** of how Intake services are delivered. Structured Decision Making Tools help workers determine the family's capacity to ensure children are safe. Signs of Safety skills focus on engaging family members and their support networks in identifying safety plans for their children.

During the 2013/2014 fiscal there were 996 Intakes. The single biggest source of referrals continue to come from individuals/families themselves, followed by police and schools. The Agency opened or re-opened 564 during the fiscal year—364 files were opened to the General Child and Family Services Authority for ongoing services; 166 files were open to First Nation South Authority for ongoing service , 24 were open to Métis Child, Family Services Authority and 10 were open to First Nation South Authority for ongoing services.

In June of 2013, the Intake and After Hours Team were recognized for their excellent public service and received a plaque and a round of cupcakes as part of National Public Service Week.



Chance 2 Play

2013-14 saw “Arron’s Chance 2 Play” program complete its ninth year of funding children in the Central Plains region who might have been unable, due to economic difficulties, to play hockey and participate in CanSkate programs. “Arron’s Chance 2 Play” continues to be a successful program administered by Child & Family Services of Central Manitoba.



This program is funded through the Child and Family Services Foundation. The Foundation in turn receives funding through the dedicated efforts of NHL hockey player, Arron Asham and a number of his friends. Each year Arron and his friends organize and hold a successful golf tournament to raise money in support of children who wish to play hockey. The organizers of the golf tournament have been generously supported by a number of community businesses and individuals. Last year saw the golf tournament welcome Scotiabank as the title sponsor and the committee wishes to extend its appreciation for their involvement in making 2013’s tournament a success.

The program has continued to grow over the years and during the 2013–2014 season, 49 children were sponsored. The cost of sponsorship amounted to approximately \$20,669.15 with children receiving varying amounts of funding depending on their level of play and financial need. It is with deep gratitude that Child and Family Services acknowledges the commitment of Arron and his friends for their support of children and families in Central Plains.



2013 Arron’s Chance 2 Play Charity Golf
Tournament Committee

Back Row L-R: Doyle Moar, Mitch Brennan, Brad
Bailey, Brett Calder, Cam Asham Doug Blight
Front Row L-R: Linda Watson-Bull, Megan Sloik,
Darryl Patterson, **ARRON ASHAM**, Simonne Fust,
Danny McArthur, Jody Fletcher
Missing: Jodi McArthur

Thank you Celebrities:
Cody McLeod, Mike Richards, **Arron Asham**



Chance 2 Grow



“Chance 2 Grow” is the newest of the “Chance 2” programs administered by Child & Family Services of Central Manitoba and funded by the Child and Family Services of Central Manitoba Foundation, through the generous support of Portage Credit Union, Access Credit Union, Portage Mutual, Portage Plains United Way, Community Foundation of Portage and District Inc.-Kristof Family Fund, Manitoba Community Services Council Inc., Winnipeg Goldeyes Fields of Dreams, North Norfolk MacGregor Foundation, Pioneer Grain and community donations.

“Chance 2 Grow” pays registration fees and helps with equipment and supplies for a wide range of educational and recreational opportunities for children, including, but not limited to, piano lessons, art classes, Girl Guides, football, swimming lessons, judo, guitar lessons and many more. “Chance 2 Grow” provides up to \$400 per year per child for these activities. The program is open to all children and youth between the ages of 5 and 17 who reside in the Central Region of Manitoba and who meet the qualification of financial need.

In 2013-14 we received and approved 154 applications for children to participate in activities such as: football, soccer, ringette, piano lessons, fiddle lessons, 4-H, and bowling. The total expenditure for 2013-2014 was \$27,918.40.

Chance 2 Learn

“Chance 2 Learn” is a program that provides financial assistance to qualifying individuals to assist with various post-secondary education expenses. To be eligible for a subsidy a person needs to be either a former child in care or a youth on an extension of care with Child and Family Services of Central Manitoba Inc. Chance 2 Learn is funded by the Child and Family Services of Central Manitoba Foundation and is administered by the Agency.



Individuals applying for a grant from the Chance 2 Learn Program are required to submit verification of registration and acceptance in an educational program, school or university. In addition they need to provide proof of some form of community service, two letters of reference (one from a teacher) and a written portion outlining why they should be considered for the award.

With the introduction of tuition waivers now available through the University of Winnipeg, Red River College, Assiniboine College, Brandon University, Winnipeg Technical College, University of Manitoba, and Université de Saint-Boniface we are seeing an increase in the number of young people staying in the care of Child and Family Services and attending post-secondary education.

Chance 2 Camp

2013 saw another summer of sending children from the Central Region to camp through the “Chance 2 Camp” program. These children come from economically disadvantaged homes and without the assistance of “Chance 2 Camp”, would not otherwise be able to experience all that summer camp has to offer. “Chance 2 Camp” is funded by the Child & Family Services of Central Manitoba Foundation, through the generous support of the United Ways in Portage la Prairie, Morden, Winkler, and Altona/Gretna, the McCain Foundation, the Carman Area Foundation, Carman Youth and Philanthropy, Linear Grain Fund, Ecole Arthur Meighen Youth in Philanthropy and community donations.



While there are four Chance 2 programs, “Chance 2 Camp” is the longest running of the programs. Through the application process, families that meet the financial criteria can receive up to \$400 per child to attend camp. The camps must be accredited in the Province of Manitoba. We also supply sleeping bags to children who require them, and volunteer drivers will deliver children to camp, and see them safely home. A big thank you to Lynn Waldner, Dennis and Gustine Wilton and Walter Dedio from the South (even though the Wiltons and Walter didn’t have to do any drives, they were ready to go if needed!), and Dave Lassell, Jeanne Zwiep and Krista Weir from the Portage area who were our volunteer drivers this year.

The Camp Coordinator for the 2013 camping season was Kendra McMurray. Kendra did a fantastic job of communicating with campers, parents and the camp liaisons. She was efficient with processing camp applications and was a huge help with the BBQ.

In 2013 we sent 179 children to camp, 151 from the community and 28 children in care, at a total expenditure of \$38,624.33.



Family Enhancement Program

The Family Enhancement Program provides services to children and families where our focus is to address safety worries for children, strengthen family relationships and connections to supportive services within the community. Our approach is strength based and values collaborative, respectful and transparent working relationships with families. When meeting with families we focus on being aware, appreciating and celebrating all of the things that are going well and build on these strengths to achieve goals related to child safety, enhance relationships between parents and their children, and develop support within extended family and community.

We continue to implement Structured Decision Making Assessments along with Signs of Safety Approaches with families and the community. Our agency ensures that the team is continually supported through Signs of Safety Training and Mentoring.

In Portage la Prairie the Family Enhancement Service Team is located at the Family Resource Centre and forms part of the family based approach at the Centre. We are part of the overall Resource Centre Team working collaboratively to identify and respond to needs and interests of the community. Our Team has contributed to the overall Resource Centre Services and Programs in all kinds of ways, some of which are acting as a Liaison with Community Justice Committee and providing workshops related to anger management, attachment and healthy relationship building between parents and children. We continue to sponsor For the Sake of Children Program in Portage la Prairie and have developed group workshops for Blended or Step Parenting Families. We continue to do solution focused and attachment based work with parents and their children.

In the southern area of the Agency's region the Family Enhancement Worker is located at the Winkler office and provides services throughout the South Central region. In addition to working with families she works closely with School Resource Teachers and is actively involved in connecting with service networks within the surrounding communities.

The 2013-2014 Family Enhancement Team consisted of: Anne Johnston-Peters and Jennifer Lomonico as Case Managers in Portage; Lil Lockhart as the case manager based out of Winkler, Pauline Johnston and Monica Lapointe as In-Home Support workers based out of Portage. Their Supervisor was Diane DeLucia who has recently retired from the Agency.

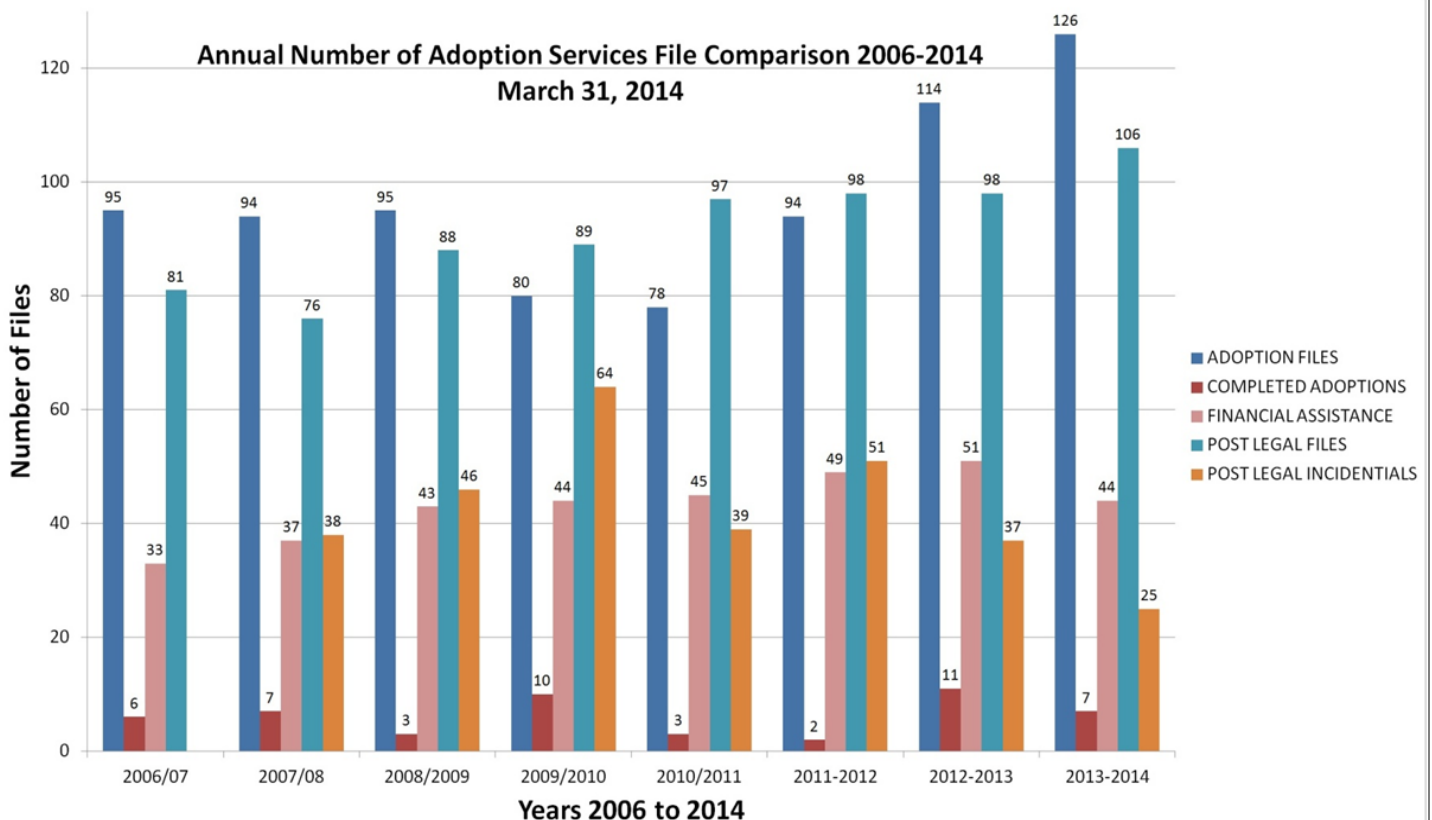


Adoption Program

This past year, Supervisor, Diane de Lucia and Administrative Support, Dianne Hunter retired. The Program was very sad to see them leave; however wishes them both well with their retirement endeavors. Michelle Sveistrup joined the Program as the Adoption Supervisor and Olivia Decaire joined as Administrative Support.

Over the past year Adoption Workers carried 276 cases. Of these cases 126 were Adoption Applications under assessment, 44 were Financial Subsidies which provides ongoing support to families and their adopted children and 106 were Post Adoption/Legal Cases. Adoptions, of older special needs children, on the most part take a year to complete following the Adoption Placement of a child. With 1.5 workers we completed 7 adoptions this fiscal year - Great work by the team!

There are 1.5 Social Workers providing adoption services. Gord Zacharias, located in the Portage la Prairie office, is a full time worker and carries cases throughout the Agency's area. A good majority of Gord's work this year focused on completing SAFE Home Studies for Agency adoptions. Audrey Armstrong works part-time from the Winkler office covering the Southern portion of our Region. A majority of Audrey's adoption services consists of working with foster parents who are adopting foster children who have been with them since they were very young where strong affection and emotional attachments have developed.



Family Services

Family Services continues to be the largest component of our Agency service continuum with two program units (North and South) providing services to families and their children, permanent wards, voluntary placements, and temporary wards. Staff also provide services to expectant mothers who need assistance in making support plans for themselves, or their baby.

The Agency takes seriously its commitment to the children it supports and strives hard in making a difference in the lives of the children and families we work with. The Agency is committed to work with families to either support their involvement with their children and/or to work towards returning children to their birth family. However, in cases in which families are unable or unwilling to support their children, the agency works to find the child or children permanent homes. We have been fortunate in that we are generally able to find homes in the region.

Along with our work with children in care, the agency also provides additional supports to families to ensure that children do not have to come into care. Supports range from the provision of respite support, counseling, daycare, and other supports. Staff also work closely with the Chance 2 Programs to ensure that as many children as possible have the opportunity to attend Summer Camp, participate in various recreational events and access educational grants.

Our In-Home Support program is also attached to the Family Service program. This program provides information, teaching and support to families in their homes. This program benefitted many families over the past year. A highlight of the In-Home Support program is the Annual Women's Retreat, which takes place in May or June of each year. The In-Home Support Workers are very proud of the work that is accomplished at the Women's Retreat and truly believe that the Annual Retreat is making a difference in the lives of the women who participate.

With the addition of the Regional Youth Engagement Worker, services are being provided to emerging young adults, as well as former youth in care.

The Family Services South Team was granted a new position for a Regional Family Services Worker.

During the past year, the Family Services Team has worked hard to incorporate Structured Decision Making (SDM) and the new Practice Model tool into our daily work with families. We are seeing good progress with our efforts and look forward to applying more tools of the Practice Model as they are rolled out.

The South Family Services Team was very pleased to arrange and facilitate a two day training focusing on Worker Safety, Engaging Clients and Attachment which was facilitated by Attachment Therapist, Tracey Miller and Retired Winnipeg Police Officer, Gerard Allard. This training was offered on two occasions, once in Winkler and once in Portage la Prairie. Those who attended felt that they received useful strategies to ensure their safety and defuse difficult situations while working with clients in and out of the office. We were very pleased to include our Administrative staff .



The North Team continues to work in partnership with the Family Resource Centre, which offers a variety of parenting programs and services.

“Hello and Goodbye!”

It has been a very busy year here at CFS. We have said goodbye to several staff members who are on their way to new adventures. We have also been training some new, young enthusiastic staff members to take their place. So, we would like to pay tribute to those who left and welcome our new ones.

They include:

- Kendra McMurray was hired as a summer student to coordinate the 2013 Chance 2 Camp Program.
- May 22, 2013—Leah Beaupre resigned from her full-time Intake position in Portage.
- June 17, 2013—Brian Fust accepted a .5 term position to provide Caretaker services to the two Portage office locations.
- July 2, 2013—Mihaela Iacob accepted a full-time term position in Family Service and is based out of the Winkler Office.
- July 2, 2013—Jodi McArthur accepted a full-time term position in Family Services based out of the Portage Office.
- July 29, 2013—Angela Dyck accepted a one-year term position as the Admin Support Receptionist/Data Entry Clerk in the Portage Office.
- August 6, 2013—Vicki Sawatzky was hired to fill a term as a full-time Case Aide on the Resource Development Team and is based out of Winkler.
- August 19, 2013—Alexis Barrault provided After-Hours services for us from August 2013—March, 2014.
- September 3, 2013—Dana Penner accepted a full time term Family Service position based out of Winkler.
- October 7, 2013—Rachel Smith accepted a full-time term Family Service position and is based out of the Portage Office.
- December 27, 2013—Lindsay Hutton resigned from her full-time Intake position after 5+ years of service.
- January 6, 2014—Nancy Funk accepted a part-time Foundation Administrator position and is based out of Portage.
- January 6, 2014—Julia Johnston accepted a part-time term Foundation Administrator position and is based out of Winkler.
- January 6, 2014—Myrna Javate accepted the full-time Permanent Senior Finance Officer position based out of the Portage Office.
- January 17, 2014—Jody Fletcher retired from her .5 Foundation Administrator position after four years of service.
- January 31, 2014—Dianne Hunter retired from her full-time Admin Support position after 8+ years of service.
- March 3, 2014—Leigh Campbell resigned from her full-time Intake position after three years of service.
-

We have been extremely lucky in our years here to have had so many great employees come through. We hope that they have enjoyed or are enjoying their time with us and we thank them for their loyalty and dedication to CFS of CM.




Farewell



...Leah and Dianne





Statement of Financial Position

March 31, 2014

	Core Agency Support Fund	Ward Care Fund	Protection and Prevention Services	Designated Intake	Capital Fund	Differential Response Fund	2014	2013
Assets								
Current Assets								
Cash	\$ 395,122	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 395,122	\$ 565,022
Accounts Receivable	322,616	937,736	-	-	-	-	1,260,352	684,311
Prepaid Expenses	44,388	-	-	-	-	-	44,388	30,563
	<u>\$ 762,126</u>	<u>\$ 937,736</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ -</u>	<u>1,699,862</u>	<u>1,279,896</u>
Capital Assets					\$ 1,005,377		1,005,377	1,060,642
	<u>\$ 762,126</u>	<u>\$ 937,736</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 1,005,377</u>	<u>\$ -</u>	<u>\$ 2,705,239</u>	<u>\$ 2,340,538</u>
Liabilities and Net Assets								
Current Liabilities								
Bank Indebtedness	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -	\$ -
Accounts Payable & Accruals	497,944	395,923				122	893,989	507,913
Working Capital Advance		220,000				-	220,000	220,000
Interfund balances	(415,327)	128	467,941	59,199		(111,941)	-	-
	<u>82,617</u>	<u>616,051</u>	<u>467,941</u>	<u>59,199</u>	<u>-</u>	<u>(111,819)</u>	<u>1,113,989</u>	<u>727,913</u>
Accrued Severance/Retirement Entitlement & Deferred Contrib	643,879	-	-	-	267,590	111,819	1,023,288	937,851
	<u>726,496</u>	<u>616,051</u>	<u>467,941</u>	<u>59,199</u>	<u>267,590</u>	<u>-</u>	<u>2,137,277</u>	<u>1,665,764</u>
Net Assets	<u>35,630</u>	<u>321,685</u>	<u>(467,941)</u>	<u>(59,199)</u>	<u>737,787</u>	<u>-</u>	<u>567,962</u>	<u>674,774</u>
	<u>\$ 762,126</u>	<u>\$ 937,736</u>	<u>\$ -</u>	<u>\$ -</u>	<u>\$ 1,005,377</u>	<u>\$ -</u>	<u>\$ 2,705,239</u>	<u>\$ 2,340,538</u>

Statement of Operations

For the Year Ended March 31, 2014




	Core Agency Support Fund	Ward Care Fund	Protection and Prevention Services	Designated Intake	Capital Fund	Differential Response Fund	2014	2013
Revenue								
Province of Manitoba General Child and Family Services Authority	\$ -	\$ 5,230,198	\$ -	\$ -	\$ -	\$ -	\$ 5,230,198	\$ 4,157,674
Amortization of Deferred Contributions	990,078	-	2,106,548	703,560	-	-	3,800,186	3,854,165
Other	-	-	-	-	12,161	418,251	430,412	377,522
	<u>134,927</u>	<u>2,330</u>	<u>-</u>	<u>-</u>	<u>-</u>	<u>27,265</u>	<u>164,522</u>	<u>162,428</u>
Total Revenue	<u>\$ 1,125,005</u>	<u>\$ 5,232,528</u>	<u>\$ 2,106,548</u>	<u>\$ 703,560</u>	<u>\$ 12,161</u>	<u>\$ 445,516</u>	<u>\$ 9,625,318</u>	<u>\$ 8,551,789</u>
Expenses								
Salaries & benefits	739,580	-	1,837,541	598,975	-	367,796	3,543,892	3,375,726
Travel & field service costs	56,201	-	75,586	-	-	7,072	138,859	124,917
Office Operations	216,765	-	-	50,800	-	70,648	338,213	356,486
Service support	87,830	-	261,092	14,923	-	-	363,845	375,140
Other support	99,062	-	-	-	-	-	99,062	89,511
Ward care expenses	-	5,155,787	-	-	-	-	5,155,787	4,121,486
Amortization of capital assets	-	-	-	-	82,472	-	82,472	70,073
Allocate Operations	(270,000)	-	270,000	-	-	-	-	-
Other expenses	10,000	-	-	-	-	-	10,000	8,644
Total Expenses	<u>939,438</u>	<u>5,155,787</u>	<u>2,444,219</u>	<u>664,698</u>	<u>82,472</u>	<u>445,516</u>	<u>9,732,130</u>	<u>8,521,983</u>
Excess (deficiency) of revenue over expenses	<u>\$ 185,567</u>	<u>\$ 76,741</u>	<u>\$ (337,671)</u>	<u>\$ 38,862</u>	<u>\$ (70,311)</u>	<u>\$ -</u>	<u>\$ (106,812)</u>	<u>\$ 29,806</u>



Designated Intake Agency

For All Four Authorities In

Central Region
(Off-Reserve)

Metis Child and Family Services Authority	First Nations of Southern Manitoba Child and Family Services Authority	First Nations of Northern Manitoba Child and Family Services Authority	General Child and Family Services Authority
			
Régie métisse des services à l'enfant et à la famille	Régie des services à l'enfant et à la famille des Premières nations du sud du Manitoba	Régie des services à l'enfant et à la famille des Premières nations du nord du Manitoba	Régie générale des services à l'enfant et à la famille
