

Child and Family Services of Central Manitoba Inc.

77th Annual Report **April 1, 2010-March 31, 2011**



Making a Difference

Safety for Children by Strengthening Families



BOARD OF DIRECTORS

(as of March 31, 2011)

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Making a Difference

An old man walked up a shore littered with thousands of starfish, beached and dying after a storm. A young man was picking them up and flinging them back into the ocean. "Why do you bother?" the old man scoffed. "you're not saving enough to make a difference." The young man picked up another starfish and sent it spinning back to the water.



"Made a difference for that one." he said.

Message from the President

The General Authority continues to demonstrate real leadership and the collective sense is that Child Welfare within the General Authority is moving in a very positive direction. The General Authority is really evolving in terms of being much more active and involved with agencies. This has been evidenced with the General Authority's involvement with the Child and Family Services of Central Manitoba Board in Negotiations with its three employee groups.

The Foster Parent Appreciation dinner at the new Centre in Carman in October of last year was certainly a rekindled step to better connect with the families that foster Child and Family Services wards and build new connections, giving the families a chance to meet the senior administration of the Agency. While it was not well attended, it was the first time in several years that this kind of an event has been held and my hope is that this will not dissuade organizers from attempting this connection again this coming fall. It was important to bring Foster Parents together to celebrate Foster Family week.

The Agency was also well represented at the Annual General Meeting of the General Authority. It is better attended every year. It is something that highlights the work of Child and Family Services in Manitoba and talks about the good things that are happening throughout the Province. The presentations focused on staff wellness and staff engagement. Child and Family Services of Central Manitoba staff do engage in many activities such as regular staff meetings, fundraising for the United Way, staff gatherings for most celebrations, etc. There also appears to be a growing sense of optimism, confidence and a positive outlook from the Board of the General Authority.

The Child and Family Services of Central Manitoba Negotiations Committee has been very busy this year preparing for and negotiating with MGEU Supervisors, MGEU Administrative Support staff, and CUPE. The Negotiating Committee reviewed the existing contracts in preparation for the three sets of negotiations and spent many, many hours in negotiations with each of the groups and preparing responses to material presented by each of the employees' negotiations representatives. The positive spirit of the exchanges and the level of civility and respect encouraged the Board Committee in its work and the close to final outcome at this time serves as a testament to the hard work by both sides. At this time, negotiations have concluded with both the MGEU Supervisors and MGEU Administrative Support staff. Negotiations with CUPE are close to conclusion.

The Foundation Annual General Meeting was held November 23rd, 2010. This marked the separation of the Foundation Board from the Agency Board with a three board member crossover between the two Boards. The Foundation Board is alive, well, and functioning quite independently of the Agency Board, bringing a sense of vitality and newness of life to that entity that bodes well for its supporting commitment to children in the area served by Child and Family Services of Central Manitoba.

Message from the President con't...

The Foster Family Christmas Party took place early last December and was extremely well attended. My sincere compliments to the organizers as this certainly is a highlight for everyone, foster parents, adoptive parents, CFS Board and CFS staff!

This AGM marks appoint for the Board that sees the departure of some Board members and the acquisition of replacement members. My sincere thank you goes to those that are moving on to other important endeavors in their lives. Their commitment, time, and energy will be missed as well as their developed expertise and care for the children of this region.

If this Agency Board has had a point of frustration, it would be with the situation regarding its tenancy in the building housing the Tupper Street Resource Centre. This will be a priority to remedy this coming year. I commend the Agency staff and other tenants' staff in their focus to get their jobs done, when at times, their physical environment, through no fault of their own, individually, or collectively, was difficult, and possibly unsafe.

The work of child welfare is incredibly hard work and to that end I salute the staff of Child and family Services of Central Manitoba! I also salute the fostering families and the General Authority for their genuine care and compassion as demonstrated through their support of the Agency.

Last of all, I would like to congratulate Kathy Wightman on a great year as the Executive Director of the Agency. Kathy's commitment and experience have assisted in the Agency travelling far down the path of excellence and this is so aptly underscored by the tremendous work of the staff in this Agency, from front line to assistive and support staff of all designations.

Respectfully submitted,

Alan Schroeder, President

Child and Family Services of Central Manitoba Inc.



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

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.

Portage Office

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. We currently have a long-term lease for space at 20 Tupper Street North in Portage la Prairie. We share this space with several community partners.



Tupper Street Family
Resource Centre



Winkler Office

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 Executive Director



"MAKING A DIFFERENCE"

I am pleased to be able to present the 77th Annual Report of Child and Family Service of Central Manitoba Inc. This year a suggestion came from some of our staff that our theme should be "Making a Difference". All too often in child welfare, the system is criticized for what we don't do. Seldom are the people working within the system acknowledged for their good work and their ability to support and partner with families to keep children safe. Often the successes are subtle and not easily visible.

Frequently, the people working within Child and Family Services appear to the general public like the young boy throwing the starfish into the ocean. Our work with families is complex and it is difficult for not only bystanders but we ourselves to see the benefits. Sometimes, the difference is only apparent to the individual or family who in partnership with our staff, is able to build safety for their children and in so doing offer a brighter future for their children.

The past year has been one full of activity and continual changes for the staff at our Agency. I would like to commend and thank the staff for their hard work, patience and perseverance. Staff faced a number of challenges which included, but were not limited to workforce changes, increased workloads and new program developments. Despite all of the aforementioned, staff continued to provide a quality service to families and children in Central Region. I truly believe each and every day, the staff at Child and Family Services of Central Manitoba are making a difference.

We said farewell to a number of people in the past year. Sadly, Sheri Gowler lost her fight with cancer. Staff paid tribute to Sheri and her time with the Agency by organizing a special luncheon. It was an occasion with both laughter and tears.

Other life transitions occurred with George MacDonald, Ken Sawatzky and Stacey Anderson retiring. This was a significant change for the Winkler office and the agency in general as together, they represented over 60 years of experience. That level of expertise is not easily replaced. The Winkler office staff also said good-bye to Jodi Young who resigned her Family Services position.

On a happier note, the agency was pleased to have a number of new people join our working family. Benita Goertzen (Family Services Worker), Lil Lockhart (Intake Worker) and Sally Marsolais (In Home Support Worker) and Samantha Morgan (Supervisor) joined the Winkler Team. The Portage Team greeted Sara Murray (Family Services), Leigh Campbell (Intake Worker), Tamara Waldner (Case Aid), Rhonda Verwey (Accounting Clerk) and our permanent .5 After Hours Worker, Angela Hay accepted a half time Intake Position.

Other staff changes have seen, Dianne Heinrichs move from Family Services into a .6 supervisory position. She will provide leadership for the Agency Foster Care Program and Intake in Winkler. Audrey Armstrong moved to a .5 adoption position in Winkler, Sherri Morgan requested a leave from the Intake and After Hours Team in Portage and Jennifer Link, Portage Case Aid went on maternity leave. The Portage Family Services Team welcomed back Cheri Moran from her maternity leave. Both Cheri and Jennifer increased their families by welcoming baby girls.

Cathie Hamm moved from her supervisory role to accept a secondment with the General Authority as part of a new team of Leading Practice Specialist (LPS). Cathie continues to be part of the CFS of Central MB staff team and in her new role will mentor and guide staff in the use of a new practice model based on the integration of Signs of Safety and Structured Decision Making. This is an exciting new model which the General Authority has developed with the support of the LPS, the Children's Research Centre, Phil Decter of Family-Centred Services MA, the University of Manitoba and the endorsement of Agency Directors. Through the process of developing the new model, CFS of Central Manitoba continued to be recognized as leaders in the use of Signs of Safety techniques.

Message from the Executive Director con't...

We anticipate the new practice model will allow for consistent service across our Authority and greatly assist workers as they continue to develop their expertise in child welfare. As research on best practice underscores the new model, its application in the field should lead to improved outcomes for children as families focus on safety, better outcomes for families as we establish respectful partnerships and better outcomes for communities as family's strengths are identified. These outcomes are embedded in our Agency's vision ofhealthy children, healthy families, healthy communities.

In October, 2010, the Child Protection Branch announced a new funding formula for Child and Family Services had been approved and would be put into effect within the fiscal year. In order to receive funding each agency was required to submit a business plan that reflected the new funding formula. CFS of Central will benefit greatly under the new funding guideline. Our business plan was developed and submitted to the Branch on February 28th where it was approved. Under the new model, the Agency will receive increased funding for core administrative positions, additional social work positions particularly in the area of prevention services and an increase in family support funding.

The Family Enhancement (FE) Program based in partnership with Tupper Street Family Resource Centre (TSFRC) completed their first year in operation. Leah Beaupre chose to return to her Intake position and Christine Chabbert requested to move from Intake and take the Family Enhancement position. Although the start up was slow, the program provided support to over 20 families. In addition, the FE staff organized and implemented community workshops focused on different aspects of healthy parenting. Despite ongoing problems with their workspace resulting from a leaking roof, the Family Enhancement Staff are enthusiastic and eager to continue moving the program further along. Small steps will lead to greater successes. I am pleased to announce that our FE Staff and TSFRC partners will be presenting at the AGM this year.

Through the new funding model, the Agency is in the process of hiring two Family Enhancement Workers to be based out of the Winkler office. It is our hope that the people filling the positions will be able to take an active role in linking with new comers and other community resources. Staff in Winkler have taken the initiative to invite representatives from settlement services and other community groups in an effort to build relationships that will support families.

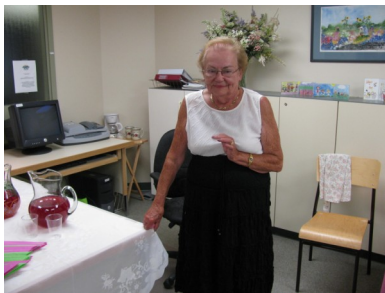
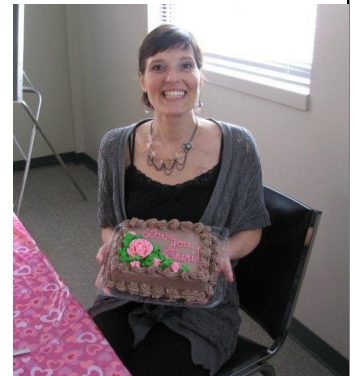
I would like to take this opportunity thank the Board of Directors for their support and direction during the past year. The Board takes an active interest in the work of all employees and they have been very appreciative of the information presented by staff about the various programs offered by the agency. As a body, the Board is dedicated in their support of services which promote the health of families within our region. I look forward to this next year and the challenges we will take on together. While facing an ocean of constant change I believe the Staff and Board at Child and Family Services of Central Manitoba will continue to make a differenceone child, one family, one step at a time.

Respectfully submitted,

Kathy Wightman
Executive Director



Life at Child and Family Services of Central Manitoba Inc.



Foster Care Program

Child and Family Services of Central Manitoba Inc. Foster Parents cared for 147 children of various ages, cultures and needs within our region. Foster parents are an invaluable resource and act in partnership with the Agency social workers with the goal of providing children with a safe, secure and nurturing environment until children can be reunited with their parents or extended family.

Over the last year we had 47 licensed foster homes—some of which are used by other agencies. We also licensed 21 homes that are managed by other agencies within the Central Region. We have foster care applications needing to be completed. The Countess Place in Portage was recently licensed as an independent group home with the support and guidance of Coordinator Helena Kot.

We are engaging in a process to develop more foster care homes within the Central Region. Our agency requires foster homes across a broad spectrum of needs, such as short term (6 weeks) Receiving Homes for children of all ages and longer term foster homes that are able to understand and work with teenagers. In addition we need foster and respite families who have knowledge and experience with children who every day face life with medical, cognitive and developmental challenges. Respite homes are needed throughout the region to provide respite for families and foster families.

Training within the Foster Care Program has occurred for Foster Parents and Foster Care Coordinators including Foster Care Orientation which was offered four times this past year and a Fetal Alcohol Syndrome Disorder workshop is coming up in June for Foster Parents and Staff of the Agency. The Structured Analysis Family Evaluation (SAFE) Model is being used by the Coordinators for completing home studies and they are beginning to be used in Annual Reviews in foster care. The SAFE model is a Provincial initiative throughout all Child and Family Services Authorities in Manitoba.

The annual Foster Family Christmas Party was held in Carman for our foster families with the help of the Child and Family Services of Central Manitoba Foundation Inc. Money and gifts for children in care were donated from businesses and individuals throughout the Central Region. This year 202 people attended, the largest group ever.

As well the resource team held a Foster Family Appreciations Supper. Both events were a great success.

Nicole Fehr attended training and was certified as a car seat technician and has already offered a car seat clinic with the support of Wal-Mart on May 20, 2011. The MB Church in Winkler provided a financial donation and books for the “Kits for Kids” for children when they come into care on an emergency basis. Good Sheppard Parish in Portage continues to provide Kid Kits for the North area.

Gord Zacharias joined the Foster Care Team in September 2010 to provide much needed support with outstanding home studies. Helene Thibeault, French Language Worker, is also providing service as a coordinator for French foster families in our region. We are in the process of developing a job description for the new position of Resource Coordinator and reviewing the foster care policies.

We are 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 the Central Region.



Foster Family Appreciation Supper—2010



Intake and After-Hours Program

Child & Family Services of Central Manitoba Inc. continues in its role as the Designated Intake and After Hours service provider within the Central Region (off reserve) for the four Child & Family Services Authorities - First Nations South Authority, First Nations North Authority, Métis Authority and the General Authority.

Intake involves assessing reports of children in need of protection (including child abuse investigations), meeting with families to help them develop safety plans for their children, referring families for services within their communities, receiving requests for information, determining if families will require ongoing child welfare services and the completion of the Authority Determination Protocol when families do require ongoing service. Supporting families who may be in crisis and ensuring the safety of children are critical skills for intake/after hours workers.



The intake team is continuing its journey in using the Structured Decision Making (SDM) Probability of Future Harm assessment tool and applying the Signs of Safety approach when working with families.

The intake function is managed by 1.6 EFT supervisors and 6.5 EFT workers. After hours is managed with 1 EFT that is made up of 5 individuals. The team is a dedicated and skilled group of staff who strive to find strengths upon which to build when working with families. The feedback we have received from our partner Agencies (representatives of the Authorities we represent) is that they are very satisfied with the assessments completed with families at the intake level.

During the past year there have been some staffing changes within the intake program. New staff include Leigh Campbell in Portage, Lil Lockhart in Winkler, and Leah Beaupre returning to our Portage office. Dianne Heinrichs has recently assumed the role of supervisor of the intake personnel in the Winkler office. Sherri Morgan is currently on a leave of absence and Christine Chabbert has assumed a role with the Family Enhancement program.

During the 2010/11 fiscal year the Intake/After Hours team dealt with 1197 Intakes. This represents a 14.3% increase from the previous year. Of that total 246, or 20.5% were transferred for ongoing service. 310 Intakes, or 25.9%, were regarding already ongoing service cases and the remaining 641 Intakes, or 53.5%, were dealt with at the Intake level. Of the 246, 212, or 86.2% were provided ongoing service by a General Authority agency, 27, or 11%, were referred for ongoing service to a First Nation Southern Authority agency, 6, or .02% were referred to the Métis Authority for ongoing service, and 1, or .004%, were referred to a First Nation Northern Authority agency for ongoing service.

Chance 2 Camp



Chance 2 Camp is funded by the Child & Family Services of Central Manitoba Foundation, by the generosity of the United Ways in Central Manitoba, and through community donations. This program has been a mainstay of the Agency for many years, and it is a privilege to work along with the Foundation to ensure that children from communities throughout the Central Region who require financial assistance to go to summer camp have that opportunity.

The children we serve in the “Chance 2 Camp” program are able to challenge themselves and their abilities through participation in summer camp activities that develop self confidence and self worth.

A summer student is employed each year to coordinate the program. 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 the children to camp, and see them safely home. A big thank you to Walter Dedio from Morden, David Lassell from Portage and Dennis and Gustine Wilton from Carman who were our volunteer drivers this year.

In 2010 we were fortunate to have Shea Kopen return as our Camp Coordinator. Shea did a wonderful job of advertising Chance 2 Camp, finding volunteers, and steering parents through the application process. She also takes care of booking the camps for the children. In 2010 we sent 175 children to camp through our program at a total expenditure of \$36,506.75.

Something new in 2010 was the “Chance 2 Camp” fundraising BBQ. Volunteers from our staff and from the community helped the Foundation Administrator in this new fundraising endeavour. Although it was a rainy day and we had to move from our parking lot, which was the original site for the BBQ, into the Salvation Army the BBQ was a huge success. Over 150 people attended this first time event and we netted \$876 at the BBQ, along with donations of \$876 made that day to a new fund, “Friends of Chance 2 Camp”. Many thanks to Darren and Lori Miller of Portage Supermarket who donated all the food, Tim Horton’s who donated the coffee, McCains who donated the juice, and Agency staff and Foundation Board who donated the dozens of homemade desserts served at the BBQ.

The Chance 2 Camp program would like to thank the Child and Family Services of Central Manitoba Foundation Inc. for their continued support. We would also like to thank the local United Ways and generous individuals for their donations. It is through your unrelenting generosity that we are able to support children and families across the Central Region not only through the Chance 2 Camp program, but support for other important programs and services operated by the Agency. Interested donors can call the Foundation for more information.

1st Annual Chance 2 Camp B-B-Q





Family Enhancement Project

The Family Enhancement Program, in partnership with the Tupper Street Family Resource Centre, is up and running. It is a diversion at intake project that has been endorsed by the other CFS agencies who participate as members of the Designated Intake and After Hours Interagency Committee. Leah Beaupre returned to the Agency and Christine Chabbert joined the Family Enhancement program team. The team currently consists of Christine, Anne Johnston-Peters, Monica Lapointe and Pauline Johnston. Diane deLucia provides the supervisory and clinical support. She is assisted by Cathie Hamm, Leading Practice Specialist, as staff work towards a consistent use of family strength needs assessment and case mapping as part of their on-going practice.



Community Partnerships

Healthy Child Coalition of Central Manitoba

Mary Anne Hildebrand and Samantha Morgan represented Child and Family Services of Central Manitoba Inc on the Coalition Steering Committee this past year. The Coalition is a grassroots organization comprised of community agencies, family resource centers, representatives from the Regional Health Authority and school divisions. The Coalition supports many community based programs which focus on child development during the early years.

Pre-school Screening

Our In-Home Support Program workers continue to support community partners through their participation in pre-school screening fairs. Our In-Home Support workers provide activities for children at these events.

Tupper Street Family Resource Centre Location

As the primary lease holder at 20 Tupper Street North, the Agency continues to partner with Habitat for Humanity and Big Brothers/Big Sisters of Portage la Prairie Inc. in providing space for their programs.

Métis Child, Family & Community Services

This Agency continues to maintain strong relationships with its partners from other agencies and authorities. One of our stronger partnerships is with Métis Child, Family and Community Services agency that shares space and resources in our Portage office. Londa Green is the Portage worker. Due to an increasing workload, the Metis Child, Family and Community Servcies agency is in the process of recruiting an additional social worker.



Adoption Program

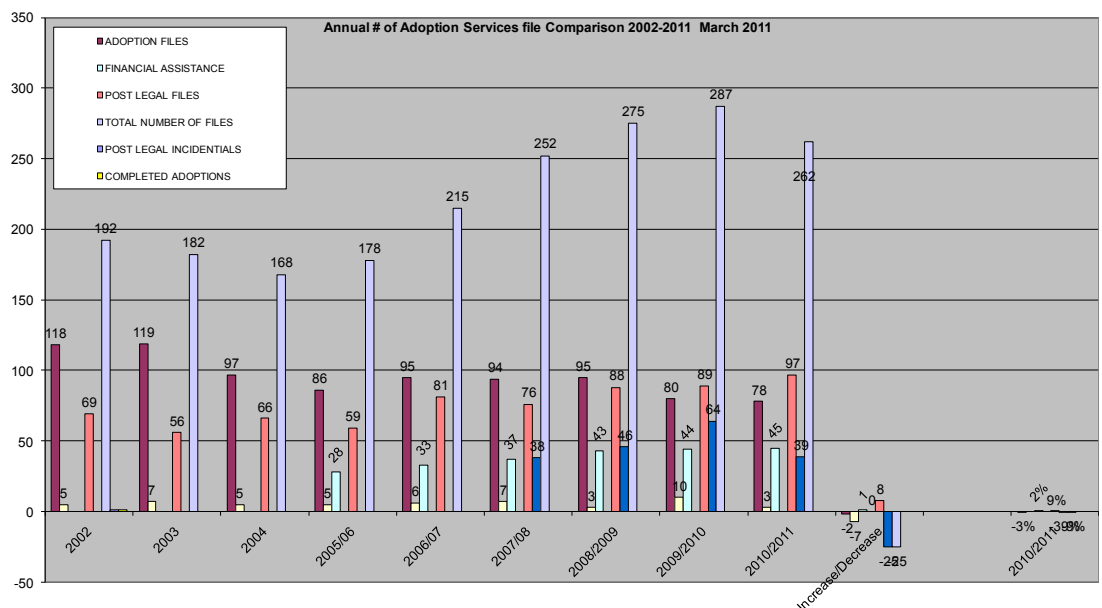
The Adoption Program ended the year with a total of 262 files open. Of this number 3 adoption placements were finalized. There were 78 adoption files open to couples or individuals who hope to have a child join their family and enrich their lives. Financial assistance continued to be provided through adoption subsidies for 45 families who adopted children with special needs in years past. There were a total of 136 individuals who received Post Adoption Services. Over the past year a big part of our adoption work focused on foster parent adoptions.

The Adoption Workers provided an Orientation and Education series during the year with those adoptive applicants who were ready to move along to home study stage in the adoption process. This education component is held over a number of days. A large amount of information is covered about attachment, grief and loss, special needs of children, cultural and cross racial issues. These are important experiences that affect birth parents, the adopted child, and adoptive parents throughout their lives.

Our Adoption Social Workers continue to implement the Structured Analysis Family Evaluation Assessment (SAFE) model for home studies as well as the annual home study review for registered Adoption Applicants. The SAFE model is challenging and offers a supportive structure to social workers throughout the assessment process.

The Adoption Team is comprised of Barry Tait who works full time and is located in Portage la Prairie. He will have cases anywhere with the Agency's catchment area. Audrey Armstrong is a .5 position, located in the Winkler office and provides services in the Southern Area. Dianne Hunter provides administrative supports and assistance for our Adoption Program. We would like to welcome Helene Thibeault. She joined the agency in 2010 so that services in French could be provided. Helene carries a general caseload. Throughout the year she has participated in Adoption Program event, Inter agency activities and SAFE training. Diane de Lucia continues in her role as Program Coordinator/Supervisor. Thank you to all the adoption team for their commitment to finding families for children; and for being dedicated to issues related to best practices in adoption.

Goals for the Adoption Team are to continue to find safe and healthy homes for children who need them. The trend in adoption continues to be toward placement of special needs children and support to their adoptive parents through financial subsidies and referrals to other community services.





Family Services

Family Services continues to be the largest component of our Agency service continuum with 10 workers assigned to the two program units providing services to families and their children, permanent wards, voluntary placements, and temporary wards. Staff also provides 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 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, counselling, daycare, pool and recreational passes for children, and other supports. Staff also work closely with the Chance 2 Camp Program to ensure that as many children as possible have the opportunity to attend Summer Camp.

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 of which 11 individuals were able to participate in this past May. 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.

Staff continues to embrace the Signs of Safety practice approach which is a solution focused and strength based approach in working with children and families. The team is also utilizing Structured Decision Making, which is a tool to assist with risk assessment and case planning.

The North team has had a number of new staff join the Family Service Program over the past year; we welcome them to the agency. The North Team continues to work in partnership with the Tupper Street Family Resource Centre and the Differential Response Project that is now underway.

The South Team has dedicated time to assess the changing needs of our community given the fast paced growth and development currently underway and the increasing numbers of New Comers in the Pembina Triangle. In the past year, we have focused a considerable amount of time on Community Capacity building initiatives and networking with Community Partners to ensure inclusive and seamless service delivery to all of our families. We are especially proud of our initiatives to development community partnerships, and to have welcomed new staff, who are able to assist with language services in Low German, High German, Russian, Spanish and French.

15 Year Anniversary

Sherri Morgan

It is a pleasure to recognize Sherri Morgan for 15 years of dedicated service. Sherri first came to the Agency as a Social Work Student. She accepted a number of term positions as a Child Abuse Worker and eventually accepted a permanent position in this role. It takes an exceptional person to work in the area of child abuse for a decade and a half and to maintain their sense of balance, compassion and respect for the people they are supporting. Sherri is one of these exceptional people. Sherri has contributed her expertise in this area not only through her investigative and analytical skills, but also in co-instructing with her colleague Cathie Hamm, the Aboriginal Focus Program through the University of Manitoba's Continuing Education Program. More recently, Sherri dedicated time to completing a number of workshops on Attachment Theory. This training will be valuable in her own work with families and also as a peer support to her co-workers. Sherri is a deeply respected member of the Intake and After Hours Team.



25 Year Anniversary

Cathie Hamm

From Camp Coordinator to Leading Practice Specialist, Cathie has dedicated twenty-five years of service to Child and Family Services of Central Manitoba. For many years, Cathie was a dedicated member of the Portage Intake Team. She is well respected by colleagues both here at the Agency as well as external professionals for her work as a Child Abuse Worker. Her creativity and natural talent as a mentor and teacher were demonstrated as she developed, organized and co-facilitated a Sexual Abuse Victims Support Group and was asked to co-instruct the Aboriginal Focus Program through the University of Manitoba's Continuing Education Program. Cathie continued to use her strengths in this capacity when she accepted a term supervisory position with the Intake and After Hours Team. In her new role as Leading Practice Specialist, Cathie has the opportunity to use her natural gifts as a mentor to assist staff in implementing a new practice model.



30 Year Anniversary

Barry Tait

We have the privilege to recognize someone who has completed 30 years of service with the Agency. Barry Tait is not only a long time resident of Portage la Prairie having graduated from Portage Collegiate, but also a long term valued member of our staff. His background within the social services system and his training in Marriage and Family Counselling has benefited many people. Over the years, Barry has made many contributions to the Agency as a Family Services Worker, taking on term supervisory roles when needed and also in developing programs and parenting groups. Most recently Barry applies his talents in supporting families who are working through an adoption process. Barry has continually demonstrated a willingness to support the Agency and his co-workers by taking on new initiatives and challenges. He is respected for his work in developing a Solution Focused Parenting program which his colleagues continue to use to this day. Barry is described as caring, patient and helpful. Workers new to the field of child welfare have benefited from Barry's quiet and steady support. Thank you for so many years of creative and excellent service.



M a k i n g a D i f f e r e n c e

Leading Practice Specialist (aka: LPS)



In September 2010, the General Authority (GA) seconded 9 staff to provide direct practice support to the staff of GA Agencies and Regional offices in Manitoba. The LPS work within the Agency/Regional offices. Cathie Hamm is the LPS for CFSCM.

Part of the GA vision for the Leading Practice Specialists is to assess training needs, develop a training curriculum and to provide onsite availability to train, mentor, empower, and validate managers and staff and to promote the use of the “GA Practice Model” (the integration of the researched based Structured Decision Making (SDM) system and the Signs of Safety (SoS)

approach). The LPS work with all management and staff to promote making a difference in their work from strength based inclusive decision making approach.

The GA Practice Model builds on and integrates the best parts of the evidence based Structured Decision Making system and the strength based, solution focussed Signs of Safety approach. This practice model provides an approach to child protection work that:

Is focussed on *enhancing child safety* in a way that is *inclusive of family & community*

Values working *with* families

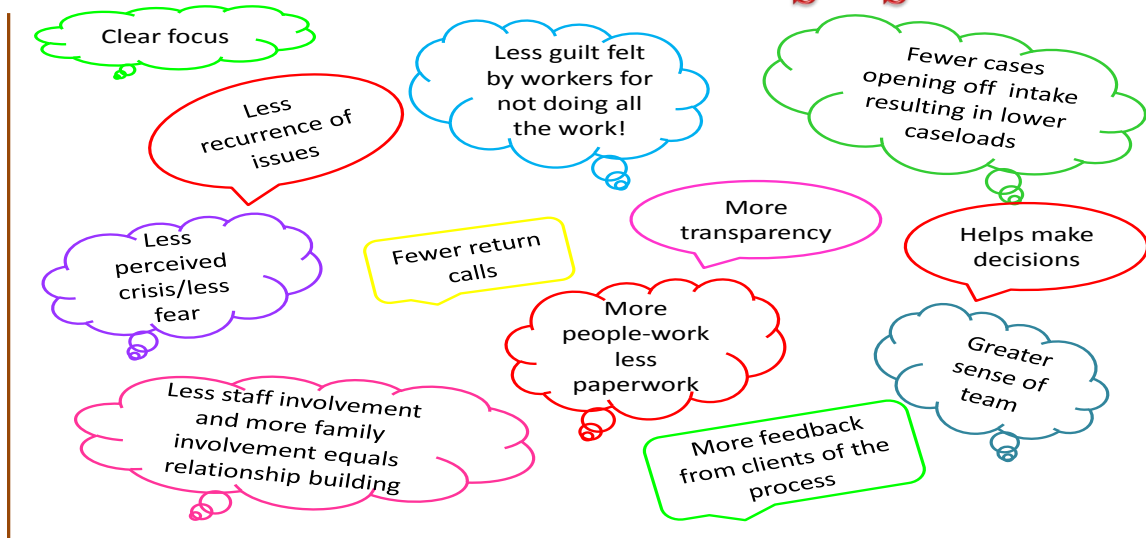
Values *reliable* and *valid* assessments

Provides workers with *practice approaches* and *tools* to concretely help in their day to day work

The LPS staff has provided training to staff regarding Case Management Standards and have presented an Overview regarding the GA Practice Model. The LPS team have also developed training modules regarding the SDM and SoS assessment tools. Cathie will be offering the mini-module training sessions to staff in the near future.

For Agencies in other jurisdictions where SDM and/or SoS approaches are being used...this is what staff has had to say about how this approach has made a difference in their work...

What CFS Staff are Saying.....



Staff “Hello and Goodbye”

Each year we recognize those individuals who joined us or left us during the fiscal year. This year they included:

- April 6, 2010 – Anne Johnston-Peters and Leah Beaupre began their positions as Family Enhancement workers at the Tupper Street Family Resource Centre. Pauline Johnston and Monica Lapointe assumed their Family Support worker positions at the Tupper Street Family Resource Centre.
- May 3, 2010 – Gloria Neufeld assumed the Reception/Admin Support position in the Winkler Office.
- May 3, 2010—Shea Kopen was hired as a summer student to coordinate the 2010 Chance 2 Camp Program.
- May 10, 2010—Helene Thibeault assumed a term social work/French Language Services position.
- May 12, 2010—Stacey Anderson resigned from her Admin Support position in the Winkler Office.
- May 21, 2010—Lee McLeod resigned from the Agency after 17 years.
- June 30, 2010—George MacDonald retired from the Agency after 23 years of service.
- September 7, 2010—Ken Sawatzky resigned from the Agency after 30 years of service.
- September 20, 2010—Tamara Waldner hired as a Case Aide in a term position.
- October 12, 2010 - Sally Marsolais accepted the In-Home Support position in the Winkler Office.
- October 21, 2010—Jodi Young resigned from the Agency after 3+ years of service.
- October 25, 2010—Samantha Morgan accepted a Supervisor position in the Winkler Office.
- November 1, 2010—Sheri Gowler resigned from the Agency after 8 years of service.
- November 22, 2010—Benita Goertzen was hired as a Family Service worker in Winkler.
- November 22, 2010—Sara Murray was hired as a Family Service worker in the Portage Office.
- December 6, 2010—Lil Lockhart was hired as an Intake worker on the South Team.
- February 28, 2011—Leigh Campbell accepted a term position on the Intake and After-Hours Team.
- March 23, 2011—Rhonda Verwey accepted the new Permanent Accounting Clerk position in Portage.

In Memory of
Sheri-Lee Gowler

September 24, 1973—March 18, 2011



Statement of Financial Position

For the Year Ended March 31, 2011

	Central Program Support Fund	Ward Care Fund	Family Sup- port Innova- tions Fund	Family Sup- port Fund	Capital Fund	Differential Response Fund	2011	2010
Assets								
Current Assets								
Cash	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 99,583	\$ 99,583	\$ 344,471
Investments							\$ -	\$ 37,000
Accounts Receivable	\$ 212,073	\$ 341,554				\$ 170,170	\$ 723,797	\$ 641,422
Prepaid Expenses	\$ 24,934						\$ 24,934	\$ 23,968
	\$ 237,007	\$ 341,554	\$ -	\$ -	\$ -	\$ 269,753	\$ 848,314	\$ 1,046,861
Capital Assets					\$ 785,503		\$ 785,503	\$ 808,807
	\$ 237,007	\$ 341,554	\$ -	\$ -	\$ 785,503	\$ 269,753	\$ 1,633,817	\$ 1,855,668
Liabilities and Net Assets								
Current Liabilities								
Bank Indebtedness	\$ 64,095	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 64,095	\$ -
Accounts Payable & Accruals	304,697	10,947	-	-	-	25,466	341,110	386,208
Working Capital Advance		220,000					220,000	220,000
Interfund balances	41,248	(43,972)	3,285	2,370	-	(2,931)	-	-
	410,040	186,975	3,285	2,370		22,535	625,205	606,208
Accrued Severance/Retirement Entitlement & Deferred Contrib	347,952				428,526	247,218	1,023,696	1,099,662
	757,992	186,975	3,285	2,370	428,526	269,753	1,648,901	1,705,870
Net Assets	(520,985)	154,579	(3,285)	(2,370)	356,977	-	(15,084)	149,798
	\$ 237,007	\$ 341,554	\$ -	\$ -	\$ 785,503	\$ 269,753	\$ 1,633,817	\$ 1,855,668

Statement of Operations

	Central Program Support Fund	Ward Care Fund	Family Sup- port Innova- tions Fund	Family Sup- port Fund	Capital Fund	Differential Response Fund	2011	2010
Revenue								
Province of Manitoba	\$ -	\$ 3,223,990	\$ -	\$ -	\$ -	\$ -	\$ 3,223,990	\$ 2,375,624
General Child and Family Services Authority	2,607,300	-	66,000	81,200	-	-	\$ 2,754,500	\$ 2,856,400
Amortization of Deferred Contributions					29,942	366,421	\$ 396,363	\$ 113,631
Other	102,778	7,946				23,487	\$ 134,211	\$ 134,322
Total Revenue	\$ 2,710,078	\$ 3,231,936	\$ 66,000	\$ 81,200	\$ 29,942	\$ 389,908	\$ 6,509,064	\$ 5,479,977
Expenses								
Salaries & benefits	2,398,724		62,010	37,126		296,121	2,793,981	2,509,137
Travel & field service costs	98,897	89,987	6,337			2,185	197,406	190,191
Office Operations	213,763					91,602	305,365	271,796
Service support	73,530						73,530	61,121
Other support	80,365						80,365	83,304
Ward care expenses		3,114,020		41,904			3,155,924	2,298,971
Amortization of capital assets					64,202		64,202	56,731
Loss on disposal of asset					3,175		3,175	-
Total Expenses	2,865,279	3,204,007	68,347	79,030	67,377	389,908	6,673,948	5,471,251
Excess (deficiency) of revenue over expenses								
	\$ (155,201)	\$ 27,929	\$ (2,347)	\$ 2,170	\$ (37,435)	-	\$ (164,884)	\$ 8,726

Child & Family Services OF CENTRAL MANITOBA

Designated Intake Agency

For All Four Authorities In

**Central Region
(Off-Reserve)**



Metis Child and Family
Services Authority



Régie métisse des
services à l'enfant et à
la famille

First Nations of
Southern Manitoba Child
and Family Services
Authority



Régie des services à
l'enfant et à la famille
des Premières nations
du sud du Manitoba

First Nations of
Northern Manitoba Child
and Family Services
Authority



Régie des services à
l'enfant et à la famille
des Premières nations
du nord du Manitoba

General Child and
Family Services
Authority



Régie générale des
services à l'enfant et à
la famille