Child and Family Services of Central Manitoba Inc.

# 78th Annual Report April 1, 2011-March 31, 2012

# Making A Difference



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Step

At A

Time

Safety for Children by Strengthening Families



# **BOARD OF DIRECTORS**

(as of March 31, 2012)

President Vice-President Loreley Greenslade Sec.-Treas. Chris Larsen Patti Loewen Barry Rud Dennis Walker Bill Warren

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# Making A Difference



Alan Schroeder, Barry Rud, Chris Larsen, Loreley Greenslade

Patti Loewen, Bill Warren, Dennis Walker



**One** Step At A Time

# Child and Family Services of Central Manitoba Inc. - In Profile



Head Office—Portage



Winkler Office



Tupper Street 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. We currently have a long-term lease for space at 20 Tupper

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

# **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

The General Authority continues to demonstrate authentic leadership with the continued collective sense that Child Welfare within the General Authority continues to journey in a very positive direction. The General Authority continues its much more active and involved role with agencies. This was evidenced with the GA's involvement with the CFS Central Board in Negotiations with its three employee groups.

The Agency was also well represented at the Annual General Meeting of the General Authority. It is an annual event that highlights the work of Child and Family Services in Manitoba and talks about the focus on supporting children within their families throughout the Province. One of the most significant accomplishments this year is the advancements the General Authority has made in securing additional staff resources for its agencies and service regions. It is well documented that excessive workload is the single biggest barrier to effective child welfare practice. While the GA has made progress over the last few years first through a workload relief allocation and then adding new positions as part of its differential response pilot projects, during 2010/11 a new funding model began its implementation. CFS Central as a result has been able to add positions to the Agency that have had a positive impact on service delivery!

The CFS Central Negotiations Committee has been very busy this year in completing new contracts and associated salary remuneration with all employee groups, including management. The positive spirit of the exchanges and the level of civility and respect encouraged the Board Committee in its work and the final outcome at this time serves as a testament to the hard work by all sides.

The Foundation Annual General Meeting was held October 18, 2011. This marked the second year of 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 CFS Central. As well, this year for the Foundation marked an expansion in its 'Chance 2' campaigns designed to support children within their families regarding playing, growing, and learning!

The Foster Family Christmas Party took place early last December and was yet again extremely well attended. Attendance has been so strong that the event has likely outgrown its current venue. 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 a point 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 continues to have a point of frustration, it would be with the situation regarding its tenancy in the building housing the Tupper Street Family Resource Centre. What was a priority to remedy this, this last year has generated a new development that will become public in due course. 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.





## Message from the President con't...

The CFS Central Board this past winter held a meeting with interested staff on the evening of March 5, 2012. There were 14 employees in attendance. There was good open, honest and frank discussion around a number of issues.

There was discussion about staff involvement on the Board. Several thoughts were expressed about what this would look like, i.e. non-voting, advisory to committees, etc. More information will be sought from staff about their expectations of sitting on the Agency Board of Directors. A Strategic Planning session also occurred this year as well as Board involvement at all staff planning and reporting meetings. Coming out of the Strategic Planning were priorities that included a commitment to community education with a communication strategy, a vision of the Board working to become a more meaningful Board with a positive role, and to facilitating and engendering ongoing improvement and change management. Facilitator Betty Kelly, who has worked with both the Foundation and Agency Boards, was instrumental in moving the dialogue along!

A Visioning Committee was established as an aftermath of conversations with employees that would facilitate the examination of issues on an ongoing basis regarding between staff and the Board. This committee, cochaired by a staff member and Board member, and containing elements of management, board, and employees has had two very promising meetings with fruitful dialogue and an eagerness for further meetings and work. The committee has determined its Terms of Reference and have developed sub-committees to do research. One committee is looking for information on a staff liaison on the Board, and another is researching the issue of trust.

This year as well, the Board undertook a survey of Kathy's work as Executive Director of the Agency through a Survey mechanism that solicited input from Board, management staff, and employees. The outcomes of that exercise have been shared with Kathy and further follow-up will continue to occur. A message that came out of the survey directly for the Board is one of the Board needing to actively develop a succession plan for a point in the future when Kathy may want to pursue other goals beyond CFS Central. While the Board is not anticipating the loss of our E.D., responsible succession planning needs to be part of every organization's key strategies. That also applies to all sectors of employees with CFS Central, as we have a very experienced component to our employee group that we need to plan for, into the future. Their loss too without careful planning would severely impact the ability of the Agency to deliver services in the excellent fashion it is accustomed to!

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.

One Step At A Time!!!

Alan Schroeder, President



### Message from the Executive Director



I am pleased to be able to present the 78<sup>th</sup> Annual Report of Child and Family Service of Central Manitoba Inc. This year our theme is "Making a Difference – One Step At A Time". This theme is appropriate for a number of reasons. As we engage with families on a path of change it is essential that our staff empathize with families by walking in their footsteps so to speak. We need to understand the path they have followed in order to seek out their stories of success to find and enhance the small changes which strengthen families and create safety for children. Often the successes families experience are subtle and not easily visible. So it is important to step back and reflect. Finally as we all know, building on our strengths is an incremental process and takes place one step at a time.

The past year has been one full of activity and constant change 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 – one step at a time.

We had the opportunity to say farewell to two valued long term employees and to welcome a number of new members to our CFS family. In December, Jovette Arcand retired from the Admin Support Team to join her daughter and grandchildren in Lumby, British Columbia. Jovette was the "official mother" to many at our agency and the social organizer extraordinaire to everyone at the office. She will be remembered for many years to come for her infectious laugh, decorating talents and joie de vivre.

Also, in December we said farewell after 30 plus years of service to Barry Tait. Throughout his years of service, Barry carried many roles within the agency in support of families in Central Region. His most recent position was as the Adoption Worker in the Portage Office. However, he had been instrumental in developing programs on family counselling and on several occasions offered to assist in providing supervision to his colleagues when vacancies occurred. Barry retired with his wife Darlene to their new home in Gimli, Manitoba and their winter home in Florida for much deserved leisure. His calm demeanour, depth of experience and dry wit will be missed.

During the past year, two of our staff members in the Winkler Office went on maternity leave. Nicole Fehr (Foster Care Worker) and her husband, Dan, welcomed their first child, a son, Orrin Ryder Fehr on February 12<sup>th</sup>. Less than two weeks later, on February 24<sup>th</sup>, Andre Pelser (Family Services Worker) and her husband, Nathan, welcomed their first child, a daughter, Emily Dylan Pelser. Congratulations to everyone!

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#### Message from the Executive Director con't...

Several new positions were created within the agency in an effort to expand on our voluntary support services to families, engage with community members and with our youth in care. In addition, several vacant positions were filled. Benita Goertzen moved into the new Family Enhancement Position and Sharon Dueck was hired as an In Home Family Support Worker both in the Winkler Office. Sherri Morgan accepted the new half time Regional Community Development Position and Judie Mann accepted the new Regional Youth Engagement Position. Sherri and Judie will continue to be based out of the Portage Office in these new roles.

Due to retirements, maternity leaves, vacancies and the creation of new positions, the agency was fortunate to hire Olivia Decaire onto the Admin Team in the Portage Office and Jennifer Kehler, Sean Gebler, Jodi Young and Danielle Bueckert as part of the Winkler Team. Gord Zacharias was hired as our new Adoption Worker in Portage and Rod Sveistrup is leaving the Intake Team to join the Resource Team.

Cathie Hamm, Leading Practice Specialist (LPS), has continued her work with the other General Authority Leading Practice Specialists in the development of the training modules on the new practice model. This practice model is a strength based approach using concepts from both Andrew Turnell and Steve Edwards' work on Signs of Safety and the Children's Research Centre's Structured Decision Making framework. Phil Decter of Family Centred Services in Massachusetts and Karen Martin of San Diego working with the Children's Research Centre have been working with the LPS to finalize the training modules for staff. Training on several of the modules will take place with our Supervisors in June and training for staff will start in September. The development of these modules has been a huge undertaking. I can say on behalf of the Directors within the General Authority, we greatly appreciate the hard work and commitment of the Leading Practice Specialists in seeing this process through to completion.

The new practice model will allow for consistent service across our Authority and assist workers as they continue to develop their child welfare practice from a respectful and strength based perspective. 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 and what has gone well in the past. We also hope with community partnerships greater networks of support may be established for families. These outcomes are embedded in our Agency's vision of ....healthy children, healthy families, healthy communities.

During the past year the Management Team has supported many opportunities for people to attend training. To date, most of our staff have completed their Core Training. Staff had the opportunity to attend training on a variety of topics including Attachment Theory, Addictions, Fetal Alcohol Syndrome, Child and Family Standards and Court preparation. Several social workers attended the Signs of Safety Gathering in Chaska Minnesota with Andrew Turnell. Diane deLucia and I were invited to participate along with Jay Rodgers and other General Authority Directors and Senior Managers in a one day meeting with Andrew Turnell in Chaska to discuss leadership in Signs of Safety. In January, Pamela Jackson presented on Vicarious Trauma to half of our staff. Another session is to take place for the remaining staff in June of this year.

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#### Message from the Executive Director con't.

The Board of Directors committed to a process of development and strategic planning this year. Jay Rodgers provided a historical overview of the child welfare structure and practice in Manitoba and current trends in the General Authority. With the assistance of Betty Kelly, the Board examined various governance models in an effort to define their role and responsibilities within the agency. These discussions helped to define their relationship with the Executive Director and to identify a goal of better communication with staff.

The desire to enhance staff engagement as a foundational principal in our agency was not only identified by the Board and Management, but also by Staff in both offices. Staff expressed their wish to continue with the visioning work that began in 2009 and to have regular all staff meetings. We again invited Genella Macintyre of Partners in Discovery to facilitate a visioning day in February. A Visioning Committee has been established with membership across all levels of the organization.

Staff are represented on several other committees as part of ongoing operations. The Workplace Safety and Health Committee has been re-established as has the Policy Review Committee. Our Social Committee is as active as ever and offer many opportunities to celebrate events. Staff continue to offer their time and resources to raise funds for programs supported through our Foundation and local United Ways. This past year, staff organized and helped at the Annual Garage Sale and Chance 2 Camp Barbeque in Portage. As well, the Winkler staff organized and held a barbeque with the support of their local Wal-Mart.

A strategic planning day was facilitated by Lesley Lindberg of Lindberg Consulting this spring. The focus of the day was to examine our vision and mission and the objectives of our agency. From the work accomplished on this day, the Staff and Board will continue to build on and refine the information with the goal of developing a five year plan.

CFS of Central continues to partner with Tupper Street Family Resource Centre (TSFRC) to provide a range of programs to the community. This has been a successful venture and one we hope will continue into the future. In Winkler, the staff have become connected to interagency and resource committees in a number of communities. In addition, they met with immigration services. These community based relationships increase our capacity to support families.

Over the past year, we have seen an increase in the number of children in care. This is in part due to our ability to continue to support the young people in our care beyond 18 years of age. Even with this increase, it is important to note that nearly 75% of the children we serve are supported in their own homes with their parents.

I would like to take this opportunity to thank the many community organizations who have supported our agency and programs over the past year. This includes many local businesses who contributed to our Foster Family Christmas Party and the various United Ways in Central Region. Also, I would like to acknowledge the Board of Directors of the Child and Family Services of Central Manitoba Foundation who actively raise funds to support our programs which are not funded through the Manitoba Government.

Making A Difference

**One** 

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Time

## Message from the Executive Director con't.

I wish to thank Jay Rodgers and the staff of the General Authority for their continued support. Through their advocating on our behalf, we have seen a significant 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.

The Board of Directors of Child and 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 and therefore enhance the support we can give to families in Central Manitoba. I greatly appreciate their support and direction.

Finally, 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 always supportive of one another and are dedicated to the welfare of the families and children with whom they are associated.

Although situations staff help people with are often difficult, they constantly look for the strengths in people and their successes. It often feels as though moving forward is a slow process and so we celebrate those small steps one at a time. I look forward to this next year and the challenges we will take on together. I believe the Staff and Board at Child and Family Services of Central Manitoba will continue to make a difference ....one child, one family, one step at a time.

Respectfully submitted,

Kathy Wightman



## Foster Care Program

Child and Family Services of Central Manitoba Inc. foster parents care for 140 children of various ages, cultures and need within our region. Foster parents are an invaluable resource and act in partnership with agency social workers with the goal of providing children with a safe, secure and nurturing environment until they can be reunited with their parents and extended family.

Over the last year we had 59 licensed foster homes, some of which are used by other agencies. We also licensed 21 homes that are managed specifically by other agencies within the Central Region. We held a number of foster care orientations resulting in new applicants beginning the process of becoming licensed resources for Central Region.

Our agency requires foster homes across a broad spectrum of needs, such as short term (6 weeks) Emergency Foster Homes for children of all ages and the Receiving Assessment Home Program which is used primarily for after hours. We also need longer term foster homes that are able to understand and work with teenagers in care. 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.

The Foster Care Coordinators and Supervisors attended SAFE training (a Provincial initiative) in Winnipeg with all our agency's home studies and many of our annual reviews being completed with the Structured Analysis Family Evaluation (SAFE) process. Individual and group training for foster parents is ongoing within the areas of Addictions, FASD, Car Seat Safety and further sessions are in process on FASD, First Aide, Addictions, Solution-Focused Parenting. Internal training is being developed for new staff pertaining to the Foster Care Program.

The Boundary Trails Foster Family Association have reunited with active monthly meetings incorporating training and support. Their goal is to strengthen the foster parents' ability to care for the children who come into their homes under the care of The Child and Family Services Authorities of Manitoba. The group is open to all foster parents living in the Boundary Trails Region. Foster Care Coordinator, Ashley Wiebe, has been instrumental in representing Child and Family Services of Central Manitoba within this group by providing support, resources, skills and training.

The annual Foster Family Christmas Party was held in Carman for our foster families with financial assistance from 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 245 people attended and the event was a great success with planning for the 2012 Christmas Party well on its way.





## Foster Care Program con't...

Nicole Fehr went on maternity leave in January 2012. We all congratulate Nicole and Dan Fehr on the arrival of their son, Orrin Ryder born on February 12, 2012! Ashley Wiebe took over the position as Foster Care Coordinator in the South Area of our Central Region. Ashley has been working hard at developing healthy and supportive relationships with the active foster parents in the region and developing new relationships with applicants that she is presently in the process of licensing. Ashley has brought all the Foster Care Annual Reviews up-to-date on her caseload!

Rod Sveistrup is joining the Foster Care Team in the near future as the Respite and Resource Coordinator, a position vacated by Gord Zacharias who moved to the position of Adoption Worker. Gord established the respite program with a list of resources that are available in our Region with the goal of establishing more resources to address a wide range of needs children present with. All the Place of Safety's were transferred to Gord to license all these resources according to standards. These two programs will continue with Rod coordinating the caseload.

Helena Kot has been dedicated to the Foster Parent Program for over 30 years! She has planned foster care orientation, training, foster care events (Foster Family Christmas Party, etc.) and much more all these years! Helena was part of the group who established the Agency's Policies for the Foster Care Program and is taking a lead in the review of the same policies. She completes the Receiving Schedule, which has been difficult, due to a lack of foster home resources.

We, as the Resource Development Program, are working actively in developing new resources for respite, emergency, receiving and general fostering. The team has accomplished a lot this year including establishing relationships with other authorities that have resulted in mutual resource sharing with great results to-date. Dianne Heinrichs has now completed her first year as the Resource Development Supervisor. Her vision is to see the foster care program continue to grow in a healthy direction with ongoing internal and external training for foster parents and staff.

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 the Central Region.



Gift Wrapping for Christmas Party



Whew, finished! Special thanks to all our community volunteers and donors.



# Life at Child and Family Services of Central Manitoba Inc.















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























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#### **Intake and After-Hours Program**

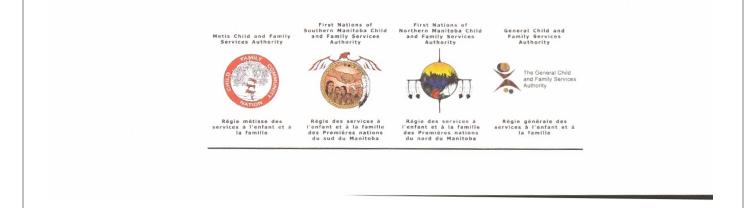
Child & Family Services of Central Manitoba serves as the Designated Intake Agency (DIA) and **emergency** after hours service provider within the central region (excluding I<sup>st</sup> Nation communities) on behalf of the four Child & Family Services Authorities – First Nations South Authority, First 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 the 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.



In the next year there will be significant changes to the personnel on the Intake team. Some senior workers have accepted new challenges within the Agency and one experienced worker is returning to the team. The first priority for the Agency will be to fill vacancies due to staff transitions and two upcoming maternity leaves on after-hours. We are grateful to have someone of Grant's experience to guide his team through these changes.



#### Child and Family Services of Central Manitoba Inc.

### Chance 2 Camp

Summer is a time for children to enjoy, and our Agency is proud to offer the "Chance 2 Camp" program for children throughout Central Region who, without our assistance, would not be able to enjoy a summer camping experience. "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, Winkler, Morden and Altona/Gretna, the McCain Foundation, and community donations.



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 Deido from Morden, and Dennis and Gustine Wilton from Carman who were our volunteer drivers this year.

A summer student is employed each year to coordinate the program. In 2011 we were fortunate to have Alexis Barrault as our Camp Coordinator. Alexis did a wonderful job of advertising "Chance 2 Camp", finding volunteers, and steering parents through the application process. She also took care of booking the camps for the children. In 2011 we sent 172 children to camp, 146 from the community and 26 children in care, at a total expenditure of \$41,073.00.

2011 saw our 2<sup>nd</sup> annual "Chance 2 Camp" fundraising BBQ. This year the weather smiled and it was held outdoors in the parking lot at CFS. Gay balloons and brightly coloured table clothes greeted our guests, numbering over 250! The P.C.I. Jazz Choir entertained and we had two little campers come and tell us about their fun filled camping experience. This BBQ would not be possible without the very generous support of Darren and Lori Miller of Portage Supermarket who donate all of the hamburgers, hot dogs, potato salad, condiments, and soft drinks. We thank them most sincerely for their outstanding support of this fundraising event. As well, we extend our thanks to McCains for providing juice boxes. Volunteers from our staff and from the community helped throughout the day. Agency staff and the Foundation Board provided dozens of homemade desserts which are very popular with all attending. We raised \$2,800 through ticket sales and donations.

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 continued 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 are encouraged to call the Foundation office for more information.



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# Family Enhancement Program

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 are foundational to our work 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 Tupper Street 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.

Over the past year within our region we worked with 36 families. Our caseloads have grown. The community is becoming more aware of the program. We are receiving more phone calls asking how to access the program by the community.

## **Community Partnerships**

#### Healthy Child Coalition of Central Manitoba

Samantha Morgan represents Child and Family Services of Central Manitoba Inc on the Coalition Steering Committee. 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.

#### **Tupper Street Family Resource Centre Location**

As part of the Resource Centre the Agency continues to partner with Tupper Street Family Resource Centre, Habitat for Humanity and Big Brothers/Big Sisters of Portage la Prairie Inc. in providing services to the community.

#### Winkler Community Foundation

Staff participated in a community focus group to explore awareness of local programs and resources and to identify gaps in service.



# **Adoption Program**

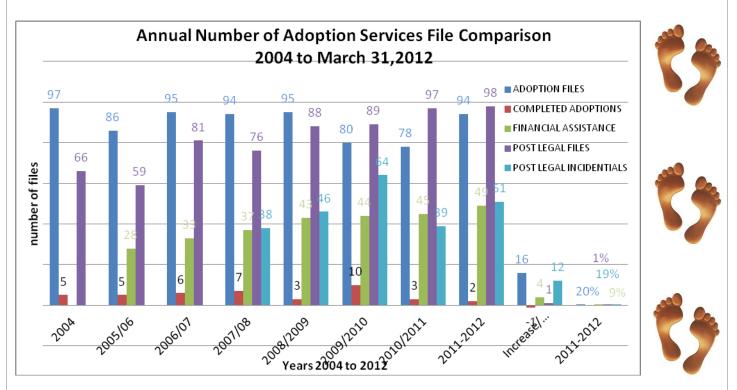
Over the past year Adoption Workers carried 233 cases. Of these cases 87 were Adoption Applications under assessment, 47 were Financial Subsidies which provides ongoing support to families and their adopted children and 99 were Post Adoption/Legal Cases. Currently 12 children are in Adoption Placements.

Our team had some staffing changes over the past year. We sent our best wishes with Barry Tait when he retired from the agency in March 2012. We welcomed Gord Zacharias who joined the team and is our full time Adoption Worker. In addition to settling into adoption work Gord's attention is concentrated on developing ways to move assessments along quickly so that there are families available to receive children.

Audrey Armstrong continues part time in the Winkler area where a major focus of her work over the next year will be to finalize the permanent placements for some of our children in care. Dianne Hunter remains our knowledgeable Admin Support Worker. Hélène Thibeault, as our Agency's French Language Services Provider, joins the team for program meetings and training. This enhances her ability to learn about adoption issues and provide services when required.

The Structured Analysis Family Evaluation Assessment (SAFE) Model for Adoption Home Studies continues to be implemented within the agency. The Adoption Team attended a number of SAFE training sessions. Our agency will continue to receive support from our General Authority regarding the SAFE model. Our agency is part of an Interagency SAFE Implementation work group to enhance implementation of this model within the agency and develop consistency with the General Authority System.

Program goals over this coming year as always are to develop permanent homes for children. In addition to increasing available adoptive home is to review the agency's policy regarding fees.



# **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 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.

In general, over the past year, the South has increased its staffing compliment. Specifically, we have welcomed new staff to the South Family Services Team in response to maternity leaves. We are pleased to be able to provide direct services and supports to our families in several languages, including Spanish, Russian, Low German and High German, as we embrace the growing cultural diversity and increased immigration to our community.

We are excited to announce that Child and Family Services of Central Manitoba is in the process of developing and implementing a Youth Engagement strategy that ensures that former and current youth in care have an opportunity to share their experiences and perspective on services provided. The Agency's Youth Engagement Worker is Judie Mann. The three areas that Judie has been focusing on are engaging youth using a strength based and inclusive approach, working with youth transitioning from care and mentorship.

Child and Family Services of Central Manitoba Inc.

# Leading Practice Specialist (aka: LPS)



In September 2010, the General Authority (GA) seconded a number of staff to provide direct practice support to the staff of GA Agencies and Regional offices in Manitoba. There are currently 9 Leading Practice Specialists (LPS) working within the Agency/Regional offices. Cathie Hamm is the LPS for CFSCM.

The LPS work with all management and staff to promote making a difference in their work from strength based inclusive decision making approach. This includes training and mentoring the GA Practice Model.

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 and 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

This year the LPS staff have provided training regarding Case Management Standards, has presented an Overview regarding the GA Practice Model and have trained all CFSCM staff in the use of four of the Structured Decision Making (SDM) assessment tools. In collaboration with the Children's Research Center of Madison, Wisconsin, the LPS team have also developed training modules regarding Solution Focussed engagement with families. These modules include Signs of Safety and Structured Decision Making assessment strategies and tools. Cathie will be offering the minimodule training sessions and mentoring to staff in the near future.

Cathie has also been covering supervision where necessary and has been applying the skills she has learned related to SDM, SoS and Solution Focussed interviewing in supervision. Staff has reported finding this very helpful.



# French Language Services

2011–2012 was a busy year for French-language services. Being part of a Francophone minority in an Anglophone environment is always challenging, however, I have received tremendous and sustained support from my colleagues and management.

The highlights of 2011–2012 are presented below:

- We hired a bilingual receptionist. Olivia Decaire provides services to the general public and also supports me in my work;
- We are involved in a partnership with the Conseil communauté en santé du Manitoba;
- We also have established a more effective system for sending document translation requests which has decreased translation turn around time;
- The Manitoba provincial government has responded quickly to requests for the translation of official documents for the Francophone population;
- Through the Conseil communauté en santé du Manitoba, we were able to translate the foster care application and are in the process of completing the adoption kit. The Conseil communauté en santé also helped us translate several key documents for our Francophone families;
- In October 2011, we sent our first bilingual document to the general public requesting donations for our Christmas party for foster families;
- We also sent our bilingual invitations to the foster families in our area and received positive feedback;
- Our agency's clients are also delighted to receive French-language services by telephone, at the reception or from their social worker. Here again our clients provided positive feedback;
- We finally found a Francophone logo, which constituted a small victory after a long, arduous search. Now we are initiating discussions on whether to use official bilingual stationery (for the fax cover page, etc.) or separate French and English letterhead;
- Seven employees have enrolled in the French second language course. Due to extenuating circumstances some of them had to withdraw, but they expressed a desire to resume their studies soon;
- Maintaining community ties is also an important task. Contacts with schools, various community services and health professionals in our region have already been initiated;
- Most of my office colleagues say Bonjour to me. This shows me that they support offering the French -language services available at our office.

There is still a great deal of work to be done on delivering our French-language services, but we are well on our way.

Making A Difference

## Les services langagières francaises

L'année 2011-2012 a été très occupée pour les services en français. Être une minorité francophone dans un environnement anglophone pose toujours des défis cependant le support de mes collègues et de l'administration a été immense et soutenu.

Les faits saillants de l'année 2011-2012 ont été:

- L'embauche d'une réceptionniste bilingue, Olivia Decaire, procure un service au grand publique et aussi m'appui dans mes tâches;
- Nous entretenons un partenariat avec le Conseil communauté en santé du Manitoba;
- Nous avons aussi pu établir un system plus efficace pour l'envoi de demandes de traductions de documents grâce auquel les documents traduits sont retournés plus rapidement;
- Le gouvernement provincial du Manitoba a répondu rapidement à des demandes de traduction de documents officiels visant la population francophone;
- Nous avons pu par l'entremise du Conseil communauté en santé du Manitoba traduire la demande de foyer nourricier et nous sommes dans le processus de compléter la trousse d'adoption. Le Conseil communauté en santé a aussi prêté main forte pour assurer la traduction de plusieurs documents essentiels francophones pour nos familles anglophones;
- Nous avons envoyé notre premier document bilingue en octobre 2011 à la population générale, soit une demande de dons pour la fête de Noël pour nos familles nourricières;
- Nous avons aussi envoyé nos invitations bilingues aux familles nourricières de notre région et les commentaires ont été positifs;
- Les clients de notre agence sont aussi ravis de recevoir des services en français, soit au téléphone, à la réception ou de la part de leur travailleuse sociale. Les commentaires sont encore une fois positifs;
- Nous avons également trouvé un logo francophone, ce qui a été une petite victoire car la recherche a été longue et ardue. Maintenant nous sommes en début de discussion afin de déterminer si nous allons avoir notre papeterie officielle bilingue (telle que la page couverture des télécopies, etc.) ou une en français et l'autre en anglais;
- Sept employées se sont inscrites dans le cours français langue seconde. En raison de circonstances atténuantes certaines ont dû quitter mais avec un désir de reprendre le cours sous peu;
- Le maintien des liens communautaires est aussi une tâche importante. Des contacts avec les écoles, différents services communautaires et professionnels de la santé de notre régions ont déjà été entamés;
- La plupart de mes collègues de bureau m'accueillent avec un bonjour en français. Ceci pour moi me démontre l'appui qu'ils veulent offrir aux services francophones de notre bureau.

Il y a encore beaucoup de travail à faire en ce qui concerne la livraison de nos services en français, toutefois nous sommes en bonne voie.



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# 25 Year Anniversary—Judie Mann

Judie has a wealth of child welfare knowledge related to her 25 years with the Agency in various capacities, such as an Intake Worker, Family Service Worker, Single Parent Worker, Permanent Ward Worker and most recently as a Youth Engagement Worker. Judie has formed significant and important relationships with her children in care and foster parents over the years and is a strong advocate for the children and families with whom she works.

Judie is well respected by her colleagues and collaterals for her professionalism and willingness to lend a hand whenever she is able to. Over the past few years, there have been a number of new workers and Judie has been a good role model as a senior worker for the new

workers. Judie cares deeply about the Agency and is involved in many different committees.

Judie's colleagues have made the following comments about Judie ... "she is caring, she has a big heart, she is compassionate, she is trustworthy and supportive and she is strong in her beliefs and convictions". She is also appreciated for her excellent sense of witty humor. One quality that is admired by her supervisor is Judie's ability to work "with people" and not "for people". She gently supports people through a process using their capacities and strengths so they can help themselves to overcome their problems.

On behalf of everyone, thank you Judie for your valued years of service with the agency.

# **30 Year Anniversary—Helena Kot**

For the  $3^{rd}$  year in a row, we have the opportunity to recognize someone who has completed 30 years of service with Child and Family Services of Central Manitoba. Helena Kot has been a Foster Care Coordinator with the Agency since March 22<sup>nd</sup>, 1982. The longevity of her tenure in this position speaks volumes about her level of commitment to the foster parents in Central Over the years, there have been many letters of Manitoba. testament from foster parents which speak to Helena's attentiveness and support. She is a strong advocate for foster



parents and has been honoured by the Manitoba Foster Parent Association for the quality of service she provides.

Helena is the backbone of the Agency Social Committee and is always the first to ensure someone's birthday, new addition to the family, etc. are celebrated. Equally important, she is also the first one to ensure that the loss of a loved one is acknowledged. Therefore, staff were very pleased this year to help Helena celebrate a milestone birthday (even though the current tradition is to bring your own cake)!

Helena's dedication in the area of fostering is not limited to her employment with the Agency. She has been for a number of years a devoted foster parent to her foster daughter, Giselle. It is a unique privilege to have someone with such a caring heart as part of our Child and Family Services Family.

# "Hello, Goodbye, and What's New!"

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

- April 26, 2011—MaryAnne Hildebrand retired from the Agency after 18 years of service.
- May 2, 2011—Alexis Barrault was hired as a summer student to coordinate the 2011 Chance 2 Camp Program.
- Shea Kopen was hired on a term to provide Case Aide services in Portage from May 2nd to August 19th.
- August 8, 2011—Sharon Dueck accepted a term position as an In-Home Support worker in the Winkler Office.
- August 22, 2011—Laurie Schellenberg accepted a .5 term in Family Service in Winkler.
- September 12, 2011—Kathy Hogue resigned from her After-Hours position.
- September 23, 2011—Alexis Barrault was hired to provide casual After-Hours service .
- October 11, 2011—Melanie Rey assumed a casual after-hours position.
- November 7, 2011—Olivia Decaire accepted a full-time Admin Support /Receptionist position in Portage.
- December 12, 2011—Jennifer Kehler accepted a term Family Service position in the Winkler Office.
- December 30, 2011—Barry Tait retired from the Agency after 30 years of service
- January 6, 2012—Jovette Arcand retired from her Admin Support position after 12 years of service.
- January 9, 2012—Sean Gebler accepted a term Family Service position to cover a Maternity Leave in the Winkler Office.
- January 16, 2012—Jodi Young returned to the Agency to cover a Maternity Leave in the Winkler Office.
- March 15, 2012—Joshua Dewaele resigned from the Agency after 2 years of service.

Winkler Office—old couches out—new couches in...

Portage Office—New carpeting upstairs and downstairs...

Tupper Street Family Resource Centre—New Roof...

New laptops for Case Aides...

New Babies...Congrats to Nicole and Andre.

New Positions...

New Contracts...



We were all excited about the new funding formula. Ruth and Rhonda still have smiles on their faces.

#### **Statement of Financial Position**

For the Year Ended March 31, 2012

	Core Agency Support Fund	Ward Care Fund	Protection and Preven- on Services	D	esignated Intake	•			2	2011
Assets										
Current Assets										
Cash	\$ 749,218	\$ -	\$ -	\$	-	\$-	\$ 213,123	\$ 962,341	\$	99,583
Accounts Receivable	\$ 223,889	\$ 354,322						578,211		723,797
Prepaid Expenses	\$ 30,032							30,032		24,934
	\$ 1,003,139	\$ 354,322	\$ -	\$	-	\$-	\$ 213,123	1,570,584		848,314
Capital Assets						\$ 742,800		742,800		785,503
	\$ 1,003,139	\$ 354,322	\$ -	\$	-	\$ 742,800	\$ 213,123	\$ 2,313,384	\$	1,633,817
Libilities and Net Assets										
Current Liabilities Bank Indebtedness Accounts Payable & Accru-								\$-	\$	64,095
als Working Capital Advance	381,888	58,379 220,000					29,676	469,943 220,000		341,110 220,000
Interfund balances	72,266	(128,041)	(17,899)		58,008		15,666	,		-
	454,154	150,338	(17,899)		58,008		45,342	689,943		625,205
Accrued Severance/Retirement Entitlement & Deferred Contri	369,788 b					398,586	167,781	936,155		1,023,696
	823,942	150,338	(17,899)		58,008	398,586	213,123	1,626,098		1,648,901
Net Assets	179,197	203,984	17,899		(58,008)	344,214		687,286	6	(15,084)
	\$ 1,003,139	\$ 354,322	\$ -	\$	-	\$ 742,800	\$ 213,123	\$ 2,313,384	\$	1,633,817

#### **Statement of Operations**

	Core Agency Support Fund	Ward Care Fund		Designated	Capital Fund	Differential Response Fund		2	2011
Revenue									
Province of Manitoba	\$-	\$ 3,610,577	\$-	\$-	\$ -	\$-	\$ 3,610,577	\$	3,223,990
General Child and Family									
Services Authority	1,358,866	-	2,084,751	630,300	-	-	4,073,917		2,754,500
Amortization of Deferred									
Contributions					29,940	419,779	449,719		381,535
Other	91,284	7,277				23,272	121,833		149,041
Total Revenue	\$ 1,450,150	\$ 3,617,854	\$ 2,084,751	\$ 630,300	\$ 29,940	\$ 443,051	\$ 8,256,046	\$	6,509,066
Expenses									
Salaries & benefits	556,565		1,556,681	618,086		332,579	3,063,911		2,793,981
Travel & field service costs	59,995	91,295	53,788			6,901	211,979		197,406
Office Operations	183,059			53,293		103,571	339,923		305,365
Service support	82,582		245,783	16,929			345,294		73,530
Other support	38,844						38,844		80,365
Ward care expenses		3,477,154					3,477,154		3,155,924
Amortization of capital assets					76,571		76,571		64,202
Allocate Operations	(210,600)		210,600				-		3,175
Total Expenses	710,445	3,568,449	2,066,852	688,308	76,571	443,051	7,553,676		6,673,948
Excess (deficiency) of revenue									
over expenses	\$ 739,705	\$ 49,405	\$ 17,899	\$ (58,008)	\$ (46,631)	\$-	702,370	\$	(164.882)

# Making A Difference As A Team



# One Step At A Time!!!





# Designated Intake Agency

# For All Four Authorities In

# Central Region

(Off-Reserve)

