

# Child & Family Services of Central Manitoba Inc.

**79th Annual Report**  
April 1, 2012-March 31, 2013

## *Connecting The Pieces*



***Safety for Children by Strengthening Families***



# BOARD OF DIRECTORS

2012-2013



Acting President    Loreley Greenslade    Portage

Acting Vice-President    Barry Rud    Portage

Sec.-Treas.    Kathleen Wightman    Portage

Directors:

Donna Klassen    Winkler

Patti Loewen    Sidney

Glen Robinson    Altona

Alan Schroeder    Winnipeg

Dennis Walker    Portage la Prairie

Bill Warren    Austin

Jeanne Zwiep    Portage la Prairie



So who is Dennis Walker? Dennis is a quiet man with a heart for children; he has been connected to Child and Family Services of Central Manitoba since 1992. Dennis and his wife Shirley were licensed as a foster home on behalf of West Region CFS in their Therapeutic Foster Home Program and later transferred to our agency. The Walkers fostered 12 children up until the year 2000, seven from West Region and five from our agency while raising their own four children. The last child placed in their home was a little 5 year old autistic boy who came to them on March 31, 2000. The Walkers had to learn so much and were wonderful

parents to him and worked well with his family and extended family. When Shirley passed away in December of 2007, Dennis and his daughter Tracy decided they wanted to continue to care for Michael. In 2010, Dennis remarried and once again, he and his wife along with his daughter, Tracy made a commitment to continue to care for this boy for as long as needed. In January of this year, Michael turned eighteen and left our care for adult services and remains with the Walker family.

This commitment to serve children in a tangible way also made an invaluable member of the Board of Child and Family Services. Dennis became a Board member in 1993 and served as Finance Chair since 1996-1997. Dennis's experiences within the system as a caregiver allowed him to advocate for the needs of both the children and the foster parents the agency serves. Dennis' interaction with the staff of the agency gave him a unique perspective on their needs and led him to be a supportive voice at the Board table advocating for extra funding, increased staffing and supporting professional development for all staff. Dennis' understanding of finances, policy and contracts helped bring clarity to discussions of these issues at the Board table. Dennis question at the Board table is always how this will impact the children and families the agency serves and he has ever been a strong voice for those children and families at the Board table. Dennis does not only talk the talk, but walks the walk when it comes to advocating for children in the central region.

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



Head Office—Portage



Winkler Office



Family Resource Centre

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

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

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

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



## Our Vision is:

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

## Our Mission is:

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

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

## The Key Values we strive for are:

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

## Our Key Focus Areas and overall Goals are:

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

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

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

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

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

## Message from the President



Child and Family Services of Central Manitoba has spent a great deal of time this past year focusing on its future. The work of the Visioning Committee will be reported on later in this report as well as the hugely instrumental step forward with the acquisition of a building of its own that now houses the very important work begun in community partnerships of the former Tupper Street Family Resource Centre. In addition, with the settling of the last of the employee group contracts, for now at least, the entire entity of CFS Central was directing its energy into the external needs of its service area. The Agency Board of Directors was pleased with the progress and completion of contracts with Agency employee groups, but also recognizes that soon again, with the calendar 'ticking', another cycle of employee bargaining will be upon everyone. As well, the Board has begun the conversation around succession planning, as senior

management staff are encouraging it being prudent to do so.

Alan Schroeder was re-elected as President of the Board of Directors following last year's AGM. In September, Alan chose to step down from this role due to personal and family commitments, and as Vice-President I stepped into the role of Acting President for the remainder of the year. This has been a huge learning-curve, and I had huge shoes to fill in doing my part to keep the Agency on its positive path. It has been a challenging year for me, but also extremely fulfilling, and I thank you for giving me the honour of serving you over these past months. I also want to thank Alan for his work and commitment this year, and for the support he has offered to me.

During this year, the Board has enjoyed presentations from a number of delegations at monthly meetings, such as a very informative presentation from the Adoption Team. These presentations are a fabulous way for Board members to increase their understanding of the workings of the Agency, and to feel more connected with the staff. It is our hope that these presentations will continue throughout the next year. I really look forward to hearing the staff talk about their work, and I especially enjoy hearing the tremendous pride in their voices as they share their accomplishments.

Another way that Board members can enhance their sense of connection with the Agency is by attending the quarterly All-Staff Meetings. A number of Board members have attended these meetings throughout the year, and have greatly appreciated both the information shared at the meetings and the discussion with staff members. I want to thank all of the Board members who have taken time out of their own schedules to take advantage of this opportunity.

On November 5<sup>th</sup>, the Board invited staff to attend an evening of informal discussion in Winkler, as it had the previous March in Portage. Staff attendance was similar to that of the first meeting, and all board members were present. There was a good discussion, with emphasis not only on the areas of concern, but also on what has been going well in the Agency.

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

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 outgrew its 2011 venue and was moved to larger digs at the Carman Community Hall in Carman. Centralizing the event in Carman has likely contributed to ongoing attendance growth due to equitable distances for everyone's commute from every corner of CFS Central's service area! My sincere compliments to the organizers as this certainly is a highlight for everyone, foster parents, adoptive parents, CFS Board and CFS staff!

The Child and Family Services Foundation has continued to flourish over this past year. Currently there are two Agency board members who sit on the Foundation board, along with eight other board members. The Chance 2 Play, Chance 2 Camp and Chance 2 Grow programs have given hundreds of children and youth in the Central Plains region the opportunity to take part in activities that had been out of their reach due to financial constraints, fulfilling the Foundation's mandate to enhance the emotional, physical, social and intellectual wellbeing of children. The Chance 2 Learn program supported four former children in care with post-secondary learning and training opportunities.

Partnership agreement has been developed between the Foundation and the Agency to clarify the roles of the two Boards in the funding and administration of the Chance 2 programs. Both boards have ratified the agreement. As part of this agreement, a joint meeting will be held in or about January of each year to discuss the direction and coordinate plans prior to Budget time.

The Visioning Committee has continued to meet throughout the year. This Committee was established in March 2012, with the goal of having all staff and Board working together to make the Agency the best that it can be. The committee consists of board members and staff from all areas (supervisory, front-line, administration).

There were two main accomplishments of the Visioning Committee during this past year. The first accomplishment concerned the issue of a staff representative on the Board. To this end, the Visioning Committee sub-committee developed criteria for the election of the staff representative, outlining the eligibility and voting procedures. The Board is in the process of developing a policy that will set the terms of reference for this position, the roles and responsibilities of the representative both to the board and to staff.

The second main accomplishment was an all-staff survey, sponsored by the Trust sub-committee, to assess overall staff engagement and satisfaction. Surveys were distributed in October 2012, and there was a very strong response to the surveys with 47 surveys completed. Results of this survey were presented to the Visioning Committee and the Board, and were also presented at a recent all-staff meeting in Winkler. Staff heard about the overall employee engagement score. The results showed that there was a high level of engagement among the staff at CFS, but although there were many areas of strength, there were still some areas where improvements could be made. Those in attendance at the all-staff meeting were tasked with making suggestions on how to improve the Agency in each of the areas covered by the survey, whether that meant ensuring that positive aspects were maintained, or bolstering areas where a little extra is needed to take the Agency from "good" to "great". These suggestions will be compiled and the Visioning Committee and administration will use these to set priorities for the short- and long-term.



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

Focussing on the positive has been particularly important this year, when the impact of the Phoenix Sinclair Inquiry has been felt keenly with added stress and suffering morale among staff. The Board has been tremendously concerned about the well-being of the staff, and has done what it can to support all employees in the Agency. On behalf of the Board, allow me to express my sincere thanks to the staff, for continuing their exceptional level of work and commitment in these challenging times.

A huge accomplishment this year for the Agency as a whole was the acquisition of this beautiful building. Through the tremendously hard work of the CFS staff and board, and the Tupper Street staff and board, we have been able to purchase, design and renovate this former bingo hall in just a few months. The grand opening on April 12<sup>th</sup> marked the beginning of a fabulous future for the Family Resource Centre. I want to thank all of those involved in this process for the time and energy they have devoted to this project. This Centre, and the programming offered by CFS and Tupper Resource staff, will be an invaluable resource for the families of Portage and area for years to come. Congratulations to all involved!

A primary goal for the Agency and Board for this upcoming year will be to develop a succession plan, not only for executive positions but also for supervisors. Succession plans are a critical component of any organization's key strategies, but this year we are feeling a sense of urgency to develop this plan as we are aware of a number of potential retirements for next year. These retirements will result in a tremendous loss of skill and leadership, and the Board and administration must prepare now to ensure that the Agency is in a strong and stable place to face these losses, and maximize the potential for the future. A committee has been established to develop a job description and recruitment strategy for an assistant to the Executive Director. A timeline has also been established in the succession planning within the Finance department. I anticipate that a tremendous amount of thought and planning will be devoted to this area in the coming months.

An important element that goes hand in hand with succession planning is the development of a Strategic Plan for the Agency. An environmental scan is currently underway by Rhonda Lorch of Lorch Associates in Winnipeg. This scan will provide part of the groundwork for formulating the Strategic Plan, which will take place over the next several months.

This AGM marks a point for the Board that is again seeing the departure of three Board members, including a long service Board member. 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.

In closing, I would like to express once again my gratitude and respect for all of you who are part of Child and Family Services of Central Manitoba, my fellow board members and the fabulous staff. I particularly wish to acknowledge the hard work and dedication shown by Kathy Wightman, weathering another year of challenges and triumphs with great success. You are all what makes this Agency great!

Respectfully submitted,  
Loreley Greenslade, Acting President, and Alan Schroeder, President

## Message from the Executive Director



I am pleased to be able to present the 79<sup>th</sup> Annual Report of Child & Family Service of Central Manitoba Inc. As we were contemplating a theme for our AGM this year, we needed to reflect on a number of changes which have affected our work at the Agency. In many ways the past year has been both exciting and frustrating – as is most new change. Although we are a non-profit agency, we do not operate in isolation from larger systems such as government, but rather are often impacted by decisions outside of our control. In order to continue to support children and families, it is necessary to adapt to new processes, take risks and to re-establish partnerships.

The ability of our staff to adjust to change is an essential component in being able to find solutions and move forward. It is through their willingness to work through issues and their tenacity to find solutions that we are able to sort through various obstacles, pick up the pieces and stay connected with the families and children we serve. It seemed only fitting that we look to our Staff as an inspiration for our theme of “Connecting the Pieces”.

During the past year several new initiatives were introduced. Foster Care Coordinators and Foster Parents were invited by the General Authority to participate in an overview of a joint training program for Social Workers and Foster Parents developed by Governors State University in Illinois that focuses on a team approach to support children in care and their families. The program has been adapted by the Department of Family Services in Saskatchewan and they have extended an offer to mentor our Staff and Foster Parents to become trainers. One of the exciting facets of this program is that it is available in digital format as well as online. This makes it accessible to a broader population base. At this time, in Central Region, we have identified three Foster Parents, Betty Dyck, Kim Klassen and Rena Lewco as well as Foster Care Coordinators Helena Kot and Nicole Fehr to become trainers. We believe this is an excellent example of how together as partners, Foster Parents and Social Workers can connect the pieces to better support the emotional health of the children we care for.

Another positive change this year was the purchase and renovations of 234 Princess Avenue to become the permanent home of the Family Resource Centre. This venture saw the Agency taking a risk to move ahead with the purchase and it was a risk worth taking. We now have a beautiful facility in which to hold family centred programs. Through this move we continue to consolidate our partnerships with Tupper Street Family Resource Centre, Portage Big Brothers/Big Sisters and Habitat for Humanity.

We are very pleased to hold this year’s AGM at the new Family Resource Centre. We chose to do so in order to commemorate the unveiling of a special mural which has been created by a number of young artists in Portage la Prairie. They worked under the guidance of Nereo Eugenio, a professional artist associated with Graffiti Gallery in Winnipeg.



## Message from the Executive Director con't.

The Staff and Board of Directors of CFS of Central Manitoba Inc., and Tupper Street Family Resource Centre were honoured to be approached by Cst. Shannon Neff and to offer our building in support of a project with local youth, the Portage Art Council and the R.C.M.P. to create the mural. Our thanks go out to Shannon for her work in fundraising for this project. Also, on behalf of our Agency and the partners of the Family Resource Centre I would like to express our gratitude to those individuals and organizations who generously funded this project, the Portage Credit Union, the Portage la Prairie Community Revitalization Corporation, Guy Moffat in memory of his mother, Rotary International of Portage la Prairie and the Community Foundation of Portage and District Inc.

A special note of appreciation is extended to Nereo Eugenio for taking on this project and to the young artists who worked along with him. We also need to acknowledge the support of a number of teachers and administrators from the Portage School Division. This was truly a collaborative effort and everyone involved played an important role. I am certain this will be a work of art the community as a whole will enjoy and take pride in. Perhaps others will offer their buildings in the future for young artists within our community to have a venue to express themselves and demonstrate their talent.

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 as they faced a number of challenges. Staff experienced a significant increase in workload with a rise in caseload numbers. This included an increase to the number of families who became involved with the Agency as well as the number of children in care. This past year saw an increase in Days in Care from a total of 40,260 as of March 2012 to 45,580 as of March 2013. The number of children increased from 137 children in care as of March 2012 to 191 children in care as of March 2013. Despite these increases, staff continued to provide a quality service to families and children in Central Region. Each and every day, the staff at Child and Family Services of Central Manitoba have an essential role in supporting families and ensuring children are safe.

Our Leading Practice Specialist, Cathie Hamm, began training Staff in the new practice model during the past year. The majority of staff has now received training in the first three modules. Due to workload demands, staff had less time for training in the past months and Cathie has taken on additional supervisory duties. This has impacted on our ability to continue with further training at this time. However, we are continuing to plan to implement the next set of modules in the fall.

Another factor which had a major impact on our work at the Agency, occurred with the pronouncement by the Department of Family Services and Labour that a hold was placed on foster care rates effective June 1, 2012. Rates were placed on hold as senior members of the four Child and Family Services Authorities and the Department initiated a process to review special rates within foster care and to develop a mechanism for developing special rates that would be consistent across all four Authorities. As a result of this initiative any foster care rate that exceeded basic maintenance was required to be reviewed and approved by our Agency's Child Care Planning Committee and the Individual Rate Adjustment Protocol Committee – composed of Staff from the Authority as well as the Department.



## Message from the Executive Director con't.

This new process of determining special rates created a great deal of frustration and additional administrative work for all Staff across all sectors of our Agency. Additionally, it was frustrating for foster parents as staff are required to present information to the two previously mentioned committees and receive prior approval before implementing any change to foster care rates. I feel it is important to recognize the effort our Agency Staff and Authority Staff have demonstrated in working through this process to insure the needs of children are met with the least disruption as possible. It is also with heartfelt thanks that we acknowledge the patience and dedication of Foster Parents who never gave up on the children in their care.

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

I wish to thank Jay Rodgers and the Staff of the General Authority for their continued support. Through their advocating on our behalf, over the past few years 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.

Our 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. 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 resource, they are supportive of one another and are dedicated to the welfare of the families and children whom they serve. Together with all of our partners we are connecting the pieces to support ....healthy children, healthy families, healthy communities.

Respectfully submitted,  
Kathy Wightman



## Foster Care Program

Child & Family Services of Central Manitoba Inc. foster parents care for 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 an increase from 59 licensed foster homes to 88 licensed homes. We have 20 Place of Safety Homes ready for licensing and 25 active Respite Homes. CFSCM licensed 24 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 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 Supervisor have continued using the SAFE ASSESSMENT tool to complete home studies. Individual and group training for foster parents is ongoing. Examples are, CPR and First Aide, Attachment, Tattered Teddies (suicidal ideations in younger children), straight talk (suicide in youth), FASD, Foster Network Annual Conference...

The Boundary Trails Foster Family Association continues to develop in the Southern Region with guest speakers and projects to support children in care. A training program is being developed by the General Authority that will see a number of our foster parents be trained in a large range of topics pertaining to issues facing children in care. In June, the training for this program (PRIDE) will begin. The goal is to provide all foster parents with training that is focused on the needs of the children they are caring for at any given time.

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 close to 300 people attended and the event was once again a great success with planning for the Christmas Party well on its way.

Nicole Fehr came back from maternity leave in January 2013; Welcome Back! Ashley Wiebe covered the position as Foster Care Coordinator in Nicole's absence. The Resource Team appreciated the support and dedication Ashley put forth and wish her the best in her new position in the Agency on the Intake Team!

## Foster Care Program con't...

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

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

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

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



Gifts



Foster Family Team:

Back L-R: Ashley Wiebe, Helena Kot, Rod Sveistrup  
Front: L-R: Dianne Heinrichs, Helene Thibeault



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





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



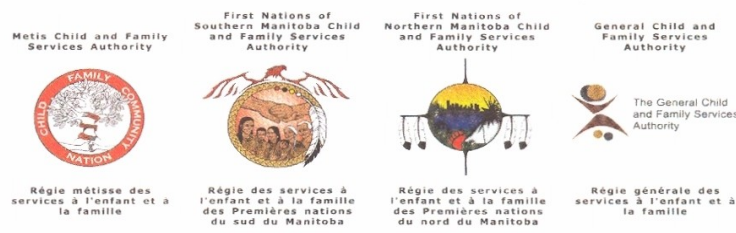
## Intake and After-Hours Program

Child & Family Services of Central Manitoba serves as the Designated Intake Agency (DIA) and **emergency** after hours service provider within the central region (excluding 1<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 Structured Decision Making Tools with the Signs of Safety approach continue to be **at the core** of how Intake services are delivered. Structured Decision Making Tools help workers determine the family's capacity to ensure children are safe. Signs of Safety skills focus on engaging family members and their support networks in identifying safety plans for their children.

During the 2012/2013 fiscal there were 1,080 Intakes. The single biggest source of referral was from individuals/families themselves, followed by community collaterals – police and schools. The Agency opened or re-opened 347 during the fiscal year—303 files were opened to the General Child and Family Services Authority for ongoing services; 34 files were open to First Nation South Authority for ongoing service and 10 were open to Métis Child, Family Services Authority.





## Chance 2 Play



“Arron’s Chance 2 Play” continues to be a successful and viable program administered by Child and Family Services of Central Manitoba. For eight years, young people in the Central Plains Region who might have been unable to play hockey due to economic constraints have had funds available for registration. Recently the program’s policies were changed to allow the payment of full registration and payment of registration for Can Skate Programs.

This program is funded through the Child and Family Services Foundation. The Foundation in turn receives funding through the dedicated efforts of NHL hockey player, Arron Asham and a number of his friends. Each year Arron and his friends organize and hold a successful golf tournament to raise money in support of children who wish to play hockey. During this past winter, Arron and friends also organized a second charity hockey tournament to raise money. The organizers of both the golf tournament and the charity hockey game have been generously supported by a number of community businesses and individuals.

The program has continued to grow over the years and during the 2012–2013 season, 47 children were sponsored. The cost of sponsorship amounted to approximately \$19,797.00 with children receiving varying amounts of funding depending on their level of play and financial need. It is with deep gratitude that Child and Family Services acknowledges the commitment of Arron and his friends for their support of children and families in Central Plains.



2012 Arron's Chance 2 Play Charity Golf  
Tournament Committee

L-R: Doyle Moar, Darryl Patterson, Cam Asham,  
Doug Blight,, Simonne Fust, Brett Calder, Arron  
Asham, Danny McArthur, Megan Sloik, Jody  
Fletcher, Mitch Brennan  
Missing: Brad Bailey, Jodi McArthur

Thank you Celebrities:

Joe Pascucchi, Ryan Simpson, Leah Hextall,  
Ryan Craig, **Arron Asham**, Mike Richards



## Chance 2 Grow



“Chance 2 Grow” is a program administered by Child and Family Services of Central Manitoba and funded by the Child and Family Services of Central Manitoba Foundation, through the generous support of Portage Credit Union, Access Credit Union, Winkler Community Foundation, The Thomas Sill Foundation Inc., Portage Plains United Way, Community Foundation of Portage and District Inc.—Kristof Family Fund, Manitoba Community Services Council Inc., Winnipeg Goldeyes Field of Dreams., North Norfolk MacGregor Foundation, Meyers Norris Penny and community donations.

This program pays registrations fees and helps with equipment and supplies for a myriad of educational and recreational opportunities for children in need of financial support up to a maximum of \$400 per year per child. The program is

open to all children and youth between the ages of 5 and 17 who reside in the Central Region of Manitoba and who meet the qualification of financial need.

In 2012-2013 we assisted 109 children with such activities as: football, soccer, ringette, dance programs, piano lessons, voice lessons, fiddle lessons, and Martial Arts to name a few, for a total expenditure of \$19,421.11.

## Chance 2 Learn

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

The usual donation per student per year is \$500. In 2012-2013 we assisted 4 former permanent wards through this program. From time to time a deserving individual may receive additional funding from the Program. This funding would need to be approved by the Foundation Board of Directors based on a recommendation from the Agency Board of Directors.

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

With the introduction of tuition waivers available through the University of Winnipeg, Red River College, Assiniboine College, Brandon University and Winnipeg Technical College, we are seeing an increase in the number of young people leaving the care of Child and Family Services and attending post-secondary education. In 2012-2013, the Agency through the support of the Foundation was able to provide grants to four young people who enrolled at one of the above programs of higher learning.



## 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, Morden, Winkler, and Altona/Gretna, the McCain Foundation, the Carman Area Foundation, Carman Youth and Philanthropy, Linear Grain Fund, Ecole Arthur Meighen Youth in Philanthropy and community donations.



“Chance 2 Camp” is the longest running of all the Chance 2 programs. Through the application process, families that meet the financial criteria can receive up to \$400 per child to attend camp. The camps must be accredited in the Province of Manitoba. We also supply sleeping bags to children who require them, and volunteer drivers will deliver the children to camp, and see them safely home. A big thank you to Dennis and Gustine Wilton and Walter Deido from the Southern area, and Dave Lassell, Chris DeLong, Jack Charles, and Jim Malenchak from the Portage area who were our volunteer drivers this year.

The Camp Coordinator for the 2012 camping season was Jody McArthur who did an excellent job of liaising with parents and campers, receiving and processing applications, and being the contact person for all of the camps that our children attended.

In 2012 we sent 160 children to camp, 142 from the community and 18 children in care, at a total expenditure of \$38,306.15.

The 3rd Annual Chance 2 Camp B-B-Q was another great success that raised approximately \$2,000.00 for the program. A huge thank you to the staff of Child and Family Services of Central Manitoba for their hard work, as well as volunteers from the Board of Directors of the Foundation. A heartfelt thank you to Darren and Lori Miller who generously donated even more food from Portage Supermarket than in previous years to account for the rise in attendance. The homemade dessert table continues to be very popular and has proven to be a huge contributing factor to the rising numbers we are achieving each year. The teamwork and positive attitude of everyone involved in making this day possible significantly contributes to the event being a success year after year.





## 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 with families and the community. Our agency ensures that the team is continually supported through Signs of Safety Training and Mentoring.

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

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

Over the past year within our region we worked with 59 families. Our caseloads continue to grow. The community is becoming more aware of the program. We are receiving more phone calls asking how to access the program by the community.

In 2012-2013, the Team said farewell to Benita Goertzen from the Winkler Office and Leigh Campbell from the Portage Office and were pleased to welcome Lil Lockhart and Jennifer Lominico.



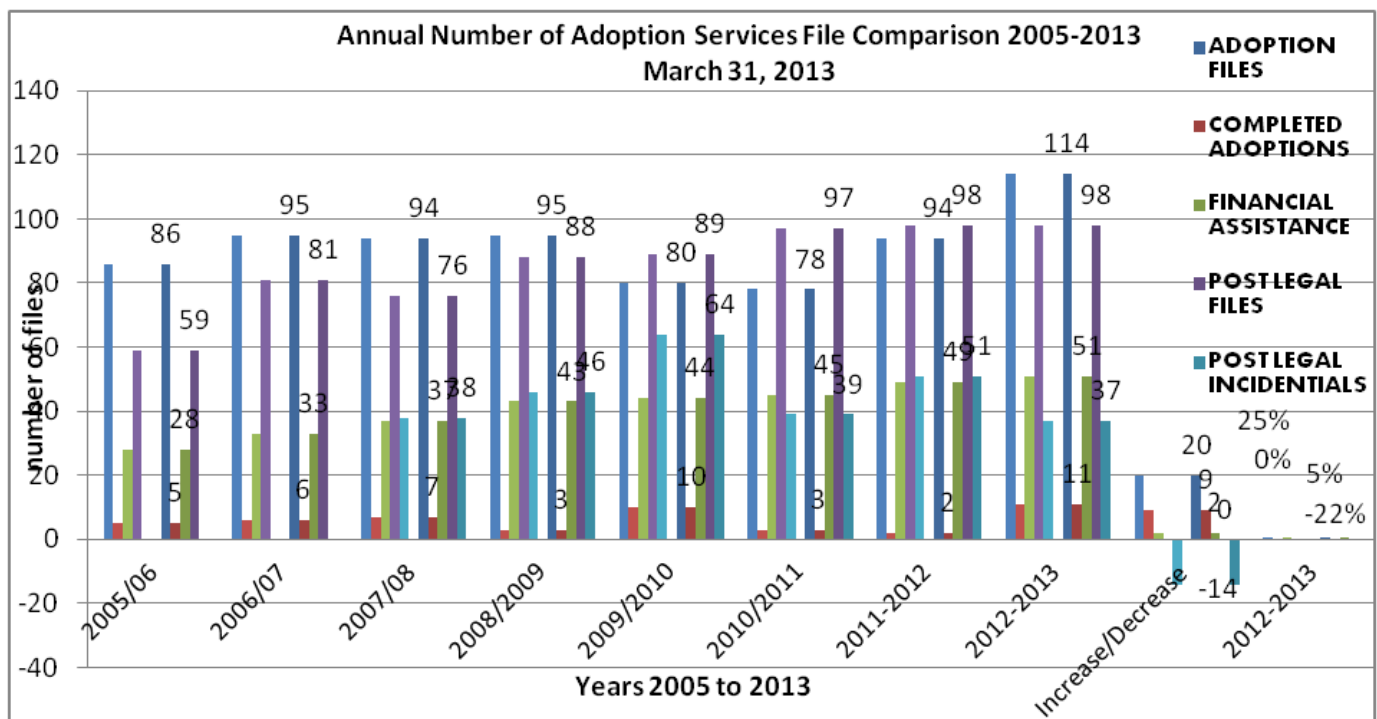
The current Family Enhancement Team consists of: Anne Johnston-Peters and Jennifer Lomonico as Case Managers in Portage, Lil Lockhart as the case manager based out of Winkler, Pauline Johnston and Monica Lapointe as In-Home Support workers based out of Portage. Their Supervisor is Diane DeLucia who has recently relocated her office to join her team at the new Family Resource Centre..

## Adoption Program

Over the past year Adoption Workers carried 263 cases. Of these cases 87 were Adoption Applications under assessment, 51 were Financial Subsidies which provides ongoing support to families and their adopted children and 98 were Post Adoption/Legal Cases. Adoptions of older special needs children, for the most part, take a year to complete following the Adoption Placement of a child. With 1.5 workers we completed a record breaking 11 adoptions this fiscal year as in comparison to a few years past. Awesome work by the team!

There are 1.5 Social Workers providing adoption services. Gord Zacharias, located in the Portage la Prairie office, is a full time worker and carries cases throughout the agency's area. A good majority of Gord's work this year focused on completed court ordered adoptions along with extended family assessments and agency adoptions. Audrey Armstrong works part time from the Winkler office covering the Southern portion of our region. Most of Audrey's adoption services consist of working with foster parents who are adopting foster children who have been with them since they were very young where strong affection and emotional attachments have developed. Dianne Hunter provides strong administrative support for the team in all areas of our work. Adoption Supervisor is Diane de Lucia.

This year's major focus was on examining program priorities and activity which would result in developing new adoption homes for children.



## Family Services

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

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

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

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

With the addition of the Regional Youth Engagement Worker, services are being provided to emerging young adults.

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

The South Team is spending time focusing on the increasing number of new immigrants in the Pembina Triangle. In the past year the team has spent considerable amounts of time getting to know the Immigrant Settlement Office and its staff and utilizing German, Russian and Spanish translators when required. The Winkler Team has been using part of each team meeting to provide an opportunity for invited community members to present information on their social service and opportunities for networking and collaboration around casework.

## 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 & 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 began the General Authority Practice Model mini-module training sessions - of which there are 12 in total. These modules were developed by the LPS in conjunction with Karen Martin of the Children's Research Center of Madison, Wisconsin. These modules are presented in 2-3 hour sessions whereby workers are coached regarding various ways to implement safety oriented practice from a solution focussed perspective.

To date, the staff at CFSCM have had training sessions in relation to conducting balanced interviews during Module 1-Interviewing for Danger and Safety. We have also completed a mini-module that focussed on the three questions that shape all of our assessments...What are our Worries? What's working well? and What are the Next Steps? (Module 2). And the final module covered was "Small Voices-Big Impact-Keeping Children at the Center of Our Work" (Module 3). This module included tools for staff to use when talking with children (such as the 3 Houses-House of Worries; House of Good Things and House of Dreams and The Safety House).

All of the mini-modules promote the GA Practice model of working with families in a manner that is inclusive and that involves asking about and building on family's strengths and indicators of past safety. 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.



## 30 Year Anniversary—Diane DeLucia



For the fourth year in a row, we have the honour to recognize someone who has completed 30 years of service with Child and Family Services of Central Manitoba. If it was necessary to choose one person who has been the face of our Agency, that person would have to be the person we pay tribute to today, Diane deLucia.

Diane started her work at Child and Family Services of Central Manitoba in August of 1983 shortly after obtaining her BSW from the University of Manitoba. During her first few years with the Agency, Diane worked in our Morden Office responsible for a generic caseload. She participated in the development of the South Team Service Model and contributed greatly to the discussion and work involved in the implementation of the model.

In December 1989, Diane applied for a supervisory position and was appointed effective January 1990 as the North Team (Urban) Supervisor. Shortly after accepting this position, Diane moved to Portage la Prairie. Her responsibilities included supervising staff providing a range of child protection services as well as adoption services. While in this position, Diane not only pursued and obtained her Masters in Social Work, but as well, took on the role of Agency representative on the Task Force on Adolescent Parenting. She was instrumental in the development of a proposal to the Secretary of State pertaining to adolescent parenting and was successful in acquiring a small grant to complete a needs assessment in the north central Manitoba catchment area. It was this initiative which led to the development of the Portage Young Parent's Resource Centre (now known as the Tupper Street Family Resource Centre).

From the beginning Diane had strong relationships within her teams and demonstrated an excellent ability to join with families. She is often described as capable of assisting people to deal with difficult issues through listening and providing appropriate feedback. She consistently maintains appropriate personal boundaries. She has been described by her colleagues as "a solid leader in the development of the Foster Care Program and a role model of superior ethics and professionalism". She is known for being "compassionate, kind, trustworthy, skilled, respectful calm, dedicated and always eager to learn and help." To many people she has been a source of strength and support.

It is with great pleasure that we congratulate Diane on 30 years of dedicated service to the staff, children and families of Central Manitoba.





## **“Hello and Goodbye!”**

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

They include:

- April 30, 2012—Jodi McArthur was hired as a summer student to coordinate the 2012 Chance 2 Camp Program.
- July 9, 2012—Jennifer Lomonico accepted a full-time term position on the Family Enhancement team.
- July 16, 2012—Lauren Smith (nee: Laplante) accepted a full-time term position on the Intake and After-Hours team.
- July 27, 2012 Angela Hay resigned from her .5 Intake position. She remains as the .5 weekday After-Hours worker.
- July 27 2012—Devon Smith provided some summer relief in Reception at the Winkler Office from July 5, 2012 —July 27, 2012.
- August 10, 2012 - Laurie Schellenberg resigned from her .5 Family Service Position in Winkler.
- September 17, 2012—Marion Dunfield accepted a term position to assist with some file maintenance. Her position ended October 26, 2012.
- October 19, 2012—Sherri Morgan accepted a term After-Hours Weekend Duty position to cover off the remainder of a maternity leave.
- January 29, 2013—Alexis Barrault resigned from her After-Hours Weekend Duty position.
- February 20, 2013—Benita Goertzen resigned from her Family Service position in Winkler .
- February, 2013—Jodi McArthur accepted an After-Hours Weekend Duty position.
- March 8, 2013—Helene Thibeault resigned from her French Language Services/Family Service position.
- March 29, 2013—Danielle Bueckert resigned from her Family Service position in Winkler.

**We have been extremely lucky in our years here to have had so many great employees come through. We hope that they have enjoyed or are enjoying their time here and we thank them for their loyalty and dedication to Child and Family Services of Central Manitoba Inc.**







# Statement of Financial Position

For the Year Ended March 31, 2013

	Core Agency Support Fund	Ward Care Fund	Protection and Prevention Services	Designated Intake	Capital Fund	Differential Response Fund	2013	2012
<b>Assets</b>								
<b>Current Assets</b>								
Cash	\$ 565,022	\$ -	\$ -	\$ -	\$ -	\$ -	\$ 565,022	\$ 962,341
Accounts Receivable	\$ 263,050	\$ 421,261					684,311	578,211
Prepaid Expenses	\$ 30,563						30,563	30,032
	\$ 858,635	\$ 421,261	\$ -	\$ -	\$ -	\$ -	1,279,896	1,570,584
Capital Assets					\$ 1,060,642		1,060,642	742,800
	\$ 858,635	\$ 421,261	\$ -	\$ -	\$ 1,060,642	\$ -	\$ 2,340,538	\$ 2,313,384
<b>Liabilities and Net Assets</b>								
<b>Current Liabilities</b>								
Bank Indebtedness						\$ -	\$ -	
Accounts Payable & Accruals	470,447	17,462				20,004	507,913	469,943
Working Capital Advance		220,000					220,000	220,000
Interfund balances	15,238	(61,145)	130,270	98,061		(182,424)	-	-
	485,685	176,317	130,270	98,061		(162,420)	727,913	689,943
Accrued Severance/Retirement Entitlement & Deferred Contrib	495,680				279,751	162,420	937,851	978,473
	981,365	176,317	130,270	98,061	279,751	-	1,665,764	1,668,416
<b>Net Assets</b>	(122,730)	244,944	(130,270)	(98,061)	780,891	-	674,774	644,968
	\$ 858,635	\$ 421,261	\$ -	\$ -	\$ 1,060,642	\$ -	\$ 2,340,538	\$ 2,313,384

## Statement of Operations

	Core Agency Support Fund	Ward Care Fund	Protection and Prevention Services	Designated Intake	Capital Fund	Differential Response Fund	2013	2012
<b>Revenue</b>								
Province of Manitoba	\$ -	\$ 4,157,674	\$ -	\$ -	\$ -	\$ -	\$ 4,157,674	\$ 3,610,577
General Child and Family Services Authority	969,329	-	2,195,916	688,920	-	-	3,854,165	4,073,917
Amortization of Deferred Contributions					12,161	365,361	377,522	449,718
Other	134,890	4,772				22,766	162,428	121,834
<b>Total Revenue</b>	\$ 1,104,219	\$ 4,162,446	\$ 2,195,916	\$ 688,920	\$ 12,161	\$ 388,127	\$ 8,551,789	\$ 8,256,046
<b>Expenses</b>								
Salaries & benefits	659,524		1,770,284	656,769		289,149	3,375,726	3,048,485
Travel & field service costs	60,407		59,928			4,582	124,917	120,684
Office Operations	209,186			52,904		94,396	356,486	339,923
Service support	87,967		267,873	19,300			375,140	345,294
Other support	89,511						89,511	38,844
Ward care expenses		4,121,486					4,121,486	3,568,449
Amortization of capital assets					78,717		78,717	76,571
Allocate Operations	(246,000)		246,000				-	-
<b>Total Expenses</b>	860,595	4,121,486	2,344,085	728,973	78,717	388,127	8,521,983	7,538,250
Excess (deficiency) of revenue over expenses	\$ 243,624	\$ 40,960	\$ (148,169)	\$ (40,053)	\$ (66,556)	\$ -	\$ 29,806	\$ 717,796



# **CHILD & FAMILY SERVICES OF CENTRAL MANITOBA INC (Photo taken: June 4, 2012)**



**Standing (L-R):** Monica Lapointe, Simonne Fust, Samantha Morgan, Jayme MacKinnon, Gloria Neufeld, Rhonda Verwey, Lois Hunt, Tina Lequier, Ashley Wiebe, Sally Marsolais, Jodi Young, Jody Fletcher, Lil Lockhart, Shelley Smith, Sharon Dueck, Anne Johnston-Peters, Leah Beaupre, Cathie Hamm, Olivia Decaire, Leigh Campbell, Danielle Bueckert, Lindsay Hutton, Sheri Morgan, Judie Mann, Sara Murray, Ruth Spriggs, Dianne Heinrichs, Hélène Thibeault, Jennifer Lomonico, Sue Wellings, Michelle Sveistrup, Cheri Moran, Diane de Lucia, Pauline Johnston, Janice Madill, Laurie Schellenberg, Christine Chabbert.

**Kneeling (L-R):** Sean Gebler, Gord Zacharias, Rod Sveistrup, Grant Jackson, Helena Kot, Tamara Waldner, Leta Maksymyk, Kathleen Wightman, Dianne Hunter, Audrey Armstrong.

**Missing:** Christa Davidson, Benita Goertzen, Kathy Friesen, Denise Selinger, Jen Kehler, Jen Link





**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



The General Child  
and Family Services  
Authority

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