

2017-2018

84th Annual Report



2017-2018 **Board of Directors**



Ken Reimer, President Anne Malyon Vice President, Tracey Bercier, Secretary-Treasurer

> Directors: Carol Braun Loreley Greenslade John Peters Peter Veldhuis **Bruce Wood**

Message from the Board and Executive Director



We welcome you to the 84th Annual General Meeting of Child and Family Services of Central Manitoba. This year the Board of Directors prepared this report, and will be taking part in its presentation, together. This has been another busy year for the Agency, our staff, and our board.

We had one retirement in the 2017-2018 year, Kathy Friesen. Kathy had been with our agency for 10 years. The families and the children Kathy worked with loved her, and we are sure miss her gentle way of engaging with them. We wish her all the best in her retirement.

Our social workers continue to keep up to date on the training of the General Authority practice model and continue to deliver the highest quality service to children and families.

We realize that the work of our staff can be very challenging, as well as tremendously rewarding. We would like to acknowledge the hard work and dedication displayed by all members of CFSCM staff, from supervisors to front-line workers to administration and management. Working as a team, these professionals provide a high level of service to the families in our community, and we thank you all for your dedication.

Over the past year we once again have experienced many changes that have been exciting and have kept us busy. From a service perspective, we have all of our direct service staff now trained in our current practise model. We have begun implementing a domestic violence informed practise at the agency by using the Safe and Together Model. We have begun offering the Caring Dad's program out of our Winkler office and hope to begin this program our of our Portage office in the near future. The Caring Dad's program is group work that is geared towards helping fathers understand the way they treat their partners has an impact on their children. We have hired a Family Support Network Facilitator to further imbed the process of family engagement into our service to families. As with any new initiatives or changes in practise, it is really the direct service providers in our agency who need to embrace them for it to be successful. I would like to thank our social workers, in-home support and case aides for doing just that. It is their commitment to families and their want to provide the best service that they can that moves our agency forward day by day. As I observe what they are able to accomplish I become overwhelmed with gratitude and pride that I get to be a part of it.

In November, 2017 the agency signed onto the province's block funding project. This has allowed the agency to re-examine the child maintenance monies we receive and potentially reallocate this money into services that allow children in care to reunify with their families more quickly or prevent them from coming into care all together. In order to do this we have formed an initiative committee comprised of senior management and front line staff. This committee has come up with several ideas that we hope to implement in the next year. This includes the hiring of an in-house therapist with hopes to provide more timely and efficient service to the families that we serve. As with any major change this one has had its challenges. We would like to express our gratitude to our accounting staff, who have had to make many changes to their work. They have faced all the challenges with grace and a smile and we really appreciate all they have done and continue to do to ensure our ideas can be realized.

This has also been a busy year for the CFSCM Board of Directors. This spring, the Board spent a productive weekend conducting strategic planning and training, which has set the Board on a path toward stronger vision and governance. We continue to work on short, medium, and long term goals as a board. We would like to thank all of the board members for their strong commitment throughout the past year, and look forward to the coming year.

Respectfully submitted, The Board of Directors and Tracey Bercier, Executive Director

I am Carol Braun, a retired educator from Altona. In my career, I taught junior and senior high students and adults in the Winkler-Altona area. About every 7 years (or so) in my career I made a big-ish switch to a new educational challenge. Before retiring, my final 7-year switch was into the job of Assistant Superintendent for Border Land School Division. I retired in 2016, and am enjoying this time immensely. As well as CFS, I work as part of the Altona and Area Family Resource Centre and Genesis House boards. I am also a mom and grand mom. I have 2 adult sons, one daughter in law, and one almost-3 year old grandson. He is teaching me SO MUCH! Including how to have the most fun ever! I am passionate about children and families as the building blocks of our future. I believe it is all of our responsibility to do whatever we can to nurture our young ones and communities. I am honoured to be able to fulfill some of this responsibility through the valuable work of CFS Central Manitoba.

I am Loreley Greenslade. I live in Portage la Prairie, a mere 2 blocks from the CFS office. My husband and I have raised three boys in this community, and I have fostered strong ties to the community through involvement in parent councils and a term on the school board. Because my youngest son has autism, I am particularly concerned about the needs of children and adults who face exceptional challenges. That is why I have begun to branch away from my 25 year career as a social science researcher to work with special needs students in the elementary school setting. Concern for community, children and families is what initially drew me to the CFSCM board of directors, as well as to the CFSCM Foundation board. 10 long ago. During this past decade I have been honoured to serve several years as board chair. I am very proud of the agency, its workers, and its board members. It has been my great privilege to work with such dedicated and talented people.

Meet the Board

I am Anne Malyon, a Board Member of Child and Family Services Central MB Inc. My association with CFSCM has spanned many years. I was on the external audit team for the agency for a period of thirteen years and I was previously on the Board of Directors for six years. I returned to the Board in 2016. I am a professional accountant and have retired from working in education administration. I grew up in a large family with limited resources in small town Manitoba, and am fortunate to now be associated with an organization that values every child and family that we become associated with through the daily work of the agency. I appreciate and value the work of all agency employees, foster parents and volunteers whose tireless efforts provide improved experiences life and opportunities to the children in our service area. Thank you all for your service.

I am Bruce, a retired teacher. I have worked in the Central Region for my entire career with the exception of 3 years when my wife and I taught overseas in American International Schools. I began teaching in Snowflake. Manitoba and since that time worked in Manitou. Morden and Carman. where Laurie and I continue to live. I've been a principal. classroom teacher. school а Coordinator of Special Education. Superintendent. I have always had an interest in the emotional well-being of children; this is what drew me to volunteer on the Central Region Board of Directors.

I am Ken Reimer, I have been married for 32 have 3 children. years. We and grandchild. Have been on the CFS board for 3 years. I am a firm believer of giving back to the community. I have taught the Driver's Education Course at Garden Valley Collegiate for the past 18 years and teach 2 courses for Safety Services Manitoba as well. I currently am the Sales Manager at a local car dealership, and in my spare time enjoy spending time with my wife and family. I enjoy being on the board and assisting wherever I can to better the communities we serve.

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

Child & 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 Southern First Nations Network of Care, the First Nations of Northern Manitoba Authority, the Métis Authority and the Child & Family Services of General Authority. Central Manitoba is mandated by and provides services on behalf of the General Authority in the off -reserve geographic area of the Central Region of Manitoba.

Together with Child and Family Services of Western Manitoba and Jewish Child and Family Services. Child & 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. 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. 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. The Family Resource Centre is also located in Portage la Prairie and we continue to share space with several community partners at this location.



Family Resource Centre



Head Office—Portage



Winkler Sub-Office



Our Mission

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

Child & Family Services of Central Manitoba works in partnership with community to support and strengthen families to ensure the well-being of children and youth. We commit to these values to guide our decisions and our behaviours:

Safe and Secure Children & Youth

We believe that all children and youth have a right to safe, secure and nurturing environments. Our decisions, planning and priorities are guided by this fundamental belief.

Family/Child Centered

We are focused on family and child centred services that respect autonomy and support parent empowerment and self-determination.

Transparent & Accountable

We value integrity and are honest, fair and respectful in our interactions.

Inclusive & Accessible

We are community oriented; honouring the diversity of the people and the communities we serve.

Innovative

We are committed to innovation and creativity that will optimize our financial, physical and human resources to support knowledge regarding best practice and to maintain a high standard of service.

Staff Milestones



Chris began her career at Child & Family Services of Central Manitoba in 2008 as a student completing her practicum in the Intake Unit in Portage. She was hired immediately after completing her BSW Degree as an Intake worker in Winkler. As Chris and her husband, Norm, reside in Notre Dame de Lourdes, she was able to work in both the North and the South offices at different times for different opportunities. Chris relocated back to Portage in late 2010 in order to work with her mentor, Grant Jackson, in the Intake Unit. Chris then went to work as a Family Enhancement worker for a few months but her passion for investigating led her back to Intake where she remained until 2015.

Christine Chabbert In the summer of 2015, Chris accepted the Family Service Supervisor position in Winkler. As the population in the South continued to grow, so too did the case numbers. Chris worked very long hours as a new supervisor in her quest to keep up with the demands of the job. Chris was a natural in her role as supervisor. Her calm demeanor combined with her maturity and wisdom was exactly what the family service workers needed to guide them in their roles. Chris learned right alongside her workers and never hesitated to seek out the answers to the multitude of different situations she encountered every day.

In the summer of 2017, Chris returned to Portage once again as the Intake and After Hours Supervisor, a role she was meant to fulfill as her heart has always been with Intake. In addition to her supervisory duties, Chris is also the Chair of the Child Abuse Committee (CAC). Chris had been the staff representative on CAC for several years before becoming the Chair. Chris currently sits on the Designated Intake Agency (DIA) Steering Committee which meets quarterly with our community child welfare partners. More recently she became a member the Portage la Prairie HUB with numerous other community partners. The HUB model is a collaborative, risk-driven system of interventions, which brings members of the health, social, justice, education and other human services together. The goal is to prevent a crisis before it occurs.

Chris's thirst for learning did not end when she received her BSW. She immediately applied to the MSW program and completed that degree in 2012 while continuing to work full time. Her colleagues fondly refer to Chris as the "Master". The "Master" also has a great sense of humour and likes to laugh and joke with her colleagues whenever she can spare a minute from the demands of Intake. Chris embraces new initiatives and is open to anything that will seek to improve and enhance the lives of children and families.

Chris and Norm have 4 adult children and are currently "empty nesters". Chris uses the bulk of her vacation time in the summer in order to spend quality time with Norm and their friends and family at the Lake.

Congratulations Chris, on 10 years at Central. The Agency is very fortunate to have a Supervisor who is so committed and passionate about child welfare.



Nicole Fehr

Nicole started at Child & Family Services of Central MB as a student in the Winkler office in September of 2007. She was hired in February of 2008 while she was still completing her practicum. Nicole graduated in the Spring of 2008 and continued to work as a Family Service worker. In 2010, Nicole was the successful applicant for a position in foster care, where she remained until June of 2017. Nicole definitely found her calling as a foster care coordinator. Nicole is wise beyond her years, and her calm and unassuming nature was a welcome asset to the team. Nicole was highly regarded by her large pool of foster parents. She was also a strong advocate when it came to ensuring that care providers had an opportunity to participate in ongoing training. In addition, she formed a foster parent support group that was well received by those in attendance.

In the Spring of 2017, Nicole applied and was the successful candidate for the South Family Services Supervisor. Although she was sad to leave foster care, she felt ready to begin the next chapter. Nicole spent the next several months learning the family service cases and all that was involved in managing high caseloads. While Nicole was familiarizing herself with her new role, she also had to train and mentor a number of new staff. In true Nicole fashion, she took on her role with grace and a quiet confidence.

A few short months later, yet another opportunity became available and it was one that Nicole could not pass up! Nicole recently accepted the position as the Intake and Foster Care Supervisor. She began her current role in April of this year. Nicole is very happy to be reunited with Foster Care and has a number of great ideas to continue to develop the program.

In addition to her hired positions, Nicole has been a number of numerous committees over the years. Currently, she sits on the Agency's Critical Incident Stress Management (CISM) Committee, the CommUNITY Screening Team in Altona and she is currently the Co-Chair of the Policy Committee.

When Nicole is not working, she and her husband, Dan, are consumed with caring for their two young sons, Orrin and Ezra who are both sports fanatics! When she can fit it in, Nicole enjoys reading, going for walks, gardening, 'Hand Lettering', also known as modern calligraphy, and She is also a member of a Book Club which keeps her decorating. connected to friends.

Congratulations on 10 years, Nicole. Your commitment and dedication to the Agency is greatly appreciated. Bring on the next 10 years and the 10 after that!



lenifer Link

I am pleased and honoured to recognize Jenifer Link with 10 years of service at our agency. Jen started her career with CFS Central MB in February 2008 as a Case Aid in the Portage office. She then applied and was the successful applicant for a term position as In-Home Support worker in November, 2014, which become a permanent position in March, 2016. Jen continues in this role today and has her office in the Family Resource Centre in Portage. In-Home Support workers work directly with families in their homes helping to make real change, teaching new ways to parent, and helping families be successful. Jen is a positive role model and finds ways to connect with families and children to help them make positive behaviour changes demonstrated successfully over a period of time. Jen has a diploma as a Par Educator.

Jen's commitment to the agency, staff and the families she has worked with over the past 10 years, shows her dedication to her families and the real care she puts in when she works with them. Jen has been actively involved in the agency's Women's Retreat now in its 10th year. The retreat is a time to connect with our mom's and to build on their positive relationships with our agency. Communities of support are built between the ladies who attend and Jen has worked the past three retreats giving up her weekends away from her kids to be a positive role model with our moms. Continuing to innovate with her colleagues, In-Home Support staff host once a month day activities with women in our region with goals to: increase cooking skills for the mom's they work with; help build relationships between struggling moms; teach healthy food options; teach budgeting; teach how to utilize the food cupboard food; work on organizing daily routine and structure for children and promote a healthier family. Jen and her In-Home Support colleagues have been running this successful program for almost two years and are entering year 3 with much enthusiasm for the program. Jen is also involved in teaching programs/courses to families in collaboration with the Family Resource Centre. She has become a very knowledgeable group facilitator by stepping up to the challenge and doing programs/courses two to three times a years. Jen is a facilitator for Nobody's Perfect, Positive Discipline and Caring Dads. Jen currently sits on the Work Place Health and Safety Committee and has been on the Social Committee in years past with the agency. Jen is also active outside the agency and has been a member of the FASD Collation in Portage for many years.

Her colleagues and friends describe Jen as kind hearted, truly sensitive to others, caring, funny, a good listener, compassionate and organized. Her non-judgemental manner helps to immediately put her clients at ease which allows her to build trusting relationships with her clients where they feel supported and empowered to help themselves, and to help them identify what the underlying issues are within their families. One colleague described Jen as being calming and having a nurturing way about her that makes others feel comfortable, and she is able to make things understandable for clients due to the trust they have with her. Jen's ability to connect with families and her caring, kind personality and her love of her work with her families makes her an irreplaceable staff member.

Any work in child welfare is hard, demanding and scary at times. Most people only last a few years in this line of work but when we have a staff member that hits 10 years, it truly is a time to celebrate.

Jen's deep care for her work and her families that she works with no doubt fuels her to continue and we are grateful for her time and commitment. Jen's true love comes through in the form of her love for her children Mason and Kyra; and, as we see with all our long term employees, outside activities and close family connections are what keep us going in this line of work. Jen loves snowmobiling, boating, fishing and camping.

On behalf of the board, management, and staff, congratulations to Jen for 10 years of service with our agency, Thank you for your commitment to our families and children. You are a valued and we appreciate you.





layme MacKinnon

It is with great pleasure that we recognize Jayme MacKinnon with 10 years of service. Jayme started her journey with the agency in February 2008 as a Case Aid in the Winkler office. She then applied and was the successful applicant for a term position as an In-Home Support worker in December 2014 which become permanent in October 2016. Jayme continues in this role today.

In-Home Support workers work directly with families in their homes helping to make real change, teaching new ways to parent and helping families be successful. Jayme has been instrumental in being a positive influence with families, making changes and finding ways to connect with families and children in positive ways. Jayme's dedication to the agency, staff and the families she works with over the past 10 years, is a real testimony to who she is as a person and her commitment to the agency. As a Case Aid, Jayme was asked to take part in our yearly women's retreat which is geared towards women who are

isolated in the region. This is the 10th year holding this retreat. The retreat is a time to connect with our moms and to build on their positive relationships with the CFS agency. Communities of support are built between the ladies who attend. Jayme has worked at 6 retreats giving up her entire weekend to be a positive influence in our moms. Continuing to innovate with her colleagues, Jayme and the other workers host a once a month day activity with women in our region with a goal to: increase cooking skills for the mom's they work with; help build relationships between struggling moms; teach healthy food options; teach budgeting; teach how to utilize the food cupboard food; work on organizing daily routine and structure for children and promote a healthier family. This has been highly successful and all in thanks to Jayme and her In-Home Support colleagues.

Jayme has sat on the Visioning Committee at work and volunteered her time at the Golden Prairie Arts Council in Carman. She is a facilitator for Nobody's Perfect and has extended education on the Fundamentals of Addiction and Child and Youth Competencies.

Her colleagues and friends describe her as creative, lively, expressive, a good listener, and not scared to tackle challenging files. Jayme's ability to connect with our children in care and relate to them through music, activities or chatting about the various topics that were of interest to them is invaluable and irreplaceable. She is able to build relationships with them and let them vent, while providing insight to the various workers on some of the issues the children were facing. Her ability to do this comes naturally, with ease and a genuine care for the child and her job. Over the years staff have seen Jayme's confidence and ability to do her job develop and strengthened as she has been equipped and encouraged in who she is and what she does. Jayme is very compassionate and will always see both sides to a situation. She is not quick to judge. Jayme is a strong advocate for the families she works with. Jayme lights up a room whenever she walks in. She is fun, loving and caring. The joke with Jayme in the Winkler office is that she'll come to your event but won't bring anything and won't help clean up but we keep inviting her back because she's so fun!!

The fact is child welfare is hard and demanding work, stressful at times and can be very difficult to navigate. With 10 years of service, Jayme's passion for the work, desire to help families and

children, and strong commitment to the agency continues to be as strong as the day she started. Jayme's strong connection to her own family, especially her sister and nephew Charlie, helps with taking this job into perspective and staying positive when times are tough at work. Jayme enjoys swimming, walking enjoying nature (the woods and lakes), travelling when able, and spending time with family.

On behalf of the board, management and staff, congratulations to Jayme for 10 years of service with our agency, Thank you for your commitment to our families and children. You are a valued employee!



Ianice Madill

It is our honour and privilege to recognize Janice Madill with 10 years of service. Janice started her career at the agency in October 2008 as a Family Service worker in the Portage office and was offered permanent status in September 2010. In December 2013 Janice moved to the Intake team for a year before jumping into the Place of Safety Coordinator/Foster Care Recruitment and Trainer that she currently occupies. In child welfare, it sometimes takes us a few tries at different positions to find the right fit, but Janice has found her passion and niche in being involved with families that want to look after children in care who are family members.

Janice has a very interesting life, and colorful career before she started her journey with us. Here are a few highlights. Janice was born in England and grew up Nairobi, Kenya and Dundee, Scotland for most of her primary school years, returning to Thunder Bay, Ontario to finish her high school. Janice has a Library Technician Diploma (1975) and Bachelor of Science Degree (1980) from Lakehead University

and a Bachelor of Social Worker (2008) from the University of Manitoba. Her early career saw her working for the Japanese Embassy in Kenya; to the N.W.T. working with the Inuit Nation; to Vancouver with the BC Ministry of Social Services Library; to the Caribbean working with an NGO in community development; to Portage working with the RHA and finally to CFS Central MB where of course she has spent the past 10 years. Janice wrote a book, published in 1994 "A Track Through Time".

Janice has always been active within the agency during her past 10 years. She is currently the cochair of the Workplace Health and Safety Committee and is a member of the Critical Incident Stress Management team. Always thinking of others, she is on the executive of her local union CUPE 2483 as the treasurer, and is always available to help her team and colleagues when needed. Janice's colleagues and friends describe her as soft spoken, hard working, flexible, thoughtful, kind, reflective, creative, loves to learn, considerate, accepting, and lives up to her values. Janice is fun and adventurous. She is always willing to try new things (art and cooking classes, sports) to travel new places, take risks, live life on the edge and push boundaries. One colleague describes Janice as having a high level of tenacity, if she has a problem to solve she will work on it until she has a solution. All of the above describes a person who if we needed, could see her walking through our doors to help as a social worker and really care about our situation and family. Janice is a person of integrity, high ethics, and demonstrates every day the true meaning of being a social worker and a good person.

Janice is a huge advocate for environmental change and conservation. Janice gets involved in community activities and committees, such as the Active Transportation Committee in Portage, presenting to city counsel on the Blue Dot Movement as she is environmentally friendly, and the Natural History Group. Past volunteer groups include the Tupper Street Family Resource Centre Board. Portage Youth Justice Committee and Portage Community Network. Janice continues to spend her time learning by reading, researching and exploring many different topics to expand her mind and she is able to retain information to share with others. Janice is very physically active, often riding her bike to work, swimming, running, scuba diving and loves to paint. She is very close to her family and friends in particularly with her son, Ruskin, who is a helicopter mechanic at Southport.

Child welfare is hard and demanding work, stressful to all who have made a career as a social worker in child welfare. Yet when employees like Janice hit the 10 year mark, you

know she is here for the long haul because of her commitment to children and families. Janice is a social worker who cares deeply about the families she works with and her colleagues with whom she shares the same passion for helping others.

On behalf of the board, management and staff, congratulations to Janice for 10 years of service with our agency. Thank you for your commitment to our families, children and our agency. The agency appreciates your work and values you as an employee.



The Adoption Program provides adoption services to families in the Central Region. 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 entire region. Audrey Armstrong works part-time from the Winkler office covering the Southern portion of our Region. Both workers have cases that consist of working with foster parents who are adopting foster children and new applicants looking to adopt. SAFE home study process continues to be used on all adoption files. Rod Sveistrup is the Adoption Supervisor and Angela Dyck continues to be the Administrative Support.



Adoption Program Files 2017-2018											
Adoptive Applicant	Financial Assistance	Post Adoption									
108	50	158									

Over the past year, Adoption Workers carried 316 Of these cases. cases. 108 were Adoption **Applications** under awaiting assessment or assessment. While our team provides service in all of Manitoba's Adoption Divisions, the majority of these Applications are for Division 1, Permanent Ward Adoptions. Audrey did one home assessment on a post adoption file from Honduras. Gord worked on one

private adoption with a mom that was involved with our agency. Fifty cases were Financial Subsidies, providing ongoing support to families and their adopted children, and 158 were Post Adoption/Legal Cases. Adoptions of older special needs children usually take a year to finalize following the Adoption Placement of the child.

With 1.5 workers we placed 3 children for adoption and finalized 8 adoptions this fiscal year

Fantastic work by the team! Calls from the community regarding the adoption of Indigenous children continue to grow, in what is being called the 60's Scoop Class Action Lawsuit. Gord Zacharias endeavoured to take calls and help individuals gain access to the information that is required for their participation in this Class Action. Gord currently has 23 intakes in respect to this matter.

A Permanency Planning Committee continues to meet and review all child in care files. This committee helps front line staff utilize permanency planning for children in care with the Agency and identify any that may be eligible for adoption. The adoption team continues to run our own Educational Series, which is a mandated requirement for any new adoption applicants before they are able to continue with the adoption process. The team works closely with the foster care team to complete joint SAFE home studies and related team initiatives and programs.

To celebrate Adoption Month in November, 2017, our team had 25 adoptive parents/applicants attend an evening seminar along with Jeanette Grennier from the GA, and our speaker, Mike Caslor. All in all it was a great evening where we were challenged to understand the adoption process from a child's vantage point.



Family Enhancement

The Family Enhancement Program provides services to children and families where our focus is to address safety worries for children, strengthen family relationships, and connect them to supportive services within community. Our approach is strength based and values collaborative, respectful and transparent working relationships with families. All of our Family Enhancement Workers emulate these qualities to the highest level when working with our families.

2017-2018 the Family Enhancement Program provided services to 58 families and 12 children in care in the Central Region.

The 2017-2018 Family Enhancement Team consisted of: Kelsey Bereza and Jamie Watson as the case Managers in Portage la Prairie, and, Lil Lockhart and Shelley Steedsman as the Case Managers based out of Winkler. Supervisor for the program continues to be Rod Sveistrup and the Administrative Support is Jutta Maier.

94% of children in care through the Family **Enhancement Program** live at home

4.8% of the children are in foster care placements

1.2% of the children are in adoption placements

In Portage la Prairie the Family Enhancement Service Team is located at the Family Resource Centre and forms part of a family based approach at the Centre. We are part of the Resource Centre Team, 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 the Community Justice Committee; and providing workshops related to anger management, attachment, and healthy relationship building between parents and children.

In the new fiscal year, Kelsey will begin working with HUB, a community based approach to identifying and helping families in need in the Portage la Prairie area.

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



The intent of the In-Home Support Program is to provide short-term intensive support and education to children and families who are experiencing coping difficulties. The primary objective for intervention is to alleviate the conditions that place children at risk, and to assist the family in maintaining a safe and nurturing environment, without the need for continued service. The 2017-2018 In-Home Support workers are Jenifer Link, Sharon Dueck, Jayme MacKinnon and Monica Lapointe. The In-Home Support workers are based out of both the Portage la Prairie and Winkler Offices. Supervising the program is Rod Sveistrup and Administrative Support is Jutta Maier.

In 2017-2018, the In-Home Support Program provided services to 53 families in the Central Region. In-Home Support workers continue to organize a yearly retreat for isolated women in the region and had 22 women attend the weekend-long retreat at Camp Arnes. This is our 10th year holding this retreat. The retreat is a good time to connect with our moms, and to build on their positive relationships with the CFS agency. Communities of support are built between the ladies who attend.

> In 2008 when the retreat started. only 5 women attended. This year, 20 women attended, meaning a 340% increase in attendance!



The Caring Dad's Program started in Winkler and is a 17 week program for dads to attend to work on the relationships with their children and spouses. We currently have 5 dads taking the program in Winkler and hope to have the same program running in Portage for the fall. Our agency facilitators are Sharon and Don Dueck in Winkler and Jenifer Link and Paul Caslor in Portage la Prairie, with Agency Program Director, Heather Unfried, supervising the program.

We are now in our third year of monthly and day retreats in Carman. The In-Home Support team has hosted a once a month day activity with goals of: increasing cooking skills for the moms we work with; helping to build relationships between our struggling moms; teaching healthy food options; teaching budgeting and how to make the dollar stretch; explaining how to utilize the food cupboard for food; working on organizing daily routine and structure for children; and promoting a healthier family. We have anywhere from 10-12 people attend the cooking sessions and for the monthly sessions, around 20 people attend. We had approximately 20 ladies attend the full day Christmas retreat in December.

Staff in the Community

All of our staff at CFS volunteer their time and energy in support of our Chance 2 programs and Community Organizations.

Each year staff (former and current) in Portage la Prairie organize a garage sale at the Legion Hall in support of the Portage Plains United Way; staff also participate by helping out at United Way events. The generosity of the staff does not go unnoticed by the Portage Plains United Way and they appreciate all efforts to help their cause.







The past four years, staff at CFS have assisted the Salvation Army with their Christmas Kettle Campaign.







Portage and Winkler Offices continued to hold annual Barbeques in support of the Chance 2 Camp program.





Staff attended the annual MNP Chili Cookoff Challenge in support of Central Plains Cancer Care







Staff attended a Quiz Night in support of Genesis House (Winkler's Women's Shelter)



It has been a very busy year 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 those who have joined us.

They include:

•	April 3, 2017	Deborah Ostopowich joined the Portage Office Intake Team
•	April 18, 2017	Jamie Watson joined the Family Enhancement Team covering a maternity leave
•	May 1, 2017	Brittany Toews was our Summer Student, coordinating the 2017 Chance 2 Camp program
•	June 2, 2017	Grant Jackson retired from the Portage Intake & After Hours Supervisor Position
•	June 5, 2017	Pauline Johnston returned to the Portage Family Service Team to cover a maternity leave
•	July 5, 2017	Jolanta Budzik joined our weekend After Hours Team
•	July 17, 2017	Kathy Friesen retired from the Winkler Family Services Team
•	July 31, 2017	Carina Sager started on with the Winkler Family Service Team
•	August 4, 2017	Twyla Janes resigned from the Portage Intake Team
•	August 7, 2017	Chris Chabbert moved from supervising the Winkler Family Service Team to supervising the Portage Intake and After Hours Team

- August 11, 2017 Jammie Cairns joined the Weekend After Hours Team
- September 5, 2017 Marissa Sawatzky joined the Winkler Family Service Team
- October 2, 2017 Denise Selinger returned to the agency taking on a position with the Winkler Intake Team
- December 1, 2017 Lindsay Loewen joined the Weekend After Hours Team.
- January 2, 2018 Rachel Friesen came back to cover a leave with the Winkler Family Service Team
- February 16, 2018 Jamie Watson's term on the Family Enhancement Team ended.

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

Intake and After Hours

Child & Family Services of Central Manitoba serves as the Designated Intake Agency (DIA) an area of central Manitoba that encompasses 20 municipalities and one local government district, excluding First Nations communities. As the DIA, we provide this service on behalf of the four Child & Family Service Authorities – Southern First Nations Network of Care. First Nations of Northern Manitoba Child & Family Services Authority, Métis Child & Family Services Authority and the General Child & Family Services Authority. CFSCM functions as a single point of entry for referrals to the child welfare system. A DIA Steering Committee made uр of representatives of agencies who provide service within the central region meet on a regular basis to share information and to discuss how best to work together to deliver quality services.

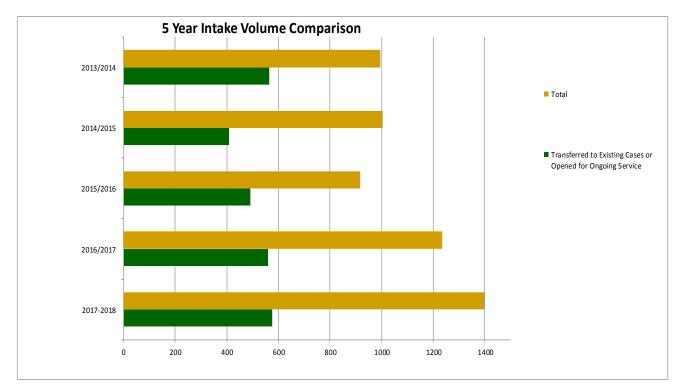
The process of Intake involves the gathering and recording of information relating to a referral or request for services, responding based on assessment of the situation, and determining a need for ongoing service. If ongoing services are necessary, the family is asked to participate in the completion of the Authority Determination Protocol (ADP). The ADP determines which Authority the family will receive services from.

The 2017/2018 year again saw a rise in the number of intakes that were serviced by the intake team with a substantial number of these intakes being followed up on by the team in the Winkler office.

Due to the volume of work experienced in the south, a third intake worker was hired for the Winkler area; this position was filled by Denise Selinger in October. The Portage Team welcomed Deborah Ostopowich in April, and saw their number of workers reduced from five workers to four workers later in the year.

The intake team has begun to employ the Safe and Together Model to address cases of domestic violence. This model differs from how the work was done in the past as there is emphasis on joining with the victim of violence to create safety should the violent partner remain in the home, return to the home, or continue to have contact with the children while residing outside of the home. This approach creates less fear for the victims as the focus is on safety and the impact on the children who are exposed to this violence. It allows for them to plan with the agency worker to avoid the apprehension of their children. Lauren Smith has shown a special interest in this area of work and has been assigned many of the domestic violence cases so she can hone her practice. Lauren has reported a dramatic change in the response of clients, as they are more willing to engage openly and honestly because they are less fearful. She has expressed that the conversations with victims have shifted, likely due to the approach creating an environment in which victims do not feel forced to lie to the agency. Focusing on the impact of violence on the children has also helped offenders to take responsibility and understand the importance of making changes.

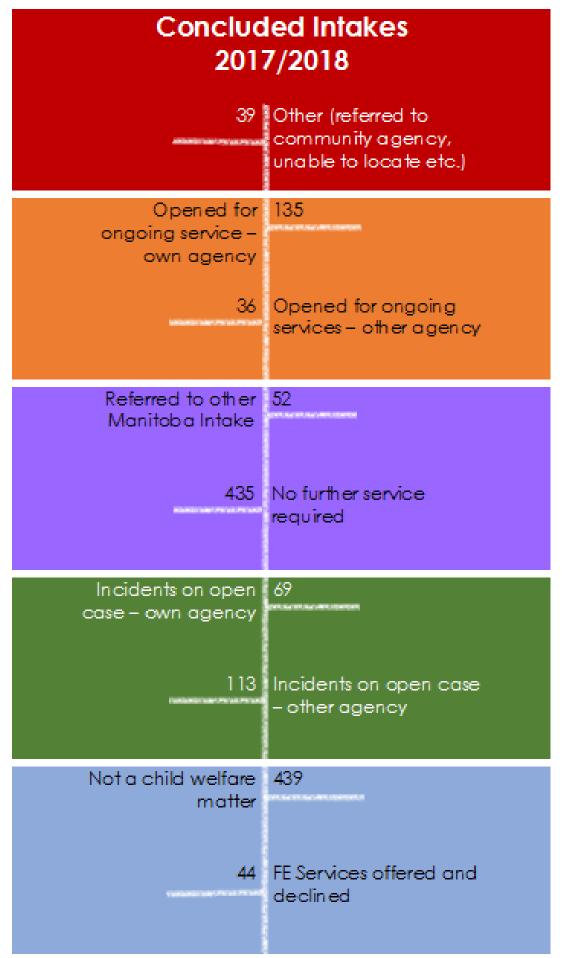
Opened intakes increased by 13.29% over the past year.



The intake team is also in the early stages of joining the Hub Table. This is an initiative that Portage la Prairie has invested in so that prevention work can occur with the city's most vulnerable population in order to prevent crisis from occurring. Hub operates in many cities across Canada and is known to reduce the number of children in care. The group consists of representatives from the school division, the RCMP, the housing authority, AFM, EIA, probation, Portage Community Revitalization Centre, City of Portage, Canadian Mental Health, and hopefully the RHA. This group will work together to identify individuals and families who are at high risk of experiencing a crisis. Once these persons have been identified as being able to benefit from supports, the representatives from the agencies that offer the needed services gather together to attend the home and offer interventions. Statistics have shown that most families agree to receive these services once they are offered and that as a result, there is a reduction in the need for mandatory crisis interventions.

Intake worker Sue Wellings has shown a special interest in this work and has joined the Hub Table along with Family Enhancement worker Kelsey Bereza. They will be attending multiple training sessions over the next few months and the project is scheduled to launch in June. Initially Hub meetings will be held once a week but are expected to increase to twice weekly as the project gains momentum. Hub is expected to significantly increase the volume of work for the intake team as well as the family enhancement team, however, it should result in fewer files from the Portage la Prairie area being opened for protection services and fewer children coming into care. Once Hub is running optimally, Sue and Kelsey may be providing prevention services to the community one to two full days each week.

Sue has expressed excitement about this initiative because she feels it will enhance the relationships agency workers have with our local collaterals. The regular meetings will allow for discussion so that each agency will have a better understanding of what services can be offered and what the limitations are. She believes this connection will break down the barriers that currently exist between all of the organizations and that this in turn will result in a more efficient and effective manner of service provided to the population.



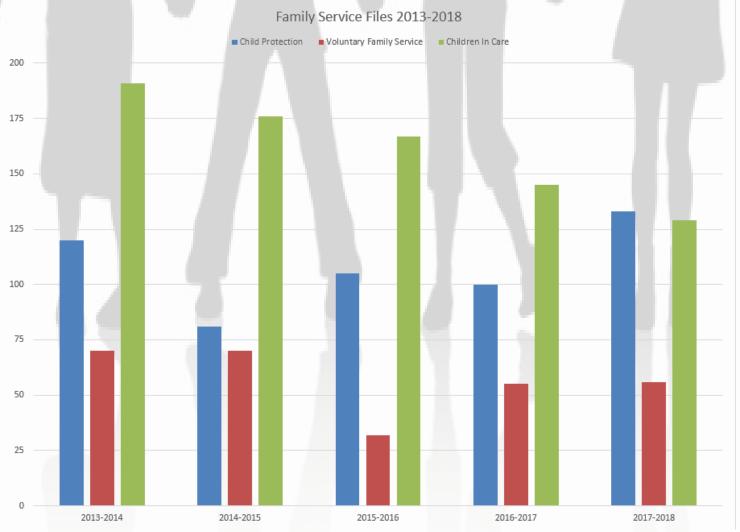


Family Services

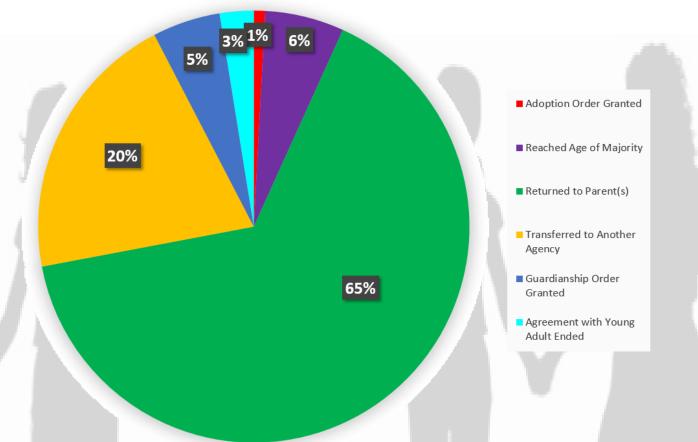
The North (Portage la Prairie office) and South (Winkler office) Family Service teams have seen a number of worker changes over the past year. On the one hand, as always, we are sad to see when workers leave; however we wish them well in their new endeavors. On the other hand, we are fortunate to have welcomed some new workers to the team and we look forward to their time in Family Services.

Over the past year, Chris Chabbert moved from being the Family Service Supervisor in the South to her new role as the Intake Supervisor in the Portage office. We thank her for her valuable contribution to the South Family Service team. We warmly welcomed Nicole Fehr as the new Family Service Supervisor in the Winkler office.

A little bit of information about the role of the Family Service teams. After it has been determined by Intake that a family will require ongoing services, a Voluntary Family Services file, Protection file or Child-in-Care file is opened under the Family Services Program. 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, temporary wards and voluntary placements. Workers also provide services to expectant mothers who need assistance in making support plans for their baby and themselves.







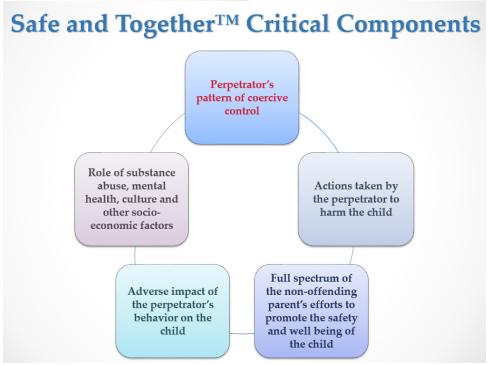
The Agency takes seriously its commitment to the children it supports and strives hard in making a difference in the lives of the children and families we work with. The Agency is committed to work with families to either support their involvement with their children and/or to work towards returning children to their birth family. However, 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 have some excellent placement resources (including foster homes) in the Central Region.

The General Authority Practice Model is well integrated in the way that work is carried out. Structured Decision Making (SDM) and the Practice Model tools help workers to engage with parents/caregivers around their children's safety and well-being. The Practice Model incorporates a number of tools and strategies (such as the Three Houses tool and scaling) to help parents/ caregivers understand the Agency worries (Harm and Danger) and then work towards developing a safety plan to address the worries. Workers are also using the 3-5-7 Model which is a strengthsbased approach to engage with families and children in the work of grieving their losses and rebuilding relationships towards the goals of well-being, safety and permanency. In addition to this, workers are striving to build safety networks for children and their families.

In September 2017, the Agency implemented a new position – Support Network Facilitator. The Support Network Facilitator (Sally Marsolais) has worked hand-in-hand with the Family Service Workers, families and their support networks/community in order to ensure that safe plans are in place for children to remain in their home and/or for children who have been in care to safely return home to their parents/family.

Over the past year, Supervisors, Chris Chabbert and Michelle Sveistrup have been trained as mentors using the Safe and Together Model. Safe and Together is a specific domestic abuse model that is based on a "perpetrator pattern, child-centred, survivor-strengths approach" to partnering with families affected by domestic violence. Goals of using the model are to improve family functioning and to ensure children are safe by reducing risk and harm to children. Chris and Michelle were very excited to bring this training back to the Agency to front line workers so that the Safe and Together Model could then be incorporated into workers daily practice in working with families affected by domestic violence. In January 2018, additional training was provided and a new training tool called the Safety Organized Practice-DV Timeline was introduced, which in part focuses on protective capacities of the non-offending parent (survivor).





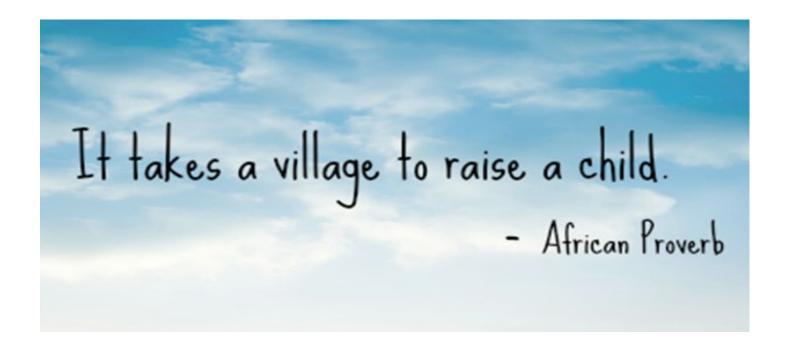
Along with our work with children in care, the Agency also provides additional supports to families to ensure that children do not have to come into care. Over the past year, we have supported approximately 163 children in their homes. Preventative supports range from the provision of respite support, counselling, daycare, and other services. We also work closely with the Chance 2 Programs (Chance 2 Camp, Arron's Chance 2 Play Hockey, Chance 2 Grow and Chance 2 Learn) to ensure that as many children as possible have the opportunity to attend summer camp, participate in various recreational events and access educational grants.

We engaged in 19 Agreements with Young Adults over the past year

Services are provided to emerging young adults through Agreements with Young Adults (formerly Extensions of Care) to support them during transitioning to adulthood, as well as former youth in care through the Tuition Waiver Program (for current and former youth in care). Agency's Youth Engagement Worker continues to work with youth one on one, building relationships with the youth, mentoring the youth and offering supports, including supports to a

number of youth who are attending university/college/post-secondary education programs with a Tuition Waiver in place. The Youth Engagement Worker has engaged in many different activities with youth across the Central Region. This is a great opportunity for youth in care and former youth in care to connect and stay connected.

In reflecting back over the past year, workers have indicated that they are very proud of the work that they are doing with children and families. By consistently using the Practice Model, SDM risk assessment tools, using the Safe and Together Model and working with families and their support networks, this lends itself to best practice including safety and wellbeing for children.



Foster parents are amazing, honorable, humble, courageous, strong, and flexible individuals who open their doors to helping other families in crisis. They provide a safe place for a child to stay while their family heals and/or permanency planning for the child

Ordinary takes place. people in our communities come forth, making daily commitment to vulnerable children needing a safe home to live in. Many foster parents find that knowing their actions of providing love and care have made a difference for children when they needed it most, helps them through this grieving process.

Presently, Child & Family Services of Central Manitoba has three Foster Care Coordinators. Lil Lockhart in the Winkler Office, Anne Johnston-Peters and Janice Madill in the Portage Office. Supervising is Rod Sveistrup, and administrative support is Jutta Maier.

We currently have open; 102 Foster Families in the Central Region and 19 Place of Safety

placement happiness Homes. It should be noted that oster care support healing trauma home hope loved safe

court case worker plan we opened and closed 18 Place of Safety Homes in the past year which were short term family/ relative placements. In addition to foster homes, our agency supplements care for children to provide breaks for foster parents

and families by maintaining respite homes. We currently have 12 General Respite Homes and 71 Respite Homes that are attached to specific foster homes for support.

CFSCM foster homes are split into two areas, North and South of Hwy 2. We have one Foster Care Coordinator in North and another in the South. We also have one Regional Coordinator whose focus is mainly Place of Safety and Respite Homes. The current goal of the Agency is to recruit new Foster Care Resources North of Hwy 2. A major focus is on foster homes for our Designated Emergency Placement Program (DEP) for After Hours and Emergencies in the Northern part of our area. We especially need foster care placements for ages 12 - 17 throughout the entire region.

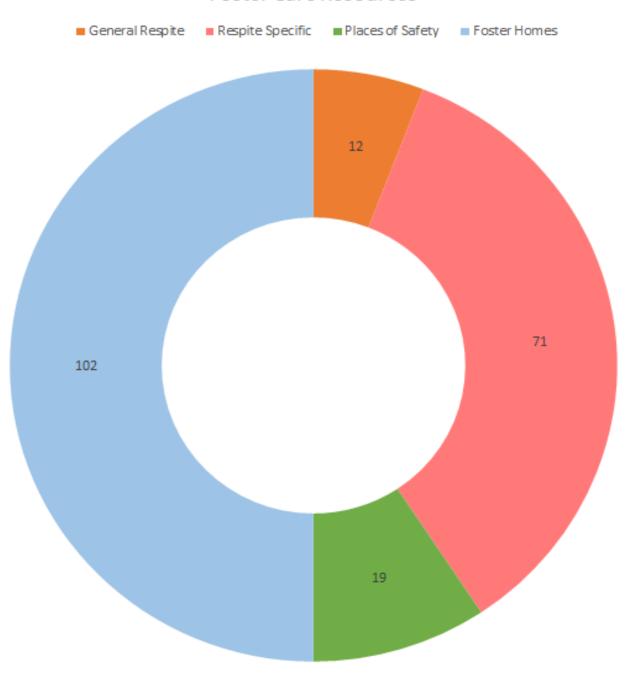
Our DEP homes have provided approximately 615 cumulative days care to children placed on

an after-hours or emergency basis.

The annual CFSCM Foster Care Christmas Party took place on Saturday December 9, 2017 at Winkler Bible Camp. The afternoon consisted of a scavenger hunt, a petting zoo and pictures with Unfortunately, there was little snow so we were unable to go sledding and skating as planned. Winkler Bible Camp served us a traditional Christmas meal before gifts were distributed to Each child in attendance was able to receive a gift that was donated by our communities and local businesses. The Agency would like to thank the Winkler Bible Camp for all of the work they did to put on our Christmas party including decorating, being available for guestions. putting on a wonderful meal, and cleaning up. The Agency would also like to thank a group of ladies from the Carman region who once again assisted in providing our teenagers with gifts.

The Foster Care Resource team would like to extend a huge thank you to the CFSCM Foundation and CFSCM Agency, and to all of the local donors for their financial support in making this event a huge success for the most vulnerable children in our region. This event began in the mid-1990's and has grown into a very successful, highly-anticipated event within our Agency.

Foster Care Resources





In the summer of 2017, the Chance 2 Camp program made it possible for 146 children in the CFS Central Region to attend summer camp. In 2017, there was \$34,769.95 that was directly disbursed to 10 different camps, making it possible for 127 community children and 19 children-in-care to attend summer camp. The Chance 2 Camp initiative is administered by the CFSCM Foundation on behalf of the Agency; it is the longest running program offered by CFS Central Manitoba.

Our 2017 Camp Coordinator was Brittany Toews, our summer student responsible for managing all aspects of our camp communications including maintaining contact with camp staff, parents, agency workers and our volunteers. Brittany was a hardworking, reliable addition to the Foundation, helping with BBQ preparations, running a camp fair at a local school and doing a fabulous job with everything she was asked to help with.

Two camps receive most of our campers: Circle Square Ranch is preferred by children from the Portage la Prairie area while campers in Winkler overwhelmingly favour Winkler Bible Camp. As is always the case, campers and their parents make the choice of which camp the child will attend; only camps accredited by the Manitoba Camping Association are eligible for funding from Chance 2 Camp.









All of the "Chance 2" programs give our clients the opportunity to participate in an activity of their choice. The Chance 2 Grow program is especially popular with families because it funds children for both sports and the arts-so children can express themselves in a wide range of extracurricular activities. In 2017, the

Chance 2 Grow program funded 136 children and youth in the Central Region to pursue recreation and they chose to attend music lessons, dance classes and a variety of sports lessons ranging from martial arts training to



horseback riding. Chance 2 Grow provides funds for equipment for both sports and the arts across the Region. Approximately \$26,295 was paid directly to municipal recreation programs, music instructors and other service providers who deliver programming to our clients. We are also proud to say that our funds are going back into the same communities who support us, by providing income to piano teachers, art studios, local sporting associations, and much more. We are grateful to the Winnipeg Goldeyes Field of Dreams Foundation, Portage Mutual Insurance, and Portage Credit Union for their staunch support of Chance 2 Grow.



Vanstone Nurseries have become important partners in the Chance 2 Grow program via our annual plant sale which provides high quality flowers to our generous supporters in Portage la Prairie and beyond. The summer of 2017 saw our 5th anniversary of the plant sale coincide with Canada's 150th. We sold the O Canada petunia and painted the town with red and white flowers. Another huge success!





The 2017-18 year marked 13 years for the Arron's Chance 2 Play golf tournament and the continuation of a successful partnership between the Foundation and NHL player Arron Asham, who was born in Portage la Prairie and got his start playing hockey for teams in the local area.

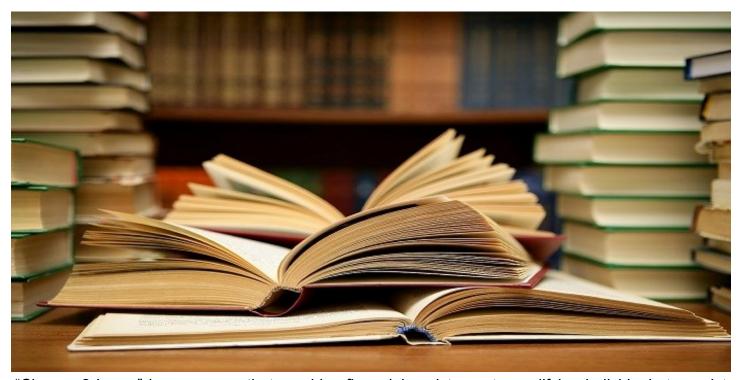
"Arron's Chance 2 Play" was designed to assist children and youth in the Central Plains district of our region, including Portage la Prairie, Gladstone, MacGregor, Oakville, St Claude, and St. Eustache, who

need funding support to play hockey. With the support of Arron and his family, friends ,and NHL colleagues, the program continues to benefit families who need financial assistance to allow their children to participate in hockey and CanSkate programs.

A popular annual golf tournament raises money for "Arron's Chance 2 Play" and the 2017 event was once again held on the third Friday in July at the Portage Golf Club. Title sponsors were Meseyton Construction. Portage Mutual, and Portage CO-OP who have contributed to making this event a huge success for the children who benefit from this fundraiser. We are fortunate to have the same core group of volunteers each year who assist with the organization and running of the golf tournament.

In 2017, \$22,195.00 was provided by Arron's Chance 2 Play to support 36 children in the Central Plains region.





"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 & Family Services of Central Manitoba Inc. Chance 2 Learn is funded by the Child and Family Services of Central Manitoba Foundation and is administered by the Agency.

Individuals applying for 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, and a written portion outlining why they should be considered for the grant.

We are able to help usually 1-2 students each year with some expense related to them furthering their education, whether it be buying a laptop, paying for some tuition, helping with books, bus passes, etc. In 2017, we helped one student who was graduating from a nursing program with their graduation fees and dress.

Child & Family Services of Central Manitoba Inc. Statement of Financial Position As of March 31, 2018

	Core Agency Support Fund		Ward Care Fund	Protection and Prevention Services		0		С	apital Fund	Differential Response Fund	2018	2017
Assets												
Current Assets Cash Accounts Receivable Prepaid Expenses	\$	2,271,079 321,030 27,854	\$ - 14,016 -	\$	- - -	\$	- - -	\$	- - -	\$ - - -	\$ 2,271,079 335,046 27,854	\$ 1,009,091 1,284,981 33,692
	\$	2,619,963	\$ 14,016	\$	-	\$	-	\$	-	\$ -	2,633,979	2,327,764
Capital Assets								\$	826,592		826,592	911,757
	\$	2,619,963	\$ 14,016	\$	-	\$	-	\$	826,592	\$ -	\$ 3,460,571	\$ 3,239,521
Libilities and Net Assets												
Current Liabilities Accounts Payable & Accrued Liabilities		70.754									70.754	0.40.000
Liabilities		72,754								-	72,754	243,368
Accrued Vacation/Sick Pay Working Capital Advance		362,143	220,000							-	362,143 220,000	331,478 220,000
Current Portion-Long-Term Debt Interfund Balances Long-term Liabilities		10,653 750,853	(1,136,649)		166,956		293,661			(73,092)	10,653 1,729	21,308
Long-term Debt		-									-	10,653
Accrued Severance Pay		581,045									581,045	559,884
Deferred Contributions		42,774							218,934	73,092	334,800	356,963
		1,820,222	(916,649)		166,956		293,661		218,934	-	1,583,124	1,743,654
Net Assets		799,741	930,665	\$	(166,956)	\$	(293,661)		607,658	-	1,877,447	1,495,867
	\$	2,619,963	\$ 14,016	\$	-	\$	-	\$	826,592	\$ -	\$ 3,460,571	\$ 3,239,521

Child & Family Services of Central Manitoba Inc. Statement of Operations and Changes in Net Assets For the Year Ended March 31, 2018

		Core Agency Support Fund		Ward Care Fund	Pro	otection and Prevention Services		Designated Intake	Ca	apital Fund	-	Differential Response Fund		2018		2017
Revenue																
Province of Manitoba	\$	-	\$	4,300,973	\$	-	\$	-	\$	-	\$	-	\$	4,300,973	\$	4,545,222
General Child and Family																
Services Authority		990,078		-		2,267,770		675,417		-		-		3,933,265		3,911,202
Amortization of Deferred Contributions										40.400		352,944		205 407		365,127
Other		- 201,774		-		-		-		12,163		36,600		365,107 238,374		287,380
Total Revenue	\$	1,191,852	\$	4,300,973	¢	2,267,770	\$	675,417	\$	12,163	\$	389,544	\$	8,837,719	\$	9,108,931
Total Revenue	Φ	1,191,002	Ф	4,300,973	Φ	2,207,770	Ф	675,417	Ф	12,103	Φ	369,344	Ф	0,037,719	Ф	9,100,931
Expenses																
Salaries & Benefits		785,544		-		1,742,414		754,966		-		337,842		3,620,766		3,540,669
Travel & Field Service Costs		58,910		-		57,813		-		-		10,222		126,945		120,084
Office Operations/Mtce		246,471		-				51,108		-		41,480		339,059		361,939
Service Support		76,341		-		197,543		18,497		-		-		292,381		298,671
Other Support		95,828		-		-		-		-		-		95,828		153,629
Ward Care Expenses		-		3,895,995		-		-		-		-		3,895,995		4,500,260
Amortization of Capital Assets		-		-		-		-		85,165		-		85,165		104,230
Allocation of Operations		(270,000)		-		270,000		-		-		-		-		-
Total Expenses		993,094		3,895,995		2,267,770		824,571		85,165		389,544		8,456,139		9,079,482
Excess (Deficiency) of Revenue																
Over Expenses	\$	198,758	\$	404,978	\$	-	\$	(149,154)	\$	(73,002)	\$	-	\$	381,580	\$	29,449
Net Assets, April 1, 2017		600,983		525,687		(166,956)		(144,507)		680,660		-		1,495,867		1,466,418
Interfund Transfer		-		-		-		-		-		-		-		
Net Assets, March 31, 2018	\$	799,741	\$	930,665	\$	(166,956)	\$	(293,661)	\$	607,658	\$	-	\$	1,877,447	\$	1,495,867



Designated Intake Agency

For All Four Authorities In Manitoba's Central Region (Off-Reserve)







