

Child and Family Services of Central Manitoba Inc.

76th Annual Report
April 1, 2009-March 31, 2010



Protecting Children and Preserving Families



BOARD OF DIRECTORS

(as of March 31, 2010)

President	Alan Schroeder	Winkler
Vice-President	Anne Malyon	Winkler
Sec.-Treas.	Kathleen Wightman	Portage
Loreley Greenslade	Portage la Prairie	
Chris Larsen	Carman	
Cheri Narvey	Portage la Prairie	
Barry Rud	Portage la Prairie	
Phillip Vallely	Winkler	
Dennis Walker	Portage la Prairie	

Children's Aid Society of Central Manitoba

(name changed in 1986 to Child and Family Services of Central Manitoba)

EXECUTIVE DIRECTORS

1934 - 1937	Miss M.J. Brown
1937 - 1939	Miss Ann Clare
1939 - 1943	Miss Ruth L. Doern (Winkler)
1943 - 1946	Miss Nora J. Rowe
1946 - 1949	Frederic C. Promoli
1949 - 1957	Charles R. Fraser
1958 - 1962	S.H. (Sig) Enns
1962 - 1976	Bruce T. Fraser
1976 - 1984	James L. Dubray
1985 - 1999	Dennis H. Schellenberg
1999 - 2007	Janet Shindle
2007 - 2009	Kathleen Jones
2009 - present	Kathleen Wightman

PRESIDENTS

1934 - 1937	Mr. J. H. Metcalfe
1938 - 1939	Mr. J.C. Miller
1940 - 1942	Mr. G. Moodie
1943 - 1944	Mr. W. Montgomery
1945 - 1946	Rev. P.C. Bays
1946 - 1947	Mrs. J.C. Preece
1947 - 1948	Mr. C. W. Sing
1948 - 1949	Mr. R. J. Hood
1949 - 1950	Mr. C. B. McNaulty
1951 - 1952	Mr. R.H. Stevens
1953 - 1954	Mr. W.R.M. Inglis
1955 - 1956	Mr. R. McKay
1957 - 1958	Mr. F.G. Hutchinson
1959 - 1960	Mrs. J. Preece
1961 - 1962	Mr. R.H. Stevens
1963 - 1964	Mr. L. Lacroix
1965 - 1966	Mr. C.T. Oliver
1967 - 1968	Mr. J. G. Dark
1969 - 1970	Mrs. C. T. Boyd
1971 - 1972	Mr. A.J. Rutherford
1973 - 1974	Mr. M. Rabkin
1975	Mrs. A. Steeden
1975 - 1979	Pastor Glenn A. Lucas
1980 - 1981	Mary Berg
1981 - 1983	Mr. Harry Wiens
1984 - 1989	Richard Benoit
1989 - 1992	Rosemary Schellenberg
1993 - 1994	Gwen Wishart
1995 - 1998	Rosemary Schellenberg
1999 - 2000	Jane Park
2001 - 2007	Evelyn Currie
2008 - present	Alan Schroeder



Child and Family Services of Central Manitoba Inc.



Message from the President

This past year has again reflected many additional changes at Child and Family Services Central Manitoba Inc.

The outgoing Executive Director was replaced on an interim basis with Ron Fenwick, who has served the Agency in the past on a temporary basis and very quickly and ably again came to the employ of the Agency while the Board began the search for a new Executive Director.

Kathy Wightman was engaged as the Executive Director following an extensive search and interview process. Kathy brings with her a wealth of experience in child welfare and government services work and has an incredible strength in the community connections Kathy cultivates, being a resident of Portage la Prairie.

The parking lot at the Portage Office, long an eyesore and danger to person and vehicles due to its deterioration over many years, was repaired and repaved to really provide the Agency and its operations with a safe and attractive place to have visitors park and Agency vehicles to be kept.

This year also saw the addition of new Board members that have brought additional depth and community experience to bear on Board dialogue and decisions.

During this past year, I have really sensed an evolution of the General Authority (the funding arms length from government body) in its support of child welfare in the province and its recognition of some of the specific issues surrounding the function of CFS Central related to current funding and past funding inequities. This was again underscored at the General Authority AGM I attended last fall. Also the evolution of child welfare in taking into account the information coming from foster wards regarding their experiences in care is noteworthy.

Also, the Board of the General Authority has indicated they would like to meet with each of the Boards of the Agencies they fund to better foster and strengthen relations and communication with all of the agencies.

Kathy Wightman also initiated a day long general staff meeting with a facilitator that helped the staff reflect on current challenges and wishes for the future. At least three Board members attended the day and all were impressed with the work ethic of the group and the attention to tasks that helped make the day productive and positive!

A yearly highlight for myself has become the annual Foster Family Christmas Party that I have the opportunity of attending as Santa Claus among other things. It is an activity of immense importance to the children in care of the Agency and touches ones' heart in a manner little else in life easily can!!

Since Kathy Wightman's assumption of Executive Director responsibilities, Kathy has really worked on the examination of processes in the work the Agency does. Kathy is examining as well on how improvements in process and mutual respect for the work and the people of the Agency can positively affect the outcomes for kids in care and the way the Agency views itself.

Child and Family Services of Central Manitoba Inc.



Message from the President con't...

I have had the opportunity as well to be a part of the interview process for supervisory positions filled this past year and came away with an enhanced respect for the breadth and depth of talent and experience this Agency has in particularly its senior workers, as well as their passionate commitment to the welfare of children!

The Agency as well this year has really journeyed into the Signs of Safety program concept. I will leave the explanation of that to Kathy in her report to the AGM, but suffice it to say, this is an area where CFS Central will play a role of Leadership in the province's child welfare practices.

The General Authority held a 'Summit' this past March where it invited representation from Child Welfare Agencies around the province. An important piece was the historical evolution of child welfare since AJI and the growing presence, definition, and function of the General Authority as the funding, guiding, and governing body of child welfare provincially. The opportunity to work in groups with people from other agencies was a highlight. Given the seriousness and dauntingness of the daily task of child welfare workers, I was struck by the optimism and dedication expressed in that room that day. It is a testament to the professionals we have working with children in Manitoba needing assistance beyond what they receive at home!

Another area of real progress this last year has been the re-establishment of a quasi separate Board of Directors for the Foundation. While three of the Board members of the Foundation Board are CFS Central Board members, the ultimate goal will be to eventually have a Foundation Board that is completely separate and apart from a 'crossover' member from the Agency Board.

Lastly, CFS Central is facing a new round of negotiations with all of its employee groups this year. The positive dialogue to date with members of the bargaining committees as to how to proceed with those negotiations is encouraging. Clouding the entire process are signals/statements by the provincial government around potential wage freezes for provincial employees to 'balance the books'.

While the CFS Central Board has not come to a stated position on these provincial 'test signals' being floated regarding wage increases for civil servants, I will state categorically that on a PERSONAL level, I cannot agree with this thrust and PERSONALLY CANNOT support it.

Using provincial employees to manage fiscal restraint disadvantages and demoralizes the very people in positions of essential work that need stability in their personal lives so they can do the very hard work on a daily basis required of them.

Respectfully submitted,

Alan Schroeder, President

Child and Family Services of Central Manitoba Inc.



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

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



Portage Office

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

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

The Central Region is a rather large geographical area located West of the City of Winnipeg. It is bound by the City of Winnipeg and the Red River on its eastern limit, by the International Boundary on the southern limits, by a line approximately half way between the City of Portage la Prairie and the City of Brandon on its western limit and, just north of the Town of Alonsa on its northern limit. Primarily agricultural in its economic base, the total population of this catchment area is over 104,000. The head office of the organization is located in Portage la Prairie and a sub office is located in Winkler. We currently have a long-term lease for space at 20 Tupper Street North in Portage la Prairie. We share this space with several community partners.



**Tupper Street Family
Resource Centre**



Winkler Office

Our Vision is:

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

Our Mission is:

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

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

The Key Values we strive for are:

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

Our Key Focus Areas and overall Goals are:

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

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

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

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

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



Message from the Executive Director

I am pleased to be able to present the 76th Annual Report of Child and Family Services of Central Manitoba Inc.

It has been a privilege to be part of the staff of Child and Family Services of Central Manitoba Inc. since the end of August 2009. As a citizen of Portage la Prairie, I came into the position of Executive Director having respect for the history of the Agency and for the fine work of the staff. This has been a year of many changes and I deeply appreciate the support of all staff and of the Board of Directors. In particular, I wish to thank those who assumed management positions through the past year and to the senior administrative staff. Through the next year, we can anticipate further periods of transition. The one constant in our world is change. However, I believe in the dedication and resiliency of our staff and know that we will continue to provide quality service to families in Central Manitoba.



A number of staffing changes occurred in the past year. We have bid farewell to several long term employees. Marion Dunfield retired in October after 21 years of service. Margaret Warner resigned in January and was hired as the Executive Director for the Tupper Street Family Resource Centre. Lee McLeod recently accepted a staff position with CUPE (Canadian Union of Public Employees).

Cheri Moran went on maternity leave in March and welcomed a new daughter, Avery, shortly thereafter. Anna Nikitina resigned as our receptionist in Portage la Prairie to relocate to Norway House, Manitoba. Last month, Stacey Anderson retired as our receptionist in the Winkler Office.

George McDonald has announced his intent to retire at the end of June following 22 years as a Supervisor in our Winkler Office. George will continue to support the work of the Agency as a Practice Leader for Signs of Safety on contract with the General Authority. This is an exciting opportunity for George and will provide agencies with a much needed resource while moving forward using the Signs of Safety Approach.

In addition to saying farewell or in the case of George and Margaret, redefining our working relationship, we have been fortunate to welcome back Diane deLucia and Grant Jackson as supervisors in the Portage Office. Barry Tait and Mary Anne Hildebrand provided supervisory support in the Winkler Office during this past year. Barry's term will be finished at the end of June when he returns to an Adoption Worker position and Mary Anne has chosen to also return to an Intake/Family Services position in Winkler. While Barry commuted to Winkler as a supervisor, Gord Zacharias assumed responsibility for the Portage Adoption position.

Several new people joined our CFS family in both the Portage and Winkler offices. Leta Maksymyk is the new face at reception in Portage and Gloria Neufeld is our new receptionist in Winkler. Sue Wellings, Ashley Wiebe and Hélène Thibeault joined the Family Services team in the Portage Office.

Message from the Executive Director con't...

Christine Chabbert transferred from the Winkler Office to the Portage Intake Team and Denise Selinger accepted a term position in Intake in Portage. Shelley Smith and Josh Dewaele joined the Winkler Office Team as Intake/Abuse Workers. We are currently in the process of advertising for a full time permanent supervisor in the Winkler Office. In the interim, Grant Jackson and Barry Tait are assisting with supervisory support in Winkler.

Recently myself and other staff have met with representatives of the Conseil Communautaire en santé du Manitoba to begin a process of reviewing our policies with respect to French Language Services. Child and Family Services of Central Manitoba Inc. is located within a designated French language service area. There are several francophone communities with whom we need to establish a closer relationship. In moving towards developing our capacity to provide professional services to our francophone population, we hired Hélène Thibeault who is a bilingual social worker.

Many staff at the agency continue to apply Signs of Safety (SoS) in their work with families. Through the support of the General Authority four staff attended the Signs of Safety Gathering organized by Connected Families of Carver County Minnesota in March. This was an exceptional experience. There were representatives from a number of countries reporting on their work using SoS. The conference confirmed the transferability of the concepts across cultures and the effectiveness in addressing high risk safety issues with families. Also, a number of staff participated in training with Connected Families held here in Manitoba. These events were coordinated by the General and Métis Authorities. All staff also received a copy of the Signs of Safety book compliments of the General Authority. As an agency we are continuing to support the use of Signs of Safety across all program areas.

Michelle Sveistrup and Cathie Hamm have completed the Core Training for Supervisors this year. Their feedback suggests this is valuable training. Several of the case managers have taken Core Training for Child and Family Services Workers. Other training opportunities occurred which are reflected in several of the program reports.

During the last year, a peer support team for Critical Incident Stress Management (CISM) was formed. The members of the team are Rod Sveistrup, Audrey Armstrong, Helena Kot, Leah Beaupre and Cathie Hamm. Staff attended training in Brandon and are currently developing a procedural outline.

I was invited by the Manitoba Foster Family Network (MFFN) to bring greetings at their conference in Winkler on behalf of the Agency. I appreciated the opportunity to meet a number of our foster parents and put names to faces. I look forward to other similar occasions as we work together to support the children in our Region.

I have enjoyed my time with the agency and look forward to working in a cooperative manner with the staff and board as we address the challenges of the future. We are committed to work with people using a collaborative and strength based approach in an effort to support families and to insure children are safe.

Life at Child and Family Services of Central Manitoba Inc.



Foster Family Christmas Party—2009



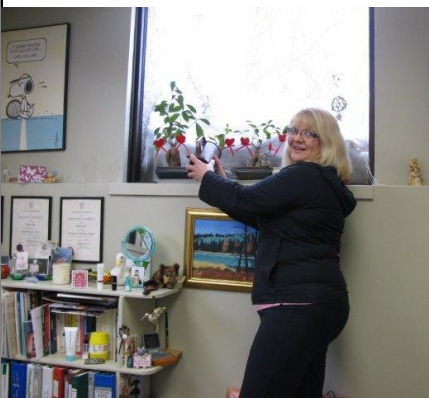
Big Brothers / Big Sisters
Bowl For Kids—2009



Patti Loewen and Anne Malyon
2009 AGM



Art Classes—2009



Helena Kot



Marion Dunfield and
Mary Anne Hildebrand



Leta Maksymyk

Foster Care Program

We are especially thankful to all of our foster parents who care for children who, for various reasons, are unable to be with their parents or extended family. Last year the foster parents of Child and Family Services of Central Manitoba Inc. provided care to 101 children of various ages and needs within our region.

Foster parents act in partnership with agency social workers and children's families to care for children and maintain connections between children and their families until they are reunited with their parents and extended family.

Over the last year we had 106 licensed foster homes some of which are used by other agencies. We also license 22 homes that are managed specifically by other agencies within the Central Region. Currently we have 18 foster care applications needing to be completed.

There is however a great need to develop many more foster care homes within the Central Region. Our agency requires foster homes across a broad spectrum of needs, such as short term (6 weeks) Emergency Foster Homes for children of all ages. We also need longer term foster homes that are able to understand and work with young teenagers and older youth in care. Needed too are foster families to care for infants, toddlers and young children. In addition to these groups we also need families who have special knowledge and experience with children who every day face life with medical, cognitive and developmental challenges. Of course these special families are needed throughout all communities of Central Region.

Training within the Foster Care Program occurred for Foster Parents as well as Foster Care Coordinators. Orientation to Fostering was offered to new foster parents to the agency. Other workshops offered to Foster Parents were "Relationship Based Strength Approach to Discipline" with Steve DeGroot and "Attachment Training" with Tracy Miller.

Foster Care Coordinators participated in training about Parenting Capacity Assessment in addition to the Structured Analysis Family Evaluation (SAFE) Model which is a Provincial initiative throughout all Child and Family Services Authorities in Manitoba.

Every year we hold a Christmas party for our foster families with the help of the Child and Family Services of Central Manitoba Foundation Inc. Money and gifts for children in care were donated from businesses and individuals in many communities throughout our area. This year 119 people attended, of whom 71 were children of all ages.

We are grateful for community support for the Foster Care Program. Thank you to the members of Good Shepherd Roman Catholic Church who continue to provide, organize and supply items of "Kits for Kids" for children when they come into care. Very often anonymous community members donate newly purchased clothes or toys for kids in care for which we are thankful.

We want to thank our Foster Care Coordinators who provide ongoing support in their work with Foster Parents. We are quite fortunate to have knowledgeable and experienced Social Workers and Administration Workers within the Foster Care Program. We also wish to acknowledge all the foster parents and receiving families who open their homes and their hearts to children who come into care in the Central Region.

Intake and After-Hours Program

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

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

This year the intake team began using the Structured Decision Making (SDM) Probability of Future Harm assessment tool in matters where abuse or neglect are the identified issues of worry. The intake team also applies the Signs of Safety approach when working with families. The workers find these tools and the Signs of Safety approach to be beneficial and effective in their collaborative work with families.

The intake team consists of 11 full and part time staff (including the after hours workers). The team is a dedicated and skilled group of staff who regularly strive to find strengths upon which to build when working with families. The feedback we have received from our partner Agencies (representatives of the Authorities we represent) is that they are very satisfied with the assessments completed with families at the intake level.

The Intake team is excited about the fact that our Family Enhancement (Diversion at Intake) partnership with the Tupper Street Family Resource Center got up and running recently. The team has referred 6 families to the project to date and regularly receive inquiries about the FE project. One of the FE Social workers is a former intake team member (Leah Beaupre).

There have been several staffing changes within the intake team. Welcome to Josh Dewaele, Shelley Smith, Christine Chabbert, Denise Selinger, and Angela Hay. Also, welcome back to Grant Jackson.



Gord Zacharias and Cathie Hamm

This year all Portage office team members have received training in the use of the SDM assessment tools. As well, many team members have received formal Signs of Safety training and those who haven't have the Andrew Turnell 'Signs of Safety' book and will receive training. The members continue to work collaboratively and learn from and assist each other daily.

During the 2009/2010 fiscal year the Intake/After Hours team accepted **1048** calls. **498** of these were determined to require ongoing service. All families have a choice from which Authority they receive ongoing service. When given the choice for Service Provider, **23** chose the Métis, **143** chose the Southern Authority, **6** chose the Northern Authority, and **325** chose the General Authority.

Chance 2 Camp

"We believe a camp experience is an important investment in our future, offering lessons far too important to lose because of family circumstances." For many years we have subscribed to this understanding; that children benefit greatly from the social interaction and positive reinforcement they receive in the safe, secure and happy atmosphere of camp.

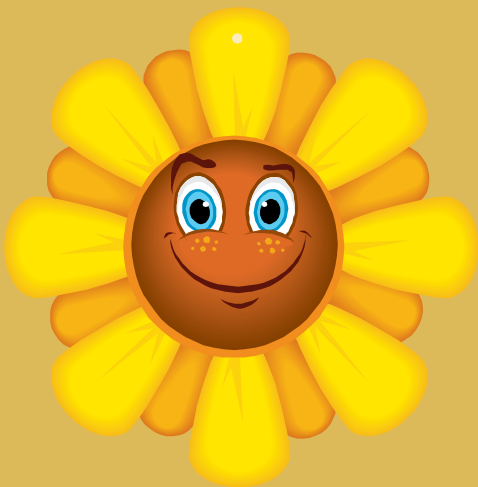


Chance 2 Camp is funded by the Child and Family Services of Central Manitoba Foundation Inc., by the generosity of the United Ways in Central Manitoba, and through community donations. A summer student is employed each year to coordinate the program. Through the application process, families that meet the financial criteria can receive up to \$400.00 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.

In 2009 we were fortunate to have Shea Kopen as our Camp Coordinator. Shea did a wonderful job of advertising Chance 2 Camp, finding volunteers, and steering parents through the application process. She also takes care of booking the camps for the children. In 2009 we sent **171** children to camp through our program. There were 18 children on the waiting list, but Circle Square Ranch had openings and agreed to take the children on our waiting list with internal funding they had available to them.

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

Thank you to our Volunteer Drivers



Walter Dedio—Morden

David Lassell—Portage la Prairie

Gustine Wilton—Carman

Dennis Wilton—Carman

Charlie Clifford—Portage la Prairie



Family Enhancement Project

At long last the Family Enhancement Program, in partnership with the Tupper Street Family Resource Centre, is up and running. This is a diversion at intake project and the proposal for the program underwent several revisions. It has been endorsed by the other CFS agencies who participate as members of the Designated Intake and After Hours Interagency Committee. Anne Johnston-Peters and Leah Beaupre have moved to the project as the two Family Enhancement Workers. In addition, Monica Lapointe and Pauline Johnston came on board as the two In-Home Family Support Workers forming part of the Family Enhancement Team. I wish to thank Cathie Hamm and Diane deLucia for their support in helping to develop the project and also to Diane for providing supervisory support to the team. Currently, six families have been referred for service to the Family Enhancement Program and staff are also planning group activities for the fall.

Community Partnerships

Healthy Child Coalition of Central Manitoba

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

Pre-school Screening

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

Tupper Street Family Resource Centre Location

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

Métis Child, Family & Community Services

This Agency continues to maintain strong relationships with its partners from other agencies and authorities. One of our stronger partnerships is with Métis Child, Family and Community Services agency that shares space and resources in our Portage office. Londa Green, our Portage worker has been joined by Social Worker Assistant Sara Murray on a half-time basis and they are shown here displaying new signage in the door for Métis CFCS.



Adoption Program

Throughout the past year our Agency continued to provide the full range of adoption and post adoption services throughout the central region. The chart below shows a comparison of the numbers of cases over the previous 8 years. There is a significant increase in services related to post legal services to adopted adults. At the end of this fiscal year Post legal files numbered at 159. Adoption applications are lower than the last 3 years and there were 9 Orders of Adoption granted. The trend in adoption continues to be toward placement of special needs children and support to Adoptive families through subsidies.

The Orientation and Educational Series for adoption applicants is scheduled for October 2010. It is held over a two day period covering a large amount of information on such subjects as attachment, grief, special needs children, attachment, discipline, cultural issues and many more.

The Province of Manitoba implemented the Structure Analysis Family Evaluation (SAFE) model within the four Child and Family Services Authorities. This model is researched based and is being used throughout many Canadian Provinces. It provides comprehensive home study tools and practices for the description and evaluation of adoptive applicants. SAFE is also suitable for the home study of prospective foster families and relative or kinship care providers. Adoption (and Foster Care) Social Workers with this agency received training in this assessment model in September 2009.

Every three months agency adoption staff participates in a daylong meeting with adoption workers from other General Authority Agencies. This is a special time where social workers focus on how to address legislative and practice issues related to adoption services, improve the quality of their own practice, share experiences related to successful work and mentor social workers new to the adoption field.

Our agency is fortunate to have experienced and knowledgeable social workers and administration support within the Adoption program. We also wish to acknowledge the families with whom we work. We become involved with them at a time when they may be at their most vulnerable and must make decisions regarding their child's well being while they face enormous challenges. Our role is to provide a support, education, and assessment services and to work with them as they come to a decision whether or not to place their child for adoption. Sometimes they decide to place their baby for adoption with people they might know or with adoptive applicants within the community. Often they make decisions to raise their child with the support of their family and community.

Adoption is just another word for love.



- ♥ Amazed
- ♥ Delighted
- ♥ Overjoyed
- ♥ Proud
- ♥ Tickled
- ♥ In seventh heaven
- ♥ On cloud nine
- ♥ Never happier



Family Services

Family Services continues to be the largest component of our Agency service continuum with 10 workers assigned to the two program units providing services to families and their children, permanent wards, voluntary placements, and temporary wards. Staff also provides services to expectant mothers who need assistance in making support plans for themselves, or their baby.



Signs of Safety Conference in Minnesota

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

Along with our work with children in care, the agency also provides additional supports to families to ensure that children do not have to come into care. Supports range from the provision of respite support, counselling, daycare, pool and recreational passes for children, and other supports. In the year 2009/10 the Agency spent approximately \$54,000.00 on these types of services. Staff also work closely with the Chance 2 camp Program to ensure that as many children as possible have the opportunity to attend Summer Camp.

Our In-Home support program is also attached to the Family Service program. This program provides information, teaching and support to families in their homes. About 40 families took advantage of this program over the past year.

Over the past year, staff have embraced the Signs of Safety practice approach and are very eager to continue utilizing this solution focused and strength based approach in working with children and families. The team is also learning about Structured Decision Making, which is a tool to assist with risk assessment and case planning.

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

The South Team is spending time focusing on the increasing number of new immigrants in the Pembina Triangle. In the past year our 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.

10 Year Anniversary

Jovette Arcand

Although she has been with our Agency for only ten years, Jovette has worked with the public for over 30 years. She is responsible for the court work for all Protection and F.S. workers, she administers the paperwork for the Child Abuse Committee and she is our records clerk. She is currently employed as our "bilingual admin support". Jovette is our social convenor and resident decorator for all occasions. She is an excellent team player and always willing to assist.

Merci beaucoup Jovette!



20 Year Anniversary

Anne Johnston-Peters

This year we are pleased to recognize Anne for 20 years of dedicated service to the Agency. Since her return to the Agency in December, 1990 Anne has worked as a young parent social worker, a family services worker, an intake worker and a foster home coordinator. In the last few months Anne has joined the Family Enhancement program operating out of the Tupper Street Family Resource Centre. **Congratulations on your new position Anne where we know you will excel!**



Gord Zacharias

We are also pleased to acknowledge the contributions Gord has made to the Agency during his 20 years of service. He has been a dedicated member of the Intake and Abuse team for many years where his dry sense of humour has been appreciated by his colleagues. In the past Gord supported families through his work as an Early Intervention worker and Family Services worker. More recently he has taken on the role of Adoption worker. He enjoys running, and watching his boys play hockey and curl. As a member of the Child and Family Services team his artistic talents are very much appreciated as he helps to create special memories. **We look forward to many more years!**



30 Year Anniversary

Ken Sawatzky

It is not often one has the honour to recognize thirty years of service within child welfare. It takes an exceptional sense of commitment to achieve this type of longevity. Ken embodies these qualities and is highly regarded by his peers as possessing strong therapeutic skills and the ability to work effectively with families. Ken's fluency in Low German and connection to community have been a tremendous asset to the families of South Central Manitoba as well as to his colleagues. He is recognized for his calmness and capacity to provide mentorship.

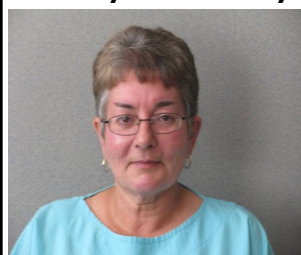
Thank you Ken for your dedication!



18 Years of After-Hours Weekend Duty

Jo-Ann Klassen

As part of our After-Hours Weekend staff we would like to recognize 18 years of dedicated service. It takes a special person to give up their personal time, to work in isolation and be prepared to be called out at any time during the night. Jo-Ann plays an important role with the Agency in responding to crises and ensuring children are safe. **Thank you for so many years of consistent service Jo-Ann!**



Staff “Hello and Goodbye”

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

- April 24, 2009 – Kathleen Jones resigned from her position as Executive Director.
- May 22, 2009 – Constance Eagle resigned from her term position in the Winkler Office.
- June 9, 2009 - July 15, 2009 – Perry Roberts served a short term as Admin Support for the Foundation.
- August 4, 2009 – Mary Anne Hildebrand assumed Acting Supervisor position in the Winkler Office to cover a sick leave.
- August 31, 2009 – Kathleen Wightman assumed her position as Executive Director.
- September 8, 2009 – Shelley Smith assumed a term social work position in the Winkler Office to cover for Mary Anne.
- September 11, 2009 – Anna Nikitina resigned from the Agency.
- September 28, 2009 – Leta Maksymyk assumed the Permanent Receptionist/ Admin Support position in the Portage Office.
- October 7, 2009 – Marion Dunfield retired from Agency after 21 years of service.
- January 4, 2010 – Jody Fletcher assumed the Permanent .5 Foundation Administrator position.
- January 15, 2010 – Margaret Warner resigned from the Agency and assumed her position as Executive Director at the Tupper Street Family Resource Centre.
- February 2, 2010 - Diane deLucia returned from LTD and assumed CFS FE Supervisor position.
- February 8, 2010 - Barry Tait accepted a term interim supervisor position in the Winkler Office.
- February 8, 2010 - Joshua Dewaele hired as an Intake Worker in the Winkler Office on a term.
- March 4, 2010 - Sue Wellings assumed a term social work position to cover a maternity leave.
- March 9, 2010 - Cheri Moran began maternity leave.
- March 29, 2010 - Ashley Wiebe assumed a term social work position in the Portage Office.
- May 4 – August 21, 2009 - Shea Kopen worked as the Camp Coordinator.
- Lee McLeod remained on Secondment to CUPE for the year.
- Grant Jackson remained on Secondment to the Child and Family Services Information System Transformation Project (Strategic Initiatives and Program Support - Child and Family Services Division).





Designated Intake Agency

For All Four Authorities In

**Central Region
(Off-Reserve)**



Metis Child and Family
Services Authority



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

First Nations of
Southern Manitoba Child
and Family Services
Authority



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

First Nations of
Northern Manitoba Child
and Family Services
Authority



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

General Child and
Family Services
Authority



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