

*2020-2021*  
*87th Annual Report*

# Message from the President, Board of Directors, and the Executive Director

## President's Message

I wish to begin by thanking the Agency personnel and the Executive Director for their efforts in a year that presented just as many obstacles to service as 2019-2020. I also want to express my appreciation to the members of the Board who have continued to meet and provide governance for the Agency. Virtual meetings are convenient in many ways but can also create barriers to good communication and our sense of community. I believe the Board Members are a skilled and cohesive group, as a result, I think we have made the most of a difficult communications challenge.

As a group we have grappled with making meaning of the ENDS statements developed last year. Our overarching END is Children are Safe and Well. Subsumed beneath this are four other ENDS:

- \* Children are safe within their families
- \* Families are able to meet the needs of children
- \* Families are supported by their community
- \* Child and Family Services of Central Manitoba is a caring, competent, culturally respectful agency

Please keep the Board's ENDS in mind as you read through the information provided in the Annual Report.

We are working collaboratively with the Executive Director to create monitoring mechanisms that reflect the governance model rather than a model that strays into management. Doing so will be a long-term commitment that includes the Board and Executive Director working together to identifying evidence of progress toward the ENDS. First, the Executive Director and the Board must agree on the meaning of the statements. Second, the Executive Director and the Board must both be satisfied that the evidence truly provides evidence of movement toward the END.

The next step is to collectively develop a monitoring calendar that enables the Director to gather the information in a way that compliments the workflow of the Agency.

At first glance this may not appear to be "meaningful" work for a Board. I believe there has been tremendous growth in the Board's capacity to recognize which decisions are ours to make and which ones fall within the scope of the Agency's management and staff. I am looking forward to the next steps in our journey.

Thank you for your interest and best wishes to everyone.

Bruce Wood, President



## Executive Director's Message

I would like to begin by thanking you for your interest in our organization and this Annual Report. Like every other organization in the world, this past year has been one of constant adjustment and change as we provided our essential service to the families of the Central Region.

We have shifted in the past year to providing service virtually when we could, to in person contact and back to virtual again. There were many times where it felt like we could not keep up with the changes that were being required of us. All of our staff at the agency were patient and committed to continuing to provide quality service throughout all of it. I sincerely want to thank them for all they have endured over the past year to ensure that service continued and children in our region had increased safety from their involvement.

In order to deliver quality service to families, the relationship between them and their social worker is imperative. Our social workers at CFS of Central MB., continue to amaze me with their ability to do this throughout a global pandemic. I also need to acknowledge our administrative staff, whose workload on several occasions increased over the past year as staff rotated working in the office. They were present in the office every day to ensure that the agency continued to get its work done and to support the staff doing it. Thank you so much for all of your hard work.

Throughout the pandemic, due to technology, we were able to continue to maintain the partnerships we have built in the community and continued to work on building more. We partnered with the Forever Families organization to bring child welfare and faith based organizations together to support families. We are fortunate to have 3 communities in our region who have developed Community Mobilization Teams, and our agency has taken an active role within all of these teams. "Together we are Stronger", is a message that we have learned very clearly throughout this pandemic and I appreciate the collaborations we have with other community organizations and look forward to building more in the years to come.

Our community board has continued to provide us with direction throughout the pandemic and has remained strong. I wish to thank them for their continued commitment to our organization and the families of our region over the difficult past year.

Tracey Bercier  
Executive Director  
CFSCM



# 2020-2021 BOARD OF DIRECTORS



**BRUCE WOOD,  
PRESIDENT**

**CAROL BRAUN  
VICE-PRESIDENT**

**TRACEY BERCIER,  
SECRETARY-TREASURER**

**ANNE MALYON,**

**THERESA FIGURSKI**

**KEN REIMER**

**ROXANNE DICKENSON**

**PETER VELDHUIS**



# OUR MISSION

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







# YEARS OF SERVICE RECOGNITION

## *Rhonda Verwey*

Efficient, well-organized, committed and dedicated – these are the most noteworthy qualities of Rhonda, who started with the Agency March 2011. She loves her job very much as you can always rely on her to meet the assigned tasks to her on time and without hesitation. She is a fast worker with due consideration on accuracy, which is a top most requirement in Accounting. She is regarded highly by her peers and co-workers due to her job performance and her sensitivity to their needs. She has consistently shown her interests on contributing her knowledge and skills by participating in various committees of the agency. Her exemplary organizational skills is very evident on the way she prioritizes her tasks. With her added role on building and vehicle maintenance, she has proven herself that she can do more than accounting. Looking at the wonderful family portraits in her office would tell of Rhonda of being a beloved mother and a wife. No wonder, this Agency will love to see more of Rhonda in another 10 years or more. May you have more blessings in your family and career, Rhonda.



## *Sharon Dueck*

It is with great pleasure that that we recognize Sharon Dueck with 10 years of service. Sharon started her career with CFS Central MB on August 8, 2011 as an In-Home Support Worker, a position she continues to hold today. Sharon is a well-respected colleague who is known for her warm and supportive approach, her positive outlook and her genuine care for people. Sharon can always be counted on for her parenting wisdom and her empathy for others.



Sharon is our resident expert in supporting parents and children with disabilities and plays a large role in the organization of the Annual Women's Retreat. Sharon enjoys facilitating group work, and over the years has run a number of different groups including the "Caring Dad's" group, which she facilitates regularly with her husband Don. Sharon is an active member of CFSCM's Social Committee and the Critical Incident and Stress Management (CISM) Team.

Sharon is a strong believer in giving back to her community, and has volunteered with a variety of local organizations over the last 10 years. She is currently involved with the local Special Olympics and is board member for Katie Cares. Sharon loves to spend time with her large

network of family and friends. She is a devoted wife and mother, and a very proud and loving grandma to her four grandchildren.

Congratulations Sharon for 10 years of service! Thank you for making a difference in the lives of the families and children you work with!





## Shelley Steedsman

It is our honour and privilege that we recognition Shelley Steedsman with 10 years of service. Shelley grew up on the east coast where she got her Bachelor of Arts and Bachelor Education with Honours at the University of New Brunswick in 1997. Shelley started her career with the agency in September 2009 as a Child Abuse Investigator in the Winkler office and was offered permanent status in September 2010. In December 2010 Shelley moved to the Family Services team in Winkler till November 2014 when she did a brief stint as an intake worker. She later returned to family service before switching to the Family Enhancement position in June 2017 which she currently occupies. In child welfare it sometimes takes a few tries at different positions to find the right fit, Shelley has always done well working with families with parent teen conflict and those files are in abundance with family enhancement work.

Her colleagues and friends describe Shelley as caring, friendly, funny, team player and relatable. Shelley is very good at quickly forming relationships with her families that she works with, understanding and patience is what best describes her in working with families. Shelley is always willing to help out her team, guide and be creative in doing her social work in child welfare. Shelley has sat on a number of committees throughout the years giving her input to the policy and vision committees. She is nonjudgmental, approachable, and encouraging.

Shelley is devoted to her two children, Riley who is off to university this fall and Sawyer who is in high school. Shelley loves her dogs, spending time with her kids and doing puzzles. On behalf of the board, management and staff, congratulations to Shelley for 10 years of service with our agency. Thank you for your commitment to our families and children.







### *Andre Pelser*

This year we celebrate with Andre Pelser and her family 15 years of distinguished service with Child and Family Services of Central MB. Andre is one of our Foster Care Coordinators working out of the Winkler office. Andre previously worked as an In-Home Support Worker in Winnipeg before completing her BSW degree. She joined our Agency on December 4, 2006 and has been a highly valued employee ever since. Andre possesses very good insight and excellent social work skills. She continuously strives to provide the best possible service to all of her foster care families and children in their care. Andre's dedication, assessment skills, professionalism, compassion, and attention to detail have not gone unnoticed by her foster parents or coworkers. Her support and contribution to the foster care program and the agency as a whole is valued by all.



As well, Andre reaches out to others in need at a global level and in her community of Winkler. She is an avid recycler and takes on this responsibility at the Winkler office. Andre was pivotal in being the point person for the agency with the CarePortal initiative with Forever Families. Careportal is a secure online platform specifically designed for communities to effectively collaborate with child serving professionals in caring for children & families in crisis.

She is a dedicated mother to Emily and wife to Nathan who values family and enjoys vacationing at the cabin on her time off. Andre serves as a great role model for new staff to aspire. On behalf of the Board, Management and Staff, I want to congratulate Andre on her exemplary service with CFS Central MB, and thank you for your commitment to our families and children over the past 15 years.



# IN-HOME SUPPORT

The In-Home Support Program provides family orientated support and education to families who are experiencing difficulties parenting their children, having issues with their mental health to looking for resources for their family. 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 home. This year our staff worked with 36 families.

Due to the COVID-19 Pandemic and Public Health restrictions put in place, the In-Home Support team was not able to run their usual annual events such as the Fall Women's Retreat at Camp Arnes, and the day retreats in Carman. Rather, the team altered their focus and came up with creative ways to stay connected with the families that they work with. In the spring of 2020, the In-Home Support team put care packages together for families. The care packages included a variety of different items that promoted healthy eating, self-care and mental health, as well as family games and activities for parents to keep their children busy.

In the summer of 2020, the CFSCM Foundation provided funding from their Chance to Grow program to offer families with opportunities to stay busy while at home during the COVID-19 Pandemic. The In-Home Support team purchased a variety of activity related equipment for families based on their interests and needs. They purchased items such as bikes, helmets, outdoor games, sporting equipment as well as sandboxes and sand toys.

The In-Home Support workers provided both in-person and virtual programming this past year. The programs offered were Positive Discipline, Parenting Teens and Sexual Safety Programing. The Caring Dad's Program attempted to run twice, but due to Public Health restrictions were unable to be completed in full. The team is hopeful that these programs and many others will be up and running again in the upcoming year.



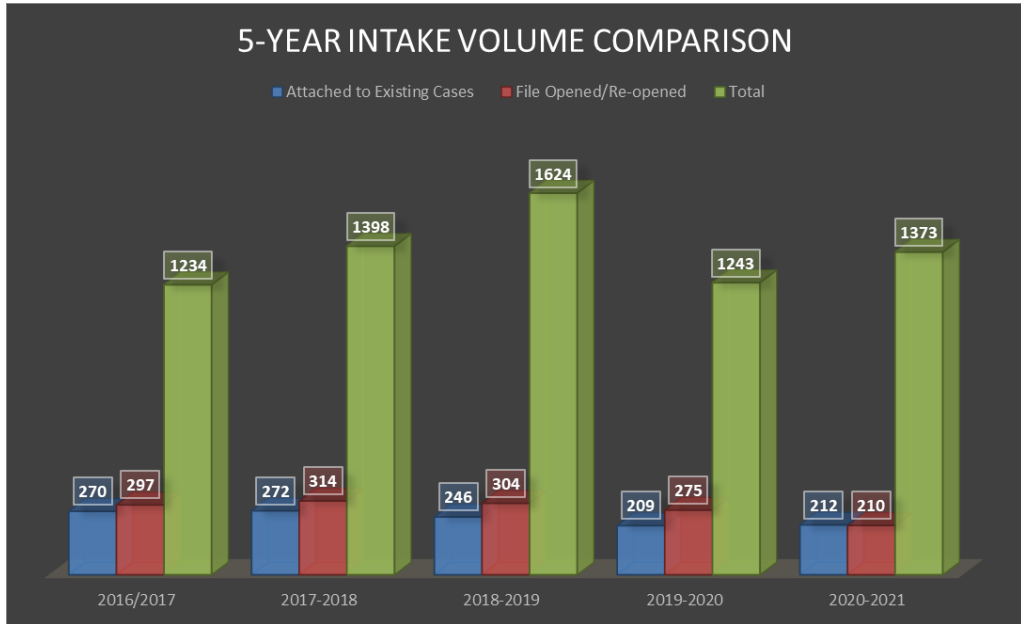


# INTAKE AND AFTER-HOURS

Child & Family Services of Central Manitoba serves as the Designated Intake Agency (DIA) for an area of central Manitoba that encompasses twenty municipalities and one local government district, excluding First Nation 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. We function as a single point of entry for referrals to the child welfare system. A DIA Steering Committee, made up of representatives of agencies who provide service within the central region, meet four times a year to share information and to discuss how best to work together to deliver quality

5-YEAR INTAKE VOLUME COMPARISON

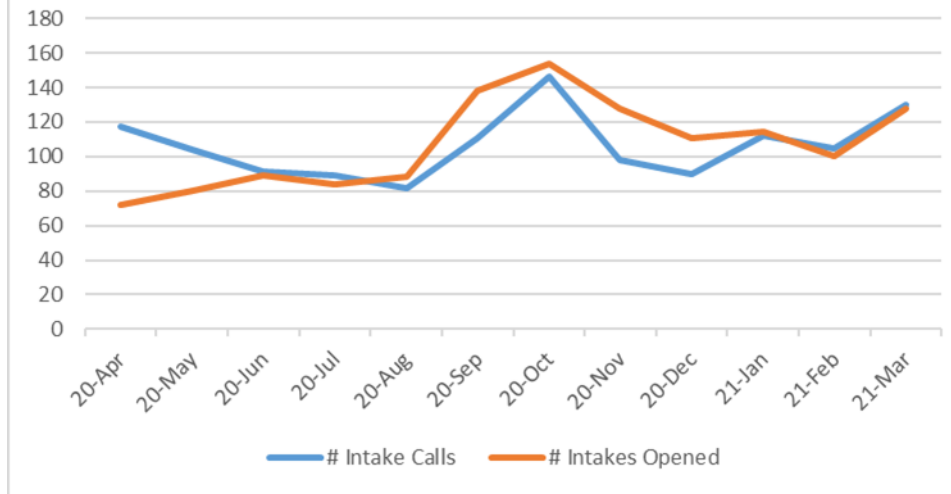
■ Attached to Existing Cases ■ File Opened/Re-opened ■ Total



Determination Protocol (ADP). The family signs the ADP once they have chosen which authority they would prefer to have providing services.

The 2020 - 2021 year shows a 10.5% increase in intakes from the previous year. COVID-19 restrictions along with remote learning at some of the schools in the Central region did pose some challenges for workers in their attempts to investigate over the past year.

Intake Volume Fiscal Year 2020-21

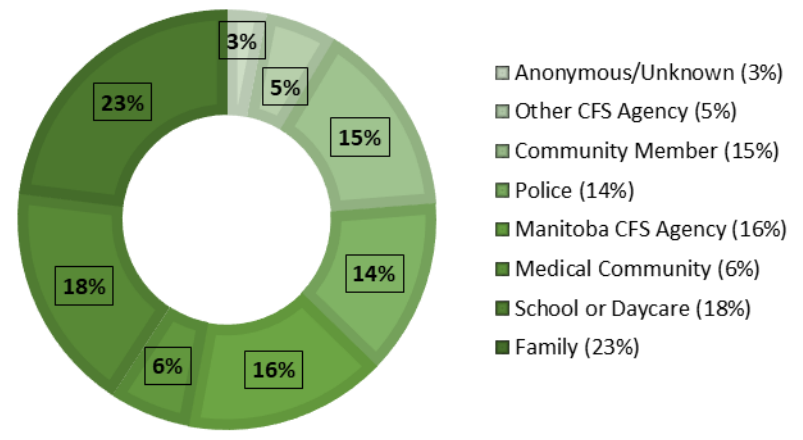


services.

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 then completes the Authority

REFERRAL SOURCES





# FAMILY SERVICE

Service delivery this past year has been unique due to Covid-19 and associated restrictions. Workers strived to continue to provide essential services and at times had to be creative in meeting the needs of the families they work with. In addition to in person

meetings ensuring PPE was in place, workers also maintained contact with families virtually and at times meeting outside of the home in the yards of families.

Support Networking continues to be utilized 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. Feedback from many families and workers who have participated in support networking has been very positive! One worker said that she was working with a family that had lots of conflict amongst the adults in the family, however the adults were able to put aside their differences and were able to work together to create safety for the children. A belief at the Agency is that all families should have the opportunity to engage in support network planning.



In March 2021, Family Service Workers had an opportunity to attend a four-day Family Finding training which was very beneficial. Family Finding is very important in helping children/youth to connect or reconnect with family in order to hopefully create life long connections.

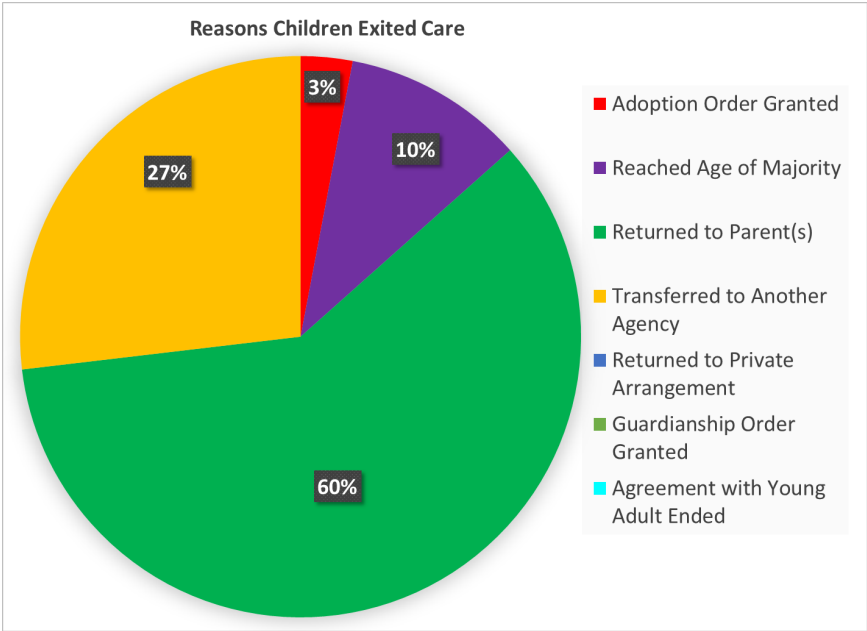
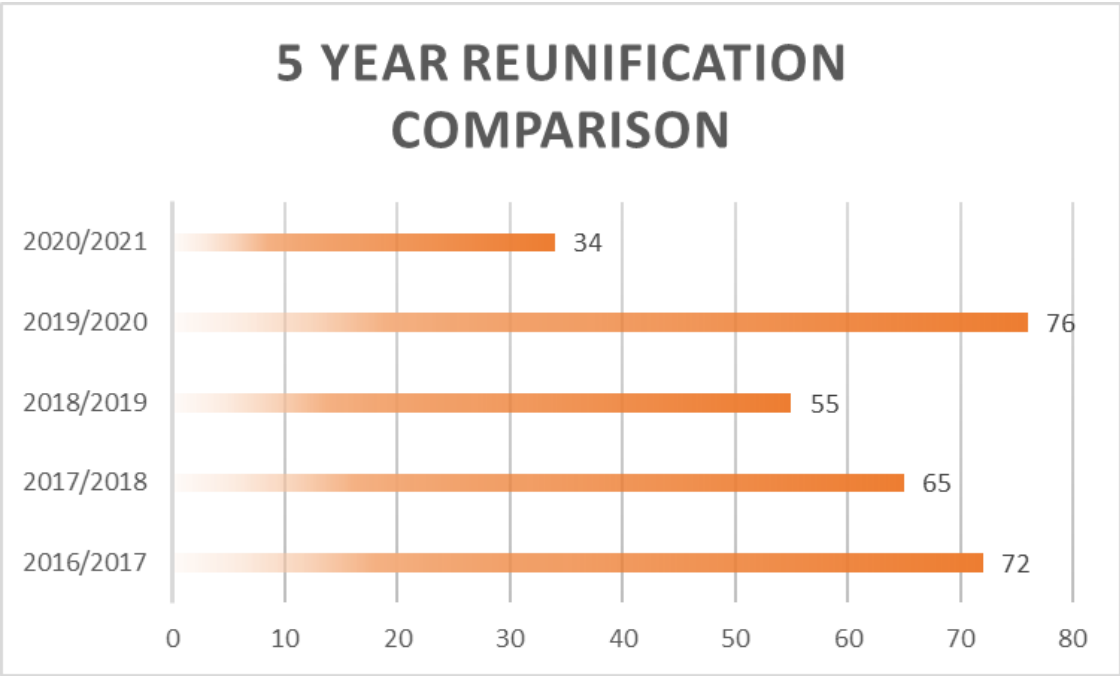
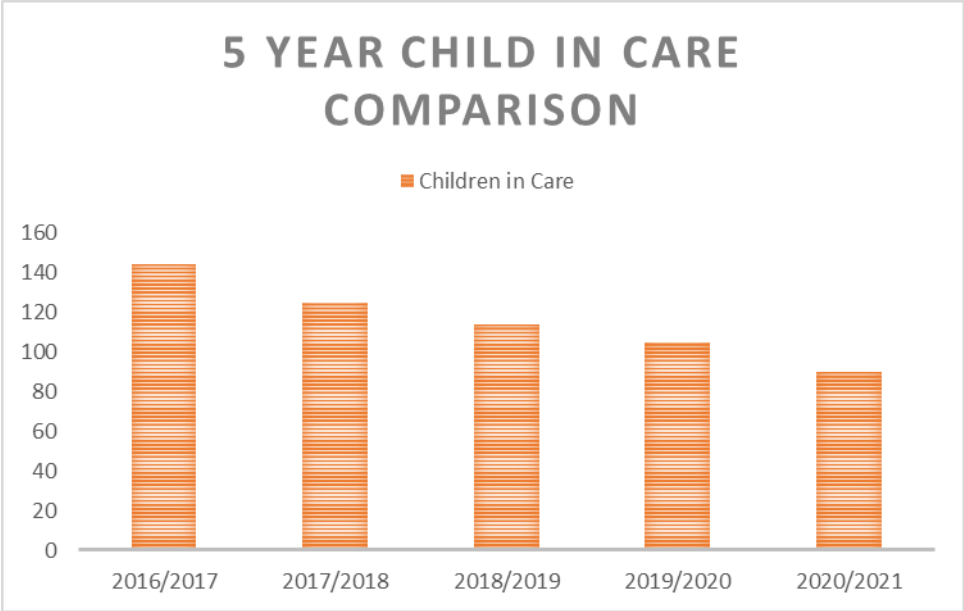
Along with our work with children in care and protection work, the Agency also provides additional preventative supports to families to ensure that children do not have to come into care. Preventative supports range from the provision of respite support, counselling, daycare, and other services.

Services are provided to emerging young adults through Agreements with Young Adults - AYA (formerly called Extensions of Care) to support them during transitioning to adulthood, Over the past year, eleven youth have been supported through an AYA.

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



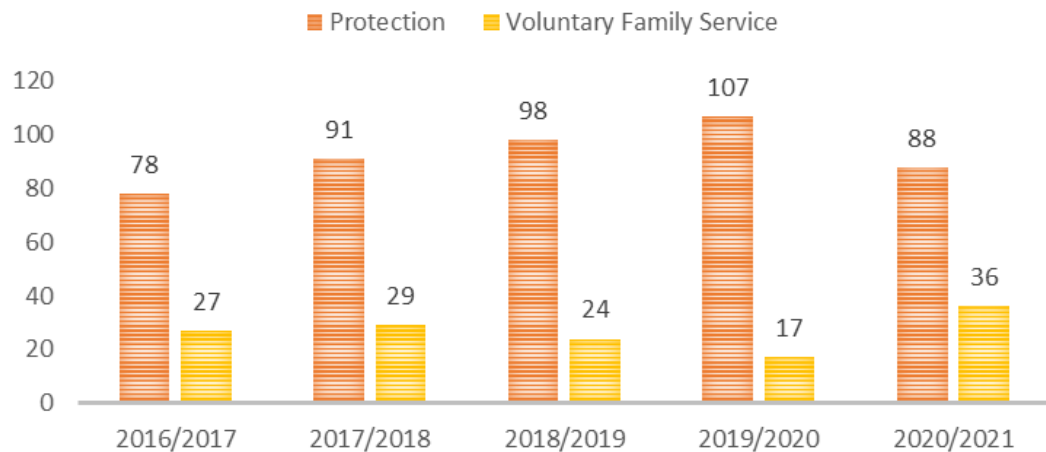
The number of **children in our care** has decreased 14% over the past year and **decreased 37.5%** over the last 5 years.



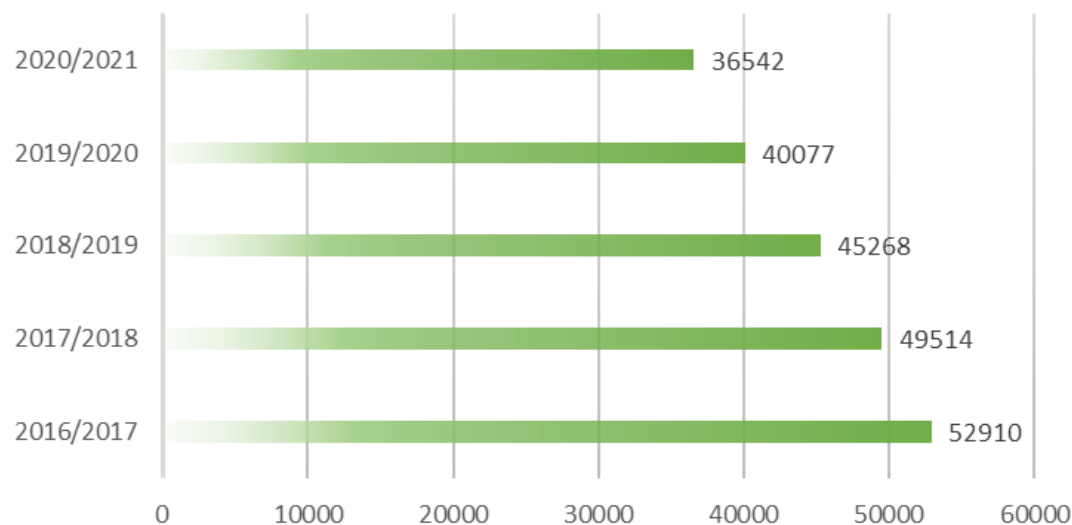




## 5 YEAR FAMILY SERVED COMPARISON



## 5 YEAR DAYS IN CARE COMPARISON



Over the past five years, the days in care has reduced 30.9% and in the past 12 months, it has decreased 8.8%.





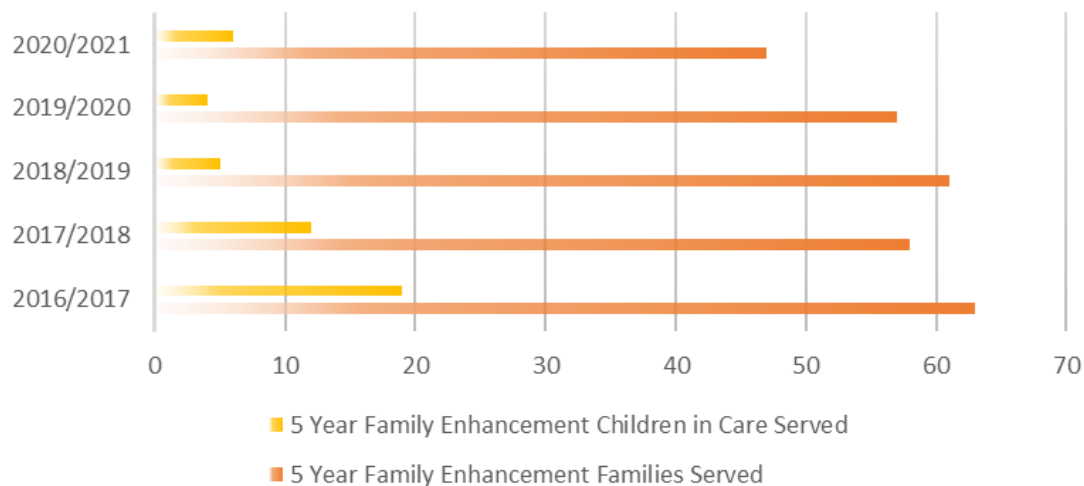
# FAMILY ENHANCEMENT

The Family Enhancement Program is a Voluntary Program to provide services to children and families where our focus is to address safety worries for children, strengthen family relationships and connect to supportive services within the community. The social worker works in partnership with the family and community to address the family's needs. We provide services to families with diverse issues from parent-teen conflict, respite and mentoring to child sexual exploitation. Families engage with their social worker to provide a case plan and build a relationship that provides for success and positive outcomes.

In 2020-2021 the Family Enhancement Program provided services to 47 families in the Central Region and 6 children in care. The team has worked with 136 children over the past year.

In Portage la Prairie the Family Enhancement service team is located at the Family Resource Centre and is part of the family based approach at the Centre. We are part of the overall Resource Centre team working collaboratively to identify and respond to needs and interests of the community. Our team has contributed to the overall Resource Centre Services and Programs in all kinds of ways, some of which are acting as a liaison with Community Justice Committee and providing workshops to families related to anger management, attachment and healthy relationship building between parents and children. In the southern area of the Agency's region the Family Enhancement Worker(s) is located at the Winkler office and provides services throughout the South Central region.

## 5 YEAR FAMILY ENHANCEMENT COMPARISON

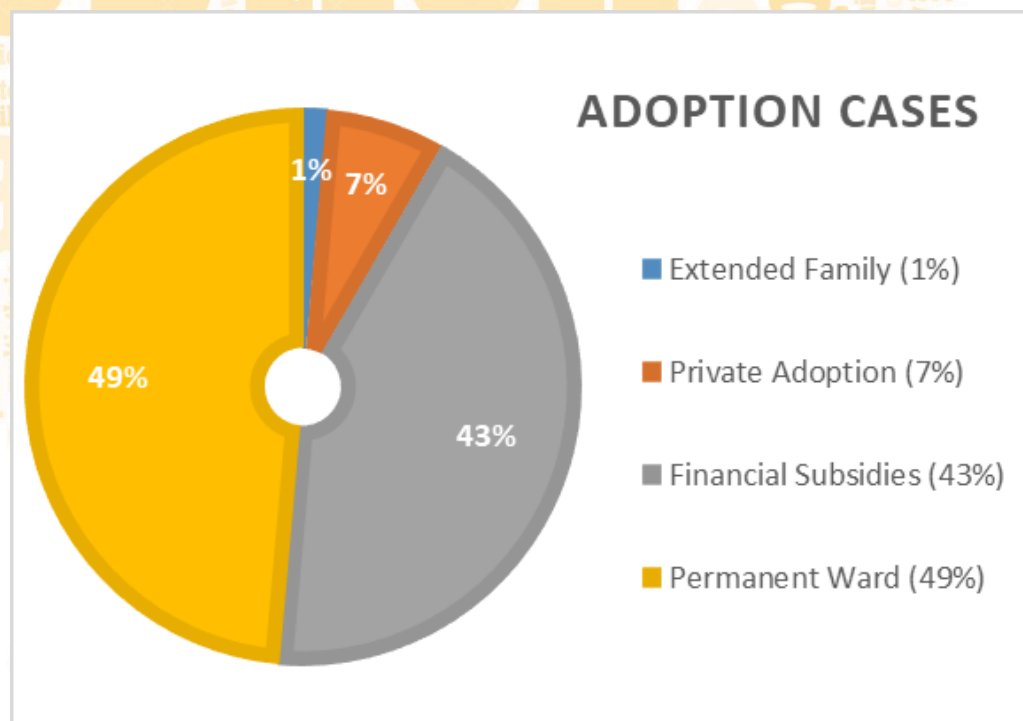


# ADOPTION

The Adoption Program provides adoption services to families in our region. Adoption work can consist of new applicants looking to adopt, financial subsidy files, court reports, and openness agreement work along with post adoption requests. The adoption team continues to run our own educational series which is a mandated requirement for any new adoption applicants to have before they are able to continue with the process of adoption. Due to COVID 19 the team adapted and was able to present our series successfully virtually to adoptive applicants. The team also provides support services to all our adoptive applicants and parents when needed. Structured Assessment Family Evaluation (SAFE) continues to be used when doing home studies on all adoption files.

Over the past year the adoption team carried cases that consisted of post adoption files, adoption applicants, financial assistance files and CIC placements with adoptive families. Most of our post adoption work in the past few years has involved file reviews to support 60's Scoop Class Action Lawsuit applications. This work was done on behalf of Indigenous clients who were placed in foster or adoptive homes during the period that has come to be known as the 60's Scoop.

Our adoption team chairs and staff are involved in the Permanency Planning Committee for the agency. The committee meets to review all child in care files throughout the year. The committee exists to promote long term planning for children in care that: is done in a timely manner, considers all viable options for the child and arrives at the best plan, considers the need for children leaving care to have meaningful, permanent 'family' relationships and considers the child's voice around permanency when applicable (age). The committee also helps front line staff with more permanency planning for children in care and looks for solutions to the above goals.





# FOSTER CARE

Foster parents are amazing, humble, courageous, strong and flexible individuals who open their homes and to helping other families in crisis by providing a safe place for a child to stay while their family heals. Ordinary people in our communities come forth making a 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 when they are separated from their family.

We currently have 75 licensed Foster Families in the Central Region and 12 Place of Safety Homes. It should be noted that we opened and closed 20 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 both in and out of foster care by providing respite support. We currently have 13 General Respite Homes and a number of Respite Homes that are attached to specific foster homes for support. CFSCM continues to accept new foster parent applicants. There continues to a need for foster care placements for ages 12 – 17 throughout the region and families that have 1 parent at home in the North catchment area for younger children.

The Foster Parent Advisory Committee (FPAC) was formed in September 2019. The goal of the committee is to provide foster parents with an opportunity to have input in the development of policies and procedures that affect foster parents, issues related to the foster care program, while building stronger team between agency staff and foster parents.

COVID-19 pandemic ended our long running Foster Care Xmas party for 2020 and we hope to have one for 2021. Our team did deliver board games this year in lieu of the Xmas party to each of our foster parents which was well received. The Children's Aid Foundation of Canada partnered with The National Ballet of Canada to invite families from partner agencies to view "The Nutcracker" online via Cineplex from their own homes. We had nine of those tickets for our foster families to enjoy. We introduced direct deposit for Foster Parents as well as the new infant policy to cover special infant expenses. We have been giving plaques to those who reach 10 years with the agency, this year we gave plaques to 3 foster homes.

Our year continued with COVID-19 pandemic and our foster parents were tasked with having to continue to adjust their routines and take on the role of teacher, counsellor and parent with limited supports outside the family home. CFSCM is grateful for the foster parents' willingness and ability to maintain as much stability as possible for our children in care.



# STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2021

## CHILD & FAMILY SERVICES OF CENTRAL MANITOBA INC.

Statement of Operations and Changes in Net Assets

For the year ended March 31, 2021

	CORE AGENCY SUPPORT FUND	WARD CARE FUND	PROTECTION AND PREVENTION SERVICES	DESIGNATED INTAKE	CAPITAL FUND	2021	2020
<b>REVENUE</b>							
Province of Manitoba	\$ -	\$ 67,627	\$ -	\$ -	\$ -	\$ 67,627	\$ 3,011,383
Government of Canada	-	584,047	-	-	-	584,047	591,447
General Child and Family Services Authority	808,200	2,984,175	2,319,360	1,094,699	-	7,206,434	4,286,209
Amortization of deferred contributions	-	-	-	-	12,163	12,163	12,163
Other	157,427	47,195	-	-	-	204,622	300,686
	965,627	3,683,044	2,319,360	1,094,699	12,163	8,074,893	8,201,888
<b>EXPENSES</b>							
Allocation of operational expenses	(359,630)	-	359,630	-	-	-	-
Amortization of capital assets	-	-	-	-	93,304	93,304	81,943
Field service costs	42,173	-	33,306	-	-	75,479	136,034
Office maintenance	187,650	-	-	-	-	187,650	184,453
Office operations	121,347	-	-	46,168	-	167,515	189,364
Other support	38,748	-	-	-	-	38,748	71,029
Salaries and benefits	622,928	-	1,920,444	955,955	-	3,499,327	3,594,619
Service support	128,103	-	5,980	12,441	-	146,524	297,058
Ward care expenses	-	2,962,258	-	-	-	2,962,258	3,057,554
	781,319	2,962,258	2,319,360	1,014,564	93,304	7,170,805	7,612,053
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	\$ 184,308	\$ 720,786	\$ -	\$ 80,135	\$ (81,141)	\$ 904,088	\$ 589,835
<b>NET ASSETS, beginning of year</b>	974,503	2,804,138	(131,457)	(537,636)	676,586	3,786,134	3,196,299
Interfund transfers (note 10)	11,352	-	-	-	(11,352)	-	-
<b>NET ASSETS - Ending</b>	\$ 1,170,163	\$ 3,524,924	\$ (131,457)	\$ (457,501)	\$ 584,093	\$ 4,690,222	\$ 3,786,134

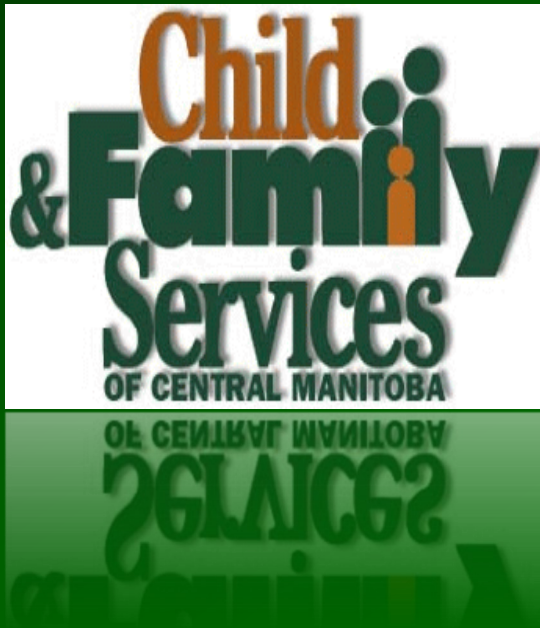
# CHILD & FAMILY SERVICES OF CENTRAL MANITOBA INC.

Statement of Financial Position  
For the year ended March 31, 2021

	CORE AGENCY SUPPORT FUND	WARD CARE FUND	PROTECTION AND PREVENTION SERVICES	DESIGNATED INTAKE	CAPITAL FUND	2021	2020
<b>ASSETS</b>							
<b>CURRENT ASSETS</b>							
Cash	\$ 2,931,242	\$ -	\$ -	\$ -	\$ -	\$ 2,931,242	\$ 1,932,244
Temporary investments (Note 3)	2,053,923	-	-	-	-	2,053,923	2,032,491
Accounts receivable (Note 4)	314,067	3,621	-	-	-	317,688	324,810
Prepaid expenses	32,873	-	-	-	-	32,873	28,694
	5,332,105	3,621	-	-	-	5,335,726	4,318,239
<b>CAPITAL ASSETS (Note 5)</b>	-	-	-	-	766,538	766,538	871,195
	\$ 5,332,105	\$ 3,621	\$ -	\$ -	\$ 766,538	\$ 6,102,264	\$ 5,189,434
<b>LIABILITIES</b>							
<b>CURRENT LIABILITIES</b>							
Accounts payable and accrued liabilities	\$ 208,488	\$ 9,708	\$ -	\$ -	\$ -	\$ 218,196	\$ 229,525
Accrued vacation pay entitlement	306,130	-	-	-	-	306,130	302,346
Accrued sick pay entitlement	71,416	-	-	-	-	71,416	69,346
Interfund balances	3,015,145	(3,531,011)	131,457	384,409	-	-	-
	3,601,179	(3,521,303)	131,457	384,409	-	595,742	601,217
<b>LONG-TERM LIABILITIES</b>							
Accrued severance/retirement entitlement payable (Note 7)	524,655	-	-	-	-	524,655	490,640
<b>DEFERRED CONTRIBUTIONS (Note 8)</b>	36,108	-	-	73,092	182,445	291,645	311,443
	4,161,942	(3,521,303)	131,457	457,501	182,445	1,412,042	1,403,300
<b>NET ASSETS</b>							
Invested in net capital assets	-	-	-	-	584,093	584,093	676,586
Externally restricted	-	3,524,924	(131,457)	(457,501)	-	2,935,966	2,135,045
Unrestricted	1,170,163	-	-	-	-	1,170,163	974,503
	1,170,163	3,524,924	(131,457)	(457,501)	584,093	4,690,222	3,786,134
	\$ 5,332,105	\$ 3,621	\$ -	\$ -	\$ 766,538	\$ 6,102,264	\$ 5,189,434







Portage Office :  
25-3rd Street SE  
Portage la Prairie, MB R1N 1N1  
P : 204-857-8751 or 1-888-339-3576  
F : 204-239-1413

Winkler Office :  
324 South Railway Avenue  
Winkler, MB R6W 0M8  
P : 204-331-5040  
F : 204-331-5046

<https://cfsofcentralmb.mb.ca/>

**Designated Intake Agency For All Four Authorities In Manitoba's Central Region (Off-Reserve)**

