

Metis
CHILD & FAMILY
SERVICES
Authority

Annual Report
2013 - 2014



April 1/13 - March 31/14



*Staff**

Chief Executive Officer	Billie Schibler
Executive Assistant	Cindy Monkman
Chief Quality Officer	Karla Hildebrand-Eden
Chief Administration Officer	Robbyn Rempel
Chief Financial Officer	Judy Rumpel
Chief Communications Specialist	George Kolomaya
Human Resources Officer	Donna Burte
Service Specialist	Kathy Cote
Service Specialist	Desirée Gillespie
Service Specialist	Jason Orchyk
Service Analyst	Dianna Cadotte
Practice Leader	Greg Besant
Education & Training Coordinator	Robin Jackson
Policy Analyst	Caroline Corbin
Policy Analyst	Caitlin Pringle
Director of Finance	Zhenyu Wu
Finance Officer	Yolanda Roulette
Communications Coordinator	Dustin Rodgers
Administrative Assistant	Carla Clemons
Administrative Assistant, HR	Marc Beghin
Information Technology Officer	Kyle Reid
Network Technician	Tristan Gabriel
Network Technician	Alex Reydman

Board of Directors

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Vice Chairperson	Jessica Lacasse
Secretary/Treasurer	Mitch Bourbonniere
Member	Don Samatte
Member	Eleanor Welton
Member	Marg Bagley
Member	Carol Laramée
Member	Barb Lavallee
Ex-Officio	Judy Mayer
Elder	Beryl Bouvette
Elder	Lucy Guiboche

* as of March 31, 2014

Vision

Building healthy and vibrant Metis and Inuit communities through love, respect, honour, strength, culture and heritage with guidance from our Elders and families.

Mission

The Metis Child and Family Services Authority is committed, accountable and responsible for the Child and Family Services system to the Metis and Inuit people of Manitoba. The Metis Authority contributes to a strong and healthy Metis and Inuit Nation through the strength of Elders, family, children, culture, values and heritage.

Guiding Principles

- ∞ Metis and Inuit families and communities are the cornerstone of the Metis and Inuit Nations and the service delivery system must reflect this vision.
- ∞ Responsibility for decision-making regarding Metis and Inuit children and families lies with the family, extended family and community whenever possible.
- ∞ The organizational structure promotes and supports community governance at all levels.
- ∞ The service delivery system will encompass both formal and informal elements.
- ∞ The service delivery system must be operated in an efficient and effective manner.
- ∞ The service delivery system will be outcome-based and will reflect the core guiding principles of its agencies.

MESSAGE FROM THE *President*

Believing in yourself, your family and the Metis Nation is very important. It is with this philosophy that the Metis Government provides services to the Metis citizens. Supporting our children as they participate in our culture and teaching them to grow into respectful, thoughtful and energized young adults is something we all want to see.

Listening to our Elders as they provide advice, guidance and wisdom is something we must always remember. It is the knowledge that we have family support through our grandparents, parents, uncles, aunts, cousins and community that strengthens us.

The Metis Child and Family Services Authority (MCFSA) provides strength to our Nation and the quality of services that MCFSA provides is surpassed by none in this country. MCFSA has achieved such success that stakeholders in Canada and other countries are looking at us and how we have been effective in the services we provide.

It was a very proud day when we took control of our children through the development of child and family services, but we must remain vigilant and never take our achievements for granted. It is with hard work and dedication that we protect the future of the Metis children, just as our forefathers did. It is the Metis children that will carry the fire of our beliefs into the digital age and beyond.



***President David Chartrand
LL.D.(hon), O.M.***

MESSAGE FROM THE *Minister of Metis CFS*

On behalf of the President and the Provincial Board of Directors of the Metis Government, I am honoured to acknowledge the Metis Child and Family Services Authority for their efforts throughout the last year.

I am also proud to recognize our Elders for their vision, wisdom, and guidance, our Authority Board of Directors for their insight and commitment, and the staff of the Authority for their exceptional service.

In addition, I wish to thank the Authority CEO, Ms. Billie Schibler, for another year of successful and strong leadership, as we work together, toward building healthy, vibrant Metis and Inuit communities across Manitoba.



***Judy Mayer
Minister of Metis CFS***

In light of the recent 4% funding reduction which was suddenly imposed upon all four Authorities, the Metis Authority has performed diligently. Our resources have always been focused on strengthening our communities. Despite the reduction, the Authority has

never wavered in its commitment to that vision.

Looking ahead, we will continue to advocate on behalf of the Authority and its agencies, continue to build relationships within our Metis Nation and Inuit Homeland, as well as with others. Most importantly, we will continue to stand with you as we build on the capacity of our communities and families.

Believe in yourself, Believe in Metis!

MESSAGE FROM THE

Board of Directors

On behalf the Board of Directors, I am pleased to recognize the work of the Metis Child and Family Services Authority and its agencies over the past year. Together, you have helped make a difference in the lives of Metis and Inuit children and families, and we remain the service provider of choice for many people in need of support.

As a Metis person whose career was with the school system in Manitoba, I am most proud of how the Metis CFS system has continued to support youth of all ages. I feel great joy attending the Metis Child, Family and Community Services Agency's Age of Majority celebrations. The Authority now facilitates the new Tuition Waiver Program that provides financial assistance to youth-from-care who wish to continue their education after high school. Also new this year, our Metis to Me art contest encouraged expression and understanding of the Metis culture among youth from all across Manitoba.

Our continued growth is a sign of the work yet to be done in order to build healthy, strong Metis and Inuit communities. Though the issues that affect our communities affect many others as well, we will continue to advocate for better care and support of our families and youth, until each is able to fulfill their potential. I look forward to that day.



Rita Cullen, Chairperson



Billie Schibler, CEO

MESSAGE FROM THE

Chief Executive Officer

In writing this message, I am reminded of the complexities that come with balancing responsibility and accountability to many different stakeholders.

We are not only accountable to the Provincial Government that provides our legislated mandate and our funding, but also to our leaders in the Metis Government who forged the way for our existence.

Accountability to our Authority Board of Directors must be ensured, while attaining cohesiveness between our Board and our Agency Boards.

The Authority has a responsibility to advocate on behalf of its agencies while also ensuring quality services and compliance. In addition, we have an obligation to maintain an exceptionally high level of responsibility and accountability to our families and the general public through the way we conduct ourselves within the Metis Child and Family Services System.

While this check and balance is essential for ensuring effective service delivery, we do have to wonder about the time and energy expended on the "politics" of child welfare as we conduct the vitally important mandated service of keeping children safe.

Let us remember that there are more than 10,000 children in care in Manitoba's CFS system. This amount is larger than the size of the City of Dauphin. Our wish would be that every one of these children has a stable,

healthy, loving family. These children are who we serve in this complex structure of accountability and they should expect and receive our full attention. I wish to thank our Authority staff, our Board of Directors, and our agencies for their dedication as we work collaboratively to fulfill this commitment.

2013/2014



Year In Review

The photos used in the Year In Review section were submitted to the Authority by youth from across Manitoba as entries in our Metis to Me 2013 art contest.

METIS FOSTER PARENT PLACEMENT NEEDS

The national spotlight was on the Metis CFS system due to media coverage of an appeal of a cross-cultural foster family who was seeking to adopt a young Metis child who was in our care. In keeping with our philosophy and spirit of Devolution to match children with culturally appropriate families, our Metis Agency planned to place the child in a Metis adoptive home. After a court process, the adjudicator felt it was in the child's best interest to stay with the child's foster parents. While we were pleased that the child was obviously very loved by his foster family, it emphasized the need for early placement in culturally appropriate homes if we are to ensure the success of the devolution of Manitoba's Child Welfare System.

COLLECTIVE AGREEMENTS

A first time Collective Agreement was ratified with the Manitoba Government Employees' Union and the Metis CFS Authority. The two year agreement ends November 2015.

GEOGRAPHY BOUNDARY CHANGES

Work began this fiscal year to change the geographic boundaries serviced by our two agencies. Metis Child, Family and Community Services has more than double the case load that is defined by the Provincial Government as a "large" agency. To alleviate the strain on our large agency and to secure the case status of Michif Child and Family Services Agency, cases carried out of MCFCS's Brandon and Portage La Prairie offices will move to Michif CFS Agency over the next fiscal year as a new geographic boundary is drawn.

CENTRALIZING FINANCE DEPARTMENTS

This year, plans began to centralize the Finance Departments of the Authority and its two agencies. A July 1, 2014 target date is set for the centralization to occur, with both the agencies' finance staff moving into the Authority office. The intent is for this to be a cost saving initiative with emphasis on efficiency and productivity.

PHOENIX SINCLAIR INQUIRY REPORT

Although we had testified in Phase 3 of the Inquiry, our Authority and its agencies had no involvement with this case when Phoenix was alive. The three volume, 900 page report arrived at our Authority office within an hour of a post-announcement meeting with the Authorities scheduled by the Minister of Family Services. The report contained 62 recommendations about the CFS system and its related services. Media from across Canada called our office to seek comments and opinions from our CEO about the report.



2013/2014



Year In Review

THE PROVINCIAL CHILD WELFARE INFORMATION SYSTEM

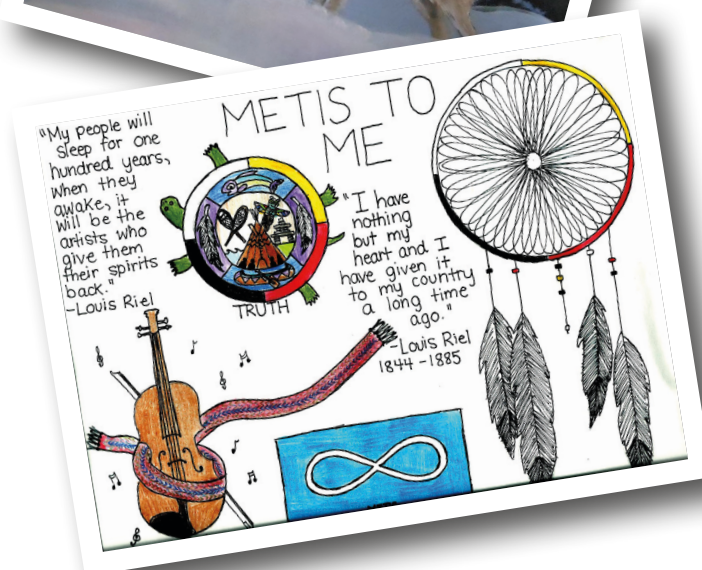
In February, an Authority staff member became a participant on a province-wide project team to provide input and direction as well as learn about CURAM, a new information management system. CURAM will potentially replace the department's much-criticized Child and Family Services Information System (CFSIS).

Numerous external and internal reviews over the years by the Aboriginal Justice Inquiry Commission, the Ombudsman, the Children's Advocate, the provincial Auditor General and Phoenix Sinclair Inquiry Commissioner Ted Hughes have identified the inadequacies of CFSIS.

FUNDING CUTS

On December 20th, without warning, we received notification from the Department of Family Services and Labour that there would be a 4% funding reduction imposed upon all four Authorities and their agencies for the current fiscal year. In essence, this cut is equivalent to attempting to find 16% of expenditure savings during the last three months of the fiscal year. The impact on the Metis Authority and its agencies was more than \$500,000.

This sudden cut came as a surprise, considering that the Phoenix Sinclair Inquiry highlighted inadequate resourcing to support services within the child welfare system. While Government emphasized that the dollars were related to slippage from staff vacancies, it was not mentioned that the slippage dollars were being used for support services not covered in the Provincial Funding Model.



2013/2014



Year In Review

COMMUNITY PRESENTATIONS AND PARTICIPATION HIGHLIGHTS

- ∞ The Authority participated in the organization of a breakfast event on November 22, 2013, celebrating the 10th Anniversary of *The Child and Family Services Authorities Act*. The Act enabled the creation of the Metis Child and Family Services Authority and the three other Authorities (General, Southern and Northern) as part of the devolution of the Manitoba Child Welfare system.
- ∞ At the invitation and expense of Alberta's Minister of Human Services, our CEO attended and provided input at a roundtable discussion for developing strategies on reviewing child deaths and serious injuries.
- ∞ Our Chief Quality Officer presented to the Senior Assistant Deputy Minister of Aboriginal Affairs and Northern Development Canada on the work of our Metis CFS system and the challenges faced by Metis families as part of the Deputy's meetings with the Manitoba Metis Federation.
- ∞ The Authority sent 30 representatives from Authority staff, agencies' staff and their Boards of Directors to participate in the 2nd International Indigenous Social Work Conference that took place in Winnipeg in July 2013.
- ∞ We were extremely pleased to accept an invitation by Mrs. Edda Pangilinan, Honorary Consul for the Philippines, on behalf of the Children's Joy Foundation, to host a Christmas Party for our Metis CFCS Agency foster families. We want to thank Mrs. Pangilinan, the Filipino community and Jimel's Restaurant for hosting a beautiful meal and providing gifts for the children and youth on November 30, 2013.

- ∞ We hosted our annual Holiday Open House on December 13th and provided all staff and guests the opportunity to cast ballots for their favorite artwork submitted by youth for our Metis To Me art contest. The Authority Board selected the winners based upon the public's input.



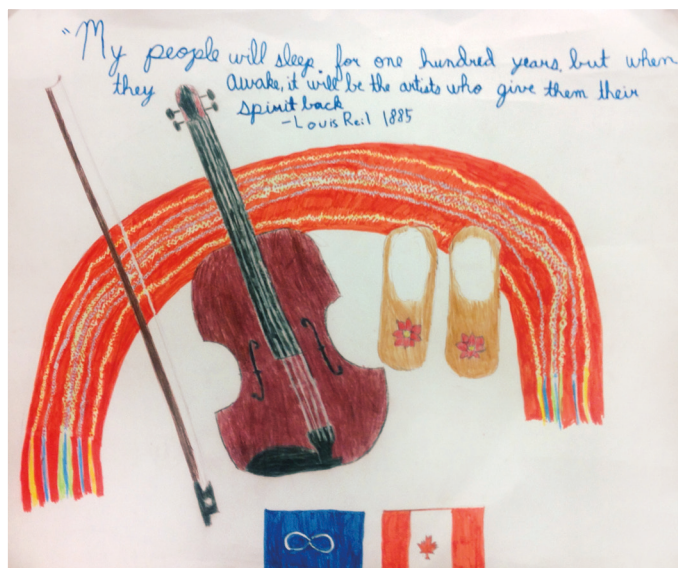
2013/2014



Year In Review

SERVICE ASSISTANCE FOR YOUTH IN METIS CHILD AND FAMILY SERVICES CARE

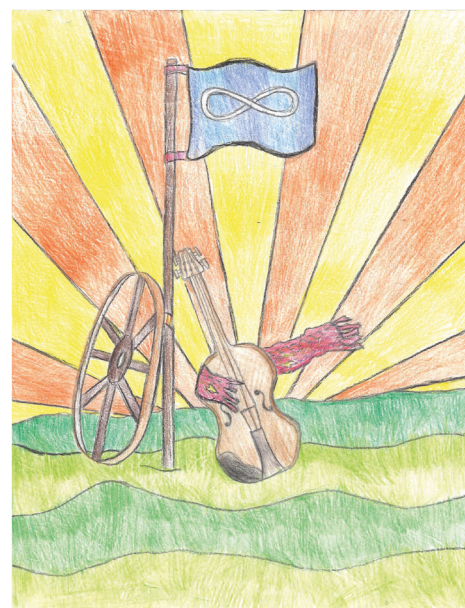
- ∞ This year we continued to facilitate the Tuition Waivers Program between our Metis Agencies and Post-Secondary Institutions such as Assiniboine Community College, Brandon University, Red River College, L'Université de Saint-Boniface, the University of Manitoba, the University of Winnipeg and Winnipeg Technical College. The process and valued partnerships help make it possible for more of our young people to enter or continue their post-secondary education.
- ∞ We have entered into more collaborative partnering between Metis CFS Authority and Manitoba Employment to assist youth in career planning and financial assistance. We have also encouraged and linked our youth to the MMF Regional Offices to assist them with educational and career endeavours through Metis Education and Training (MET).



METIS TO ME ART CONTEST

This year, our Authority launched the Metis To Me art contest. It was an innovative and successful youth engagement project that inspired young people to embrace art and learn more about Metis culture. More than 70 entries from across Manitoba were received. Morgan Dutchak (11) from Winnipegosis won the under twelve age category and Morley Wright (13) from Cormorant, MB was the over twelve winner. Jacob Ouellette (7) and Mercedes Ward (12) were the runner-ups.

As a result of the contest's success, the Authority will host another art contest in 2014. As our Metis CFS system has the mandate to provide services to Inuit families, next year's contest will focus on Inuit culture and will be titled Inuit To Me.



Above: Morley Wright, 13, Cormorant, MB
Left: Morgan Dutchak, 11, Winnipegosis, MB

2013/2014



Year In Review

BRAVO TO OUR METIS CFS AGENCIES

We are very proud that our Metis CFCS Agency originated the beautiful practice of celebrating youth who are leaving the CFS system by hosting very inspiring and heart-warming events in their honour. Our CEO, MMF Minister, Board Chairperson, and various Authority staff attend these Age of Majority Celebrations. The agency does a wonderful job of hosting these very meaningful events.

We commend Michif CFS Agency for assigning a satellite staff person to be located in Winnipeg due to the volume of northern case activity in the city. Thank you to Metis CFCS Agency for their cooperation and team work in welcoming Michif's case worker to be housed in their office.

COMPLIANCE RECOGNITIONS

Last year our Authority inaugurated a service award to recognize a team at each of our agencies for their dedication to the highest standard of compliance in the areas of funding criteria, digital photos, and face to face contact, while maintaining the lowest number of waiting closure files.

Our Authority's CEO, Billie Schibler, and Chief Quality Officer, Karla Hildebrand-Eden, invited Maria Santos, Director of Services at Metis Child, Family and Community Services Agency to join them in presenting the Authority's certificate of achievement to Stacy Sherlock's Winnipeg-based team.

Billie and Karla were joined by Authority Board Chairperson, Rita Cullen, and Mark MacKay-Chiddenton, Executive Director at Michif Child and Family Services Agency, in honouring Wanda Guimont's Swan River-based team.

We are pleased to applaud both teams for earning this year's awards.



Back row: (from left) Natalie Dheilly, Jamie Munro, Danielle Wedlake, Jenna Unger, Stacey Campbell
Front row: (from left) Maria Santos, Stacy Sherlock, Billie Schibler, Karla Hildebrand-Eden
Missing: Melanie Joss, Jackie Hayes



Back row: (from left) Deb Holmes, Valerie Webb, Chris Thompson, Jamie Dvorak, Graeme Brown
Middle row: (from left) Dianna Reeves, Christine Martin, Avery Fedorchuk, Melissa Bielik, Deanna Sabiston, Lori Giles
Front row: (from left) Mark MacKay-Chiddenton, Rita Cullen, Wanda Guimont, Billie Schibler, Karla Hildebrand-Eden
Missing: Daisy Chartrand

2013/2014



Inquiries & Concerns

As part of our daily operations, the Metis Child and Family Services Authority responds to general inquiries from the public.

We have enhanced our complaint resolution system this year by collaborating more extensively with people who have concerns. We also consult more with all levels of our management to ensure that we have looked at concerns from every possible perspective.

We had 161 inquiries at intake this fiscal year. Almost 25% involved relatively simple requests for information. An additional number were situations where we were passing information along on missing children and vulnerable youth.

The majority of inquiries pertain to concerns about services provided by agencies. A significant amount of the concerns raised involved case planning or communication.

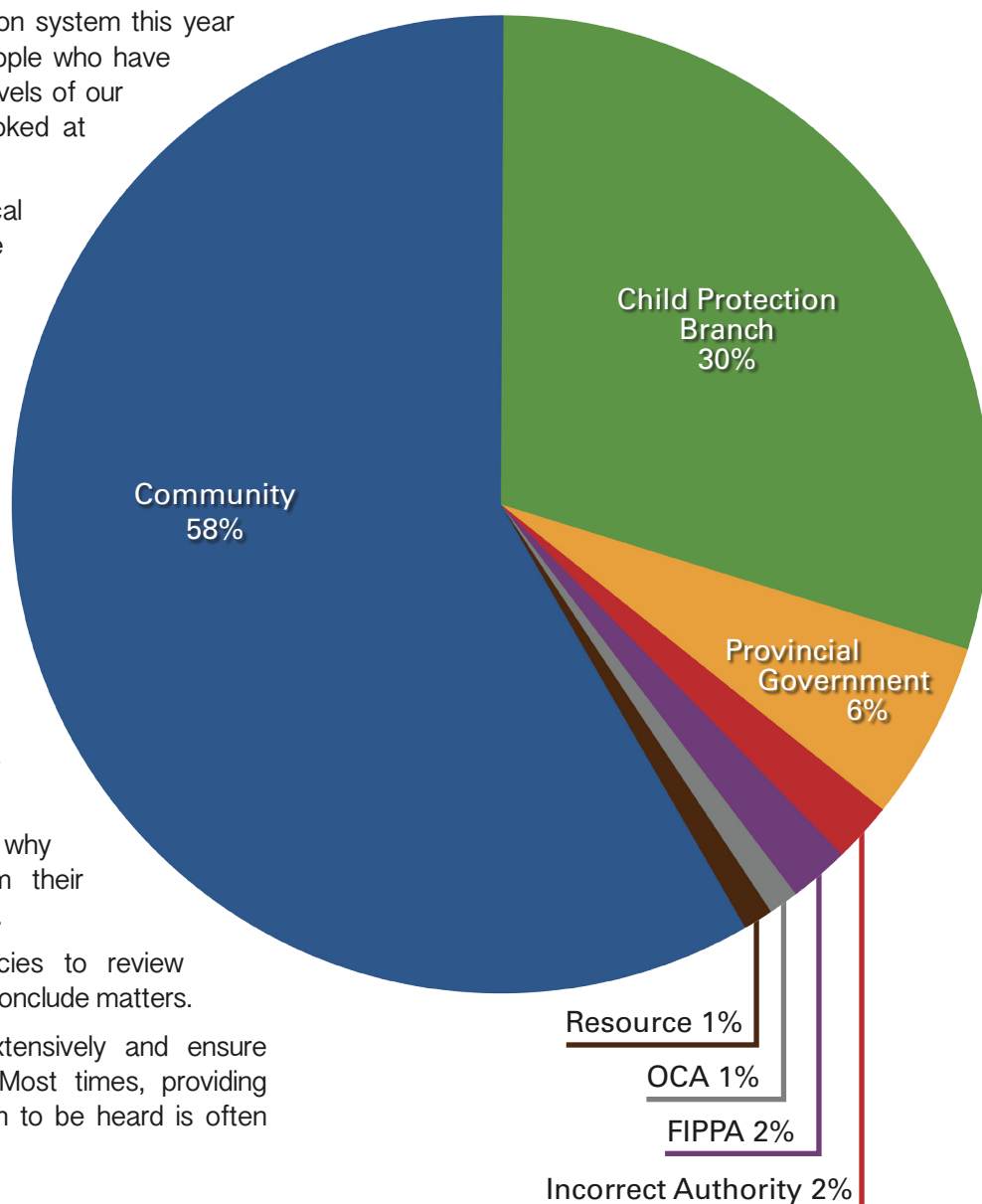
There were times when extended family members of children in care were seeking information that we could not legally share. In these matters, we helped facilitate a connection with the worker to assist them.

At times, people do not fully understand why their children have been removed from their home or what is required for them to reunify.

On occasion, we work with our agencies to review the way a family was serviced, which may conclude matters.

We always strive to review matters extensively and ensure individuals/families feel they are heard. Most times, providing people with more information and a forum to be heard is often enough to resolve their concerns.

2013/2014 SOURCE OF INQUIRIES MADE TO THE AUTHORITY



2013/2014



Education & Training

This fiscal year the Metis CFS Authority provided education and training opportunities to more than 905 participants at 105 sessions across the province. With a budget of only \$127,658 we have to be highly efficient and innovative.

On average, each session costs about \$1,200, which is extremely low considering this figure includes expenses such as facilitator travel and accommodations, training space, equipment, supplies and materials. It is not uncommon for a facilitator's fee alone to be near \$1000.

One of the reasons that our costs are so low is that our Authority and respective Agencies strongly promote qualified staff to be certified to train internally on many topics, and, as such, we are very proud of the work we do on a very small budget.

Since the introduction of Signs of Safety within the Metis CFS System we have trained almost 400 staff on this Family Enhancement initiative, including approximately 300 who attended a conference about it last year.

This year we prioritized crisis intervention, attachment, suicide prevention and Fetal Alcohol Spectrum Disorder training. We also supported our agencies' staff and care providers wishing to participate in these training opportunities.

In our continued efforts to keep children and youth safe, the Metis CFS Authority has also been reaching out to youth by providing valuable prevention-related information on suicide and sexual exploitation at numerous workshops across the province.

Virtually all of the youth who participated said they would refer a friend to our suicide workshops as they felt the information was valuable. The majority of youth who attended the sexual exploitation workshops also said they had an increased awareness of the issues and risk as a result of their attendance.

TOTAL PARTICIPANTS IN TRAINING

Training Themes	2011/2012	2012/2013	2013/2014
Attachment	1	1	130
Child/Youth Care	40	30	4
Crisis Intervention	75	61	101
Family Enhancement**	208	396	85
Family Violence	3	17	13
Fetal Alcohol Spectrum Disorder	101	84	91
Foster Parent Training*	0	0	9
Gang Awareness	54	0	23
Health & Safety	64	93	83
Investigating Child Abuse	27	21	32
Leadership Training	48	12	10
Orientation to CFS	0	15	78
Professional Development	86	41	70
Standards	44	57	47
Suicide Prevention & Intervention	67	49	82
Trauma	0	49	47
Total:	830	1041	905

*New Category

**Family Enhancement replaces Differential Response

2013/2014

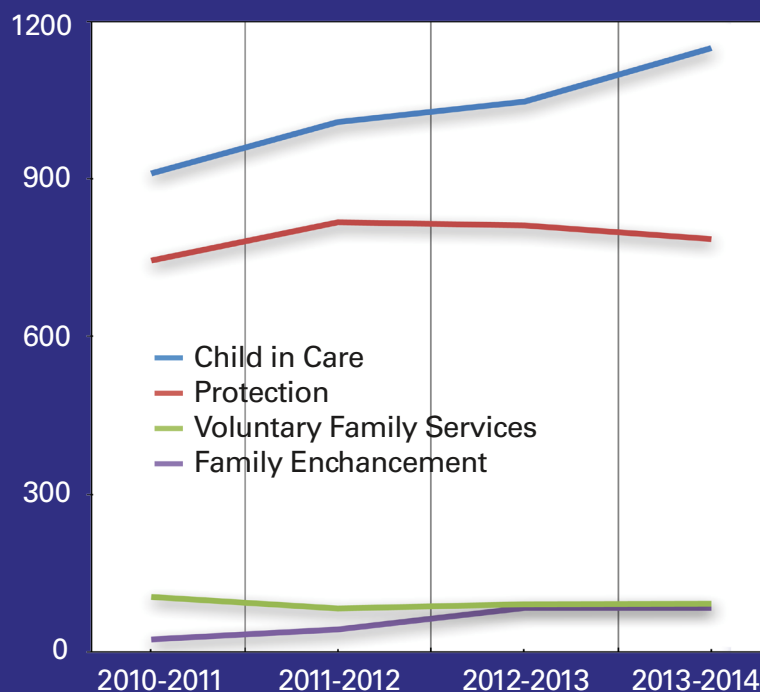


Casework Statistics

TOTAL NUMBER OF CASES

There was a total of 2,110 cases in our Metis Child and Family Services system as of March 31, 2014, an increase of 3.8% over the previous fiscal year.

CASE TYPE COUNT (TOTAL 2110)

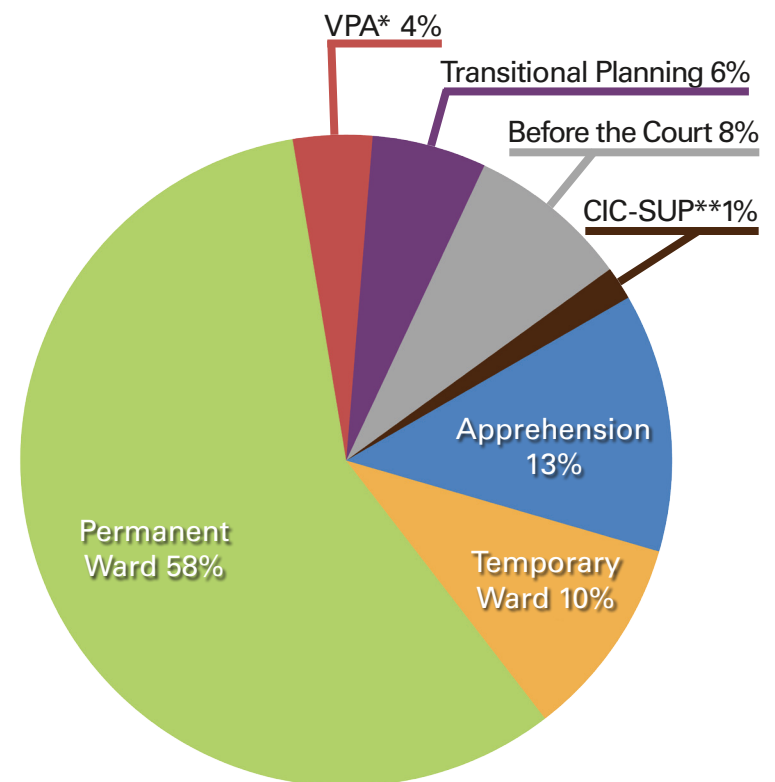


CHILDREN IN CARE

As of March 31, 2014, there were a total of 10,293 children and youth in care within the province of Manitoba. Of these, 1,150 were in the care of the Metis CFS Authority's two agencies (Michif and Metis). This was an increase of 9.7% over the previous fiscal year.

The legal status and age groups of these children and youth remained relatively the same, except for an increase in the number of infants. Further details are shown in the accompanying graphs.

LEGAL STATUS OF CHILDREN IN CARE

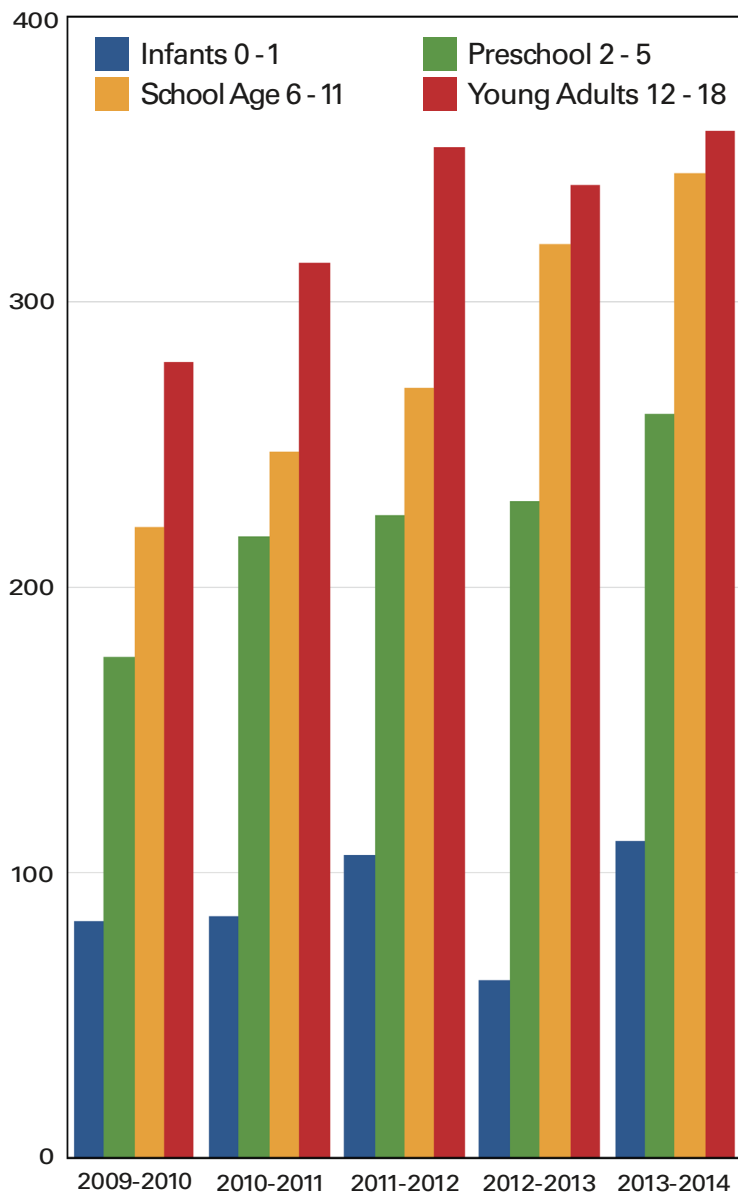


*Voluntary Placement Agreement

**Child in Care - Supervisory



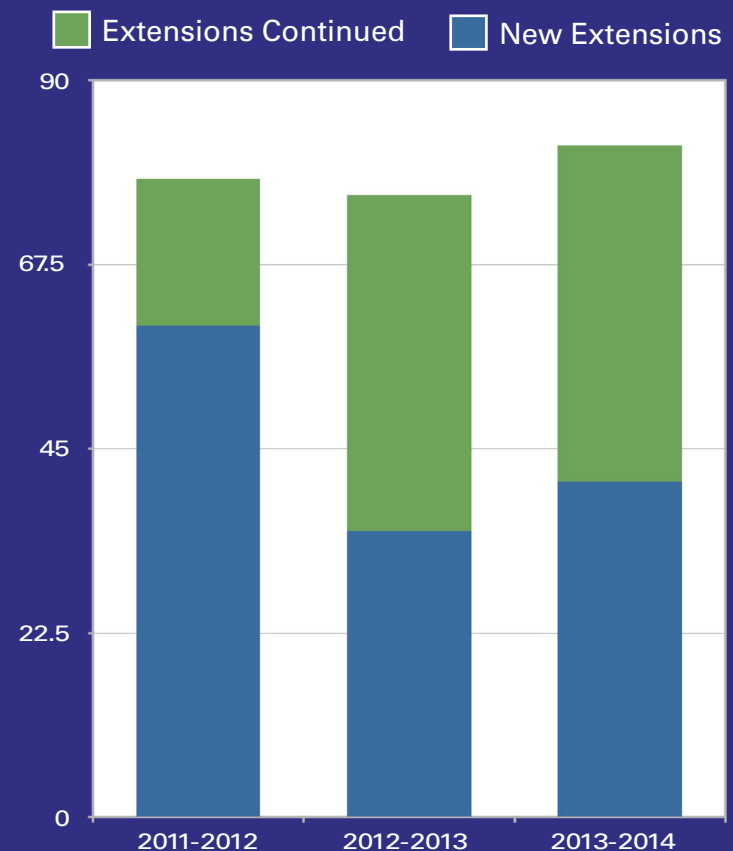
AGE GROUPS OF CHILDREN IN CARE



EXTENSIONS OF CARE

Becoming independent and moving into adulthood can be a very difficult time for all youth. The Metis CFS Authority believes strongly in supporting our youth past the age of majority. Over the last five years, the number of extensions of care has doubled. More than 90% of this year's extensions were approved to help youth continue their education or acquire Independent Living Skills Training.

The Manitoba Metis Federation also funds a Metis Spirit worker to work with our youth whose care has been extended.



2013/2014

Financial Review

As in previous years, the 2013/2014 fiscal year for the Metis CFS Authority presented both challenges and opportunities for achievement.

In December 2013, the Authority and our two Agencies scrambled to come up with an expenditure management strategy to deal with a 4% cut to salaries and benefits for the current fiscal year imposed by our funder, the Provincial Government. This was particularly challenging given that notification was not received until the final quarter, leaving little time to react.

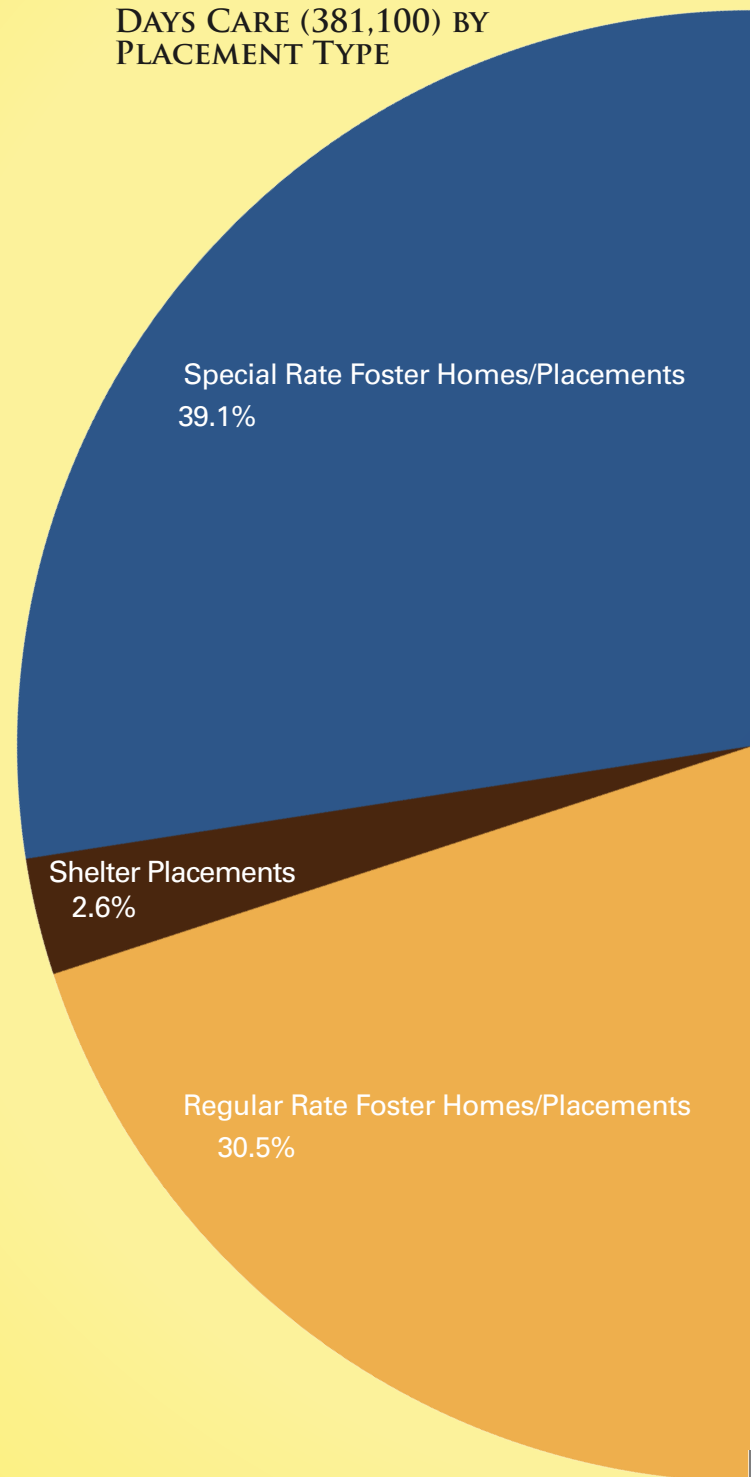
Both the Authority and our agencies were faced with guaranteeing the high level of service our Metis and Inuit families are entitled to and ensuring compliance with standardized caseloads with \$530,000 less funding for the year.

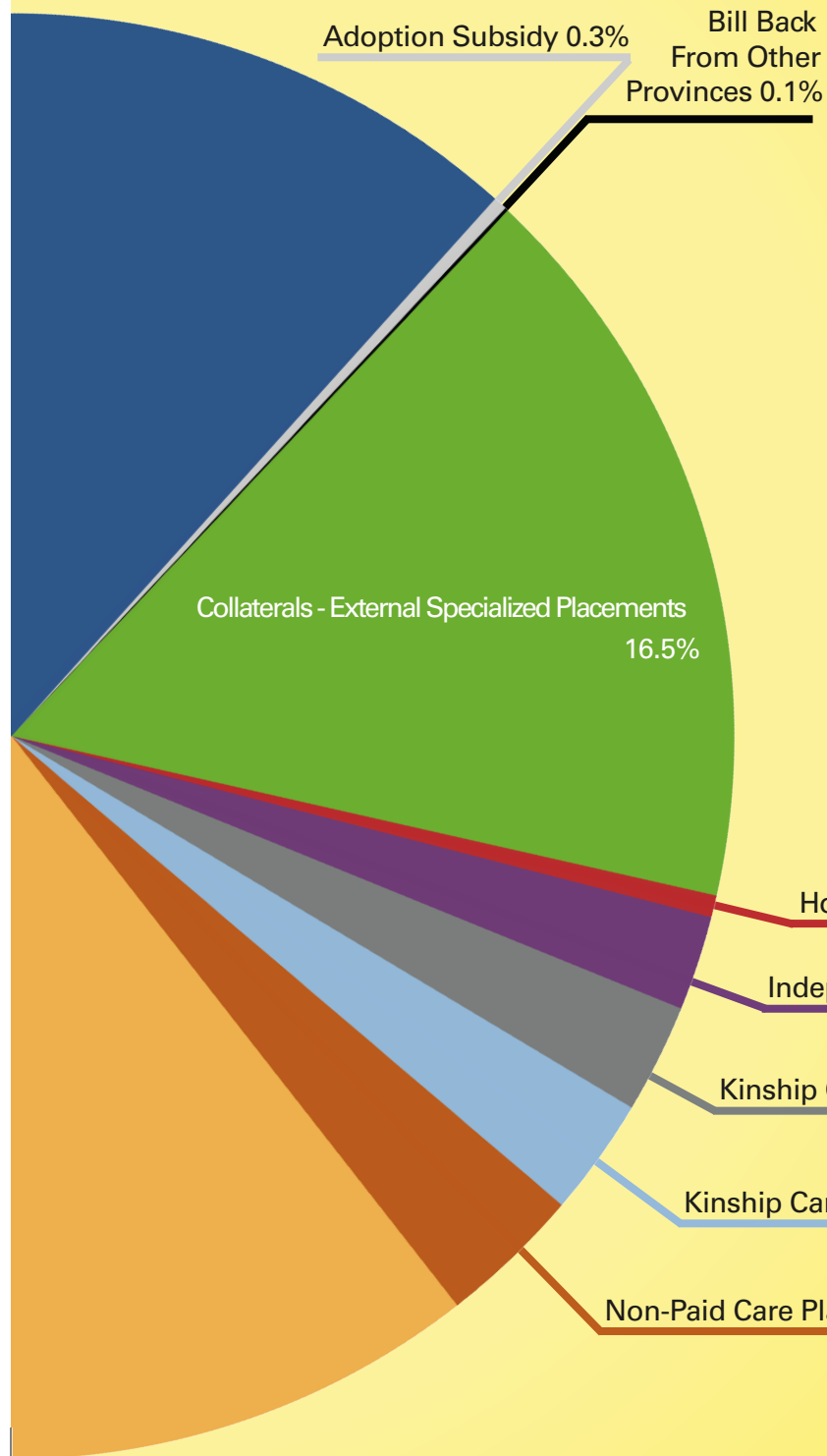
The Authority and agencies closely scrutinized staffing requirements. Expenditures considered discretionary were curtailed for the year. The Authority was able to achieve reductions of 18% in Board expenses, 21% in professional fees, 51% in staff professional development, and 57% in staff travel for the year. While these measures helped mitigate the financial impact of the 4% cut, we will be further reviewing the impact of these cuts on services.

During the year, the Metis CFS Authority Board and senior Authority and agency managers successfully began laying the groundwork needed to merge the finance departments of our two agencies at the Authority. Given our continued growth and the limitations of our current funding, this step is necessary to ensure the future financial viability of our system. Centralization will provide an opportunity to make the best use of staffing entitlements, enable core cost reductions, find efficiencies, streamline processes and ensure continuity, consistency and future stability in financial operations right across the Metis CFS system.

We continue to strive toward the development of a solid Metis and Inuit CFS system and to reach the goal of providing stronger and more efficient supports to our Metis and Inuit families.

**DAYS CARE (381,100) BY
PLACEMENT TYPE**





2013/2014 AUTHORITY OPERATIONS (\$)

Authority Total Operating Revenues:	2,242,372
Authority Total Operating Expenditures:	2,242,372

2013/2014 AUTHORITY KEY VARIANCES (\$)

	2013	2014	
Staff Expenses:	33,965	14,542	- 57%
Staff Professional Development:	18,030	8,847	- 51%
Outside Professional Fees:	137,397	108,323	- 21%
Board Expenses:	48,701	39,782	- 18%

AGENCY CORE & OPERATIONAL GRANTS (\$)

Metis Child, Family & Community Services:	10,814,758
Michif Child and Family Services:	4,875,375

CHILD MAINTENANCE EXPENDITURES

	Prov. of Manitoba Projections	2013/2014 Actuals
Child Maintenance Expenditures	\$35,587,600	\$37,968,594
Total Days of Care	352,097	381,100
Avg. Cost Per Day of Care	\$101.07	\$99.63

The average cost per day to provide services to our clients was reduced by 1.4% despite the fact that the number of client days care was 8% higher than projected at the beginning of the year.



Metis Child and Family Services Authority

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