

Metis
CHILD & FAMILY
SERVICES
Authority
ANNUAL REPORT



APRIL 1, 2014 –
MARCH 31, 2015





RITA CULLEN

CHAIRPERSON,

**METIS CHILD AND
FAMILY SERVICES
AUTHORITY**

As required under Section 16 of *The Child and Family Services Authorities Act*, I am pleased to present the Metis Child and Family Services Authority's Annual Report on behalf of my fellow Board members, the Authority Executive Team and all our Staff members.

As required under the Act, this annual report outlines our Authority's expenditures, services and activities during the 2014-15 fiscal year. The report covers the time period beginning on April 1, 2014 and ending on March 31, 2015.

More than a decade has passed since Devolution and the creation of the four Child and Family Services Authorities, yet much evolutionary work remains to be done in these devolutionary times. I offer my deep gratitude to all those that have supported and championed our Metis CFS System's desire to always push at new frontiers that can help deliver services better.

It is our goal to continually improve outcomes and build greater capacity in our children, youth and families, while holding on to the long-held core values our communities hold dearest. It is in this spirit, and with our vision, mission and principles to guide us, that we present our Annual Report for 2014-15.

***STAFF**

Chief Executive Officer	Billie Schibler
Executive Assistant	Cindy Monkman
Chief Quality Officer	Karla Hildebrand-Eden
Chief Financial Officer.....	Judy Rumpel
Chief Administration Officer	Robbyn Rempel
Chief Communications Specialist	George Kolomaya
Human Resources Officer	Donna Burte
Facilities Manager.....	Michelle Beaudin
Practice Leader	Gregory Besant
Education and Training Coordinator	Robin Jackson
FASD Specialist	Leilani Buschau
Service Specialist.....	Kathy Cote
Service Specialist.....	Desirée Gillespie
Service Specialist	Jason Orchyk
Service Analyst.....	Dianna Cadotte
Policy Analyst	Caitlin Pringle
Policy Analyst	Caroline Corbin
Administrative Assistant	Denise Bloch
Finance Director-Metis CFCS Agency.....	Zhenyu Wu
Finance Director-Michif CFS Agency.....	Eunice Roulette
Finance Officer.....	Yolanda Roulette
Finance Clerk	Carla Clemons
Finance Clerk	Pat Donaghy
Finance Clerk	Peggy Guo
Finance Clerk	Heydy Hernandez
Finance Clerk	Doreen Hood
Finance Clerk	Brenda Kochalyk
Finance Clerk	Melissa Lavallee
Finance Clerk	Lisa Muswagon
Finance Clerk	Jennifer Nishikawa
Finance Clerk	Ivy Reyes
Finance Clerk	Danielle Richard
Finance Clerk	Grace Wang
IT Officer.....	Kyle Reid
Network Technicians	Tristan Gabriel
Network Technicians	Alex Reydman
Communications Coordinator	Dustin Rodgers

**As of March 31, 2015*

* BOARD OF DIRECTORS

Chairperson.....	Rita Cullen
Vice Chairperson.....	Barb Lavallee
Secretary/Treasurer	Mitch Bourbonniere
Member	Marg Bagley
Member	Lorraine Laramee
Member	Don Samatte
Member	Eleanor Welton
Ex-Officio.....	Judy Mayer
Ex-Officio.....	Carol Laramee
Elder	Beryl Bouvette
Elder	Lucy Guiboche

OUR VISION

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

OUR 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.

OUR 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 the Metis Authority.



So much of the work we do across the child and family services system puts us in powerful positions.

Each day we determine the fate of highly-vulnerable people in the decisions we make on their behalf.

We must work hard to put those we serve at the core of our decision-making process. I thank the staff, management and Boards of Directors of our agencies and Authority for their hard work and dedication.

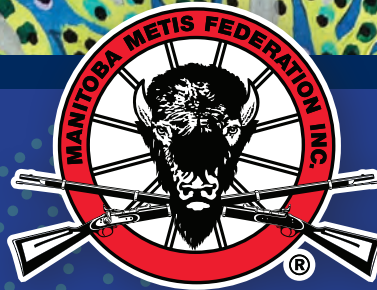
As we release the Annual Report for 2014-2015, I am reminded that the decisions we make affect families profoundly. I ask that we always be guided with wisdom and empathy.

Respectfully,

BILLIE SCHIBLER
CEO OF METIS
CFS AUTHORITY



**DAVID
CHARTRAND,**
LL.D (HON), O.M.



JUDY MAYER,
*MINISTER OF
METIS CFS*



MESSAGE FROM THE PRESIDENT

I am exceptionally proud of our Metis Child and Family Services Authority. The thoughtfulness and wisdom of our Elders as they have raised us and taught us love and affection have provided us a solid foundation for success in our lives and our role in our Métis community. Their lives and their example give us strength and knowledge to follow the honourable path. The Authority Board and Staff continue this legacy of responsible care and strengthening our families and our children.

Our Métis government is committed to providing valuable services to our citizens. Through the work of the Metis Child and Family Services Authority we are building families, homes and community.

Our Metis Child and Family Services' success means we must remain vigilant in our work and our efforts. The dedication we give to our Métis children will continue to produce proactive and effective ideas for overcoming challenges. Our continued investment will mean our values, beliefs, traditions and families will remain strong.

Meeqwetch

MESSAGE FROM THE MINISTER

It is hard to believe that more than a decade has passed since the Authorities Act was passed and our Metis Child and Family Services Authority officially opened. The last decade has been a time of tremendous learning, growth and advancement.

The establishment of a Metis-specific child and family services organization has been a longstanding dream within our Metis community. The spirit of Devolution was to return the safeguarding of our Aboriginal children and youth to our communities, yet change comes slowly in terms of providing us with the right to make decisions on how our Authority flows provincial funding to our agencies. We need to be able to not only provide protective services, but help families heal from the residual effects of generations of racism, residential school experiences and intervention in our traditional ways.

Despite the many challenges that come with governance of an Authority set within a very complex provincial child welfare system – one that often seems to be very set in its ways – my colleagues and I remain passionately engaged in fanning the spirit of Devolution and partnership in this second decade of work.

The embers of a proud people still burn in our families and our Metis and Inuit child and family serving system. From these has arisen a “little Authority with big ideas.” Our Metis CFS system is the smallest in the province, yet we have done much in these few short years.

I offer my best wishes for continued success!



AGE 10
VITALIA SHMA



AGE 9
CALDER CROSSIN

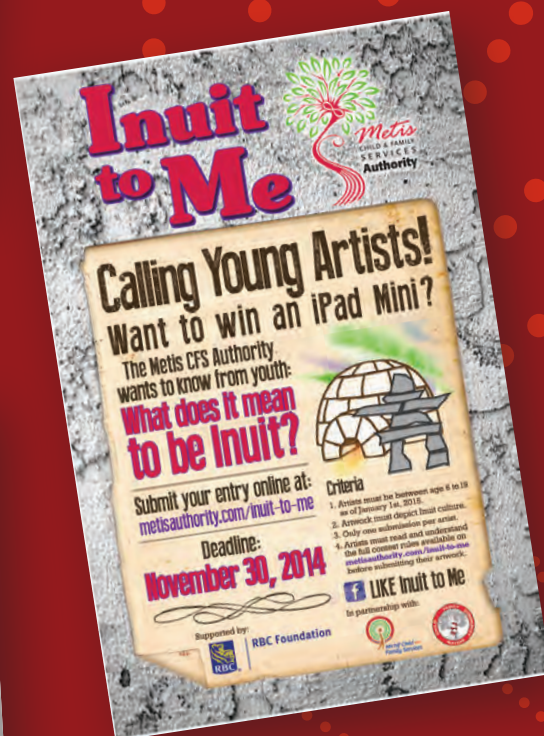


AGE 13
JORDYN ROWEIN



YEAR IN REVIEW

The photos used in this section were submitted by youth from across Manitoba as entries in the Authority's Inuit To Me Art Contest.



INUIT TO ME ART CONTEST

AGE 10
SYDNEY PRIMMER

AGE 11
DREYDON NABESS

AGE 14
JASON LIANG

YEAR-IN-REVIEW 2014-15

FINANCE CENTRALIZATION

As projected in last year's annual report, the centralization of finance staff for the Authority and its two agencies was completed successfully by July 1, 2014. These staff now occupy the office space attached to our Authority office, which was vacated by the Office of the Child and Family Services Standing Committee. The centralization has made it possible to achieve greater uniformity in our financial practices and procedures. It is proving to be very rewarding in terms of enriching and broadening our finance staffs' experience and knowledge of operations across our entire Metis CFS finance system.

JURISDICTIONAL BOUNDARY CHANGE FOR METIS CHILD, FAMILY & COMMUNITY SERVICES AND MICHIF CHILD AND FAMILY SERVICES AGENCIES

On October 4th, 2014 responsibility for Metis and Inuit CFS in the Southwest Region (including Portage La Prairie and Brandon) moved from Metis Child, Family and Community Services agency to Michif Child and Family Services agency. The change was requested of the Province by our Authority to help alleviate the strain on the Metis Child, Family & Community Services agency. Even after the change, this agency is carrying more than double the caseload of a large agency defined by the Province. Michif Child and Family Services agency still carries a lesser number of cases than its sister agency, however their geographic boundary is enormous. It now covers about three-quarters of the province. This is, by far, the largest area of any agency in the province. It can take a worker a full day just to visit one family.

We continue to advocate for the Province to fund the creation of a third agency under the Metis Authority.

BOARD OF DIRECTORS' CHANGES

Carol Laramée, who served on our Authority Board, was elected to the Manitoba Metis Federation Board, representing the Southeast Region. He is now Associate Minister of Metis Child & Family Services and an Ex-Officio Authority Board Member. We bid farewell to Jessica

Lacasse, Authority Board Vice-Chair, and thank her for her valued service to our organization. We were also pleased to welcome Lorraine Laramée to represent Southeast Region.

HOTEL REDUCTION AND CAREGIVER RECRUITMENT STRATEGIES

In June 2014 the Province announced that one of their priorities was to eliminate children being placed in hotels. A staff member was seconded from each Authority for six months to join staff from the Child Protection Branch to form the Hotel Reduction Team (HRT). The Province indicated they will not be backfilling this position at the Authority and the staff person remains at the Department indefinitely.

A Caregiver Recruitment Committee comprised of representatives from the Department and four Authorities was also formed to create the nucleus for a province-wide campaign to recruit more foster homes, foster greater opportunities for families and communities to provide kinship care and encourage more Manitobans to consider offering respite for foster/kinship families.

On April 1, 2015 the Minister of Family Services announced that effective June 1, 2015, there would be no children in care placed in hotels in the province.

CURAM

The Province continues to work toward a more efficient information system for the Child Welfare System in Manitoba. Curam is the electronic case management software system intended to replace the Child and Family Services Information System (CFSIS) and the Intake Module.

As of November 4, 2014, one of our Policy Analysts has been seconded to the Province to work as a Subject Matter Expert (SME) on the Curam for Child Welfare Project. Although the SME was seconded on a half-time basis to the Scoping Phase between November 4, 2014 and March 21, 2015, our SME has had to provide much more additional time and effort to the project.

The SME is expected to continue half-time work from April 1, 2015 to September 30, 2015 on the Organisational Change Management Phase of the Curam for Child Welfare. It is unclear whether the Authority will receive Provincial backfill dollars during this time. A full-time two-year secondment for the SME is anticipated to begin in April 2016 when the Design and Implementation Phases of the Curam for Child Welfare Project begin.

The Province has only reimbursed 1/3 of the position costs while the Authority was without this resource during the Scoping Phase.

Manitoba

AGE 11
JOEL BRYANT

PHOENIX SINCLAIR INQUIRY FOLLOW-UP

Our Authority met with and provided input to AMR Consulting, the firm contracted by the provincial government to prepare the Report on the recommendations from the Phoenix Sinclair Inquiry. The Report added 35 recommendations and an implementation action plan which was delivered to the Minister of Family Services and Housing in January 2015.

YOUTH ART CONTEST

The Authority's Inuit To Me Art Contest received submissions from more than 130 young artists across all regions of the province, nearly twice the amount received for the previous year's contest. The project helped raise public awareness that the Metis Child and Family Services Authority is also mandated to provide child welfare services to Inuit children and families within Manitoba.

Joel Bryant (11) and Natasha Fafard (15), both from St-Lazare, won the twelve-and-under and thirteen-and-up age categories, respectively. Mikayla McCullough (10) from Churchill and Cheyenne Keeper (13) from Komarno were second. Jonas Kusmizkiy (11) from Douglas and Elayna Paddock Thiessen (13) from Brandon were third.

Approximately 750 posters were on display across the province from September through November. The contest was open to all Manitoba children and youth aged 6 to 19. Many schools used the contest as an opportunity to teach students about Inuit culture, incorporating the contest into their curriculum. We thank the RBC Foundation for their generous support as well as our two agencies for their partnership in making the art contest a great success once again this year.

AGE 10
MIKAYLA MCCULLOUGH

AGE 11
JONAS KUSMIZKIY

AGE 11
NATASHA FAFARD

AGE 13
CHEYENNE KEEPER

AGE 11
ELAYNA PADDOCK
THIESSEN

COMPLIANCE RECOGNITIONS

Our Authority's C.E.O., Billie Schibler, and Chief Quality Officer, Karla Hildebrand-Eden, invited Mark MacKay-Chiddenton, Michif Child and Family Services Agency's Executive Director to join them in presenting a Compliance Certificate Of Achievement to Crystal Genaille's Brandon-based team. Karla was joined by Maria Santos, Director of Services at Metis Child, Family and Community Services Agency in honouring Quinton Sanderson's team in Winnipeg. The award recognizes service teams with the highest standard of compliance in funding criteria, digital photos, and face to face contact, while maintaining the lowest number of Waiting Closure files for the fiscal year.



FRONT ROW: (from left) Maria Santos, Quinton Sanderson, Karla Hildebrand-Eden.

BACK ROW (from left) Jeff Kryger, Amber McInnes, Frances Maiers, Tina Shumilak and Symone Redmann. **MISSING:** Teela Tomassetti



FRONT ROW: (from left) Karla Hildebrand-Eden, Mark MacKay-Chiddenton, Crystal Genaille, Billie Schibler. **MIDDLE ROW:** (from left) Courtney Wrightson, Vicki Niemez, Tammie Sheppard, Nicole Sutherland, Michelle Huskison Rachel Westlake. **BACK ROW:** (from left): June Ruckle, Jared Folkerts, Janet McGregor, Camille Reid. **MISSING:** Londa Green

metis

CHIEF QUALITY OFFICER

Reporting to the Chief Executive Officer, the Chief Quality Officer is responsible for overseeing the Authority's Service Team which is made up of 10 staff – three (3) Service Specialists, two (2) Policy Analysts, one (1) FASD Specialist, one (1) Practice Leader, one (1) Education and Training Coordinator, one (1) Service Analyst, and one (1) Administrative Assistant.

SERVICE SPECIALISTS – COMMUNITY INQUIRIES

The Metis Authority has two Service Specialists whose main roles are responding to Community Inquiries. A Community Inquiry is any request for information or concerns brought forward to the Authority where an investigation is conducted to provide a response. Examples of Community Inquiries are FIPPA Requests, Ministerial Requests, Service Provision Complaints, Office of the Children's Advocate Requests, and Information Requests to name a few. Community Inquiries are received at the Authority via telephone, mail, fax, email or walk-in visitors. The Service Specialists collect and review all of the information presented and provide appropriate responses.

SERVICE SPECIALIST – ALTERNATIVE CARE

As noted earlier in this report, the Metis Authority has one Service Specialist who is responsible for Alternative Care matters such as Resource Development, Foster Home Variances, Foster Parent Appeals, and Hotel Reduction Strategies. In June 2014,

this Service Specialist was seconded to the Child Protection Branch to work on a Hotel Reduction Strategy until October 2014. At March 31, 2015, the Alternative Care Service Specialist is still located at the Branch working as part of the Hotel Reduction Team. The Metis Authority has received no reimbursement for this position which has left the Service Team with reduced resources.

POLICY ANALYSTS

The Metis Authority has two Policy Analysts. One Policy Analyst is covering a number of the Alternative Care Service Specialist's duties while seconded to the Province as a member of the Hotel Reduction Team. Other duties include membership on a number of committees with specific emphasis on Alternative Care matters.

As reported in the Year-In-Review Section of this Annual Report, one of the Policy Analysts has been seconded to the Province to work as a Subject Matter Expert (SME) on the Curam project. During this time, the SME helped organise 15 business process workshops for Authority and Agency staff to describe current and future child welfare practices and procedures and compared them to the capabilities of Curam. Additionally, the SME helped validate business requirements and benefits, as well as identify and voice Metis Authority and Agency concerns and requirements with the Curam for Child Welfare project.

FETAL ALCOHOL SPECTRUM DISORDER (FASD) SPECIALIST

The FASD Specialist is an employee of the Metis Authority, but is housed within the Metis Child, Family & Community Services Agency and serves both Metis Authority agencies.

The FASD Specialist is responsible for providing consultations to agency staff and to work directly with the biological families and caregiver families. The specialist develops strategies to help those affected by FASD and provides training to staff and caregivers throughout the province.

PRACTICE LEADER

The Practice Leader is responsible for training agency and Authority staff on leading child welfare practices including Structured Decision Making, Signs of Safety, Orientation to Child Welfare, Foundational Standards, and Investigating Child Abuse.

Other Authority responsibilities of the Practice Leader are Child Death and Serious Injury reporting, Transfers of Guardianship, Reporting of High Risk/Missing Youth and working collaboratively with the agencies to respond to the recommendations stemming from Special Investigative Reports received from the Office of the Children's Advocate as well as government Inquests or Inquiries.

EDUCATION AND TRAINING COORDINATOR

The Education and Training Coordinator is responsible for coordinating and delivering training on cross-Authority initiatives to

agency staff, foster parents, respite workers, volunteers and community collaterals. Some of the topics include but are not limited to Suicide Prevention, Addictions, Domestic Violence, Crisis Prevention/Intervention and Trauma.

Trainings are delivered throughout the province in the communities our agencies serve to avoid additional cost and time for staff and caregivers travelling to urban centres to receive training. This year our Authority provided education and training to more than 943 participants across Manitoba.

SERVICE ANALYST

The Service Analyst compiles all Authority and agency data from the Child and Family Services Information System (CFSIS). This data is used to determine priorities in quality assurance reviews, training, and service gaps. Other Authority responsibilities of the Service Analyst are Child in Care Annual Reviews, monitoring funding compliance, Tuition Waivers, Extensions of Care, and Notice of Live Births.

SERVICE ADMINISTRATIVE ASSISTANT

The Service Administrative Assistant is responsible for maintaining a centralized filing system for the Service Team, assists with receipt, confirmation and registration of training applications, arranges travel for trainings, maintains tracking tool databases, and supports special Service Team projects.

EDUCATION & TRAINING

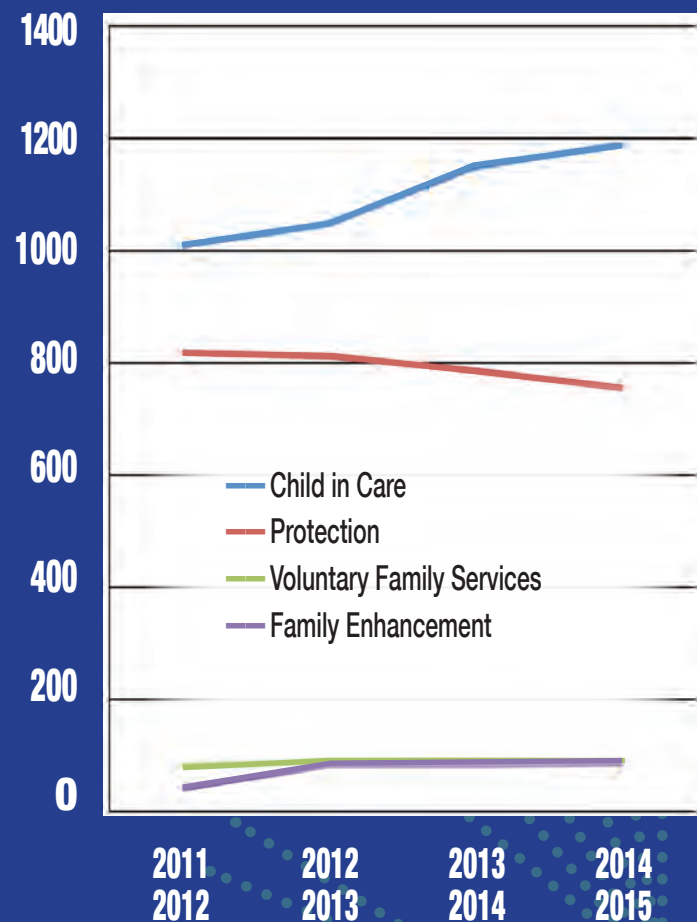
This fiscal year the Metis CFS Authority provided education and training opportunities to more than 943 participants.

TRAINING THEME	2012 2013	2013 2014	2014 2015
Addictions	115	0	26
Attachment	1	130	64
Board Development	0	0	3
Child/Youth Care	30	4	42
Crisis Intervention	61	101	65
Family Enhancement	396	85	96
Family Violence	17	13	20
FASD	84	91	116
*Foster Parent Training	0	9	62
Gang Awareness	0	23	39
Health & Safety	93	83	74
Investigating Child Abuse	21	32	58
Leadership Training	12	10	12
Orientation to CFS	15	78	3
Professional Development	41	70	95
Standards	57	47	92
Suicide Prevention & Intervention	49	82	43
Trauma	49	47	33
TOTAL	1041	905	943

TOTAL NUMBER OF CASES

There were 2,117 cases in our Metis Child and Family Services System as of March 31, 2015, relatively unchanged from the previous year. Increases in the last few years have been about 4% annually.

CASE TYPE COUNT (TOTAL 2117)

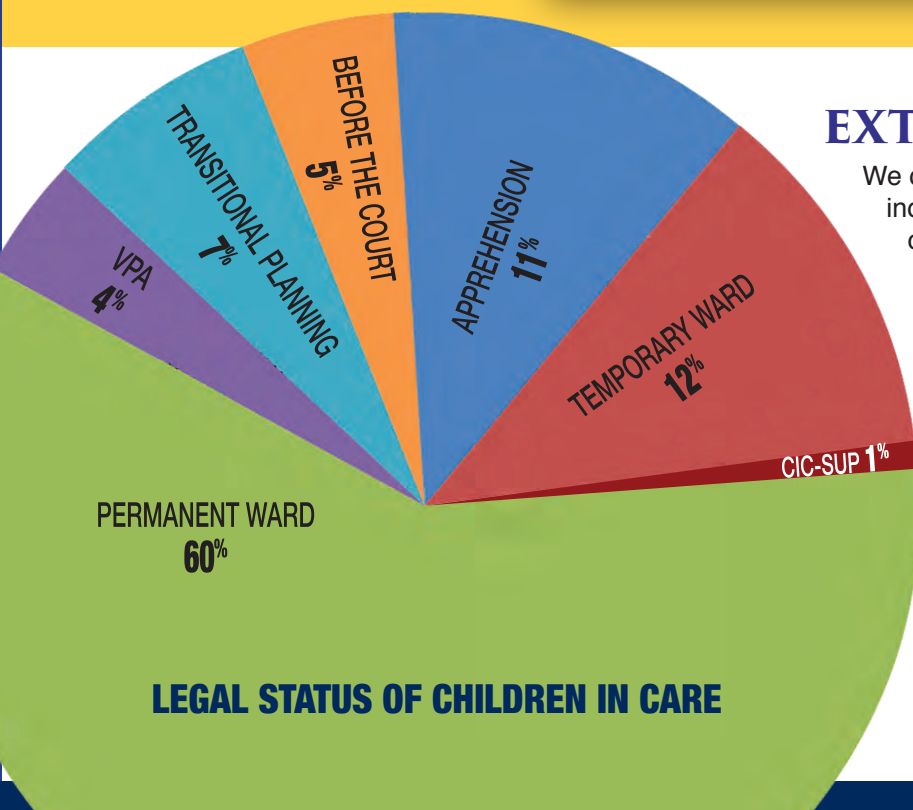
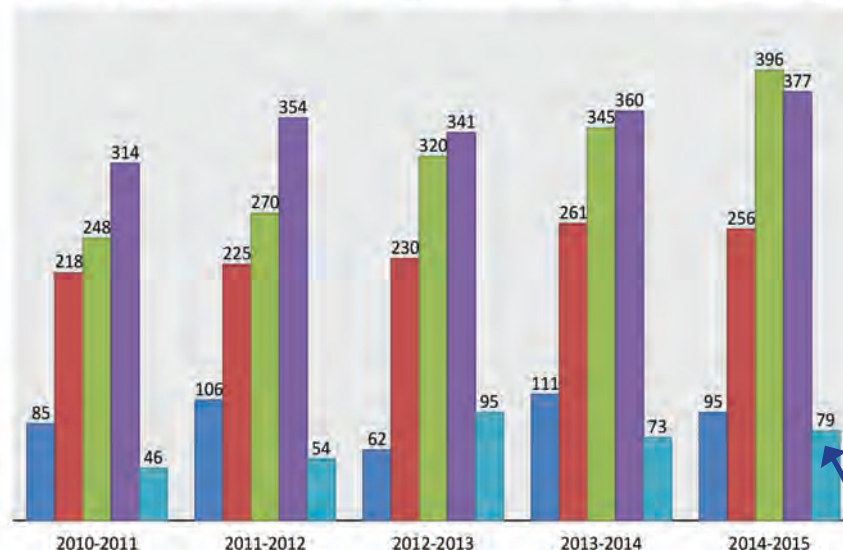


CHILDREN IN CARE

On March 31, 2015, there were a total of 1,189 children and youth in care of the Metis CFS Authority's two agencies (Michif and Metis). Last year, there were 1,150. Family Enhancement activities increased by more than 3.5% over last fiscal year.

AGE GROUPS OF CHILDREN IN CARE

Infants 0-1 Pre-school 2-5 School age 6-11 Young Adults 12-17 Adults 18 & up



LEGAL STATUS OF CHILDREN IN CARE

EXTENSIONS OF CARE

We do not believe any youth can or should live totally independently at 18 years of age. They need connections to family and those they may see as family. Youth may need assistance to be able to continue their education or seek training. Others may not have role models, mentors or family to help support them. It should be noted that those with more severe challenges may be the ones who need added support most. This is why our Metis CFS System advocates to the Department to extend care to as many youths as we possibly can.

This fiscal year we were able to continue extensions of care for 79 youth who would otherwise be exiting out of care with limited or no supports.

FINANCIAL REVIEW

The overall theme for 2014/2015 could be categorized as a year of restructure and change.

In July 2014, we achieved our goal of centralizing the finance units of our Authority's two mandated agencies Metis Child, Family and Community Services and Michif Child and Family Services. In doing so, we have been able to reduce core staffing costs, core travel costs, office supplies and other professional service costs for our system as a whole.

Since centralization, we have begun the development of standardized daily and monthly finance procedures, initiated cross training and career pathing for all finance staff and looked for ways to streamline and automate several highly labour intensive processes.

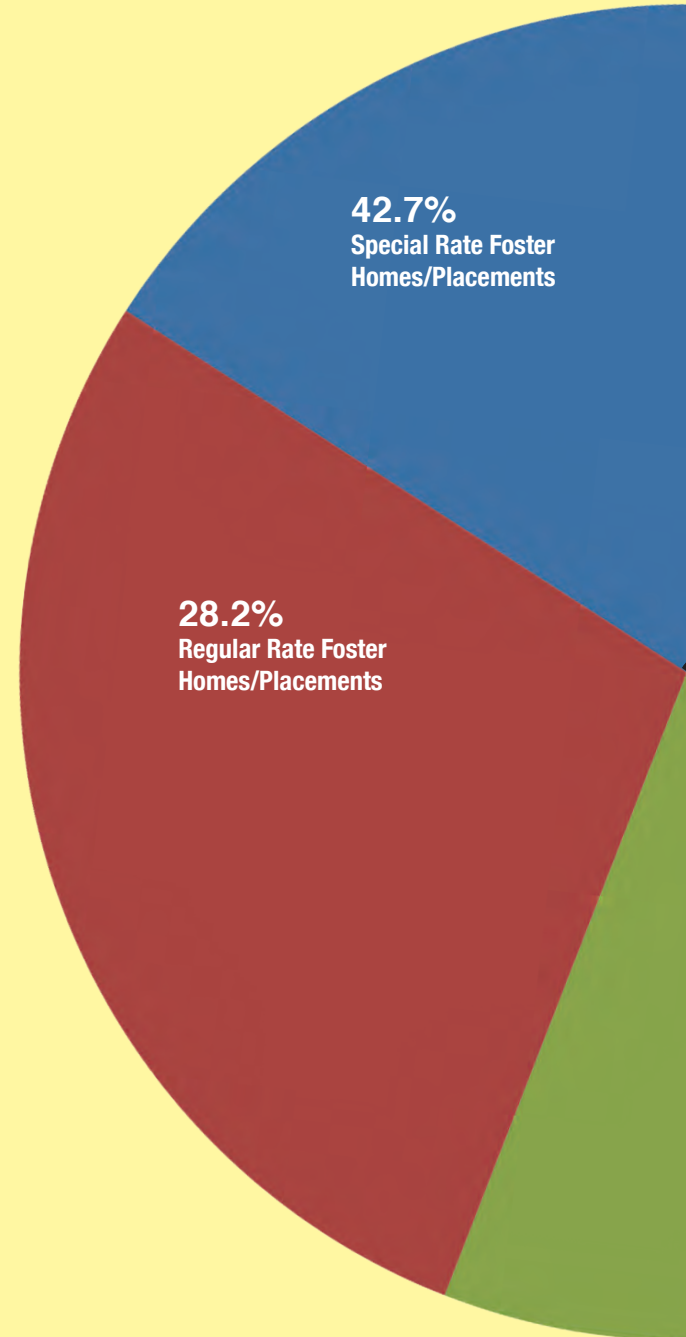
The goal in all of these actions is to remain strong and sustainable in an environment where there is constant growth but limited resources.

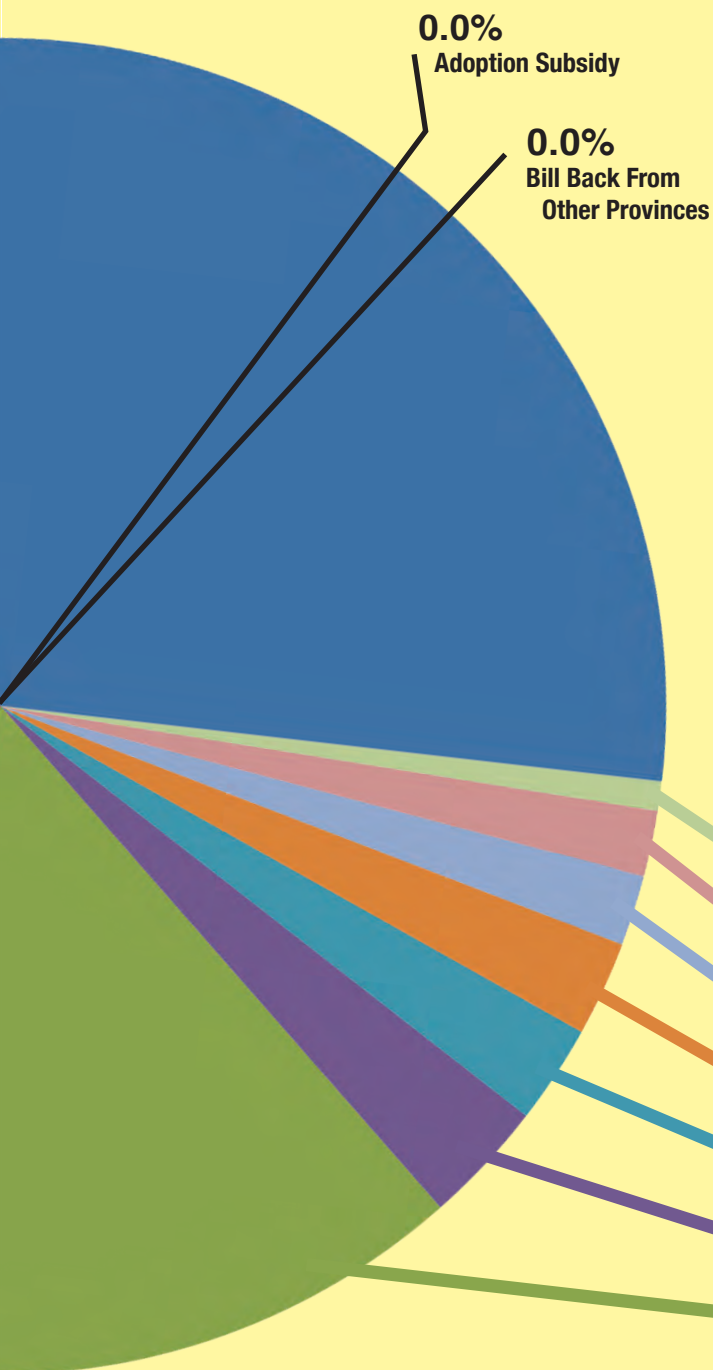
The cost of salaries and benefits at the Authority increased by \$835,096 or 51% due to the addition of 13 finance staff transferred over from the agencies. However, the cost for finance staffing across our Metis CFS system was lower because we restructured these positions to align more closely with provincial funding.

Largely as a result of the consolidation, office expenses for the Authority were higher, while the two agencies saw reductions in postage, courier, printing, faxing and general office supplies. It will be our goal during the 2015/2016 fiscal year to find ways to mitigate these costs in the future.

Professional fees for the Authority were 40% lower than last fiscal year.

A large part of this was the reduction in auditing fees. Both agencies also incurred lower auditing fees for the year. As in other years, we continue to strive toward the development of a strong Metis and Inuit Child and Family Services system to provide support for our children and their families when they need us.





AUTHORITY OPERATIONS

Authority Total Operating Revenues.....	\$3,085,518
Authority Total Operating Expenditures.....	\$3,085,518

AUTHORITY KEY VARIANCES

Salaries and Benefits	\$1,621,647	\$2,456,743	51%
Office Expenses	\$179,714	\$269,679	50%
Professional Fees.....	\$93,136	\$55,621	-40%
Education and Training.....	149,577	\$97,682	-35%

AGENCY CORE AND OPERATIONAL GRANTS

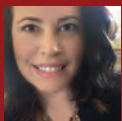
Metis Child, Family and Community Services	\$10,088,532
Michif Child and Family Services Inc	\$5,018,061

CHILD MAINTENANCE EXPENDITURES

	2013/2014 ACTUALS	2014/2015 ACTUALS
Child Maintenance Expenditures.....	\$37,968,594	\$36,938,066
Total Days of Care	381,100	391,649
Average Cost Per Day of Care	\$99.63	\$94.31

We provided 10,549 more days of care this fiscal year, yet our total costs were more than one million dollars less than last fiscal year. This is as a result of efficiencies that brought our average cost per day of care down by \$5.32 or 5%. This is the second year in a row that we have been able to reduce our average cost per day of care.

ABOUT THE ARTIST



NICOLE LECLAIR

Born in Winnipeg,
MB in 1971, Nicole
works predominantly

in the medium of acrylic painting. Her bold florals and pointillism represent the traditional Metis art of beading. She cultivates inspiration through organic shapes and the featured art piece "Embracing Embers" was inspired by the love between parent and child and created for the use of this Annual Report which was donated by Nicole.

Visit metisart.ca or metisart.com



Metis Child and Family Services Authority

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