

Metis
CHILD & FAMILY
SERVICES
Authority



**ANNUAL
REPORT**

APRIL 1, 2016 – MARCH 31, 2017





Billie Schibler

CHIEF EXECUTIVE OFFICER

MESSAGE FROM THE CHIEF EXECUTIVE OFFICER

For close to 150 years, since the outcome of the Red River Rebellion, the fate of Métis families has largely been determined by the actions and decisions of others.

Like our Inuit and First Nations brothers and sisters, our Métis people have seen a history of broken promises, lost lands and, most tragically, lost children - children lost to their families and communities through Residential & Day schools - lost through the 60's Scoop - lost to their culture and their Métis values.

There are no easy solutions for a situation that has been building for more than a century. Yet, we hold great hope that change will come.

Our babies, our Elders, our families, - these continue to be the cornerstone of our Métis Nation. As child welfare service providers, our continued challenge is to move away from what existed pre-Devolution and to honour the promises made to our communities for improved child welfare service delivery.

We must undo the effects of this painful history and provide parents with the supports needed for their children to stay in their homes. We must lower the number of children in the care of our child welfare system. We must continue to strengthen our Métis families.

We also acknowledge the Inuit children and families that we have been mandated to serve. We ask for continued guidance that we will always undertake this responsibility in an honourable way.

It has been a historic year for Métis rights and justice. We wish to thank President David Chartrand for his continued advocacy for our Métis CFS system and our families at federal and provincial leadership tables.

Thank you to the Métis Child and Family Services Authority Board Members for your guidance and our staff for your diligence and hard work during these challenging times.

STAFF*

Chief Executive Officer	Billie Schibler
Executive Assistant	Cindy Monkman
Chief Quality Officer	Karla Hildebrand-Eden
A/Chief Financial Officer	Louis Nault
Chief Human Resources Officer	Katherine Short
Chief Communications Specialist	George Kolomaya
Human Resources Officer	Dione Truthwaite
Facilities Manager	Danielle Richard
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 Specialist	Scott Maksymyk
Service Analyst	Dianna Cadotte
Policy Analyst	Caroline Corbin
Administrative Assistant-Service	Denise Bloch
Finance Manager	Alam Khan
Junior Finance Officer	Brenda Kochalyk
Finance Clerk	Heydy Hernandez
Finance Clerk	Fred Ducharme
Finance Clerk	Ivy Reyes
Finance Clerk	Grace Wang
Finance Clerk	Stephanie Chartrand
Finance Clerk	Janel Marion
Finance Clerk	Cheryl Smith
Finance Clerk	Diana Broek
IT Officer	Kyle Reid
Network Technician	Tristan Gabriel
Receptionist	Norma-Anne Zoppa

BOARD OF DIRECTORS*

Chairperson	Rita Cullen
Vice Chairperson	Barb Lavallee
Secretary/Treasurer	Lorraine Laramée
Member	Marg Bagley
Member	Ron Chartrand
Member	Mitch Bourbonniere
Member	Don Samatte
Member	Eleanor Welton
Member	Harry Tootoo
Ex-Officio/Minister	Judy Mayer
Ex-Officio/Associate Minister	Carol Laramée
Elder	Lucy Guiboche
Elder	Reid Hartry

*as of March 31, 2017 **seconded to Healthy Child Manitoba



OUR VISION

Building healthy and vibrant Métis 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 Métis and Inuit people of Manitoba. The Metis Authority contributes to a strong and healthy Métis and Inuit Nation through the strength of Elders, family, children, culture, values and heritage.

OUR GUIDING PRINCIPLES

- ∞ Métis and Inuit families and communities are the cornerstone of the Métis and Inuit Nations and the service delivery system must reflect this vision.
- ∞ Responsibility for decision-making regarding Métis 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.



Rita Cullen
CHAIRPERSON

MESSAGE FROM THE CHAIRPERSON

On behalf of the Metis Child and Family Services Authority Board of Directors, I am pleased to present the Authority's annual report for the fiscal year ending March 31, 2017. Among our accomplishments, I am particularly happy with two significant milestones that have occurred this year.

Since our Authority was created, we have had the mandate to provide services to Inuit children, youth and families. I am very proud to report that we now have Mr. Harry Tootoo, who comes to us from Churchill, as our first voting Inuit Board member. Thank you to the Manitoba Metis Federation (MMF) for voting to amend our by-laws to make this possible.

We are also very pleased that a great deal of progress was made this year to amalgamate the Human Resources staff at our Authority and agencies. The goal is for our Authority and two agencies to be fully consistent in our HR policies and practices.

These improvements also come at a time when much work and negotiations are being done between the MMF and the federal government. I feel blessed to witness our people entering this new era with change on the horizon. We must continue to work toward helping families stay together, be connected to their communities, while having pride in their culture and who we are as a people.

Meeqwetch!



David Chartrand

LL.D (HON), O.M.

PRESIDENT OF THE MANITOBA METIS FEDERATION (MMF)



MESSAGE FROM PRESIDENT DAVID CHARTRAND

This 50th year of Métis Governance is a good time to reflect upon the great achievements we have made. One of the most momentous with a lasting impact in the last two decades has been the establishment of the Metis Child and Family Services Authority. In 2000, the Manitoba Metis Federation created the Authority to strengthen and support the health and well-being of Métis families and communities.

There are also other victories we have gained in recent years that will promote the health and well-being of our children and grandchildren. In 2013, we won our land claim in the Supreme Court of Canada. When I was first elected 20 years ago, I promised the Métis Citizens that I would take this case against Canada and fight it all the way to the Supreme Court if needs be.

I kept that promise. We won. Now I am working with your elected Métis Government representatives to negotiate the fulfillment of the constitutional promise for a 'lasting place' that was made to our Métis Children in the *Manitoba Act, 1870*.

More recently, in April 2016, the Supreme Court ruled in their landmark decision in the Daniels Case that the Federal Government has a fiduciary responsibility to and legislative authority with the Métis. This decision has only strengthened our case with Canada for a renewed nation-to-nation and government-to-government relationship – one that is built on level ground recognizing our inherent rights of collective self-determination and self-government.

We are taking the deep roots of our struggles for recognition since the early 1800s, weaving those together with today's achievements, and creating a constitutionally protected self-government. This will provide a solid foundation for responding to and meeting the evolving needs of our Métis Community.

The Manitoba Metis Federation is committed to securing the necessary tools to build strong families and supports for our Children, Grandchildren, and Great-Grandchildren. We will continue to invest in the Metis Child and Family Services Authority. We recognize your good work. Our Children, Families and Community are better because of it.

I applaud and thank you for your dedication and commitment. The Manitoba Metis Federation, on behalf of the Métis Citizens of Manitoba, is proud of you and the vital work you do.

Believe in Yourself – Believe in Métis!

Meeqwetch





Judy Mayer

MINISTER



Carol Laramée

ASSOCIATE MINISTER

MESSAGE FROM THE MINISTER AND ASSOCIATE MINISTER OF METIS CHILD AND FAMILY SERVICES

We, as Métis and Inuit people, are living in historic times. The Supreme Court Decision on the Daniels case in April 2016 launched negotiations between Canada and the Manitoba Metis Federation on a number of socio-economic fronts.

Your Minister and Associate Minister have worked hard with President David Chartrand this fiscal year to keep child and family services matters at the forefront of negotiations with the federal government. We remain committed to securing funding parity in areas such as staff benefits, operations, placement workers, prevention resource workers, travel, information technology and training.

This year has been one of passion and progress. These are exciting times. We are pleased that Ms. Rita Cullen will be a part of it. Our Metis Government reappointed Rita to a further four year term as Chairperson to the Metis CFS Authority. Congratulations Rita!

We look forward to working with our Metis Child and Family Services Authority, our two agencies and community members from across our great province to bring about change that can truly help our families enter a new era of hope and advancement.

In the spirit of Riel!

Metis CFS Authority Year-In-Review

∞ 2016-2017

A TIME OF CHANGE

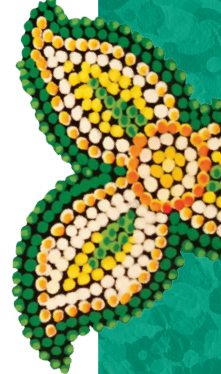
The beginning of this fiscal year brought a change in the provincial government, a new Child and Family Services Minister, and a new name for the Department. The Honourable Scott Fielding became the Minister of Families. Later in the year we welcomed Jay Rodgers as the new Deputy Minister of Families.

A few days after the provincial election, on April 14, 2016, the Supreme Court of Canada ruling on the Daniels case placed a clear duty upon the federal government to negotiate with the Manitoba Metis Federation (MMF). We would like our Metis CFS System to be at par in receiving funding for staff benefits, operations, placement workers, prevention resource workers, travel across our enormous jurisdiction, training and information technology.

BOARD OF DIRECTORS CHANGES

Our Authority and agencies have the mandate under provincial legislation to provide services to our Manitoba Inuit people. In a historic move at the Authority's Annual General Meeting last September, the Manitoba Metis Federation, our governing body, approved a Resolution that there should be an Inuk voting member on the Authority Board of Directors. Harry Tootoo, of Churchill, was appointed in time to participate in December's Board meetings. And, YES, he is related to Jordin Tootoo of the Chicago Blackhawks!!!

We also gratefully thank Board Elder Mae Louise Campbell for her service as she departs from our Board.





STRATEGIC PLANNING

This fiscal year our Authority and two agencies completed our individual strategic plans for 2016-17. We also submitted our 2017-18 plans to the Department in the first week of May 2017.

CENTRALIZATION OF HUMAN RESOURCES

This year it was decided that centralization of Human Resources (HR) would take place to ensure that our Authority and two agencies would be fully consistent in HR policies and practices. We are pleased that a great deal of progress was made on this initiative. We can advise that centralization took place the first week of the new fiscal year on Monday, April 3, 2017. Human Resources is now one department offering HR delivery to all staff in our Métis CFS system. The majority of HR staff are down the hall from our Authority office in the Métis Government Building. HR staff also remain in Dauphin to serve the needs of staff in Northern and Southwestern Manitoba.

ADVOCATING FOR A THIRD METIS AGENCY

We have long advocated for the Province to fund the creation of a third agency under the Metis Authority. Metis Child, Family & Community Services agency carries more than double the caseload of a large agency, as defined by Provincial Standards. Michif Child and Family Services agency covers about three-quarters of the province. It can take a worker a full day just to visit one family. This is, by far, the largest geographic area of any agency in the province. We have hope that the new provincial government will recognize the service merits of having a third Métis agency.

INTERNAL REVIEW COMPLETED AND PROBLEMS CORRECTED

Last year, we reported that our Authority had assumed management and administration of the RAILS program at Metis Child, Family and Community Services agency. We are pleased to report that effective April 1, 2017, the management and administration of the RAILS program was returned to the agency following the successful integration of our recommendations in all of our Metis agencies' residential programs and shelters. The Authority will continue to do regular annual reviews to ensure quality care for the residents in all of our agencies' residential programs and shelters.

PERMANENT WARDS

Of the 880 Permanent Wards in care of our Metis CFS system on March 31, 2017, 334 (38%) have been transferred to us from other Authorities. The challenge is that we have not been involved in the case planning and service delivery before they are transferred to us. Other agencies and the Courts have done the permanency planning for our Métis and Inuit children and youth before they get to us.

One of the reasons we welcomed the January 2017 meeting about court delays involving CFS children and youth with Chief Justice Glenn Joyal, the Authorities and the Department was the opportunity to discuss such matters. We could not recall a previous time when the Family Court system and the CFS system have been at the same table to try to find ways we could work collaboratively in a better way. Our Metis CFS Authority would also advocate that there be changes to legislation to make it mandatory that we be notified of cases involving Métis and Inuit children and youth and that there be a mechanism in place to be involved in the case planning of our Métis and Inuit children currently receiving services under other child welfare Authorities.

CAREGIVER RECRUITMENT

While Customary Care Legislation was not completed prior to the change in provincial government, this current government has indicated its commitment to further develop these practices in service delivery. Our agencies continue to work diligently to find birth and extended family for our children and to encourage and support them in caring for their own.

In fact, our Métis CFS System continues to shift our focus toward preventative care that keeps children from being apprehended. In these early stages, we try to establish who else in the family or community might serve as alternative caregivers or a resource to the family to help them through their struggles. Should apprehension be necessary, the trauma on these children is softened as they would have a pre-existing comfort level and relationship with these alternate caregivers.

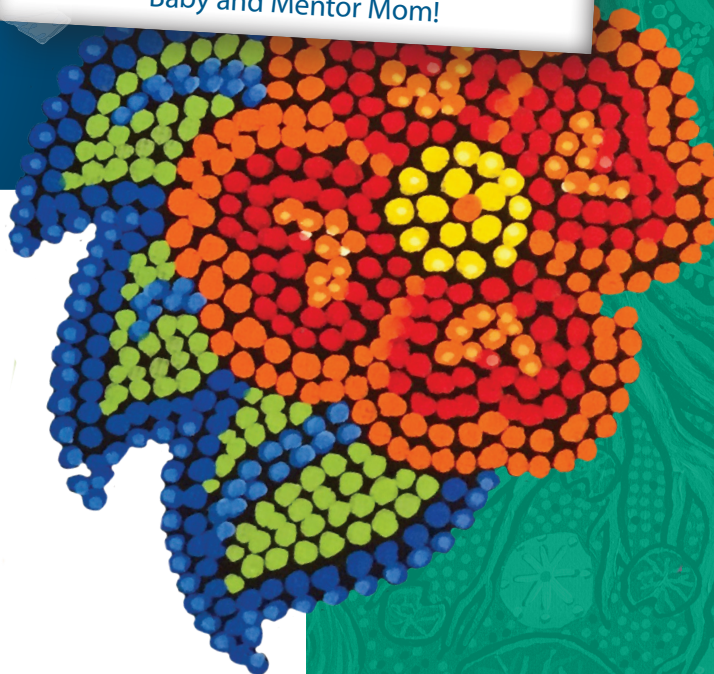
We are also very proud of the efforts of our agencies to recruit caregiver families for the Live In Family Enhancement Program (L.I.F.E). Rather than remove a child from their family, this nationally-recognized initiative helps keep a family together by having the whole family live together with a mentor family. The majority of families that enter L.I.F.E. are able to exit our Métis CFS system with their family intact and much stronger as a family unit.



A L.I.F.E Changing Moment between Mom, Baby and Mentor Mom!

AUTHORITY BOARD APPROVES A FRENCH LANGUAGE PLAN

The Manitoba Government French Language Services *Regulation* requires the Metis CFS Authority to develop an annual French language services plan and submit it to the Minister of Families. Our Authority created our preliminary plan last fiscal year. The plan was approved by the Santé en Français Board of Directors in December 2016. It was signed by our Authority Board Chair and Chief Executive Officer upon approval by the Board members at the February 2017 Board Meetings. The Authority continues to work on creating more staff awareness across our system of our obligations under the *Regulation* and toward assessing our current French language capabilities, strengths, challenges and resources.





Natural Resources & Consultation



Louis Riel Institute

HELPING YOUTH & FAMILIES AT CHRISTMAS

Our Metis CFS Authority organized and coordinated a campaign to deliver more than a dozen beautiful Christmas hampers to families recommended by our two agencies. The hampers were generously donated by MMF Departments at the Winnipeg Head Office.

Many MMF Departments fundraised for months. Our Authority staff also donated more than a carload of food items for our Metis Spirit worker to distribute to youth living independently who needed additional support during the Holidays.

Our Authority thanks President David Chartrand, MMF Executive Director Don Roulette, the MMF Departments, Affiliates Program Directors and team volunteers, our Authority staff and agencies' staff for their vision, partnership and hard work in making it a success.



MMF Finance



Tripartite Self-Government Negotiations



Hampers going North to Michif

ARTWORK RAFFLE

This year, we once again raffled off a print of the original artwork created for last year's Annual Report front cover at the Manitoba Metis Federation Annual General Assembly in September 2016. The raffle raised \$1,000, which was matched by the MMF. We purchased \$2,000 worth of gift cards and supported 30 youth in Independent Living situations across the province. They bought food, necessities and presents for their children. The generosity of our Metis community made it possible for us to double the amount of money raised which meant we supported twice as many youth as last year. We thank the MMF for matching the funds and staff at our two agencies for personally distributing the gift cards and helping youth to do their shopping.



Wei Xie of Ottawa (left) was the winner of our framed print that raised \$2000 to support youth at Christmas

NEWSLETTER LAUNCHED

We are pleased to announce that we successfully launched a quarterly newsletter in March 2017.

A combination of electronic and print versions are distributed to staff and Board members across our Métis CFS system, to Manitoba Metis Federation offices and to various government officials and community stakeholders.



PREPARING TO ROCK OUR CFS SYSTEM

The Robb Nash Project engages young people through the power of music and storytelling to inspire hope and encourage positive life changes. To date, more than 650 youth have changed their mind and given rocker Robb Nash the suicide notes they carry in their pockets. Hundreds more have given Robb their razor blades and bottles of pills.

A few of us had the privilege of seeing Robb's impact on more than 1,000 Junior High students at Burton Cummings Theater during the Bell *Let's Talk* event in January 2017. Seeing Robb's concert and the impact he has on young people, we felt it was critical for him to bring his valuable message to our youth.

We believe Robb Nash can make a powerful impression on our youth so work began this fiscal year to do a Robb Nash Concert for our Metis youth in the next fiscal year.



COMPLIANCE RECOGNITIONS

Our Authority's C.E.O., Billie Schibler, and Chief Quality Officer, Karla Hildebrand-Eden presented a Compliance Certificate of Achievement to Metis Child Family and Community Services' Winnipeg team led by Stacy Jerema. Michif CFS agency's team led by Margaret Bartlett in The Pas also earned a certificate. The certificate recognizes a service team from each of the agencies 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.



Metis Agency

Metis Child, Family and Community Services Agency

(FROM LEFT) **Front Row:**

Karla Hildebrand-Eden, Billie Schibler, Stacy Jerema, Andrea Klyne-Lavallee

Back Row: Allison Quigley, Sarah Huebert, Kayla Zupanic, Hayley Thomas, Jennifer LaFrance, Suelynne Yewchyn, Liz Seara,

Missing: Janina Klassen



Michif Agency

Michif Child and Family Services Agency

(FROM LEFT) **Front Row:** Billie Schibler, Margaret Bartlett, Karla Hildebrand-Eden

Back Row: Elizabeth Baayewah, Maggie Marin, Joyce Budd

Missing: Sabrina Neufeld

This is the new era
of our nation.

~David Chartrand.





EDUCATION & TRAINING

This fiscal year the Metis CFS Authority provided education and training opportunities to more than 639 participants, which included, but was not limited to staff, care providers, board members and collaterals. Each year the demand for training ebb and flow.

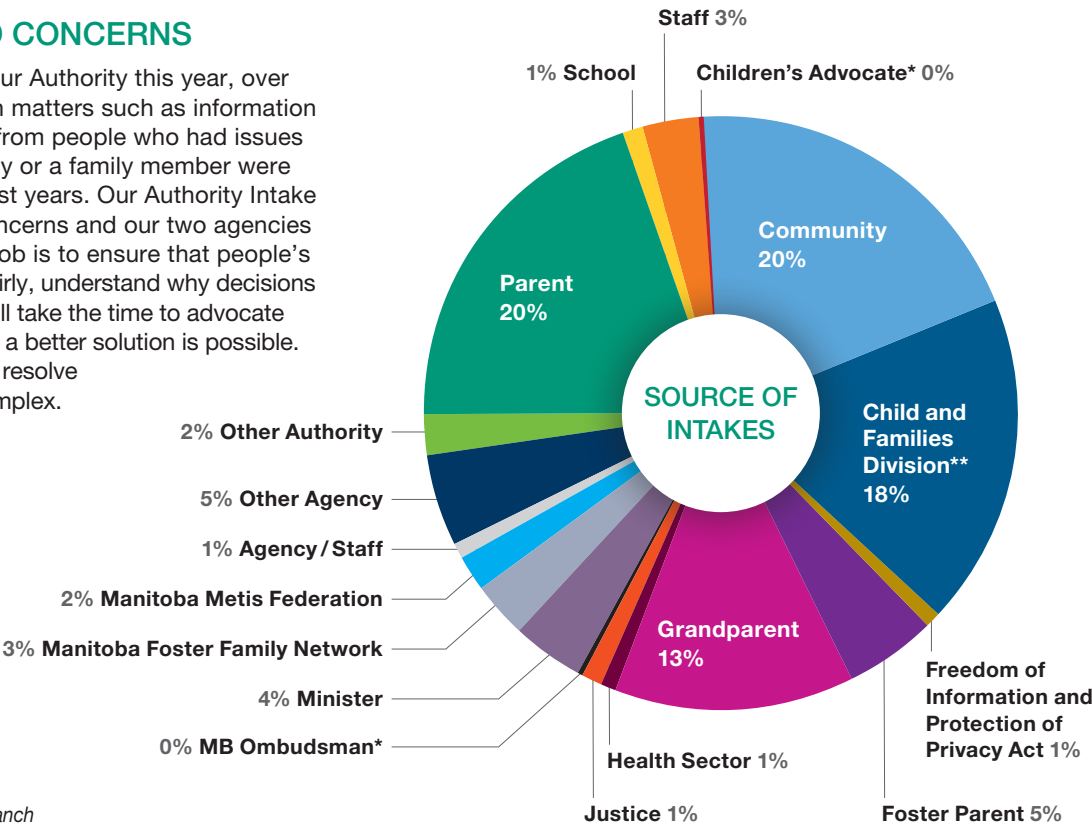
TRAINING THEME	2016-2017
Addictions	32
Administrative Support and Communications	4
Attachment	3
Child/Youth Care Support	159
Crisis Intervention/Prevention	39
Cultural Awareness	66
Domestic Violence	1
Family Enhancement	85
FASD	7
Gang Awareness	19
Health & Safety	35
Investigating Child Abuse	64
Leadership Training & Development	10
Legal Training	42
Standards	9
Suicide Prevention & Intervention	43
Trauma	17
Professional Development*	4
TOTAL	639

**The Manitoba CFS Joint Training Team (JTT) defines this category as “Other”.*

During the 2016-17 fiscal year we assisted six students to receive Tuition Waivers to attend Red River College, the University of Manitoba and the University of Winnipeg.

INTAKE – INQUIRIES AND CONCERNS

Of the 402 inquiries that came to our Authority this year, over two-thirds were simple inquiries on matters such as information requests. Close to one-third were from people who had issues or concerns about the services they or a family member were receiving. This is very similar to past years. Our Authority Intake staff work with those who have concerns and our two agencies to help resolve the concerns. Our job is to ensure that people's voices are heard, they are treated fairly, understand why decisions are made, and that they know we will take the time to advocate for them with our agencies if we feel a better solution is possible. Many of these matters were easy to resolve and some of them became fairly complex. The graph to the right shows you where our intakes originate.

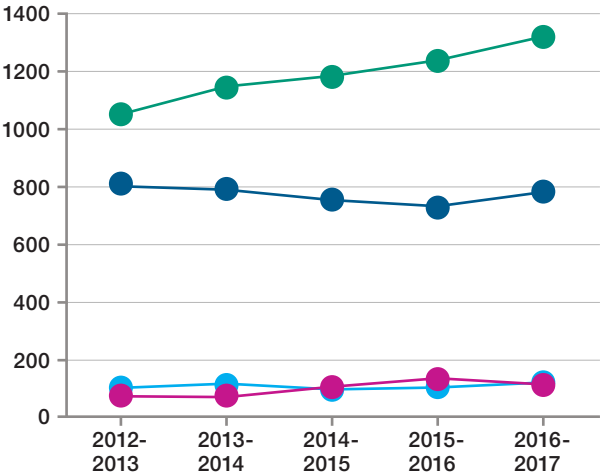
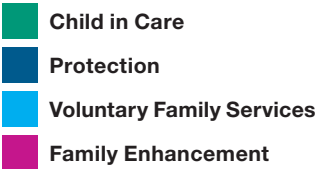


*0% appears in sectors where the number of inquiries is less than 0.5%.

**Formerly the Provincial Child Protection Branch

TOTAL NUMBER OF CASES

There were 2,258 cases in our Metis Child and Family Services System as of March 31, 2017, about a 4% increase over the previous year.

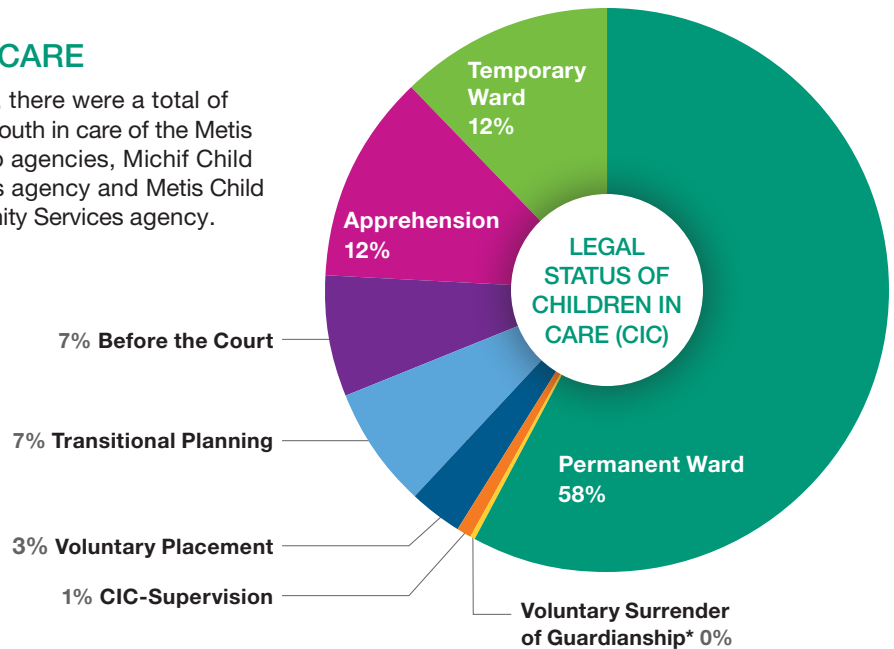




CHILDREN IN CARE

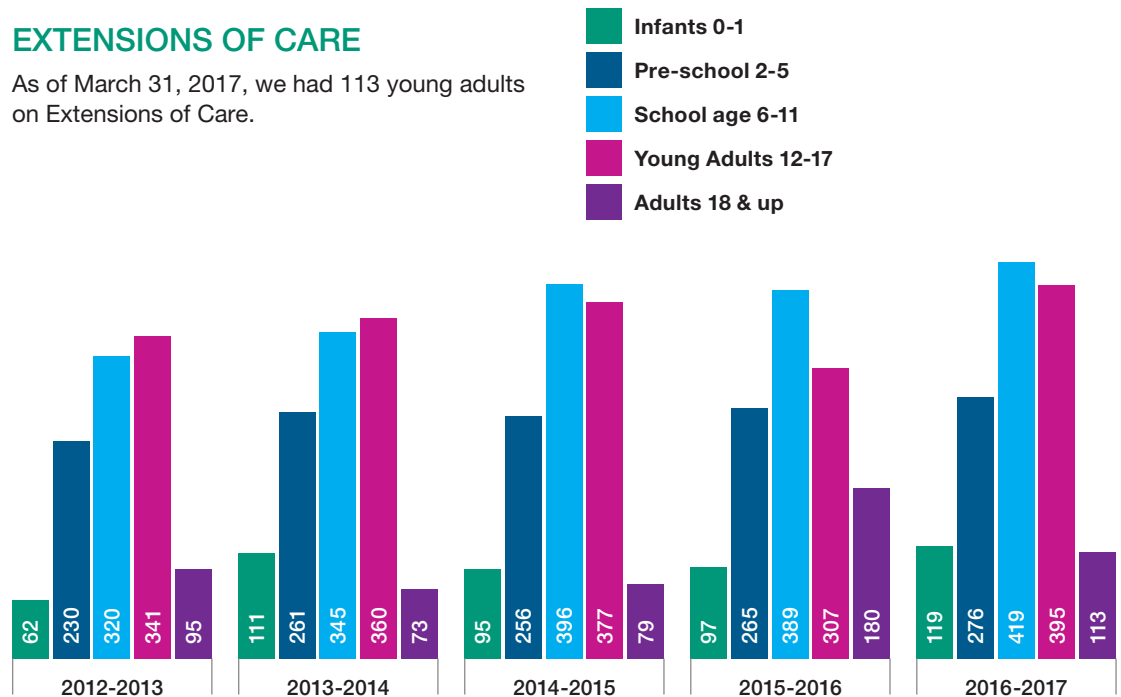
On March 31, 2017, there were a total of 1,322 children and youth in care of the Metis CFS Authority's two agencies, Michif Child and Family Services agency and Metis Child Family and Community Services agency.

**0% appears in sectors where the legal status of children in care is less than 0.5%.*



EXTENSIONS OF CARE

As of March 31, 2017, we had 113 young adults on Extensions of Care.



FINANCIAL REVIEW

In September 2016 we welcomed Louis Nault to the role of Acting Chief Financial Officer. Louis and the finance team have worked hard to successfully lead us through the constantly evolving financial landscape of child welfare.

We continue to focus on creating an effective and efficient finance team with a service oriented philosophy. A centralized finance department provides opportunities to share best practices between our agencies and allows for the development and maintenance of our finance team's base of knowledge. By developing and maintaining this knowledge we create an environment that fosters resilience to fiscal pressures and maintains the integrity of our Métis CFS Finance System.

After continuous and tireless work from the Authorities, Agency representatives, and the Province a revised Child Maintenance Manual was completed in December of 2016. This is one step of many that will contribute to a Child Maintenance Billing System that will facilitate prompt and accurate payments to service providers while exercising fiscal prudence. Collaborative meetings continue to address the various needs of this system and its stakeholders.

2016-17 FINANCIAL REVIEW	2015-2016	2016-2017
2016-17 Authority Operations		
Authority Total Operating Revenues	\$ 3,261,756	\$ 3,456,279
Authority Total Operating Expenditures	\$ 3,127,237	\$ 3,043,569
Surplus/(Deficit)	\$ 134,519	\$ 412,710*
2016-17 Authority Key Variances		
Office and Staff Expenses	\$ 313,956	\$ 307,884 -3%
Professional Fees	\$ 63,189	\$ 59,342 -6%
Education and Training	\$ 111,233	\$ 92,644 -17%
Board Expenses	\$ 43,892	\$ 56,691 29%
Information Technology	\$ 65,857	\$ 50,235 -24%
2016-17 Agency Core and Operational Grants		
Metis Child, Family and Community Services	\$ 9,636,607	\$ 10,055,963
Michif Child and Family Services Inc	\$ 5,416,937	\$ 5,443,070
Child Maintenance Expenditures		
Child Maintenance Expenditures	\$ 42,618,787	\$ 42,429,273
Total Days of Care	426,613	440,996
Average Cost Per Days of Care	\$ \$99.90	\$ 96.21

**Previous to 2016/2017 we had reported any unused operations funds as deferred revenue. After discussion with our funders this was not in line with provincial Financial Reporting Requirements and a restatement was required. Further disclosure can be found in our Audited Financial Statements.*



ABOUT THE ARTIST



Nicole LeClair

Born in Winnipeg, Nicole works in a mix of gauche, oil and acrylic painting. Her bold florals and pointillism represent the traditional Métis art of beading. She cultivates inspiration through organic shapes and animals.

The original artwork for this year's front and back covers came to Nicole in a dream, inspired by the tradition of storytelling. "Leaping with Faith" is a visual representation of a short story about a shy frog named ZowZow, too timid to trust others and embrace his self-belief. He catches a dandelion seed and makes a wish to find his courage. A young girl gifted with a strong human animal bond senses his desire to believe. Together, they journey on a path of trust and action.

Visit metisart.ca to learn more about the artist and story.



Metis Child and Family Services Authority

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