



Metis Child and Family Services Authority Annual Report 2020-2021



Proud Affiliate
of



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Who We Are



Our Vision

Strong and vibrant Métis and Inuit families with safe and healthy children.

Our Mission

Metis Child and Family Services Authority contributes to strong and healthy Métis and Inuit families and communities through culture, values and heritage supported through the wisdom of our Elders.



Our Guiding Principles

- ∞ Ensure daily practice is guided by asking ourselves “Is It Good for the Children?”
- ∞ Change the landscape and history of child welfare practices through recognizing the importance of reconciliation, culture and family
- ∞ Recognize the responsibility for decision-making stays with the family, extended family and community whenever possible
- ∞ Provide community-based supports to our agencies that mirror the needs of the children and families
- ∞ Recognize the importance of reflecting family values through our service delivery
- ∞ Apply the wisdom of Elders to guide our decisions and service practices that we know will impact future generations
- ∞ Respect and honor the diverse individuality of all people
- ∞ Support our agencies to build capacity within the original family unit to care for and provide a safe environment for their children

MMF President



David Chartrand

The Red River Métis have always cared deeply about the health and wellbeing of our children and families. From a young age we are taught the value of remaining connected to your loved ones and the community.

It is with these ideals in mind that we continue to actively work to better the lives of our children, youth, and families as we have for over 30 years. With the passing of *An Act Respecting First Nations, Inuit and Métis children, youth and families* we can now use this hands-on experience to help build a new, distinctly Red River Métis, child and family services system into place for our families, one that is focused on proactively build stronger family units rather than one that is focused on protection.

Over the past year, we have been working towards a Coordination Agreement that will fully return the jurisdiction over our children and families to the Red River Métis. These discussions have suffered from delays from federal and provincial levels of government. One of the major and ongoing delays has been the Manitoba Government's decision to continue to only operate as "observers" with no mandate to enter into an agreement with us. We are happy to share that, as of August 2021, this mandate has finally been given and we can now fully continue our discussions with Canada and Manitoba.

While the discussions at that table continue, the Manitoba Métis Federation (MMF) has been undertaking engagement and consultations with our Citizens to ensure our Community has input as to what this system will look like, including the laws that are currently being developed.

On July 6, 2021, the Manitoba Métis Federation (MMF) signed a landmark Métis Self-Government agreement that immediately recognizes the MMF as the existing government of the Red River Métis – also known as the Manitoba Métis – which is the origin and core of the Métis Nation. In our eyes, we have always been the government of the Red River Métis, and the jurisdiction and authority to care for our children, youth and families should have never been taken from our People. Indeed, these are exciting times for your Métis Government as we continue to build upon the vision of Métis leaders that have come before us.

I would like to extend my sincerest thank you to the Metis Child and Family Services Authority Board of Directors and staff for their hard work and dedication to support your Metis Government into this new era of child and family services.

I would especially like to thank Minister Mona Buors and Associate Minister JoAnne Remilliard as well as Chairperson Barbara Bruce for their experience, wisdom, and guidance along this new journey.

Meeqwetch

Minister Responsible for Métis CFS



Mona Buors

I am pleased to bring greetings to the Métis Child and Family Services (CFS) Authority's Annual Report. Along with my Associate Minister, JoAnne Remillard, I am pleased to work closely with the Métis Child and Family Services Authority and our two agencies as we navigate these exciting times.

Over this past year, and despite COVID-19, your Métis Government managed to grow and adapt to the unprecedented challenges thrown our way. This versatility was exemplified by our Authority's ability to lead and support our agencies, children, and families through these difficult times.

With the support of the Authority, your Métis Government managed to put on a large-scale virtual consultation with Citizens and staff in March, 2021 – the first of its kind since COVID, and your government's first CFS consultation since the passing of Bill C-92, formally known as *An Act Respecting First Nations, Inuit and Métis children, youth and families*. We are pleased to share with you that this was the first of many Community Consultations that will follow as we continue to develop our new laws and policies.

I would like to thank the Authority's Chief Executive Officer, Karla Hildebrand-Eden, as well as all staff members who have worked with the utmost professionalism, dedication, and passion to ensure our children and families are safe and have supports to improve their quality of life.

I would also like to thank Métis CFS Authority's Chairperson, Barbara Bruce, along with the rest of the Board of Directors for providing strong leadership and wisdom, supporting and guiding our Authority and ensuring our practices remain in touch with our culture.

And finally, I would like to thank President David Chartrand and the rest of the Manitoba Métis Federation's Cabinet for their support as we continue forward into these new times. There is a lot of collaboration and hard work that goes into providing wrap-around supports for our children, youth, and families.

Merci

Associate Minister



JoAnne Remillard

A Message from our Board Chair



Barbara Bruce

Barbara Bruce - represents the Winnipeg Region and has been the Metis CFS Authority Board Chair since 2019. She also sits as the Interim Ex-officio for the MCFCS Agency.

This past year, we made sure that services continued and were provided to our children, youth and families during these very difficult times. Undoubtedly, we wouldn't have been able to do this as efficiently without the generosity of our Métis Government, the Manitoba Metis Federation (MMF). The Board of Directors of the Authority is appreciative for the support of President Chartrand and his Cabinet. As the MMF is our Indigenous Governing Body, we would like to acknowledge their contribution to the continued pursuit of the well-being of our children and families.

On January 1, 2020, "An Act respecting First Nations, Inuit and Métis children, youth and families" went into effect and we are working with our Indigenous Governing Body (IGB) on developing the Métis Child and Family Services Law. This is the most critical and important Act within the Child Welfare Mandate. This Act will help us move forward and improve, at all levels, the current operation of CFS within our Métis Nation. As a board, we want to emphasize how seriously we take our responsibilities in delivering culturally appropriate and meaningful services to our children and families.

This past year presented many challenges for the Métis Child and Family Services. As COVID-19 continues to be a looming threat on our children under the age of 12 and unvaccinated community members, we have persevered, and continued to move forward. It is because of the management and staff and their degree of commitment and dedication that the Board of Directors of the Authority looks to a brighter future for children and families under our care. We will continue to improve procedures, policies, programs and services for the betterment of children and families.

We would like to thank the Métis Government, the Authority and Agencies' Board of Directors, management and staff for their undeniable commitment to our children and families and for their efficiency and creativity in adapting to a changing work environment.

Most importantly, I acknowledge and thank the children and families who have persevered through a pandemic, national tragedies, and so much more. We will continue in helping to bring a voice to the children and families in our nation and mending wounds of the past.

Chi Marrisii! Miigwech! Thank you!

Our Board



Barb Lavallee – represents the Interlake Region of Manitoba and was a Director for three (3) years on the Metis CFS Authority Board before becoming the Vice Chair of the Board for the past seven (7) years for a total of 10 years.



Ron Chartrand – represents the Northwest Region of Manitoba and was a Director on the Metis CFS Authority Board for four (4) years and the Treasurer for the past two (2) years for a total of six (6) years.



Cathy Fidlerchuk – represents The Pas Region of Manitoba and is new to the Metis CFS Authority Board this fiscal year coming on as the Secretary in June 2020.



Marg Bagley – represents the Southwest Region of Manitoba and has been a Director on the Metis CFS Authority Board and the Ex-Officio for the Michif Child and Family Services Agency for the past 11 years.



Rita Cullen – represents the Southwest Region of Manitoba and was the Metis CFS Authority Board Chair for 12 years and a Director for the past two (2) years for a total of 14 years.



Reid Hartry – represents the Winnipeg Region of Manitoba and has been an Elder Advisor for the Metis CFS Authority Board for the past five (5) years.



Mitch Bourbonniere – represents the Winnipeg Region of Manitoba and was a Director on the Metis CFS Authority Board for 10 years and an Elder Advisor on the Board for the past four (4) years for a total of 14 years.

Note: The Minister responsible for Metis Child and Family Services, Mona Buors and Associate Minister responsible for Metis Child and Family Services, JoAnne Remillard sit on the Metis CFS Authority Board as Ex-officios for the Manitoba Métis Federation.

A Message from our CEO



Karla Hildebrand-Eden

I am honoured to present our Annual Report for the 2020-21 fiscal year.

This year has been particularly difficult for the Métis Child and Family Services system. We had to find ways to continue to deliver services to families, ensure safety of children, and be responsive in the face of a global pandemic.

Our system was taxed with the reality, that the staff at the Metis Child and Family Services Authority, Metis Child, Family and Community Services agency and Michif Child and Family Services agency would not be able to continue working in their office locations. On March 16, 2020, the Metis Child and Family Services Authority staff were sent home to begin working from home for what we thought would be short term. Plans began immediately on how to shift our day to day business to our staffs' homes, ensuring we had enough information technology available to be able to carry out our important work.

The agencies' staff were in a different position, in that plans had to be made on how to provide services to children, youth and families while health orders and restrictions were changing and becoming more stringent every day. Face to face contact with children in care, school attendance and participation, family visits, programs to assist families in their healing journeys, all had to be altered in order to ensure the safety of our children, youth, families and our staff. Rotations of staff in the offices had to be worked out, and the number of people allowed to be in any buildings changed the landscape of service delivery for our agencies.

But we persevered! Our staff were relentless in developing new ways to meet the child and family services mandate, to keep children safe, to ensure families had what they needed, to be certain that no youth was left behind.

The Metis CFS Authority delivered a directive on April 1, 2020 whereby no youth exiting our system during the pandemic from 18 years old to 21+ years old, would be turned out. Financial and support services would continue until the end of the pandemic or the youth terminated the agreement with the agencies. This was unprecedented.

In a system that is already difficult to work in and comes with its own range of challenges, staff at the Metis CFS Authority and the Metis CFS agencies have continued to be dedicated, passionate, compassionate, accommodating people who have never let the change in practices caused by the pandemic triumph.

As the Chief Executive Officer of the Metis Child and Family Services Authority, I am so proud of the continued work and the creativity that has come from our Authority and agencies to continue to deliver the necessary services to our Métis children, youth and families.

I would like to thank the Boards and the staff of our Authority and its two agencies for the continued dedication and to never giving up when the restrictions imposed by the pandemic often seemed insurmountable.

Let us continue to move forward with pride and with resilience as we begin to move out of the pandemic and we begin to return to a less restrictive way of life. If nothing else, these extraordinarily difficult times have proven to myself that human nature and the way of our Métis Child and Family Services system, is that when an obstacle is placed in our way, we find ways to overcome. We find ways to work around. We even find ways to move through.

Thank you

Executive Management

Karla Hildebrand-Eden
Chief Executive Officer

Desirée Gillespie
Chief Quality
Officer

Alam Khan
A/Chief Financial
Officer

Kevin Young
Chief Human
Resource Officer

Cindy Monkman
Chief Administration
Officer

Metis CFS Authority

The Metis CFS Authority is a not for profit organization responsible for the administration and provision of child and family services by the agencies under its jurisdiction. We are also responsible to monitor and support our agencies in their compliance with Provincial Standards. Our work is guided by asking ourselves “**Is it good for the children?**” The Authority is a proud affiliate of the Manitoba Métis Federation (MMF), which is our Indigenous Governing Body. The MMF appoints our Board of Directors who are responsible for overseeing the management of fiscal resources and approving the development of policies.

The services currently mandated by the Authority include the Metis Child, Family and Community Services Agency and the Michif Child and Family Services Agency, which includes the Parkland Region Designated Intake Agency (DIA). The Authority also hosts the Office of the CFS Standing Committee and with the three other Authorities, jointly managing the Child and Family All Nations Coordinated Response Network (ANCR) in providing intake services for Winnipeg.

The Metis CFS Authority, whose principle office is located at the MMF head office, provides services in accordance with *The Child and Family Services Authorities Act*, *The Child and Family Services Act* and *The Adoptions Act*. The Metis Authority is responsible for:

Monitoring



Monitoring the quality of services delivered by our mandated agencies and ensuring that these services follow practices and procedures in accordance with legislation and provincial standards.

Administering



Administering and providing for the delivery of child and family services to all people requesting services whether they are Métis, Inuit, or not.

Reviewing



Reviewing concerns brought forward from the community and agency service recipients. The Metis CFS Authority investigates these matters and advises the Metis CFS Minister as well as Manitoba's Department of Families.

Our main goal is to support our agencies' practices in prevention work with parents and extended family members through preservation and reunification, while focusing on the safety and protection of children and youth.

Five Strategic Priorities

Within two weeks of *An Act respecting First Nations, Inuit, and Metis children, youth and families* becoming federal law, the executive management of our Métis CFS Authority and our two agencies, Métis Child, Family and Community Services and Michif Child and Family Services met for a week of strategic planning. We worked together to ensure our Métis CFS System is moving forward into this new era in an efficient and unified way by assessing the challenges and opportunities that exist for our child welfare service delivery in this unprecedented time.

We documented our strengths, potential obstacles, goals, barriers, strategic priorities and plans that could guide us to the greatest success in this time of immense change and opportunity. We were pleased to find our three organizations very aligned in our goals, priorities, and visions for the future, positioning us well to move forward unified and strong.

Our deliberations, hard work, and unified goals would become the foundation of a five-year Métis CFS Strategic Plan created for our Métis Government in May 2020. The plan is reflective of the promising future that is coming with the new Federal Child and Family Services Legislation and our steady movement towards the self-governance of child welfare by Métis people. It also reflects the direction we want to take Métis Child and Family Services as we gain greater autonomy.

This plan is centred on our five strategic priorities:

Strengthen

Improve information systems and data sharing

Strengthen our Métis families in the areas of prevention, preservation, protection, customary care and kinship/guardianship subsidy

Support

Work toward adequate funding to provide Métis strength-based practices

Support our Métis Government in the implementation of an Act respecting First Nations, Inuit, and Métis children, youth and families

Reduce

Reduce the number of children in care with better outcomes for children and youth leaving our care including reunification supports and/or independent supports

Improve

Work

Service Team

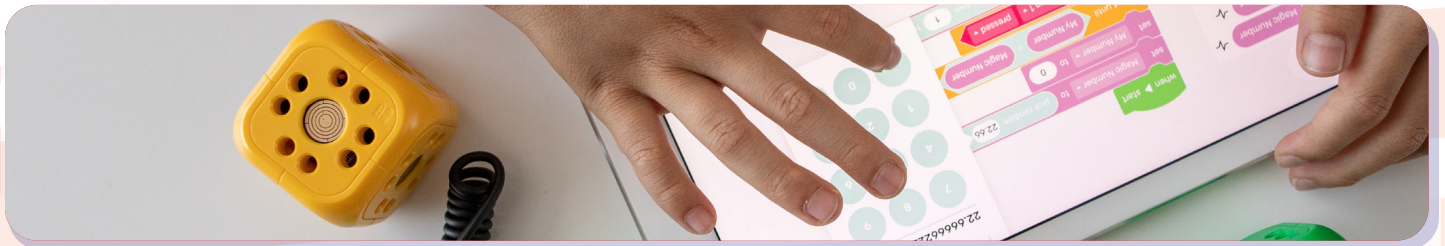
Chief Quality Officer



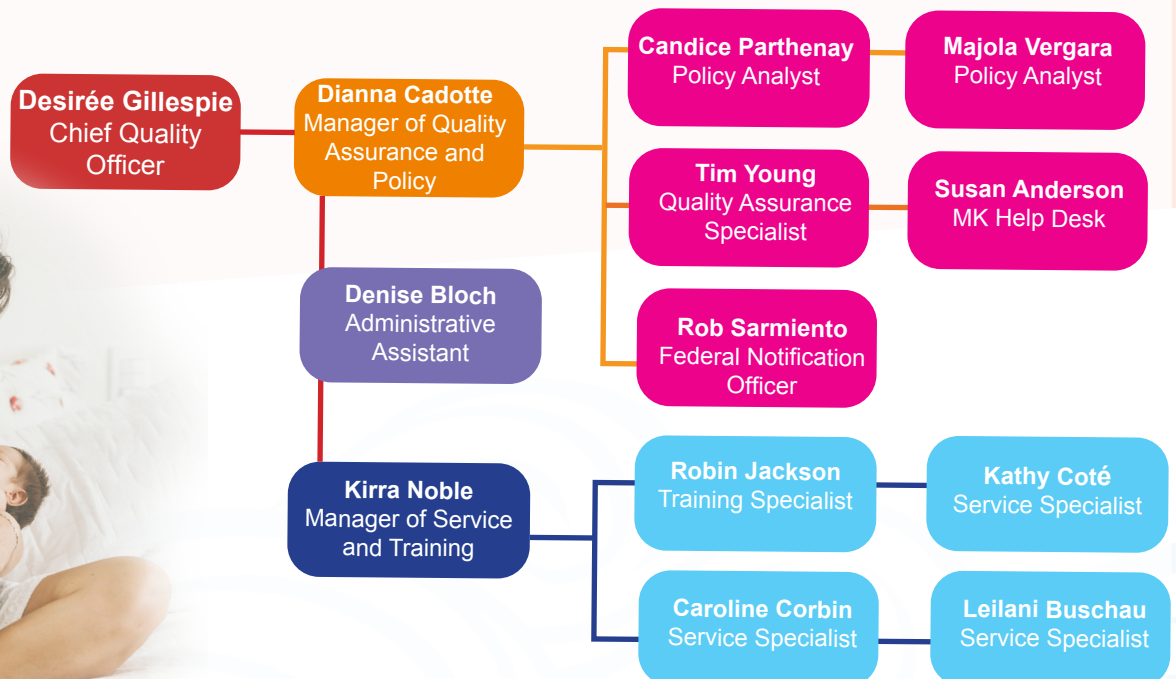
Desirée Gillespie

The Metis CFS Authority Service Team is responsible for ensuring quality, time efficient services to the children, youth and families that we serve. The Service Team is made up of specialists in the areas of community relations, training, policy, quality assurance, and service data analysis.

The Metis CFS Authority Service Team ensures that the two mandated agencies that the Authority oversees are in compliance with child welfare standards, CFS legislation and internal policies by providing direction and support. The Service Team provides training to foster parents, collaterals, agency and Authority staff to promote understanding in the support services that the Authority and agencies provide to the families that we serve. In addition, the Service Team works in partnership with our agencies to provide recommendations to improve the quality of services provided to children and families.



Organizational Chart

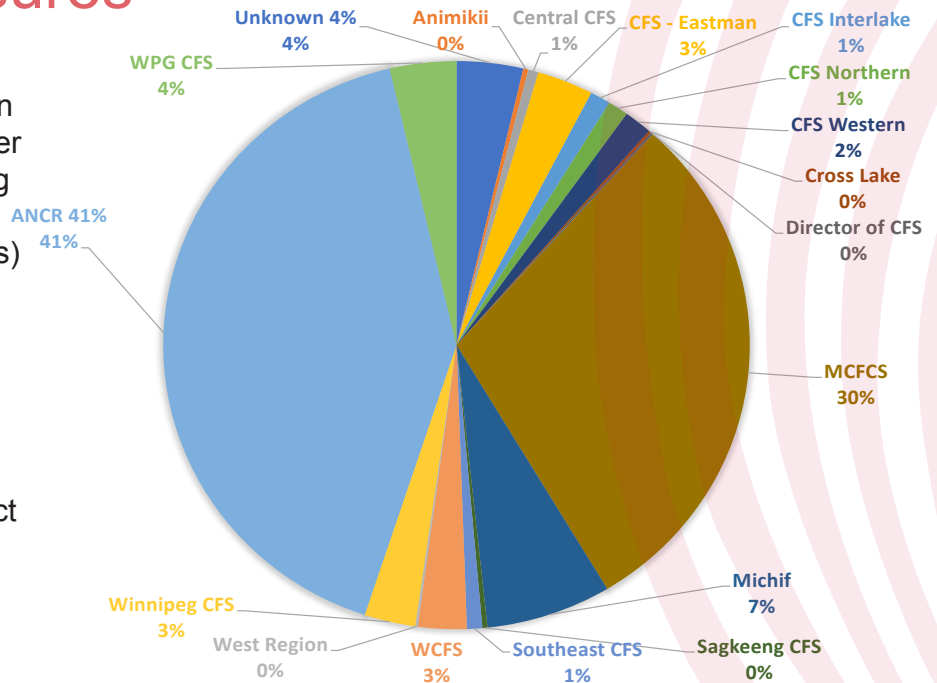


Service Data

Federal Notification of Significant Measures

Section 12 of the Federal Act is a requirement to provide notice to an Indigenous child's parent, caregiver and relevant Indigenous governing body before service providers (including provincial CFS agencies) take any significant measure regarding the provision of CFS to the child.

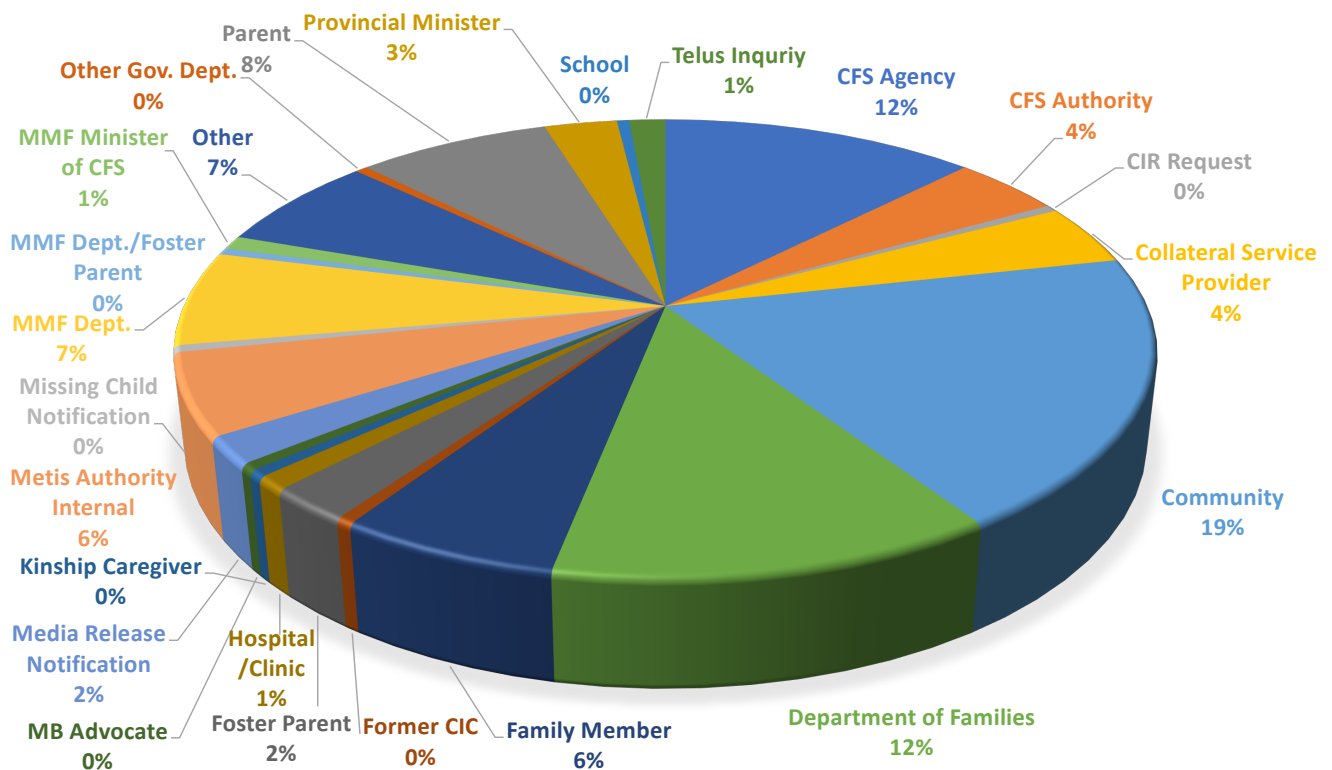
Indigenous Governing Body (IGB) means a council, government or other entity that is authorized to act on behalf of an Indigenous group, community or people that holds rights recognized and affirmed by section 35 of the Constitution Act, 1982.



Notification Form	Number
Unknown	26
Animikii	2
Central CFS	4
CFS Eastman	22
CFS Interlake	8
CFS Northern	8
CFS Western	11
Cross Lake	1
Director of CFS	1
MCFCS	211
Michif	49
Sagkeeng CFS	2
South East CFS	6
WCFS	19
Western Region	1
Winnipeg CFS	20
ANCR	293
WPG CFS	26
Total	710

Category of Significant Measure	Number
Unknown	3
Change of Placement	10
Court Proceedings	156
Critical Incident	2
Critical Incident-Child Death	1
Discharge of child from care	1
Not CA Placement	17
Petition Field	133
Placement Change	1
Removal from Foster Home	2
Removal of Child	41
Return to Family	1
Section 30	56
Section 42	43
Section 49	2
Terminate Permanent Order	1
Transfer to Ongoing Agency	239
VPA	1
Total	710

Community Inquiry Sources

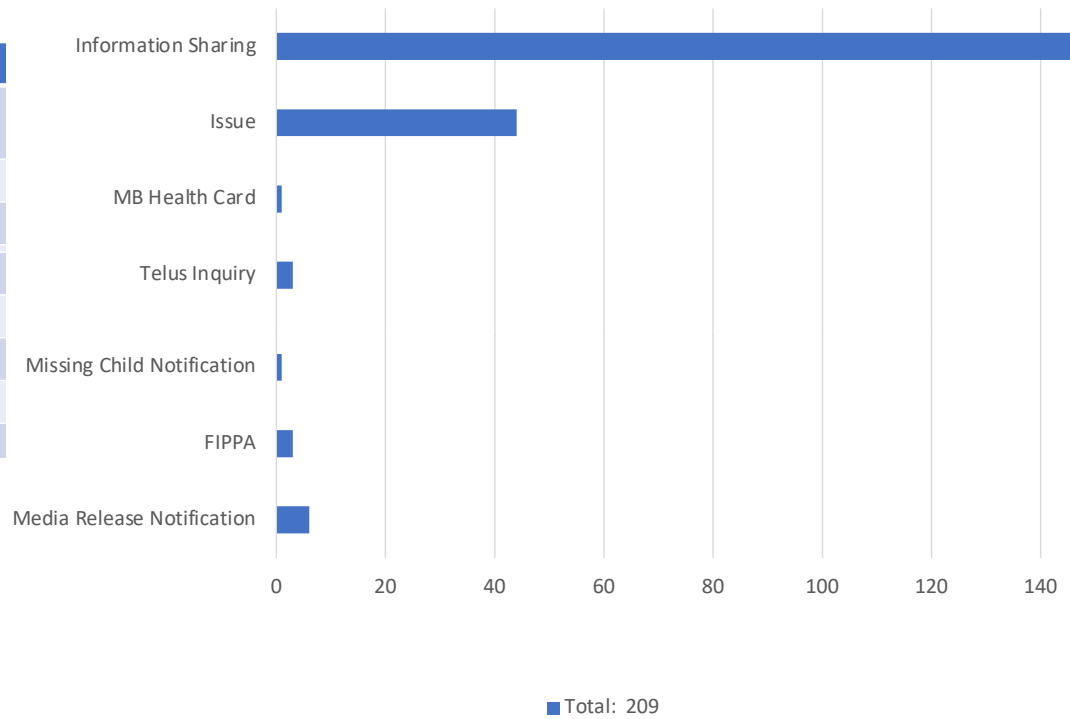


Intake Source	Number
CFS Agency	26
CFS Authority	9
CIR Request	1
Collateral Service Provider	9
Community	40
Department of Families	26
Family Member	13
Former CIC	1
Foster Parent	5
Hospital/Clinic	2
Kinship Caregiver	1
MB Advocate	1
Media Release Notification	4

Intake Source	Number
Metis Authority Internal	12
Missing Child Notification	1
MMF Dept.	14
MMF Dept. /Foster Parent	1
MMF Minister of CFS	2
Other	14
Other Gov. Dept.	1
Parent	16
Provincial Minister	6
School	1
Telus Inquiry	3
Total	209

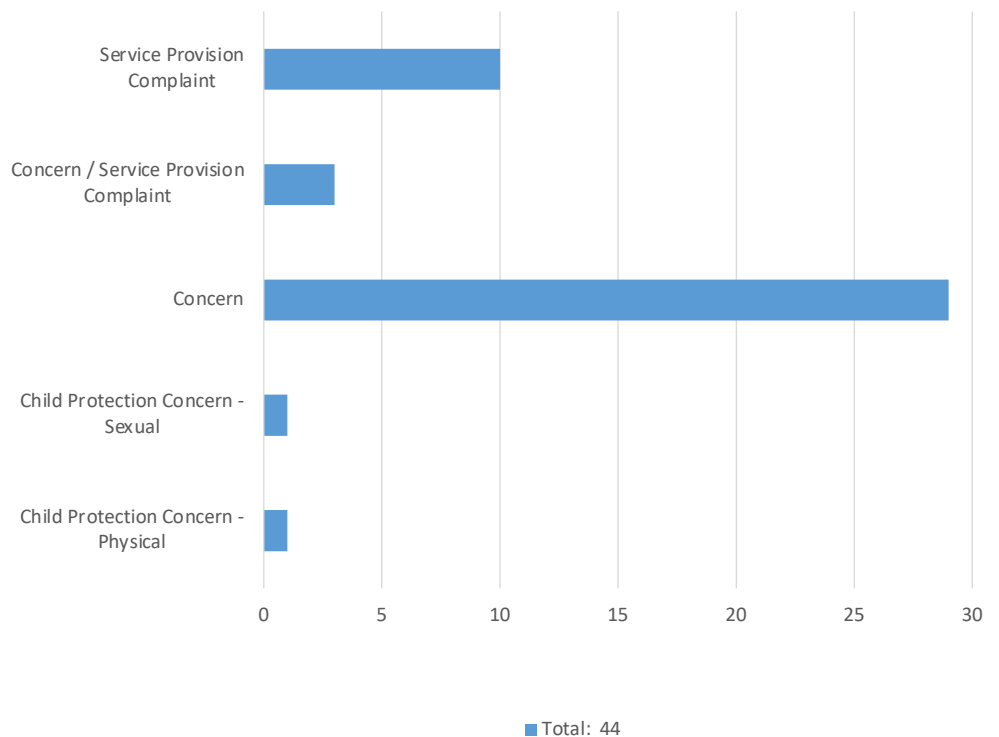
Types of Community Inquiries

Type of Intake	Number
Media Release Notification	6
FIPPA	3
Missing Child Notification	1
Telus Inquiry	3
MB Health Card	1
Issue	44
Information Sharing	151
Total	209

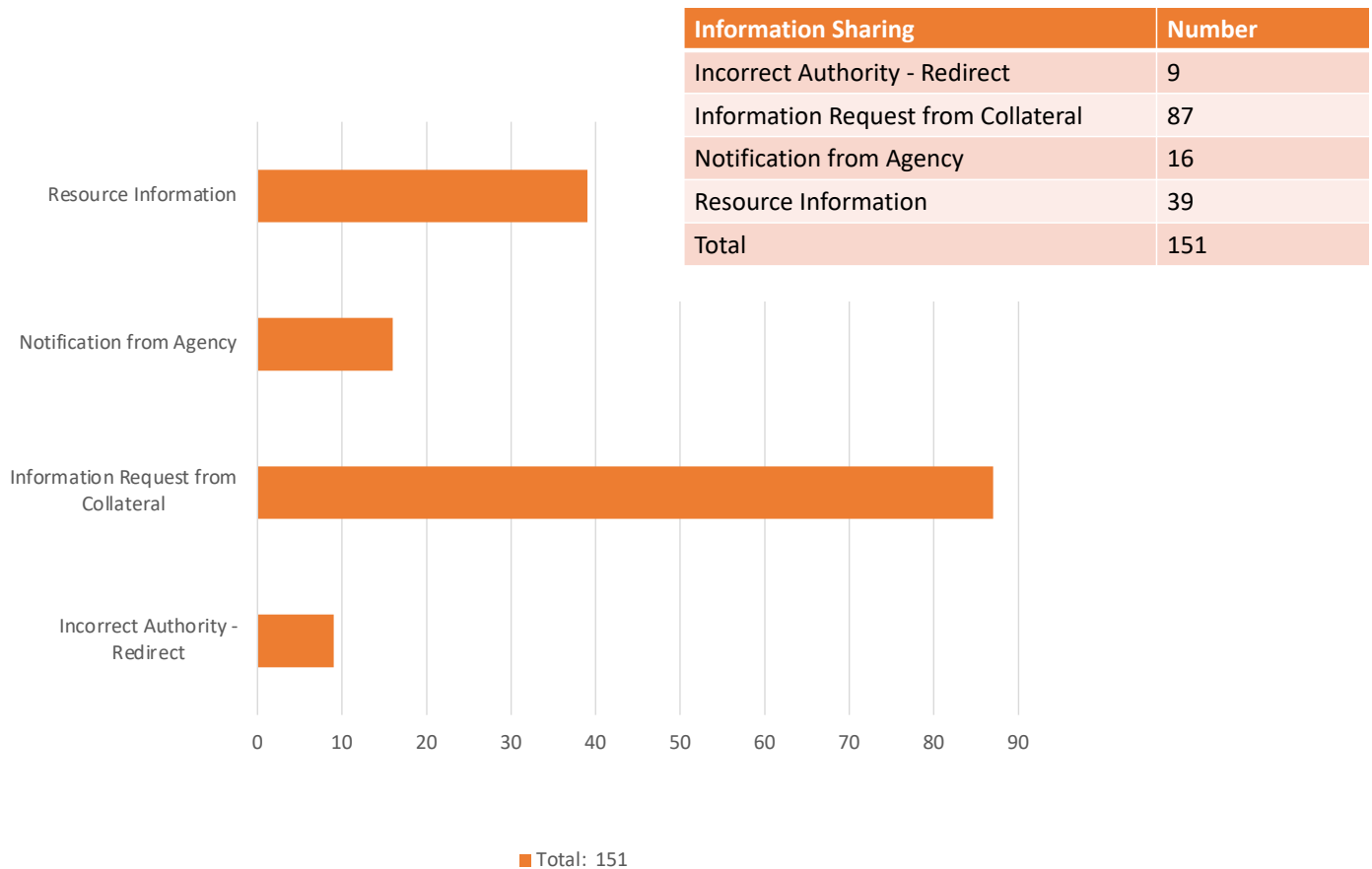


Issue Types

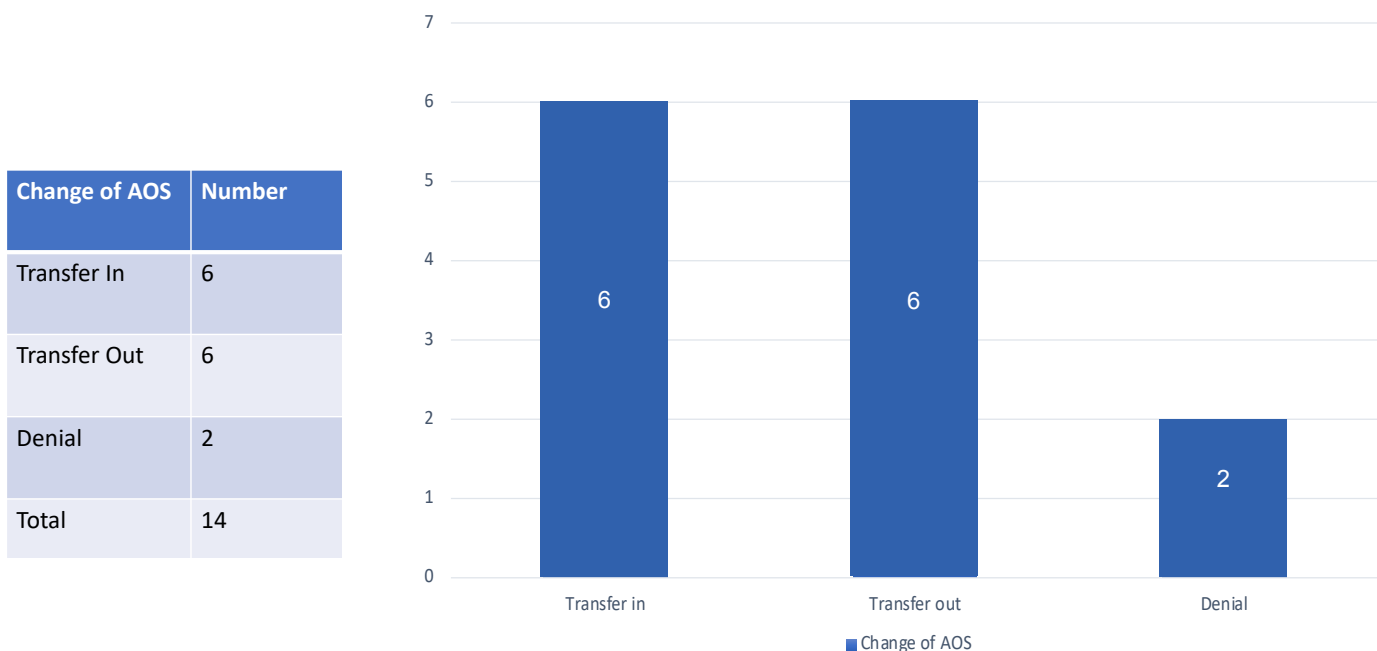
Issue Types	Number
Child Protection Concern - Physical	1
Child Protection Concern - Sexual	1
Concern	29
Concern / Service Provision Complaint	3
Service Provision Complaint	10
Total	44



Information Sharing



Change of Authority of Service (AOS)



Education and Training Programs

This year, due to our increase in virtual technology capabilities, we were able to deliver training to 1358 participants. These participants included, but were not limited to, staff, caregivers, board members, and collaterals.



Agreements With Young Adults

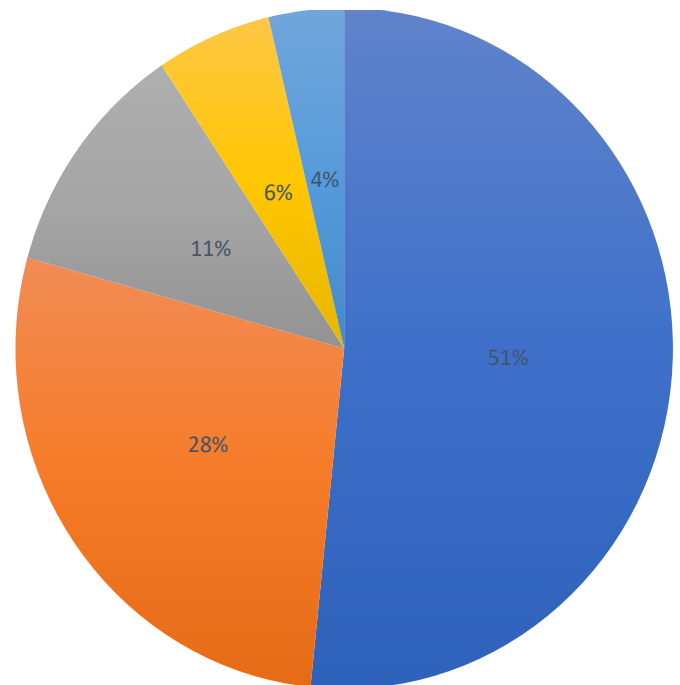
An agreement for support services is offered to youth who are under a permanent order at the time they turn 18 years of age and whose further planning meets the criteria below.

These agreements may be renewed up until the age of 21 years.

The reasons for an agreement include:

- ∞ Educational Goals
- ∞ Transition to Adult Services
- ∞ Transition to Independent Living
- ∞ Employment Training
- ∞ Treatment Programs
- ∞ Other services that will provide an opportunity for the young adult to achieve safety, success, and better outcomes, while being supported through culturally appropriate services

Training Programs	Number of Participants
Addictions	37
Crisis Prevention/Intervention/Postvention	33
Critical Incident Stress Management	22
Cultural Awareness	98
Child and Youth Support	166
Domestic Violence	27
Family Enhancement	115
Fetal Alcohol	1
Health and Safety	55
Investigating Child Abuse	7
Orientation to the CFS System	52
Suicide Intervention/Prevention	46
Standards	558
Legislation	37
Leadership Development	10
Attachment	19
Trauma	49
Other	26
Total	1358



■ Total Number of Letters Issued: 237

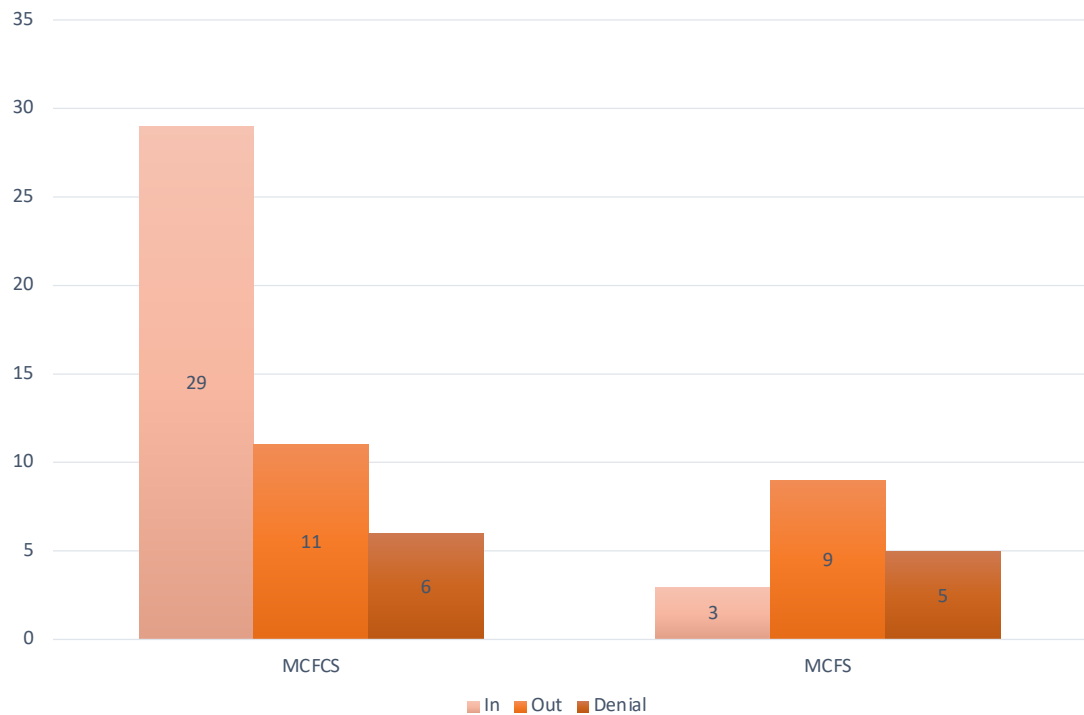
■ Number of COVID AYAs:* 26

■ Number of Individuals on AYA: 127

■ Number of Individuals Extended on a COVID AYA: 17

■ Number of 1st Time AYAs: 52

Transfers of Guardianship



Tuition Waivers

This fiscal year, the Métis CFS System had 28 young people and former youth in care receive a Tuition Waiver. Each year, we see a significant increase in the number of youth receiving these Waivers. These allow for youth who are in the care or who used to be in the care of CFS, the opportunity to attend post-secondary school to further their education.



Human Resources Team

Chief Human Resources Officer

With the pandemic outbreak occurring March 2020 in Manitoba, the Metis Child and Family Services Human Resources (HR) Team was required to quickly adapt its processes and procedures to a new reality. While COVID-19 has presented many challenges to the manner in which we conduct our business, there have also been some unexpected opportunities which have allowed HR to work more efficiently and effectively.

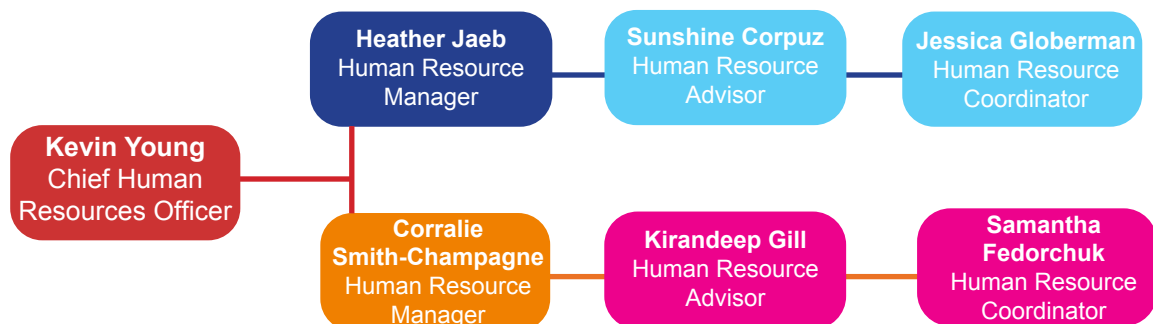
Here are some of the Team's highlights:



Kevin Young

- ∞ Prior to COVID-19, the vast majority of HR meetings were held in-person. As this was no longer possible, HR moved to virtual meetings including all aspects related to recruitment. This change in format has proven more efficient, allowing a greater number of applicants to be interviewed within a similar time frame.
- ∞ With the revelation that working remotely was equally effective and efficient (if not more so than in office), HR proceeded to hire an HR Advisor who resides in Winnipeg to support the Michif Agency. This had never been done before, as historically, we have always recruited this position out of the Dauphin area. However, due to a lower number of qualified applicants and a new found appreciation of remote work and its advantages, HR proceeded in a different direction that has proven very successful
- ∞ With ongoing turnover challenges related to the part-time Standing Committee Coordinator position, HR proposed a creative solution to combine the Coordinator with an HR Administrator role, thereby creating a full-time position and significantly reducing the likelihood of turnover
- ∞ Despite working from home, HR has continued to work toward digitalizing department personnel files and has completed approximately 70%. We constantly work toward reducing our use of paper while simultaneously introducing technology/automation to be a more progressive department
- ∞ We have significantly expanded the use of our Human Resource Information System (HRIS) to incorporate automated job advertisements as well as new hire onboarding
- ∞ Our department has worked diligently over the past year to centralize our process, policies, and procedures, ensuring consistency and equal application across our system

Organizational Chart



Finance Team

A/Chief Financial Officer

One of the many challenges we faced in the fiscal year 2020/21 was the pandemic. Thanks to the support from the MMF, we were able to equip our staff to work remotely. Our agencies maintained services even during the height of the pandemic waves and we ensured that the payments reached our caregivers and youth on a timely and recurring basis.

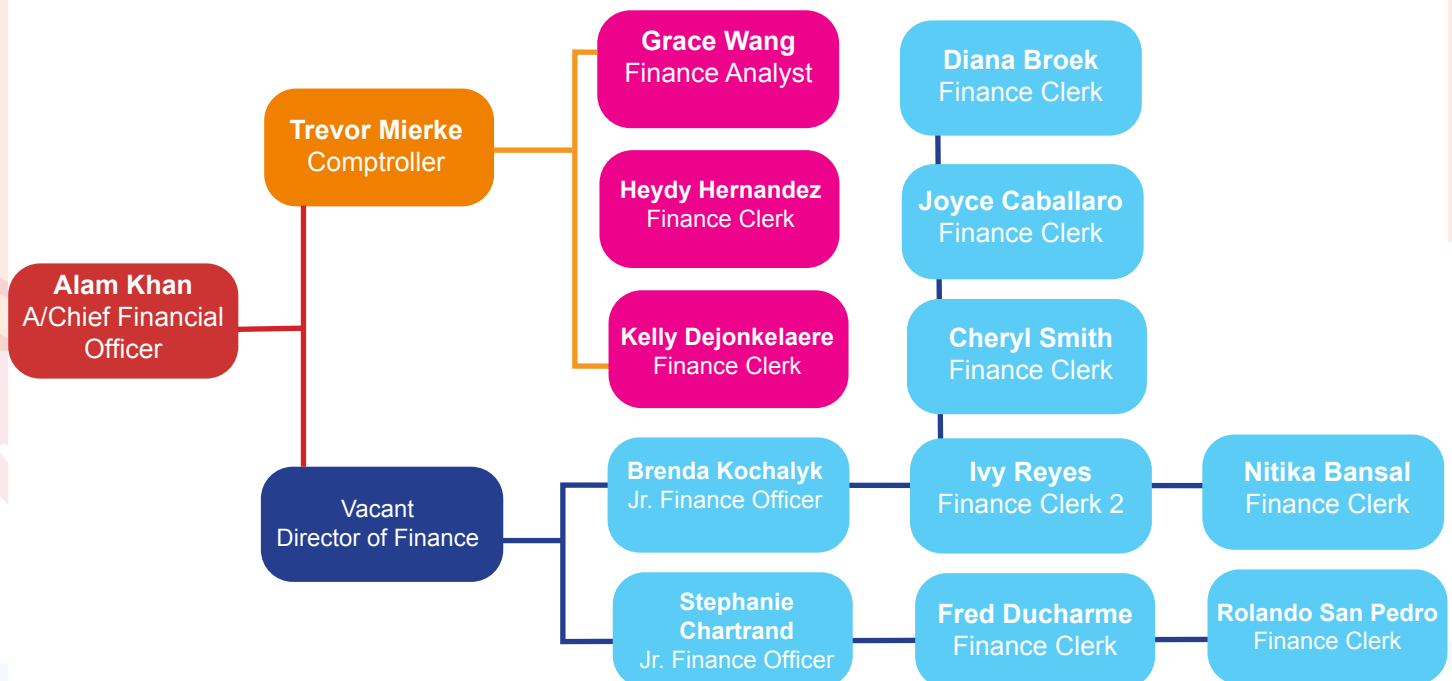
As we moved into the second year of Single Envelope Funding (SEF), we participated in the development of the SEF Policy Manual in collaboration with the agencies and Authority management; the objective being to provide the Authority with a reference point of policies related to its role of providing funding, oversight and reporting of Child and Family Services.



Alam Khan

Finance partnered in the implementation of the new Case Management System MK aka Michif Kashkihtaaw. Although the system is being extensively used at the Agency level, it has helped streamline the processes at Finance by allowing approvals and claims to flow to Finance electronically. Further, we are also working on a project to create integration between the MK and the accounting system which will result in minimizing data entry and automate the payment process. We continue to take direction from MMF and collaborate with them in implementing the changes for transitioning to Bill C-92: *An Act respecting First Nations, Inuit and Metis children, youth and families*.

Organizational Chart



Financial Review

2020-2021 FINANCIAL REVIEW	2019/2020	2020/2021
2020-21 AUTHORITY OPERATIONS		
Authority Total Operating Revenue	4,222,974	5,095,606
Authority Total Operating Expenditure	3,899,884	4,689,810
Surplus/(Deficit) from Operations	323,090	405,796
2020-21 AUTHORITY KEY VARIANCES		
Salaries and benefits	3,005,084	3,555,024
Agency education and training	89,458	59,497
Professional fees	65,725	43,914
Amortization of capital assets	52,488	90,117
Staff expenses	56,113	10,521
2020-21 AGENCY SINGLE ENVELOPE FUNDING		
Metis Child, Family and Community Services	16,916,582	35,175,411
Michif Child and Family Services	7,699,434	13,555,810



Administration Team

Chief Administration Officer



Cindy Monkman

The Chief Administration Officer (CAO) is responsible for the overall planning, coordination and continuous development of the Métis and Inuit Child and Family Services system of Manitoba with regard to its Governance and Administration sectors.

The CAO ensures the efficient and timely completion of all governance and administrative duties of the assigned sectors, through various change management techniques. The CAO is further responsible for ensuring that each sector remains compliant.

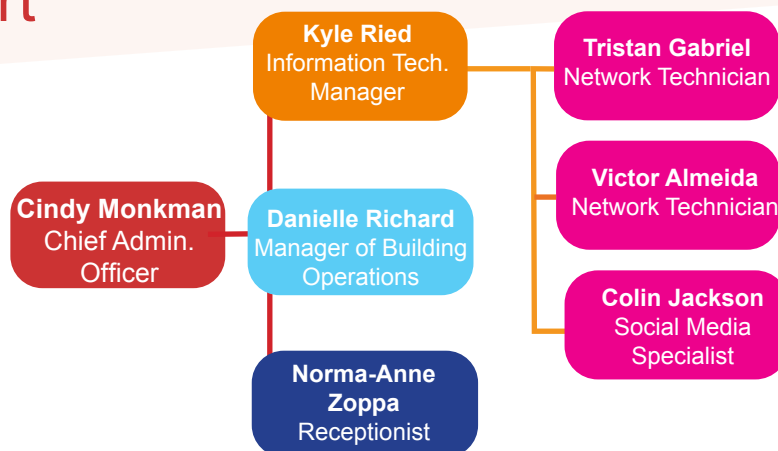
The CAO also supervises the Information Technology Team, Manager of Building Operations and the Receptionist for the Metis Child and Family Services Authority.

Key Activities for 2020/21

- ∞ Develop Annual Board Training for current and new Board Members
- ∞ Develop an easy access resource area for Board Members to access information and receive updated communications



Organizational Chart



Information Technology

The Information Technology Team is responsible for all aspects of the design and development of the technical infrastructure, as well as providing IT services and support to the Metis CFS System.

The Information Technology Team is a centralized department that serves the Metis CFS Authority and its Agencies. The services and support of the IT Team include system management and maintenance of the secured physical and virtual infrastructure, as well as provision for system and data backup and recovery.

Key Activities in 2020/21:

- ∞ Continue to manage the challenges of COVID-19's effect on Information Technology requirements for staff to work from home, social distance and provide services safely
- ∞ Continue the development of the workstation renewal plan/policy to maintain operational capacity and efficiency of end users by updating Information Technology hardware and software to ensure best practice
- ∞ Major refresh of computer hardware for security and facilitation and implementation of the Michif Kashkihtaaw (MK) Mobile Strategy
- ∞ Develop the MK Ticket System

Building Operations

The Manager of Building Operations is responsible for managing and coordinating all property management for Authority and agencies facilities, including overseeing building renovations, maintenance and insurance, prepare and monitor fire/evacuation safety and security plans.

Key Activities in 2020/21

- ∞ Perform a capacity assessment of all current locations and upcoming facilities' needs.
- ∞ Create a Summary of Procedures Manual
- ∞ Develop a Vendor Compliance Manual – to effectively manage cost control and efficiency

Reception

Under the supervision of the CAO, the Receptionist manages the lobby and other shared use areas, receives incoming calls, greets and directs all visitors and ensures completion of paperwork, incoming and outgoing mail, sign-in and security procedures. The Receptionist also helps with overflow work from department and senior assistants.

Metis CFS Authority Year in Review

Most of the Highlights for the 2020-21 year, revolved around the COVID-19 Pandemic and business continuity plans. Below are a list of the areas that were impacted by COVID-19 and how the Métis CFS System responded to ensure continued delivery of service, despite the challenges.

Service to Youth

Two weeks into working from home due to the COVID-19 pandemic, the Metis CFS Authority issued a directive to our agencies that no youth in the Métis CFS Systems' care would be turned out during the pandemic.

Currently, under Section 50(2) of *The Child and Family Services Act*, prohibits support for youth beyond the age of 21 years.

The Métis CFS System decided to continue to support youth who were aging out of our system despite contravening the legislation. Any youth in our care, despite legal status, who turns 18 or 21 during the pandemic will continue to receive financial support from the Métis CFS System should they choose continued support from our agencies.

I would like to thank the Authority and the Agencies for their continued support to our young adults who were not forced to exit care during a pandemic.

Personal Protective Equipment and Safety Measures

The requirement to provide Personal Protective Equipment (PPE) came early on in the pandemic. Our Manager of Building Operations became the point person to record, store and distribute all of the PPE required for our agencies' staff to continue delivering uninterrupted service to children, youth and families.

During this fiscal year, the following amounts of PPE were provided to our agencies and Authority as required:

- ∞ Face masks = 44,200 masks
- ∞ 1 litre bottles of sanitizer = 200 bottles
- ∞ Personal size bottles of sanitizer = 183 bottles
- ∞ Bottles of Sani spray = 60 bottles
- ∞ Boxes of gloves = 250 boxes
- ∞ Full length medical gowns = 247 gowns
- ∞ Eye frames = 752 eye covering frames
- ∞ Eye lenses = 7520 eye covering lenses



Managing the PPE became a full time job. A very special thanks to our Manager of Building Operations for ensuring PPE was available to staff at the Authority, agencies and shelters to ensure their safety and the safety of those they serve.

Information Technology Requirements During a Pandemic

In order to keep staff safe, staff were no longer located in the offices full time and rotations were created to ensure limited number of staff were present in many of the agencies' office locations.

The Metis CFS Authority's Information Technology Team completed the following during this time to ensure our important work could continue despite not being able to attend our workplaces:

- ∞ Procure, configure, enroll and deploy 200+ cell phones and 200+ laptops as part of the Mobile Device Management solution so staff could continue to work from home;
- ∞ Attained and deployed three (3) additional Zoom Room video conference units so that the MCFCS agency would be able to conduct meetings via Zoom;
- ∞ In the MCFCS' Beausejour and Sutherland offices for the MCFCS agency, cell phone boosters needed to be installed so that staff could effectively use the Mobile Device Management system;
- ∞ To ensure that all three of the Métis CFS Systems' Boards of Directors could continue the important work of the Boards, 25 laptops, tablets and cell phones were provided for Board members who required updated technology;
- ∞ During this time, each of the Boards also were placed on the Office 365 environment to host and support Board of Directors' email addresses;
- ∞ Procure, build and deploy new backup servers to ensure that our information technology systems could withstand the impact from remote working

As schools began to begin remote learning, it became apparent that many of our children in care and families involved with our agencies, did not have the technology to support remote learning for their children.



With the generous financial contribution of the Manitoba Metis Federation, the Métis CFS System was able to purchase, ship/deliver 200 Chromebooks for children in care to be able to continue their schooling remotely.

A special thank you to our centralized Information Technology Team as they worked tirelessly to ensure that business was not interrupted and that our Authority and agencies could move to an entirely virtual world.

This year has been full of unprecedented events. But the Métis Child and Family Services System rose to the challenge and continued to deliver the unique, quality services that it has become known for.

Metis Child and Family Community Services



METIS CHILD, FAMILY
AND COMMUNITY
SERVICES

We have not only seen incredible outcomes from our Authority, but also from our two agencies. We would like to take this opportunity to commend our agencies for their impeccable work and dedication, and congratulate them on achieving so much while operating under unprecedented circumstances.

Here are a few of the major accomplishments our agencies were able to achieve since last year:

- ∞ Our agency launched the Michif Kashihtaaw system. Michif Kashkihtaaw is the first step in ensuring information about Metis children and families who require support is held by the Metis Nation rather than the provincial government.
- ∞ Our agency also created a dedicated Kinship and Community Care unit to ensure children who come into care are living with someone they know, and that the caregiver is given support from the time of placement. Today, 67% of the caregivers supported by the agency are related to or know the child(ren) they are caring for.
- ∞ The Metis Connect team facilitated family led conferences for more than 150 families and 260 children. Late in the year, the program was expanded to begin working toward meaningfully re-engagement with families of children in ongoing care.
- ∞ Through the support of the MMF, we were able to supply children in care with more than 200 laptops to enable their full participation in remote learning during the pandemic.
- ∞ The Metis Youth Work program was launched in which Métis youth in care or involved with the agency are provided 1:1 job support to complete required tasks throughout the agency and beyond. Youth sewed masks for other children in care, painted offices, and helped move other youth to independent living apartments.
- ∞ The 1000 Futures project was launched late in the year. It provides a focus on improving the outcomes for children in ongoing care in selected areas. As part of this, every child in ongoing care will have a Registered Education Savings Plan set up for them by fall 2021 and funded through federal grants.
- ∞ The staff of the agency became increasingly mobile throughout the year through the roll out of laptops and cell phones to promote remote work and increase staff safety during the pandemic.





**Michif Child ∞
Family Services**

Michif Child and Family Services

- ∞ Pandemic Planning with the support of the Authority, MMF and agency, keeping the connections with our staff, our families and our children and youth.
- ∞ CIC Youth Camp was a success held in the community of Shell River Jamboree Site (camping, elders medicine picking/ teachings, fishing, dancing, fiddle playing, and bannock making. This is a partnership with Northwest Community Council.
- ∞ Metis Community Addiction Response Team (CART) program received an extension to the project to be able to carry out this very important work.
- ∞ Increased permanent positions to reduce caseloads and create positions to support prevention services within our agency and capital funding for space and building repairs
- ∞ Funding support will also allow us to have the following new positions cultural workers, Elders, RESP / Disability application supports
- ∞ The development and launch of Michif Kashkihtaaw (MK) to support the agency with laptops and cell phones this will assist with remote connections with staff, families and communities
- ∞ Fun bake for Holidays last year – due to pandemic, the ED was unable to go to shelters. The ED made baskets with “gingerbread” houses and “ugly sweater kits” for the kids to decorate.





Metis Child and Family Services Authority
204 - 150 Henry Avenue
Winnipeg, MB | R3B 0J7
(204) 949-0220

www.metisauthority.com
info@metisauthority.com