**General Child and Family Services Authority**

**Multi-Year Strategic**

**French-Language Services (FLS) Plan**

**2021-2023**

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| MULTI-YEAR STRATEGIC  FRENCH-LANGUAGE SERVICES (FLS) PLAN | | |
| Public Body |  | |
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| **1. COMPOSITION OF FRENCH-LANGUAGE SERVICES (FLS) COMMITTEE** | | |
| **MEMBERS OF THE FRENCH LANGUAGE SERVICES COMMITTEE** | | |
| **Name** | | **Position** |
| Jay Rodgers | | Chief Executive Officer, General Child and Family Services Authority |
| Arlene Stewart | | Chief Executive Officer, Child and Family Services of Western Manitoba |
| Tracey Bercier | | Executive Director, Child and Family Services of Central Manitoba |
| Al Benarroch | | Executive Director, Jewish Child and Family Service |
| Renay Taylor-Besant | | Executive Director of Rural and Northern Services |
| Norlyn Ritchie | | Chief Executive Officer, Winnipeg Child and Family Services |
| **2. PROFILE OF PUBLIC BODY** | | |
| The *Child and Family Services Authorities Act* proclaimedin 2003, formally established a concurrent jurisdiction model where three Indigenous Child and Family Services Authorities (the Southern First Nations Network of Care, the First Nations of Northern Manitoba Child and Family Services Authority, the Metis Child and Family Services Authority) and one General Authority assumed responsibility for providing services to their community members throughout the Province. Under the *Child and Family Services Authorities Act,* each authority administers and ensures the delivery of child and family services to families who choose their respective authority. Each authority oversees the provision of child and family and adoption services to families. Authorities do not provide child and family services directly. Instead, authorities must provide for the delivery of child and family services through one or more agencies. The authority is empowered by the legislation to grant mandates to its agencies. The governance structure created through the *Child and Family Services Authorities Act* is shown on the next page.  The General Child and Family Services Authority (General Authority) is a non-profit organization responsible for the administration and provision of child and family services by the agencies under its jurisdiction (see *The* *Child and Family Services Authorities Act* at <https://web2.gov.mb.ca/laws/statutes/ccsm/c090e.php> which outlines roles, powers, jurisdiction, appointment and composition of the board of directors). The General Authority is governed by a board of directors appointed by the Minister of Families. The Board of Directors is responsible for the management of fiscal resources, the development of policies and the establishment and monitoring of standards. The Authority’s vision and mission is shared by the agencies providing services under its direction. Under legislation, the General Authority is responsible for:   * administering and providing for the delivery of child and family services to all persons not receiving services from another authority; * monitoring the quality of services delivered by the mandated agencies under its direction, ensuring its agencies provide services and follow the practices and procedures in accordance with legislation, provincial standards as well as Authority specific standards and protocols; * funding agencies and ensuring financial accountability under Single Envelope Funding; * supporting agencies through training, joint strategic planning and information on leading practice approaches; * responding to concerns and inquiries from the community; and * advising the Minister about child and family services matters.   .   |  | | --- | |  |   ***The General Child and Family Services Authority Vision Statement***  The General Authority recently updated it vision statement. The new vision statement is below.  “Children who are safe, happy, thriving and growing up with their family in a healthy caring community.”  ***The General Child and Family Services Authority Mission Statement***  The General Child and Family Services Authority is a non-profit organization responsible for the administration and provision of child and family services by the agencies under its jurisdiction. The Authority is governed by a Board of Directors responsible for the management of fiscal resources, the development of policies and the establishment and monitoring of standards. We are committed to the protection and care of children by building on the strengths of individuals.  ***The General Child and Family Services Authority Guiding Principles***   1. **Child/Family-Centred Practice**  * The best interest of the child is paramount. * A child functions best within a supportive family and community. To the greatest extent possible, families will be supported to provide a healthy, safe environment. * Policies and practices are strength-based, asset-focused and promote family and community-based systems of care and mutual support.  1. **Effective and Responsible Services**  * Quality services are designed to meet the needs of those we support. * Services are evidence based, comprehensive, responsive and recognize and respect diversity. * The delivery of quality service is best achieved through promotion and support of a well-qualified workforce. * Public accountability and fiscal responsibility are fundamental to the work of the Authority.  1. **Partnerships**  * We value and promote partnerships with all stakeholders in the area of services to children and families.   ***General Child and Family Services Authority Priorities:***  In accordance with the plan to transform the CFS system in Manitoba announced by Premier Brian Pallister in October 2017, the General Authority continues implementation of the four pillars of child welfare reform. The “Transforming Child Welfare in Manitoba” document cites four essential pillars of reform. These are:   * Enhanced prevention through greater mobilization and engagement with communities. * Lifelong connections through reunification and permanence. * Funding for results. * Legislative reform.   ***General Child and Family Services Authority Strategic Priorities:***  To monitor progress in implementing the four pillars of reform, the General Authority has developed a set of nine strategic priorities. These were developed in consultation with the Authority’s Directors’ Leadership Table and the Board of Directors. The General Authority has developed a detailed set of indicators and measures and will track progress in relation to these nine priorities throughout the duration of this multi-year plan.  The General Authority’s nine strategic priorities are:  1. a decrease in the number of children in care;  2. fewer apprehensions year over year;  3. an increase in successful reunifications;  4. a decrease in the length of time needed to achieve a successful reunification;  5. an increase in the number of children living with lifelong caregivers;  6. a decrease in the length of time needed for children to be living with lifelong caregivers;  7. overall decrease in families and children requiring involvement with the child and family services system;  8. improved outcomes for youth transitioning to adulthood;  9. positive health and well-being indicators for children in our care. | | |
| |  | | --- | |  | | **THE GENERAL AUTHORITY SERVICE SYSTEM** |   ***Directors’ Leadership Table***  In March 2005, the General Authority created the Directors’ Common Table, which was comprised of the senior administrator from each mandated agency/region. In the collective interest of the General Authority service system, this committee has taken on a leadership role and together, the membership has clearly articulated a desire to work more collaboratively and in a way that is more engaging and empowering. In 2008, the committee approved new terms of reference and adopted a consensus decision-making approach to reflect this evolving leadership role. With the new terms of reference in place, the committee became known as the Directors’ Leadership Table or DLT.  The Directors’ Leadership Table (DLT) determines, implements and monitors the strategic direction for the Authority’s service network in a manner that promotes collaborative decision-making and enhances consistency in service delivery. Comprised of agency directors, as well as General Authority senior management, DLT promotes best practice approaches and operates as a collective voice to address service delivery gaps and issues, and to influence change across and beyond the child welfare system.  The Directors’ Leadership Table approved a set of core values which together serve to articulate the collective identity, culture and service philosophy endorsed by the General Authority as a service system. These core values are an integral part of the framework that guides the development of annual operational plans for strengthening services. The DLT’s core values are:   * Believes in inclusiveness where diverse and unique opinions are welcomed: where staff, youth, families and stakeholders are empowered to have a “voice,” invited to participate in the planning process and given the opportunity to influence decisions. * Believes in transparency where plans and decisions are communicated in a timely manner and in that communication, the rationale, expected results and connection to best practice principles are clearly evident. * Believes that plans and decisions should clearly reflect the best and most current available evidence derived from research, proven practice and other sources known to result in positive outcomes for children, youth and families. * Believes that outcomes for children, youth and families are more likely to be positive when staff feel engaged, valued, respected and supported in their work environment.   The General Child and Family Services Authority (General Authority), along with the other three Manitoba child and family services (CFS) authorities (the Metis Child and Family Services Authority, the First Nations of Northern Manitoba Child and Family Services Authority and the Southern First Nations Network of Care) are responsible for mandating, funding, supporting and overseeing the services provided by CFS agencies throughout the province of Manitoba. At the General Authority, these services are provided by four mandated agencies: three not- for-profit organizations governed by a board of directors and one large public agency where services are delivered by government through two branches in the Department of Families. Following Is a brief description of each agency.  ***Child and Family Services of Central Manitoba***  CFS of Central Manitoba began as a child welfare agency called The Children’s Aid Society of Central Manitoba in May 1934. The early days saw an emphasis on adoption, child neglect and foster care. Today, the agency continues to be a non-profit corporation, with its head office in Portage la Prairie. Staff work out of Portage and Winkler. The agency contracts with the Province of Manitoba through the General Authority to perform all services under *The Child and Family Services Act* in the Central Region. Staff provide the full range of child welfare services. While committed to the protection of children, staff use a family centred approach to empower and strengthen families. Funding raised by the CFS of Central Manitoba Foundation allows children to access recreational, social and educational programs. CFS of Central Manitoba serves as the designated intake agency (DIA) for an area of central Manitoba that includes 20 municipalities and one local government district, excluding First Nation communities. As a DIA, CFS of Central Manitoba provides this intake service on behalf of all four authorities.  The geographical boundaries of CFS of Central Manitoba encompass a very large territory, extending north to the Alonsa region, south to the border with the United States, west to the municipalities of North Norfolk, Victoria and Lorne and east to the Red River and the western boundaries of Winnipeg. The region has a population of approximately 109,000; 29,000 of whom are children. The largest communities served are Portage la Prairie and Winkler. The population includes Mennonite and francophone communities, 30 Hutterite colonies and a large First Nation population.  ***Child and Family Services of Western Manitoba***  CFS of Western Manitoba was incorporated in 1899 and has operated as a private, non-profit, community-based organization throughout this time. Western serves the south Westman region—approximately 31,000 square kilometers. There are approximately 180,000 people in the region, including 32,000 children. The region is rural, with a major population centre (Brandon) and many smaller communities. CFS of Western Manitoba acts as the DIA for the region, and thus provides intake services on behalf of the four authorities, representing eight child welfare agencies operating in this area.  ***Jewish Child and Family Service***  Since 1903, the Jewish community of Winnipeg has delivered established social services through various agencies. JCFS was incorporated in 1952 through the merger of several of those agencies and has delivered social services since then. JCFS offers wraparound, cradle-to-grave supports to members of the Jewish community. Child welfare is an integral part of the agency, and JCFS places high value on the services provided. JCFS is proudly supported by the General Child and Family Services Authority. JCFS has a mandate to serve Jewish persons throughout Manitoba, though its cases are primarily in the Jewish community in the Winnipeg area. JCFS also takes on cases from the general community by partnering with other agencies under the General Authority.  ***Rural and Northern Child and Family Services Branch***  The Rural and Northern Child and Family Services (RNCFS) Agency operates under the Department of Families within the Government of Manitoba, as well as reporting to the General Child and Family Services Authority. RNCFS was created April 1, 2020, following a restructuring of service delivery under the Department of Families to bring all government-operated rural CFS services under one agency. Working with other agencies under the umbrella of the General Authority, RNCFS operates according to the General Authority Practice Model which offers a collaborative approach to supporting and working with families to help them successfully and safely parent their children. Working with community partners, and applying research-informed interventions around domestic violence and use of safety networks, every effort is made to work with our rural families to address safety concerns together. Education and support are key aspects of prevention and service delivery, so that children may remain safely at home with their families. As a rural agency there are unique challenges and diverse communities to support so it is important to find creative local solutions to issues and to work hand in hand with community partners for better outcomes. The RNCFS agency staff are co-located with Families programs in multiple locations across rural Manitoba: Swan River, Dauphin, Flin Flon, The Pas, Thompson, Churchill, Selkirk, Gimli, Stonewall, Beausejour, Pine Falls, Ste. Anne, Steinbach and St. Pierre. The agency provides the full range of CFS services in all locations and is the designated intake agency in many of those locations, thereby requiring a 24/7 emergency response system in those areas.  ***Winnipeg Child and Family Services Branch***  In 1985, the Children’s Aid Society of Winnipeg was dissolved and six community-based agencies were formed. The intent was to provide community-based programming for families and children. All were private agencies governed by a board of directors. In 1991, the six agencies became four areas under one large agency called Winnipeg Child and Family Services (WCFS). The four community-based areas were situated under the umbrella of WCFS and had geographical boundaries and their own executive directors. WCFS had a CEO and board that provided oversight. In 1999, the geographical division changed to a program division and the four specific areas were dissolved. WCFS became one agency with one CEO, and program managers responsible for specific programs within all of WCFS’s jurisdiction. This was a large change for the agency. In 2004, WCFS became a government branch. Winnipeg Child and Family Services (WCFS) is one of the largest child welfare agencies in Manitoba and is a service delivery branch under the governance of the province. WCFS receives its mandate through the General Authority. The agency continues to operate stand-alone service sites and sites located within WRHA (Winnipeg Regional Health Authority) Access Centers. WCFS serves children and families throughout the City of Winnipeg, some of whom are from a diverse background.  **Department of Families**  The Department of Families is organized into four divisions. Three of the divisions provide leadership, support and delivery of child and family services. The Administration and Finance Division provides centralized financial, administrative and information systems support to the Department. The Child and Family Services Division focuses on policy and program development, budgeting, setting standards, monitoring, quality assurance and evaluation. The Community Service Delivery Division is responsible for all of the integrated delivery of the Department’s programs and services, including child and family services in specific areas of the province.   |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | **Profile of the Francophone Community**  The following list identifies the designated French language communities and the agencies responsible for delivering their respective services under the General ~~CFS~~ Authority:   |  |  | | --- | --- | | **Child and Family Services of Central Manitoba** | | | **Communities** | **Rural Municipalities** | | |  |  | | --- | --- | | Aubigny | Notre Dame de Lourdes | | Benard | St. Alphonse | | Bruxelles | St. Ambroise | | Cardinal | St. Claude | | Dacotah | St. Eustache | | Elie | St. Francois Xavier | | Fannystelle | St. Léon | | Haywood | St. Lupicin | | La Salle | Somerset | | Mariapolis | Swan Lake | | Marquette |  | | |  | | --- | | Cartier | | Dufferin (portion of) | | Grey | | Lorne | | Macdonald (portion of) | | Morris (portion of) | | Norfolk Treherne (portion of) | | Portage la Prairie (portion of) | |  | | |  |  | | **Child and Family Services of Western Manitoba** | | | **Communities** | **Rural Municipalities** | | St. Lazare | Ellice-Archie (portion of) | |  |  | | **Rural and Northern CFS Services – Eastman Region** | | | **Communities** | **Rural Municipalities** | | |  |  | | --- | --- | | Carey | St. Adolphe | | Dufresne | St. Georges | | Dufrost | St. Joseph | | Ile des Chênes | St. Labré | | La Broquerie | St. Malo | | La Rochelle | St. Pierre-Jolys | | Letellier | Ste. Agathe | | Lorette | Ste. Anne | | Marchand | Ste. Elizabeth | | Otterburne | Ste. Geneviève | | Powerview-Pine Falls | Sandilands | | Richer | Woodridge | | |  | | --- | | Alexander | | De Salaberry | | La Broquerie | | Montcalm | | Piney | | Ritchot | | Ste. Anne | | Taché | | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | |  |  | | **Rural and Northern CFS Services – Interlake Region** | | | **Communities** | **Rural Municipalities** | | Oak Point | St. Laurent | | St. Laurent | Woodlands (portion of) | |  |  | | **Rural and Northern CFS Services – Parkland Region** | | | **Communities** | **Rural Municipalities** | | Laurier | Ste. Rose | | Ste. Rose du Lac |  | |  |  | | **Winnipeg Child and Family Services Branch** | | | **Communities** | **Municipalities** | | St. Boniface | City of Winnipeg (portion of) | | St. Norbert |  | | St. Vital |  | | | | |
| **OVERVIEW OF CURRENT STATUS** | | |
| **How Services Meet the Needs of Francophone Community**  The General Authority is taking steps to renew its working relationship with Santé en français. As Santé en français has been identified by the provincial government as the official representative of the Francophone community in the areas of health and social services, this is an important connection for the General Authority. Shared responsibilities include approval of the General Authority’s Multi-Year French Language Services Strategic Plan as well as ongoing systemic issues, as they arise. In recognition of the importance of organizational leadership, the General Authority has ensured that at least one member of the Board of Directors is French-speaking. Within the structure of the Manitoba child and family services system, the authorities do not provide direct services to Manitobans. The provision of direct services is the responsibility of the CFS agencies and regional offices. The General Authority oversees the work of the agencies and regional offices it mandates under *The CFS Authorities Act*. This includes working with the agencies and regional offices to ensure that they collaborate with the Francophone population in the geographic areas that they serve.  General Child and Family Services Authority French Language Staff Capacity  As of June 2020, the Authority has hired a fully bilingual FLS coordinator to have the lead role in supporting implementation of the multi-year plan at the agency level and to enhance the staff capacity to communicate in basic French.    **General Child and Family Services Authority French Language Services Policy**  The General Authority, and the CFS agencies that are mandated, will adhere to the Province of Manitoba’s French Language Services Statement of Policy (adopted in 1989 and subsequently amended in 1999, 2008, and 2017).  The General Authority has an approved an internal French Language Services policy (December 2016). This was developed in collaboration with the agencies. As set out in this FLS Plan, the General Authority French Language Services policy will be updated and become part of the general orientation for all employees of the General Authority and its agencies.  The General Child and Family Services Authority will maintain guiding principles with respect to French Language Services.  As set out in the French Language Services Regulation the General Authority will describe the measures that the Authority and agencies will implement to ensure that child and family services are available and accessible in French to residents of designated areas.  The General Authority will prepare a multi-year French Language Services Strategic Plan with annual Operating Plans.  The members of the General Authority Directors’ Leadership Table will form the General Authority French Language Services Committee.  **General Child and Family Services Authority French Language Services Committee**   * Chief Executive Officer, General Child and Family Services Authority * Chief Executive Officer, Child and Family Services of Central Manitoba * Chief Executive Director, Child and Family Services of Western Manitoba * Executive Director, Jewish Child and Family Service * Executive Director, Rural and Northern CFS Services Branch Chief Executive Officer, Winnipeg Child and Family Services Branch.   **Participation of FLS Coordinator in Working Groups and Committees of the Authority**  The General Authority hired a part-time bilingual French Language Services coordinator in June, 2020. The coordinator will have a lead role in overseeing implementation of the multi-year FLS plan. The coordinator will also have primary responsibility for participating with working groups on behalf of the General Authority. In addition, as noted earlier, the General Authority FLS Committee will be comprised of the Directors’ Leadership Table. This will allow for regular and ongoing discussion of FLS issues at the highest level across the Authority and its agencies and regional offices. This will also support the dissemination of FLS decisions throughout the General Authority system. French Language Services will be a standing agenda item at the monthly Directors’ Leadership Table meetings.  **Orientation of New Employees to the French Language Services Policy**  Employees of the General Authority and Winnipeg, Rural and Northern CFS are civil servants. “The Employee Introduction & Human Resource Guide” that is available to all new provincial employees includes a brief introduction to the Province’s French Language Services Policy. For the private agencies, orientation to the French Language Services Policy is the responsibility of the agency. The Department of Families’ intranet pages include a great deal of information regarding French Language Services, including:   * basic information regarding the Department’s French Language Services policy; * information regarding French Language Services Coordinators; * the Department of Families’ FLS Committee; and * information about and links to “Resources for Bilingual Employees Offering FLS​”   **Training of employees (language training, responsibilities regarding the implementation of the FLS Policy)**  The General Authority is considering how best to augment its current French-language capacity. This includes consideration of French-language training for a staff member who would take on primary responsibilities for providing services in French, as well as responsibility for being the liaison with Santé en français, and with the French Language Services coordinators of the agencies. Collaboration with the Santé en français will help support this work (e.g., GA staff attending French-language training subsidized by Santé en français). For agencies that operate within French Language designated areas, it is their responsibility to ensure staffing is adequate to provide French-language services as required. This includes a combination of hiring French-speaking staff and/or providing language training.  **Accessibility of French-language services (access to bilingual staff and bilingual documentation)**  The General Authority uses L’Offre activeapproach when responding to the public. There is appropriate signage in the General Authority office and the receptionist is trained in appropriate greeting and triage of callers and in-person guests. The General Authority recently hired a part-time bilingual French Language Services coordinator.  The General Authority agencies that provide services in French Language Designated Areas embed plans for the provision of French-language services within their Annual Strategic Services Plans. As part of this plan the General Authority will develop a strategy with agencies to increase the number of bilingual staff who are able to deliver services in French.  The General Authority, and its agencies are committed to ensuring documentation is available in both official languages.  At present, the General Authority website is primarily in English. The General Authority has translated key elements of the website during 2019/20. This will continue during the next multi-year plan. The General Authority has also translated sections of its intranet site in 2020/21. | | |

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| **MULTI-YEAR (THREE YEAR) STRATEGIC FRENCH-LANGUAGE SERVICES (FLS) PLAN** | | | | | |
| **Key Result Area** | **Work to be Completed** | **Action Steps** | **Key Performance Indicator(s) (Output)** | **Measurable Statement(s) (Outcome)** | **Timeline** |
| ***Setting the Legislative and Policy Context for French Language Services in Manitoba.***  **Enhancing the Capacity of the General Authority and Agencies to Provide Services in Both Official Languages**    ***Implementing* L’Offre Active**    ***Tracking of information regarding FLS provision***  **Signage, promotion regarding L’Offre active**  ***Liaise With the Francophone***  ***Community***  ***Increase the availability of Francophone supports and caregivers***  ***Meeting with other relevant stakeholders or organizations***  ***Support for Other Authorities***  ***Web Based Resources***  ***Tracking, Reporting***  ***And Recognition*** | Create or update materials to increase staff understanding of the context for the delivery of French Language Services in Manitoba.  Overseeing the FLS plan  Review of the implementation of this plan across the General Authority service system  Ensure that the General Authority and agencies have the information regarding FLS policies  Ensure that the General Authority and agencies have the resources to respond to requests for services to be delivered in French.  Ensure training is available to support the implementation of L’Offre active.  Ensure that the General Authority can gather data regarding the provision of French Language services.  Protocol development.  Public awareness of FLS service availability  Liaison with Santé en Français.  Liaison with Université de Saint Boniface  Liaison with L’Acceuil  Liaison with Plurielles  Liaison with Division Scolaire Franco-Manitobaine (DSFM)  Assess the need for an increase in the availability of caregivers and supports for families who can speak French.    Working with New Canadian families.  Explore the potential for the General Authority to assist agencies under the jurisdiction of the Indigenous authorities to provide services in French when those agencies do not have the internal capacity to do so.  Increase the availability of French content on the General Authority’s website and intranet site.  Establish an ongoing process for tracking key indicators and reporting on the progress of implementing this French Language Services plan.  Consider a program to acknowledge service excellence in the delivery of FLS. | Update the General Authority’s French Language Services policy to reflect the provincial policy’s objectives.  Develop terms of reference for the General Authority’s French Language Services Committee.  The FLS Committee reviews of the terms of reference.  The General Authority will hire a part time bilingual staff person to be the French Language Services Coordinator for the Authority.  The General Authority FLS coordinator will review and gather together the information and resources, related to FLS.  Review and assessment of the General Authority’s FLS Coordinator’s role.  Ensure that each General Authority agency in designated areas have staff to coordinate the delivery of French Language Services  Roles and responsibilities of the agencies’ FLS coordinators are determined.  Determining the progress and challenges within the Authority agencies regarding the FLS plan.  Provide the Authority and agencies’ staff an orientation regarding Manitoba’s French Language Services Policy, the Francophone Community and Support Act *and* the General Authority’s FLS policy*.*  Develop an Authority specific standard that requires all staff at the General Authority and agencies to take the current L’Offre active training.  The Authority standard clarifies the expectation regarding L’Offre active orientation and training for newly hired staff.  Increase the bilingual staff complement at the General Authority and agencies.  Updating an accessible resource list of Authority and agencies’ staff who are able to provide services in French (both bilingual staff and those with some capacity).    Provide an online self-study course to the Authority and Agencies’ reception and administrative staff regarding L’Offre active.  Provide a script with basic French phrases for reception and administrative staff in offices that serve designated areas.  Increase the capacity in service program areas that would benefit from opportunity to learn basic French phrases.  Create an online self-study course for staff to learn basic French phrases.  Ensure the e-learning site has capacity to track relevant data regarding the use of the training regarding L’Offre active.  Review the data regarding the completion basic French phrases e-learning.  Develop a tracking capacity regarding the number of requests for services to be delivered in French.  Develop a tracking capacity regarding when the Authority/agency was able to offer services in French.  The General Authority will work with agency directors to develop a protocol for the Authority or any individual agency to access services in French should the Authority or any individual agency not have the internal capacity to respond to requests for services in French.  Working with the agency French Language Services Coordinators, the Authority will compile an inventory of all offices where L’Offre active signage and other signs in French are prominently displayed.    Indication of the FLS capacity within the agencies.  Participate in Regional Round Table meetings.  Liasion with l’Université de Saint Boniface at least twice a year.  Ongoing contact with the Université de Saint Boniface to participate in meetings and events as requested to promote the needs of the agencies, (in designated bilingual areas) with the General ~~A~~uthority. (The Faculty of Social Work, community consultative committee, admissions process, fair for field placements).  Contact at last once a year to discus the community needs  Contact at last once a year to discus the community needs  Contact at last once a year to discuss the community needs.  Working in collaboration with agency directors, the Authority explores the need for these resources and develops an enhancement strategy.  The General Authority will meet with the Board of Directors of the Coalition of Cultural Communities for Families.  Consult with General Authority agencies about their capacity to offer this support.  Engage with the Indigenous authorities to discuss their interest and need for support.  Based on discussions, the General Authority would propose a protocol with any interested colleague authorities to formalize the General Authority’s role in providing assistance to offer services in French.  Once approved, the General Authority will post the multi-year French Language Services Plan on both the internet and intranet sites.  All new forms available on the General Authority’s intranet site will be available in French.  The Authority will work with agency directors to develop a set of indicators to be tracked throughout each year of the multi-year plan.  Recognize the importance of validation of the bilingual staff’s efforts. | The Authority’s FLS policy specifies the expectations related to training, delivery, monitoring and reporting of French Language Services which reflects the provincial policy expectations.  The General Authority’s FLS Committee Terms of reference are completed, and in place.  Analysis completed to assess ongoing relevancy and determine whether updates are required.  The FLS plan has a designated person in place to operationalize the work to be completed.  The Authority FLS coordinator to contact the Francophone Secretariat, the Dept. of Families FLS coordinator and Santé en français regarding FLS resources.  The FLS Committee analyses the effectiveness of the Authority’s FLS Coordinator’s role updated as necessary.  Each agency will identify a specific staff person who will be designated as that agency’s French Language Services Coordinator.  The FLS committee at DLT meetings discuss and make decisions regarding the agencies’ FLS coordinator’s roles and responsibilities.  The Authority FLS Coordinator convenes meetings with all agency coordinators to review the FLS plan.  The orientation regarding Manitoba’s French Language Services Policy, the Francophone Community and Support *Act and* the General Authority’s FLS policy is included on the GA intranet site.  The standard and expectations re L’Offre active training is distributed to the Authority and agencies’ staff.  The newly hired staff are to complete L’Offre active training within 6 months of commencing employment.  The FLS committee develops a strategy to increase bilingual staff within agencies and the General Authority.  The agencies’ and the Authority FLS coordinator review and update the resource list which is posted on the intranet site.  The online self-study course on L’Offre active is developed and available on the GA’s e-learning site.  The script Is developed and in place on the Authority intranet and available also in hard copy.  The Authority will work with agencies to identify the program areas where FLS capacity will benefit service provision.  The online self-study course is part of the Authority’s e-learning site.  The e-learning site has tracking capacity regarding which staff and in which agency the training was completed.  The FLS committee will analyze the use of the e-learning regarding basic French phrases in those program areas that were identified as benefiting from FLS.  The tracking capacity regarding the number of requests for FLS is developed and in place on the Authority’s intranet.  The tracking capacity regarding when the Authority/agency was able to offer services in French is in place on the Authority’s intranet.  Staff at the General Authority and agencies will be familiar with the protocol and be aware of how to access French language services that are requested.  Members of the public who attend a General Authority office and agencies in designated areas are consistently aware of the availability of services in French.  The Authority’s website indicates which agencies are in designated areas and have capacity for FLS.  Number of meetings or contact on a yearly basis.  Number of meetings or contact on a yearly basis.  Number of contacts/meetings per year.  Number of contacts/meetings per year.  Number of contacts/meetings per year.  The Authority and agencies have a plan to connect with the Francophone community organisations to promote the need for CFS placements for children and supports for families from that community.  To increase awareness within the Coalition that New Canadian families who may be in contact with the Child and Family Services system can request services in French.  Determination of the agencies’ capacity to offer assistance to a colleague Authority.  An assessment of the interest, need and scope of assistance that may be required by a colleague authority.  If required, a protocol is in place regarding the General Authority’s role in providing assistance to offer services in French to colleague Authorities.  The Authority’s multi-year FLS plan is available for review by the public and easily accessible by all staff of the Authority and its agencies.  The number of forms translated into French.  In addition to what has already been identified for tracking in this plan, the Authority and agencies will track the number of designated bilingual positions and how many (what percentage) are filled with fully bilingual staff.  The Authority will consult with agency directors about the feasibility of tracking other indicators such as:   * -the number of French speaking children in care placed with bilingual caregivers; * -the number of Francophone children in care with non-bilingual caregivers; * -concerns expressed by families when requesting services in French.   Staff who deliver FLS and practice using French are aware that their efforts are appreciated. | A consistent set of criteria for agencies across the Authority service system to follow for French Language services including compliance with the criteria being an integral component of the Authority`s quality assurance efforts.  The FLS Committee understands the roles, responsibilities and obligations of the Authority’s FLS policy.    Terms of reference are kept up to date to ensure relevancy.  The FLS coordinator at the General Authority supports the implementation of the multi-year plan.  The Authority will have updated relevant FLS resource information.  Analysis of progress or challenges regarding support to agencies for the implementation of this plan.  The General Authority FLS strategic has a designated coordinator within the agencies in designated areas,  The Authority FLS agencies’ coordinators have clearly designated roles and responsibilities regarding the plan.  The FLS committee are aware of the progress  In relation to the action strategies, if the plan is up to date and if challenges exist.  Authority broad system wide awareness regarding the relevant French Language Services policies.  Increased awareness across the service system of leading practices for the delivery of FLS.  As part of their initial orientation and training, newly hired staff receive orientation regarding practicing L’Offre active.  Yearly review regarding the increase in bilingual staff with the Authority agencies.  Reception at the General Authority and agencies in designated areas can transfer a request for FLS services to an individual who can communicate in French.  The Authority agencies reception and administrative staff practice L’Offre active greeting.  Reception at the Authority and in agencies in designated areas have a resource to guide them to respond to calls in a bilingual manner (Bonjour/Hello).  Awareness regarding in which program areas staff are invited to complete the learning opportunity.  The online self-study course on basic French is easily accessible for staff use.  The Authority and agencies are aware which staff and in which program areas the e-learning opportunities have been completed.  FLS committee has data regarding use of the FLS virtual instruction and training and where the gaps exist and will make changes as necessary.  Data regarding number of FLS requests and increases over time have been studied by the FLS committee.  Data regarding number of times FLS services at the Authority and its agencies were provided and increases over time are studied.    The protocol regarding challenges in internal capacity for FLS is developed and in place.    The signage is present and highly visible at the General Authority and in 100% of agency offices.  Members of the public who search the Authority’s website and seek French services are consistently aware of which agencies provide these services.  Share information and receive support, updates and advice from Santé en Français.  Increased possibility of engaging with students for field placements and future hires with capacity for FLS.  Increased collaboration and exchanges regarding needs, services and resources.  Making known in the Francophone community the need for linguistically appropriate supports for families and placements for children in need.  Increased collaboration and exchanges regarding needs, services and resources.  Increased collaboration and understanding of the needs and issues regarding FLS in the CFS system in relation to DSFM students and families.  Recruitment of French-speaking caregivers and supports for families.  Enhanced awareness among New Canadian families related to the availability of services in French.  An understanding of the agencies’ capacity to offer this support to agencies from a colleague authority.  The Authority has an understanding of the assistance required by a colleague Authority regarding support for FLS.  Increased capacity in a colleague Authority to respond to requests for services in French.  Increased transparency in the initial Authority FLS plan and progress achieved.  Increased availability of key information and forms in French on the Authority intranet site.  Progress reports in each time period will identify the milestones to be achieved in that time period as set out in this plan. The report will identify whether each milestone has been achieved within the projected timeframe. This plan will be revised and updated based on the progress reports.    Agency management and staff are aware they are appreciated for having delivered services in French. | End of September 2021.  Terms of reference approved no later than  end of June 2021.  Annual reviews in March of 2022 and 2023.  April 1, 2021  February 2022.  Annual reviews to be done in 2022 and 2023.  End of April 2021  February 2022  Meeting twice yearly, two weeks before the September and February DLT meetings    Orientation to be available on the intranet site no later than February 2022.  April 2022  Ongoing  At the end of every year of the FLS plan.  The resource list will be updated twice during each fiscal year of this plan.  Training will available by end of  October 2021.  The script to be developed by the end of May 2021.  Staff to be identified regarding basic French instruction by end of September 2021.    Training will be required for those staff and will occur by the end of October 2021.  Will begin with the launch of the course in Oct/21, and the tracking begins then and will be ongoing.  Annual reviews done in March of 2022 and 2023.  Yearly report during the duration of this plan.  As determined by the FLS Committee.  Protocol to be in place and posted on the intranet site by January 2022.  The Authority will have confirmed the presence of this signage no later than the end of June 2021 and in June of each subsequent year of this plan.  End of 2021.  Ongoing during each year of the multi-year plan.  Ongoing during each year of the multi-year plan.    Ongoing during each year of the multi-year.  Ongoing during each year of the multi-year.  Ongoing during each year of the multi-year.  The discussion with the agency directors begins in September 2021 and the strategy timeline will be decided by the FLS Committee.  The first meeting with the Coalition will occur no later than the end of September 2021 and annually in each year of this multi-year plan.  Engage with the Authority agencies by the end of October 2021.  Engage with other authorities by the end of November 2021.  If required, by the end of this plan.  The multi-year plan will be posted on both the internet and intranet sites by no later than the end of June 2021.  Both English and French forms will be posted on the intranet site at the same time or the French version will be available no later than three months after the English version is posted.    Progress reports to be prepared in October and March in each fiscal year of this multi-year plan.  First recognition to be in February 2022. This will be done regularly throughout the multi-year plan. |

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| **5. APPROVAL OF THE MULTI-YEAR STRATEGIC FRENCH-LANGUAGE SERVICES (FLS) PLAN** |

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Deputy Minister / Chief Executive Officer Date

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Minister responsible for the public body Minister responsible for Francophone Affairs

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Date Date

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| **Schedule A: Designated Bilingual Positions** | | | | | | | | | |
| Public Body/Branch: Winnipeg Child and Family Services | | | | | | Date: | | | |
| **SAP #** | **Legacy #** | **Position Title** | **Classification** | **Full Time/ Part Time** | **Permanent or Term** | **Division/Branch** | **Location (City, Town, Village)** | **Position Status** | **Comments** |
| 50061565 | WCFS 108 | Service Assistant | SP1 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50065987 | WCB005 | Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061569 | WFS002 | Service assistant | SP1 | Full time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061257 | WS2030 | Family Service Supervisor | SP5 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061594 | WL025 | Foster Care Social Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061609 | WPL040 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061456 | WPW006 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061249 | WS2002 | Adoption Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061176 | WS1025 | Family Services Social Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50066444 | WPW 056 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50066123 | WPW 055 | Child and Family Services Worker | SP4 | Vacant | Permanent | Community Services Delivery/WCFS | Winnipeg | Vacant |  |
| 50061601 | WPL 032 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061593 | WPL 024 | Family Service Social Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061183 | WS1032 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061521 | WAD 019 | Social Worker, Permanency Planning Team B | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061613 | WPL044 | Administrative Services Manager | A01 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061175 | WS 1024 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061751 | WRP 008 | Receptionist | AY2 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual Incumbent |  |
| 50061175 | WS 1024 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Non-bilingual Incumbent |  |
| 50021048 | ROE 003 | Program Manager, CFS | SP5 | Full Time | Permanent | Community Service Delivery/ RNS | Beausejour | Bilingual Incumbent  Limited abilities | **EASTMAN REGION** |
| 50019241 | RSE 009 | Adm Support | AY3 | Full Time | Permanent | Community Service Delivery/ RNS | Beausejour | Bilingual Incumbent |  |
| 50061411 | WCM 003 | CFS Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Beausejour | Bilingual Incumbent |  |
| 50061243 | ROE 053 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | St-Pierre-Jolys | Bilingual Incumbent |  |
| 50061265 | ROE 055 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Steinbach | Bilingual Incumbent |  |

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| **Schedule B: Bilingual Capacity (excluding designated bilingual positions)** | | | | | | | | |
| Public Body/Branch: | | | | | | Date: | | |
| **SAP #** | **Legacy #** | **Position Title** | **Classification** | **Full Time/ Part Time** | **Permanent or Term** | **Division/Branch** | **Location (City, Town, Village)** | **Comments** |
| 50061716 | WEX026 | Financial officer | F14 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061523 | 09WAD011 | Permanency Planning Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061242 | 09RWS2015 | Child & Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061242 | 09RWS2015 | Child & Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50066148 | 09RXWEX032 | Child & Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061186 | 09RXSWS1035 | Permanency Planning Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061260 | 09RWS2033 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061219 |  |  |  |  |  |  |  |  |
| 50061596 | 09RWPL027 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50061398 | 09RWAH007 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Services Delivery/WCFS | Winnipeg | Bilingual |
| 50021850 | RON 005 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Beausejour | **EASTMAN REGION**  Bilingual Incumbent |
| 50020949 | ROE 016 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Beausejour | Bilingual Incumbent |
| 50061231 | ROE 050 | CFS Foster Care | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | St-Pierre-Jolys | Bilingual Incumbent |
| 50061291 | ROE 062 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Steinbach | Bilingual Incumbent  Limited Abilities |
| 50061276 | ROE058 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Ste. Anne’s | Bilingual Incumbent  Limited Abilities |
| 50080676 | RNCFM08 | Child and Family Services Worker | SP4 | Full Time | Permanent | Community Service Delivery/ RNS | Steinbach | Bilingual Incumbent Limited Abilities  **CFS WESTERN MB** |
|  |  | Rural Social Worker |  | Full Time | Permanent |  | Rural |  |
|  |  | Resource Development Worker |  | Full Time | Permanent |  | Rural |  |
|  |  | Community Relations Coordinator |  | .8 | Permanent |  | Brandon |  |
|  |  | Brandon Family Service Social Worker |  | Full Time | Permanent |  | Brandon |  |
|  |  | Supervisor |  | Full Time | Permanent |  | Brandon |  |
|  |  |  |  |  |  |  |  | JCFS |
|  |  | Foster Care and Adoption Coordinator |  | PT | Permanent | JCFS | Winnipeg | JCFS also has access to community members that can serve as French language translators, if needed |
|  |  | Intake Worker | Social Worker | Full-Time | Term | CFS Central | Portage la Prairie, Mb. | **CFS CENTRAL MB** |

**Schedule C: Agencies, Boards and Commissions**

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| **Name of Agency, Board or Commission** | **Number of Francophone\* representatives** | **Is this agency/board/commission listed under Schedule A of the Francophone Community Enhancement and Support Act as an administrative tribunal? (Yes or No)**  **Please note that if Yes, the Act stipulates that Francophone representation should be encouraged, so measures should be taken to ensure that there is at least one bilingual member. The Act also states that these administrative tribunals must provide service in French.** |
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\*Francophone is defined as *“those persons in Manitoba whose mother tongue is French and those persons in Manitoba whose mother tongue is not French but who have a special affinity for the French language and who use it on a regular basis in their daily life.”*

* You may wish to communicate with the [ABC Office](http://www.gov.mb.ca/government/abc/).
* Also please consult the information sheet regarding the [Appointment of a Greater Number of Bilingual Individuals to Quasi-Judicial Tribunals in Manitoba](http://www.gov.mb.ca/fls-slf/pdf/quasi-judiciaires.pdf).

**Schedule D: Funding to Francophone Organizations**

The Francophone Affairs Secretariat recognizes that French language services and support to the Francophone community may take various forms, including financial support.

List the funding and/or in-kind funding your public body provides to Francophone organizations.

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| **Name of Francophone organization** | **Type of support**  **(Operational, Project or  In-kind funding)** | **Value ($)** | **In previous fiscal year** | **Next fiscal year** |
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