

2024/25

ANNUAL REPORT

**GENERAL CHILD AND
FAMILY SERVICES
AUTHORITY**



GA



LAND ACKNOWLEDGEMENT

The General Authority acknowledges that we are located on Treaty 1 territory, the traditional gathering place of the Anishinaabe, Cree, Oji-Cree, Dakota and Dene people and the traditional homeland of the Métis people. We respect the Treaties that were made on these territories, we acknowledge the harms and mistakes of the past, and we dedicate ourselves to move forward in partnership with Indigenous communities in a spirit of reconciliation and collaboration.

RECONCILIATION STATEMENT

As part of the General Child and Family Services Authority (GA)'s ongoing commitment to Truth and Reconciliation, the GA affirms its pledge to understand past injustices, and to move forward hand-in-hand with our Indigenous partner authorities and agencies.

The GA wishes to acknowledge the effects that harmful acts of the past, including residential schools, have had on Indigenous Peoples. We also acknowledge the past harms of child and family services with respect to Indigenous Peoples.

We also wish to acknowledge, in the spirit of reconciliation, the transformation of the child and family services (CFS) system in Manitoba and Canada via changes to CFS legislation. These changes allow all Indigenous Governing Bodies (IGBs) the jurisdiction and inherent right to provide care for their own children and families.

GA VISION STATEMENT

Children and youth who are safe, happy, thriving and growing up with their family in a healthy, caring community.

RECONNAISSANCE TERRITORIALE

La Régie générale reconnaît que nous sommes rassemblés sur le territoire du Traité no 1 et que le Manitoba se trouve sur les territoires visés par un traité et les terres ancestrales des peuples anichinabé, cri, oji-cri, dakota et déné. Nous reconnaissons aussi que le Manitoba se trouve sur le territoire des Métis de la rivière Rouge. Nous respectons l'esprit et l'objectif des traités et de la conclusion de ces derniers. Nous restons déterminés à travailler en partenariat avec les Premières Nations, les Inuits et les Métis dans un esprit de vérité, de réconciliation et de collaboration.

DÉCLARATION DE RÉCONCILIATION

Dans le cadre de l'engagement continu de la Régie générale (RG) envers la vérité et la réconciliation, la RG réaffirme sa promesse de comprendre les injustices du passé et d'avancer main dans la main avec les régies et offices autochtones partenaires.

La RG tient à reconnaître les conséquences que les préjudices du passé, notamment les pensionnats autochtones, ont eu sur les peuples autochtones. Nous reconnaissons aussi les torts passés des services à l'enfant et à la famille par rapport aux peuples autochtones.

Nous tenons aussi à reconnaître, dans un esprit de réconciliation, la transformation du système des services à l'enfant et à la famille (SEF) au Manitoba ainsi qu'au Canada par l'intermédiaire de modifications de la législation relative aux SEF. Ces modifications permettent à tous les corps dirigeants autochtones (CDA) d'exercer leur compétence ainsi que leur droit intrinsèque à prendre soin de leurs propres enfants et familles.

ÉNONCÉ DE VISION DE GA

Des enfants et des jeunes en sécurité, heureux, qui s'épanouissent et grandissent avec leur famille au sein d'une communauté chaleureuse et en santé.



BOARD OF DIRECTORS

The General Authority would like to extend a sincere thank you to our board of directors for the work they have done over the past year. You have made a difference in the lives of the children, youth and families with whom we work.



JAMES LOWRY
CHAIR/
PRÉSIDENT

LIZANNE LACHANCE
VICE-CHAIR/ VICE-
PRÉSIDENTE



CRAIG JOHNSON
TREASURER/
TRÉSORIER

LORNE BELMORE
BOARD MEMBER/MEMBRE DU
CONSEIL



GREGG HANSON
BOARD MEMBER/
MEMBRE DU CONSEIL

DARLENE MACDONALD
BOARD MEMBER/ MEMBRE DU
CONSEIL

**ABIMBOLA (BIM) AKIN-
AKINBULUMO**
BOARD MEMBER/ MEMBRE DU
CONSEIL

**THANK YOU TO
OUR AGENCIES!**



Child & Family Services
of Western Manitoba
Services à l'enfant et à la
famille de l'ouest du Manitoba

Rural, Northern and Winnipeg
Child and Family Services



Child
& Family
Services
OF CENTRAL MANITOBA



JEWISH CHILD AND FAMILY SERVICE
Strengthening Lives in Keeping with Jewish Values

MESSAGE FROM THE BOARD CHAIR & CEO

Hello and welcome to the 22nd annual report from the General Child and Family Services Authority (GA). During 2024/25, there were very important changes in the Child and Family Services (CFS) in Manitoba. The GA and our agencies showed great leadership in supporting our system to adapt to the changing CFS landscape.

The GA Board of Directors, GA staff and agencies are fully committed to supporting Indigenous Governing Bodies to exercise jurisdiction by bringing their own CFS laws into force under federal legislation that came into effect in January 2020. In previous years, we reported on how the GA and our agencies collaborated with Peguis First Nation to assist with the implementation of their own law. In 2024/25, the focus was on preparing for the Manitoba Métis Federation (MMF) law to come into force. In this year's report, you can read about the collaboration between the GA, the Métis Authority, Michif CFS and Rural and Northern CFS to prepare for the GA to become the Designated Intake Agency (DIA) in Parkland Region. This came into effect in July 2024.

Also, in preparation of the Métis law to come into force, in August 2024, the GA agreed to become the Authority of Service for Inuit children, youth and families. We would like to sincerely thank the Tunngasugit Inuit Resource Centre (TIRC) for their partnership in supporting the GA to provide culturally appropriate services for these families. Later in this report you can read more about this ongoing relationship-building and an important training session offered by the TIRC in February of this year.

In 2024/25, the GA continued our very positive relationship with the Children's Aid Foundation of Canada (CAFDN) to provide financial assistance to support children and youth to succeed. With support from CAFDN, the GA further expanded the availability of programs to support families affected by domestic violence. Read about this and learn more about how the GA has now implemented all six components of our Domestic Violence Response Strategy with much success.

In 2024/25, through our college and bursary funds, the GA supported 13 young adults to attend a post-secondary education or vocational training program. Combined with tuition waivers, 83 current or former youth in care attended a post-secondary education program during 2024/25. We're sure you'll enjoy reading quotes from some of these students. Also watch for information about a new impact accelerator initiative intended to significantly improve the educational outcomes for youth and young adults. Again, another initiative with our great partner the CAFDN.

On behalf of the Board of Directors, we would like to congratulate Zebiba Ibrahim, manager of community support programs for the Canadian Muslim Women's Institute (CMWI), for being this year's recipient of the Kim Thomas Award. Through Ms. Ibrahim's leadership, the CMWI and the GA have worked together on a number of projects with a focus on offering training and services to better support newcomer families affected by domestic violence. We would also like to congratulate Nancy Miller for being the 2024/25 recipient of this year's award recognizing excellence in the delivery of French Language Services. Ms. Miller is a bilingual administrative support worker for Rural and Northern CFS (Beausejour office) and has made many successful efforts to promote the availability of services in French.

Thank you to the Manitoba Government for their ongoing financial support and again, thank you to the CAFDN. And, as always, thank you to our agency boards of directors and all the staff at our agencies who work tirelessly and with great professionalism and compassion to support children, youth and families across the province.

We hope you take the time to read this report.

Jay Rodgers, CEO, General Child and Family Services Authority

James Lowry, Board Chair, General Child and Family Services Authority



MESSAGE DU PDG ET DU PRÉSIDENT DU CONSEIL D'ADMINISTRATION

Bonjour et bienvenue à notre 22^e rapport annuel de la Régie générale des services à l'enfant et à la famille (RG). Au cours de l'année 2024 / 2025, les services à l'enfant et à la famille (SEF) ont connu des changements majeurs au Manitoba. La RG et nos offices ont fait preuve d'un leadership hors pair dans le soutien apporté à notre système pour s'adapter à l'évolution du milieu des SEF.

Le conseil d'administration de la RG, les membres du personnel de la RG ainsi que les offices sont totalement engagés à encourager les corps dirigeants autochtones (CDA) à exercer leur compétence en mettant en vigueur leurs propres lois en matière de SEF conformément à la loi fédérale entrée en vigueur en janvier 2020. Les années précédentes, nous avons fait un compte-rendu de la manière dont la RG ainsi que nos offices avaient collaboré avec la Première Nation de Peguis pour aider à la mise en œuvre de leur propre loi. En 2024 / 2025, l'accent a été mis sur la préparation à l'entrée en vigueur de la loi de la Manitoba Métis Federation (MMF). En lisant le rapport de cette année, vous en apprendrez davantage sur la collaboration entre la RG, la Régie des services à l'enfant et à la famille des Métis, les Michif CFS et la Direction des services ruraux et du Nord pour préparer la prise de fonction de la RG comme office désigné de la région des Parcs pour la prestation de services d'accueil. La RG assume ce rôle depuis le mois de juillet 2024.

De plus, dans la perspective de l'entrée en vigueur de la loi des Métis au mois d'août 2024, la RG a accepté de devenir la régie des services destinés aux enfants, jeunes et familles inuits. Nous remercions sincèrement le centre de ressources Tunngasugit Inuit Resource Centre (TIRC) pour le soutien apporté à la RG afin de fournir des services culturellement adaptés à ces familles. En poursuivant la lecture de ce rapport, vous pourrez en apprendre davantage sur ce renforcement continu des liens et sur la séance de formation importante ayant été offerte par le TIRC cette année au mois de février. En 2024 / 2025, la RG a renforcé les liens solides tissés avec la Fondation pour l'aide à l'enfance du Canada en apportant un soutien financier visant à promouvoir la réussite des enfants et des jeunes. Avec l'appui de la fondation, la RG a élargi l'accès à des programmes de soutien aux familles affectées par la violence familiale. Apprenez-en plus sur ce sujet et sur la manière dont la RG a mis en œuvre les six composants de sa stratégie de lutte contre la violence familiale avec beaucoup de succès.

En 2024 / 2025, par l'intermédiaire de ses bourses, la RG a aidé 13 jeunes adultes à suivre un programme d'études postsecondaires ou de formation professionnelle. En comptant les exemptions de frais de scolarité, ce sont 83 jeunes confiés à un office ou l'ayant été qui ont pu suivre un programme d'études postsecondaires en 2024 / 2025. Nous sommes certains que vous aimerez lire les commentaires de quelques-uns des étudiants. Ne manquez pas de lire aussi au sujet d'une nouvelle initiative sociale ayant pour objectif d'augmenter de manière considérable les chances de réussite scolaire des jeunes et jeunes adultes. Encore une initiative en partenariat avec la Fondation pour l'aide à l'enfance du Canada.

Au nom du conseil d'administration, nous tenons à féliciter Zebiba Ibrahim, gestionnaire des programmes de soutien communautaire de l'Institut canadien des femmes musulmanes (CMWI), lauréate cette année du Prix Kim Thomas. Par l'intermédiaire du leadership de madame Ibrahim, le CMWI et la RG ont travaillé ensemble sur plusieurs projets axés sur l'offre de formations et de services visant à mieux soutenir les familles nouvellement arrivées au Canada confrontées à des problèmes de violence familiale. Nous tenons aussi à féliciter Nancy Miller, lauréate du Prix des SLF, prix reconnaissant l'excellence d'une personne dans la prestation de services en langue française. Nancy Miller est une travailleuse de soutien administratif bilingue de la Direction des services ruraux et du Nord (bureau de Beausejour) ayant promu à de nombreuses reprises l'offre de services en français.

Nous remercions le gouvernement du Manitoba pour son soutien financier continu et remercions encore la Fondation pour l'aide à l'enfance du Canada. Comme toujours, merci à nos membres du conseil d'administration ainsi qu'à tous les membres du personnel de nos offices qui travaillent sans relâche, faisant preuve de beaucoup de professionnalisme et de compassion pour soutenir les enfants, les jeunes et les familles de toute la province. Nous espérons que vous prendrez le temps de lire ce rapport.

Jay Rodgers, PDG, Régie générale des services à l'enfant et à la famille

James Lowry, Président du conseil d'administration, Régie générale des services à l'enfant et à la famille



ENCOURAGING OUR CHILDREN & YOUTH TO SUCCEED

The General Authority is dedicated to creating opportunities for our children and youth to succeed. Each year, funds are available for programs and activities to support the physical, mental and social well-being of our young people. In 2024/25, the Children's Aid Foundation of Canada (CAFDN) provided the GA with **\$56,636** to help provide unique opportunities through the CIBC Miracle Fund and the Ignite the Spark program.



Acting classes



Summer camps



Driving lessons

CIBC MIRACLE FUND

\$5,600 for educational equipment including laptops and tablets along with funding to enhance children's physical and social well-being, including money for camps, sports teams and instruments.



IGNITE THE SPARK

\$22,459 for children and young people to experience enriching opportunities in sports, arts and culture meant to spark skills that can last a lifetime.



School trips



Knitting materials

GENERAL AUTHORITY VISION CATCHER'S FUND

Separate from CAFDN funding, the General Authority Vision Catcher's fund is available to children in care or on an extension of care to enhance their special talents/skills, or further career goals. In 2024/25, **\$13,731** was used to help children and youth to develop their strengths, maximize their potential and pursue their career aspirations.



Martial arts classes

DID YOU KNOW?



IN 2024/25, ALSO IN PARTNERSHIP WITH THE CAFDN, THE GA RECEIVED \$28,577 FROM THE TED & LORETTA ROGERS FOUNDATION TO PROVIDE CUSTOMIZED BACKPACKS FOR CHILDREN AND YOUTH COMING INTO CARE.



**CHILDREN'S
AID FOUNDATION
OF CANADA**

THANK YOU LETTERS FROM CHILDREN & YOUTH

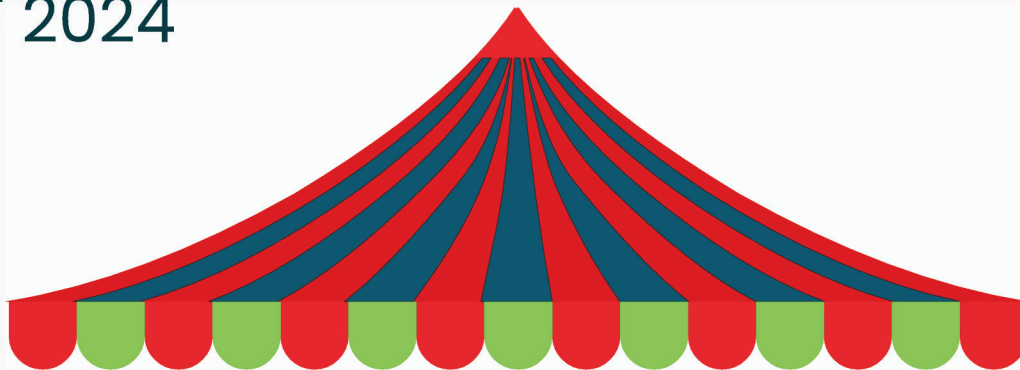
Dear Ignite the Spark Fund Team,
We are thrilled to have been approved for the Ignite the Spark Fund. Originally, we had planned for a local artisan in our community to create regalia outfits for the girls. However, she has been very busy so in the meantime, the girls and I have started working on skirts ourselves with materials I have collected over the past year. We have been learning together and enjoying the creative process. With support from this fund, I hope to purchase items such as a sewing machine, fabric, and other supplies so that we can continue to work together and create their own traditional outfits. Thank you for your support and for helping us provide this meaningful cultural experience for the girls.

I would like to send a thank you to those who have helped with money for the laptop as it is helping me with school and getting organized in life. I am very grateful that I now have this as it will help me as I move forward in my schooling.

I would like to thank you for this opportunity to go to London on this school trip. As a kid in theatre, I appreciate art on stage, and one of the biggest aspects of this trip is going to see some Broadway level shows. I am also highly excited to go and see a lot of the historical monuments that had an impact on England's history. I have been very enthusiastic about this trip ever since I originally heard about it, and with this added funding, I am able to turn this dream into reality.

We would like to express immense gratitude to the General Authority for helping out. It has been a wonderful experience as a worker, to share in his excitement for this trip. Funding like this is so important for making our kids in care feel just like any other kid.

SUMMER KIK-OFF 2024



Again in 2024/25, the GA provided funds in support of the annual Summer KIK-Off.

The 21st event will be remembered for rainy weather that caused a last-minute move indoors to Bertrand Arena – and a huge amount of enthusiasm from volunteers and attendees alike.

The KIK-Off, held June 18, 2024, hosted 290 foster families and had a total attendance of

648, including 74 staff volunteers. The 2024 event featured 37 attractions including new additions such as Black History Manitoba, the Sea Bears basketball team and the WCFS Youth Engagement Committee.

At the event, with financial support from the Children's Aid Foundation of Canada, the GA hosted a table at which families could choose a gift card from various local attractions, such as the zoo, trampoline parks or museums, for foster families and children to enjoy together.



SUMMER KIK-OFF 2024 – THANK YOU LETTERS



Special thanks to the Summer KIK-Off organizing committee for all of their efforts to ensure this event was another huge success in 2024/25!

Our family was recently at the annual Summer KIK-Off in Winnipeg, celebrating foster care and kinship families. We have twin girls in our care. It's always a fun time to come to this event with our family to enjoy the wonderful activities together and connect with people we haven't seen for a while.

The twins are now at the age where going to the Winnipeg Zoo will be a memorable experience. This gift will help us afford taking our whole family (all eight of us!) to the Winnipeg Zoo this summer and make some lasting memories together.

Thank-you Children's Aid Foundation of Canada for making this kind investment into a foster care family like ours.

It's a blessing and we truly appreciate this generous gift.

Good afternoon,
I am a recipient of a gift certificate I received at the Summer KIK-Off event. I am grateful for the generous contribution and amazing hearts of the organization and lovely individuals that run the Ted and Loretta Rogers program. I'd like to sincerely thank you for this wonderful gift for the children it will go towards ensuring a wonderful birthday party and I am very grateful, thank you so very much. The children will enjoy every moment, I'm sure of it. All made happy from your generosity. Thank you.



ADAPTING TO A CHANGING CFS LANDSCAPE

In 2024/25, there continued to be important developments that have significant implications for the child and family services system in Manitoba. These included preparing for Indigenous laws to come into force and supporting agencies to implement important legislative changes that came into effect in October 2024. In this section, we describe key actions and activities taken by the General Authority and our agencies in response to these developments.

PREPARING FOR INDIGENOUS LAWS

The GA, our board of directors and our agencies are fully committed to supporting Indigenous Governing Bodies (IGBs) to enact their own CFS legislation under the federal law that came into force in January 2020. Throughout 2024/25, the Manitoba Métis Federation (MMF), which is the IGB for the Red River Métis, continued to prepare for their law to come into force. This law will apply to all children, youth and families who are MMF citizens or eligible to become citizens. To ensure the CFS system is ready when the MMF law comes into force, the four authorities needed to agree on a new designated intake agency (DIA) for Parkland Region and identify a service provider for Inuit children, youth and families.

One of the most significant implications of the upcoming MMF law was that Rural and Northern CFS (RNCFS) would assume responsibility of the DIA for the Parkland Region. The DIA role would be transitioned to RNCFS from Michif CFS. To support this transition, an operational planning committee was created including senior leadership from the General and Métis authorities, RNCFS and Michif CFS. The committee met weekly and oversaw transition planning related to staffing, the transfer of open intakes, communication with stakeholders, emergency placement resources and the DIA phone system.

Recruiting a sufficient number of staff to operate a DIA on a 24-hour basis was a significant challenge for Rural and Northern CFS. With support from the GA, RNCFS initiated a targeted effort to recruit staff for dayside and after hours in both Dauphin and Swan River. These efforts were successful.

**RURAL AND NORTHERN CFS BECAME THE DESIGNATED
INTAKE AGENCY FOR THE PARKLAND REGION
ON JUNE 28, 2024.**



ADAPTING TO A CHANGING CFS LANDSCAPE

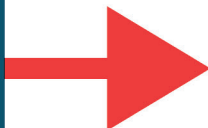
**THANK
YOU!**

Transitioning the DIA function from Michif to Rural and Northern CFS was a hugely complex and challenging task. The General Authority would like to acknowledge the tremendous work done by RNCFS leadership and staff and express our sincere appreciation to the Métis Authority and Michif CFS for their partnership and unwavering support in making this a seamless transition.

Since the time of devolution, the Métis Authority has been the culturally appropriate authority for providing service to Inuit children, youth and families. As this will no longer be possible given the scope of the Métis law, the GA agreed to become the authority of service for Inuit families.

Throughout much of early 2024/25, the GA worked closely and collaboratively with the Nunavut Department of Family Services, the Métis Authority, Métis agencies, GA agencies, the All Nations Coordinated Response Network (ANCR) and the Department of Families in preparation for this transition of services from the Métis to the GA.

**EFFECTIVE AUGUST 2024, THE
GA BECAME THE AUTHORITY OF
SERVICE FOR INUIT CHILDREN,
YOUTH & FAMILIES.**



**FROM AUGUST 2024 TO MARCH
31, 2025,
GA AGENCIES PROVIDED
SERVICE
TO 42 INUIT FAMILIES.**

During 2024/25, the GA developed a close working relationship with the Tunngasugit Inuit Resource Centre (TIRC) located in Winnipeg. Several discussions occurred between GA leadership and the TIRC related to how this partnership can better position the GA to provide culturally appropriate services. A highlight during 2024/25 was a one-day seminar attended by staff from Winnipeg Child and Family Services (WCFS) and hosted by the TIRC. WCFS staff learned about Inuit history and culture and the programs/services offered by the TIRC. During the day, there were discussions about further opportunities for education and training and how WCFS and the TIRC can continue to enhance their partnership into the future.



ADAPTING TO A CHANGING CFS LANDSCAPE

SUPPORTING THE IMPLEMENTATION OF LEGISLATIVE CHANGES

Manitoba's child and family services system was profoundly changed in October 2024, when amendments to the Child and Family Services Act were officially proclaimed. These amendments introduced four new types of agreements including:

- Family Support Agreements
- Voluntary Care Agreements (replacing Voluntary Placement Agreements)
- Customary Care Agreements
- Kinship Care Agreements

These new agreements support CFS practice to be as least disruptive to children, youth and families as possible. Under a kinship or customary care agreement, parents or guardians retain guardianship while working with a CFS agency to address protection concerns by having their child or youth reside with a kinship or customary caregiver who supports the child or youth's connection to family, community and culture. These agreements are consistent with the GA Practice Model in which agencies work collaboratively with families and their networks to create safety plans.

During 2024/25, the GA Directors' Leadership Table developed a GA specific policy and corresponding set of forms to support the implementation of Kinship Care Agreements. The policy and forms were in place when the legislative changes were proclaimed in October 2024. To develop the policy, the General Authority worked closely with Peguis CFS which, under their new legislation, had already developed a Customary Care Agreement.

On Sept. 25 and 27, 2025 the GA provided training attended by agency chief executive officers, service directors and supervisors. This training covered all four types of new agreements but focused mainly on the GA policy for Kinship Care Agreements. This training was then provided for staff of all GA agencies in the fall of 2024.



NEW INITIATIVES

IMPROVING EDUCATIONAL OUTCOMES – IMPACT ACCELERATOR INITIATIVE

The General Authority has a longstanding and very positive partnership with the Children's Aid Foundation of Canada (CAFDN). The GA is very excited to announce an extension of this partnership in 2024/25. The GA, in collaboration with the CAFDN, developed an innovative new initiative intended to markedly improve educational outcomes for youth and young adults involved with our largest agency, Winnipeg Child and Family Services (WCFS).

In the spring of 2024, with funding provided by the Northpine Foundation, the CAFDN established an Impact Accelerator Venture Fund to support innovative, and evidence-informed projects that would notably increase high school completion rates and post-secondary enrolment for youth in and from care. Using a funding approach similar to a social impact bond, the GA was honoured to be selected to implement this dynamic pilot project for youth and young adults currently being served by WCFS. The GA will receive \$500,000 over a two-and-a-half-year period from the CAFDN to fund this project. The GA has also agreed to contribute funds to the project.

This newly funded program, expected to be launched and receiving referrals by summer 2025, will deliver holistic and targeted supports to increase high school graduation and post-secondary enrolment for youth and young adults, especially those at risk of disengagement and withdrawal from their studies. This will be achieved through dedicated staff providing individualized academic support, immediate access to mental health services, and specific transitional supports for post-secondary study.

DID YOU KNOW?



It is anticipated that more than 100 youth and young adults will benefit from this program. The GA and the CAFDN hope that by collaborating on this important project, it will provide a positive path for many young people served by WCFS related to future employment, financial security and overall well-being. Look for an update in next year's annual report.

SUPPORTING POST-SECONDARY EDUCATION – GA COLLEGE & BURSARY FUNDS

In 2022, the General Authority established two funds to support young people in care to attend a post-secondary education program. These two funds are:

THE GENERAL AUTHORITY COLLEGE FUND

Through this fund, the GA will cover up to the full cost of tuition as well as the education-related costs for youth and young adults who are enrolled in post-secondary studies at an accredited institution in Manitoba including a university, college or vocational training program.



THE GENERAL AUTHORITY POST-SECONDARY EDUCATION BURSARY

This fund provides up to \$2,000 per student to support youth or young adults who are pursuing post-secondary studies and are not eligible for the GA College Fund.



Through these two funds, since being established in 2022, the GA has provided more than

**\$271,000 in funding to
support 56 youth**

to attend a post-secondary education program.

"When I found out I could get it (my tuition) covered, that was a breath of fresh air. It allowed me to focus solely on my studies.

Because of that I got to graduate with pretty good marks."

~Student enrolled in a veterinary assistant program

"My funds helped me pay everything. I became a mom while in the program as well. [My] college allowed me to take a couple of months off and supported me when I returned. Not having student loans has been amazing for me. If I would have had to take a loan I likely wouldn't have done the program."

~Student enrolled in a vocational program

"I was able to attend the college that I wanted to, in my hometown, and it really helped with my expenses."

~Student enrolled in a trades program at a vocational college



GA COLLEGE & BURSARY FUNDS

13 students received financial supports in 2024/25.



One student enrolled in carpentry at Assiniboine Community College



One student enrolled in nursing at Assiniboine Community College



One student enrolled in nursing at Brandon University



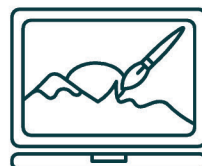
One student registered for the culinary arts program at Manitoba Institute of Trades & Technology



Four students registered for first year study (U1) at the University of Manitoba



One student taking a hairstyling program at Aveda Institute



One student in graphic design at Red River Polytechnic



One student registered for first year study (U1) at St. Boniface University



Two students studying outside Manitoba (veterinary assistant and business administration)

DID YOU KNOW?



BETWEEN THE TWO GA FUNDS AND TUITION WAIVERS, **83** STUDENTS CURRENTLY OR PREVIOUSLY IN THE CARE OF A GA AGENCY WERE SUPPORTED TO PARTICIPATE IN A POST-SECONDARY EDUCATION OPPORTUNITY IN 2024/25.

ENHANCING SERVICES FOR NEWCOMER COMMUNITIES

The General Authority, in its ongoing commitment to working with the newcomer community, has recently launched a new community partner working group with the aim of enhancing community collaboration and service provision for new Canadian families.

NEWCOMER COMMUNITY MOBILIZATION INITIATIVE

With an inaugural meeting held in spring 2025, the working group includes ANCR (Child and Family All Nations Coordinated Response Network), the Bilal Community and Family Centre, Mount Carmel Clinic and Winnipeg CFS. Next steps in 2025 for the working group will be developing an action plan to meet a number of immediate goals, including building and enhancing relationships with more community partners and leaders, as well as improving communication with newcomer families regarding the role of CFS in Manitoba.

The GA continues to be part of the Newcomer Community Mobilization Initiative, a collaborative table involving community organizations and systems (CFS, provincial departments of education and health) aiming to support newcomer individuals and families with a variety of needs. For more information about the initiative, including how families can be referred for support, please visit bilalcommunitycentre.ca/newcomer-community-mobilization-initiative/.



The GA and agencies now have **8** staff who are available to regularly offer vicarious trauma training.



SUPERVISORS' SUMMIT

As part of a broader engagement strategy, the General Authority hosted a day-long Supervisor's Summit in September 2024. The idea for the summit came out of several state of the authority events and was supported by agencies as a way for supervisors to have a place to engage with, support and learn from one another. This was the first supervisor's summit hosted by the GA since before the pandemic.

A supervisors' summit planning committee was established in spring 2024 comprised of GA staff and supervisors from all GA agencies. The committee met regularly and developed the agenda for the day including topics of discussion, presentations, table exercises and report-back sessions.

On Sept. 26, 2024, more than 80 supervisors and senior managers from the GA and agencies gathered for the one-day summit held in Winnipeg.

As determined by the planning committee, the focus of the day was on developing strategies to improve staff retention. The summit was facilitated by Dr. Linda Burnside. A series of themes, recommendations and next steps were identified for improving retention rates. The GA Directors' Leadership Table (DLT) committed to following up on those recommendations and hosting a second summit in 2025.

In response to one of the dominant themes from the Summit, the DLT talked about how to create the capacity to regularly offer vicarious trauma training for staff.

The GA contracted with the Crisis & Trauma Resource Institute to provide a three-day vicarious trauma training. This occurred on Feb. 5, 2025, when 35 agency staff attended the one-day training. This was followed by a two-day train the trainer event.



CHILDREN’S SPECIAL ALLOWANCE SETTLEMENT

In March 2024, a landmark class-action lawsuit related to Children’s Special Allowance was settled when the Manitoba Government agreed to establish a \$530-million fund to repay children and youth who had been in care at any time during the period of Jan. 1, 2005 to March 31, 2019. The Exchange Group was appointed as the claims administrator for children and youth who had been in care with a First Nations or non-Indigenous agency during this time. A separate claims administrator was named for Métis children and youth.

A claims administration protocol was approved by the court in September 2024, and claims could be submitted as of Jan. 6, 2025. The General Authority’s role in the CSA settlement is to work collaboratively with our agencies and the claims administrator to ensure current and former children and youth in care receive their settlement.

As required under the claims administration protocol, the GA established a special advisory board (the Directors’ Leadership Table or DLT) that met with the Exchange Group a number of times. The Exchange Group provided training on the claims administration process in February 2025. The GA posted information on how to submit a claim on our public website. GA staff also answered numerous calls from former youth in care inquiring about the settlement.

In consultation with the DLT, the GA identified that the first priority for submitting claims would be comprised of two groups: children and youth currently in agency care who were also in care during the claims period as well as young adults currently receiving service from a GA agency who were also in care during the claims period.

By March 31, 2025, the GA began submitting claims for 245 current children & youth in care.



As of March 31, 2025, the GA was working collaboratively with agencies to support 124 young adults currently receiving service from a GA agency to submit a claim.



DID YOU KNOW?

THE GA & OUR AGENCIES WILL CONTINUE TO WORK CLOSELY WITH THE EXCHANGE GROUP TO LOCATE ELIGIBLE INDIVIDUALS WHO HAVE NOT YET REGISTERED TO FILE A CLAIM AND SUPPORT THOSE INDIVIDUALS TO SUBMIT CLAIMS AS NEEDED. WATCH FOR AN UPDATE IN NEXT YEAR’S ANNUAL REPORT.



KENT ROAD LODGE UPDATE

In last year's annual report, the General Authority provided information on an innovative new initiative launched in December 2023. This is the opening of an out-of-home respite program done in partnership with The Link. This program is intended to prevent children and youth with significant mental health challenges from entering CFS care. The respite home provides children and youth with 24-hour supports, including onsite clinical services and access to a wide range of recreational, cultural and school programming. The program is available for families with children and youth between the ages of 7 to 17. Workers will make a referral if families are considered to be at risk of their children or youth coming into care.

"The staff helps you with that (mental health challenges). They say hey, maybe go on the front porch, take a break and sit there...I am happier, more confident, more kind." ~ Child who has spent time staying at KRL

"The staff here is great, the clinicians are great. I've learned a lot since I've been involved with Kent Road Lodge that I didn't even know as a mom. It's a great support and I am so happy that we became involved with Kent Road Lodge, because I believe every parent with a child like mine, or whatever the disability or case may be, we all need support." ~Parent who has accessed KRL for their child

"The benefits of working one-on-one with the youth - it's all about relationship-building....working alongside the family. So you know exactly what their needs are. ~ Clinician

DID YOU KNOW?

Youth did not come into care in **83%** of the families who received services from the KRL Program since its inception.

From December 2024 to April 30, 2025:

45 workers referred 91 youth from 73 families to the KRL program

96% of families were accepted for service

50 families and 63 youth received service from the KRL Program

240 respite stays



SUPPORTED GUARDIANSHIP UPDATE

In 2022, the General Authority implemented Manitoba's first-ever Supported Guardianship Program to provide financial and other supports for family members who obtain guardianship of a child or youth in care. When the program was introduced, supported guardianship was only available for children and youth in care under a permanent order.

As a result of legislative amendments introduced in 2023 and 2024 (i.e. – the removal of time limits on temporary orders, the availability of kinship and customary care agreements) it was clear that the GA Supported Guardianship Policy needed to be updated.

A modernized Supported Guardianship Policy was approved by the GA Directors' Leadership Table in February 2025. The single most important change is that supported guardianship is now available for any child or youth being cared for by someone other than their parent including:

- children and youth in care with any legal status (not just permanent orders)
- children and youth receiving service through a kinship or customary care agreement

An interactive webinar on the new Supported Guardianship Policy was attended by more than 100 agency staff.

The interactive webinar was then made available as a self study module on the GA's E-Learning portal.

Educational documents were also created to assist agency staff to learn about the Supported Guardianship Program. These include a comprehensive Frequently Asked Questions document, financial assistance guidelines and an online income test calculator.

All documents have been posted on the GA's intranet site in both French and English.



An interactive webinar on the new Supported Guardianship Policy was attended by more than 100 agency staff.



THE GA'S DOMESTIC VIOLENCE (DV) RESPONSE STRATEGY – YEAR 2 UPDATE

Research has shown that the presence of domestic violence is the single most prevalent reason for a child protection investigation to be initiated. In February 2023, the General Authority announced a three-year multi-faceted strategy to enhance services and supports available for families affected by DV. The three-year strategy is supported by financial reinvestments through Single Envelope Funding (SEF). Highlights of year two (2024/25) are presented in this section of the report.

FROM LAST YEAR'S ANNUAL REPORT

WHAT TO WATCH FOR IN 2024/25

Each GA agency will hire a DV response co-ordinator responsible for implementing the strategy in their region of the province.

2024/25 UPDATE

Between October 2024 and March 2025, every GA agency hired a DV response co-ordinator with funding from the GA.

With the GA's Domestic Violence Response Team, these co-ordinators are now part of a DV Community of Practice.

The DV Community of Practice meets regularly to discuss issues, support each other and collaboratively plan for the implementation of the GA's DV response strategy across the province.

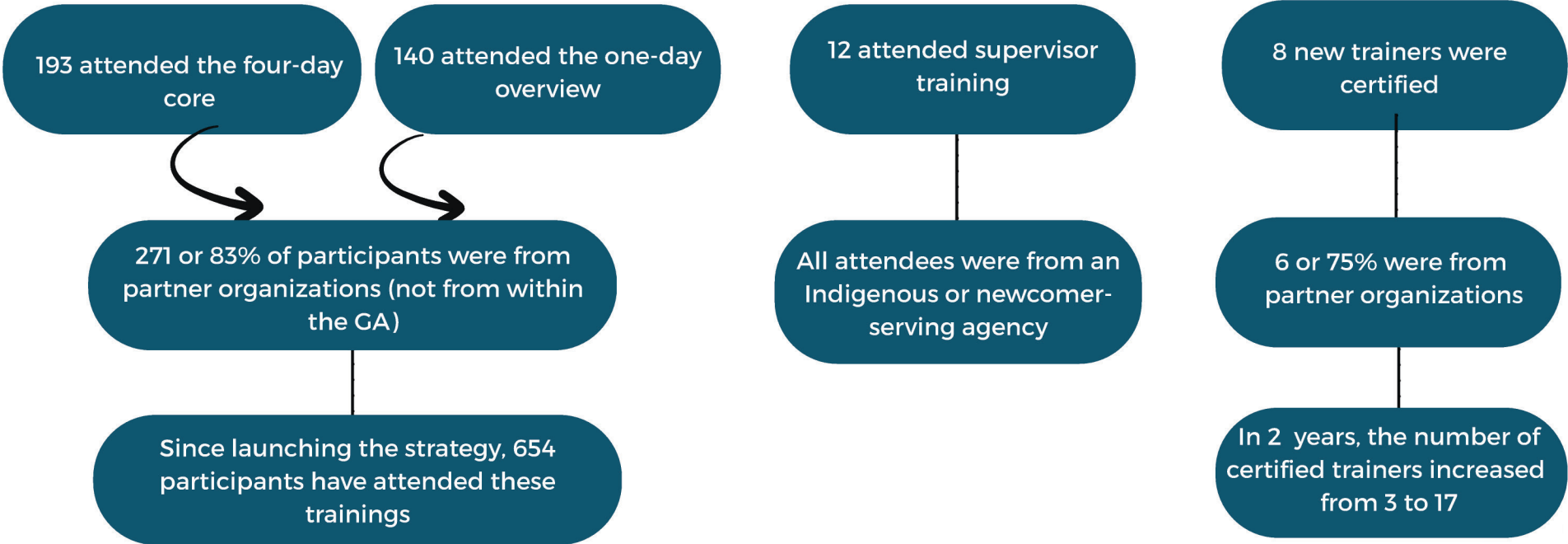


DV RESPONSE STRATEGY – YEAR 2 UPDATE

Safe & Together™ is recognized around the world as a training program that fundamentally shifts how CFS works with families affected by domestic violence. As effectively responding to DV involves more than CFS (law enforcement, shelters, community organizations, corrections) expanding the availability of this training beyond just the GA system is a cornerstone of the three-year strategy. Safe & Together (S&T) training can be offered as a one-day overview or a four-day core. Training for supervisors is also offered and, on an annual basis, the General Authority sponsors participants to attend the S&T Train the Trainer Program. Expanding the availability of certified trainers is critical to the successful implementation of the GA's DV Response Strategy.

353

PARTICIPANTS ATTENDED A SAFE & TOGETHER TRAINING IN 2024/25



DV RESPONSE STRATEGY – YEAR 2 UPDATE

NEW SAFE & TOGETHER PARTNER ORGANIZATIONS IN 2024/25:

In 2024/25, the General Authority welcomed the following new organizations as partners in S&T training:



SINCE LAUNCHING THE DV STRATEGY, 68 DIFFERENT ORGANIZATIONS HAVE PARTNERED WITH THE GA TO OFFER AND/OR DELIVER S&T TRAINING.



DV RESPONSE STRATEGY – YEAR 2 UPDATE

INTERACTIVE WEBINARS

In 2024/25, the GA Domestic Violence Response Team (DVRT) continued to host monthly educational series primarily intended to continue to build skills, knowledge and confidence for workers who have attended Safe & Together (S&T) training. The DVRT hosted nine virtual interactive webinars throughout the year. Each webinar went deeper into the S&T concepts and tools and how to apply these in practice. The webinars, which were attended by close to 400 participants, included question and answer sessions and discussions. Themes covered in these nine webinars included:



DID YOU KNOW?

THROUGH A FUNDING COLLABORATION WITH THE CAFDN AND ITS SAFE AT HOME PROGRAM, THE GA CONTINUED TO EXPAND THE AVAILABILITY OF THE CARING DADS PROGRAM ACROSS MANITOBA IN 2024/25. THE MOTHERS IN MIND PROGRAM WAS ALSO DELIVERED FIVE TIMES IN 2024/25, SERVING 20 MOTHERS WITH YOUNG CHILDREN AFFECTED BY DV.



DV RESPONSE STRATEGY – YEAR 2 UPDATE

RESOLVE

In 2024, the GA contracted with Research and Education for Solutions to Violence and Abuse (RESOLVE) at the University of Manitoba to do an evaluation of the impact of S&T training. RESOLVE is a tri-prairie, community-based research network that engages in research and education aimed at reducing the incidence and impact of family/gender-based violence. The purpose of the research was to assess the extent to which the principles, skills and approaches learned in the S&T training were incorporated into the day-to-day practice of CFS workers in the GA system. The research team interviewed 16 front-line workers from GA agencies and submitted a final report in November 2024. The results were overwhelmingly positive and clearly showed that there was a significant shift in how front-line workers approached and worked with families affected by DV after having taken the S&T training. Here are some quotes from the report:

"The GA has been so proactive on Safe & Together training and having these trainers who trained us to refer [back] to on cases where we are stuck. So it's nice to just have those resources and knowledge and knowing that we're not just having to deal with it internally."

"[Before S&T] I was working more with the mom and the children, and now I'm seeing that I'm doing more with the dad to understand how their behavior is impacting the physical safety of the children or the mental health of the family...I've geared more [towards] the perpetrator than I ever have before."

"In terms of documentation and just being really cognizant of how we're portraying the survivor and what they did in the context of what they could do as opposed to not doing ... I think maybe in the case notes just thinking about how we're wording things."

"...Actually looking at the impact of violence on children. I think like the entire [S&T] program has just morphed what we do as workers on the front line."

"If anything, [S&T] makes me feel more confident...I don't feel like an expert yet, but at least I know these are the parameters, this is what I can do."

DID YOU KNOW?



THE RESOLVE EVALUATION REPORT MADE FIVE RECOMMENDATIONS. THE GA HAS IMPLEMENTED ALL FIVE. WATCH FOR AN UPDATE ON THIS IN THE 2025/26 ANNUAL REPORT.

FRENCH LANGUAGE SERVICES (FLS) UPDATE

The Strategic Plan 2023-2028 was approved as presented by Santé en français' Board of Directors and subsequently by the Francophone Affairs Secretariat. Shortly after its approval, the plan was translated and both versions are now available on the General Authority's (GA) public website.

This past year, a concerted effort was made to translate the public-facing forms found on the GA's intranet and public website.

An emphasis was made to provide informal opportunities to practice the French language and to increase involvement in the Francophone culture. An informal French conversation pilot group was run at the GA from April to December 2024. Thirteen sessions were offered and between five to eight participants attended. The French conversation informal group was well-received by the participants, and there were recommendations for continued sessions. Also, cultural events in the Francophone community were publicized via staff emails. A new funding line intended to support FLS activities in the agencies has been added to the 2025-2026 budget.

The GA continues to liaise with the Francophone community and maintains a collaborative relationship with the following Francophone organizations: Université de Saint-Boniface, Chez Rachel, Accueil Francophone, la DSFM, Pluri-Elles, Access éQUITÉ, Santé en français and the Francophone Affairs Secretariat. The FLS Co-ordinator also provided a written testimony about the GA's utilization of the content and resources found on the Access éQUITÉ website in the development of its 2023-2028 Strategic Plan.

Obtaining staff views on Active Offer, FLS service delivery and available resources to do so within the GA was another focus during this past year. Phone or virtual interviews with administrative staff from all agencies were conducted. Surveys, intended for front-line staff from all the agencies, were distributed electronically. The results obtained from each initiative will be used to improve FLS access and delivery within the GA.

Four employees from the private agencies completed the Active Offer training and 140 from WCFS and RNCFS agencies also completed this training in 2024/2025. Along with the online Active Offer training, an in-person Active Offer training facilitated by the Francophone Affairs Secretariat will be made available to all employees of each agency.

The GA FLS Committee met three times in 2024-2025. The key areas discussed were as follows: reviewed and approved the 2024 annual progress report destined to the Francophone Affairs Secretariat, monitored the implementation of the strategic plan, reviewed and approved the FLS flow chart and reviewed and approved the front-line staff and administrative assistant surveys.

To validate staff providing French services for the GA, Christophe Heral and Roxane Sarrasin from Santé en français were recognized at the 2024 AGM for their diligent translation of GA documents.

Well over 50% of the GA website and intranet have been translated to date.



SERVICES EN LANGUE FRANÇAISE (SLF)

Le Plan stratégique 2023-2028 a été approuvé tel que présenté par le conseil d'administration de Santé en français, puis par le Secrétariat aux affaires francophones. Peu après son approbation, le plan a été traduit, et les deux versions sont désormais disponibles sur le site Web public de la Régie générale (RG) des services à l'enfant et à la famille.

Au cours de la dernière année, un effort concerté a été déployé pour traduire les formulaires destinés au public trouvés sur l'intranet et le site Web public de la RG.

Un accent particulier a été mis sur la création d'occasions informelles pour pratiquer le français et accroître la participation à la culture francophone. Un groupe pilote de conversation informelle en français a été mis en place à la RG d'avril à décembre 2024. Treize séances ont été offertes, avec une participation de cinq à huit personnes par séance. Le groupe de conversation en français a été bien accueilli par les participants, et il a été recommandé de poursuivre ces séances. De plus, des événements culturels au sein de la communauté francophone ont été diffusés par courriels au personnel. Une nouvelle ligne budgétaire destinée à soutenir les activités des SLF dans les offices a été ajoutée au budget 2025-2026.

La RG continue de collaborer avec la communauté francophone et entretient une relation de collaboration avec les organismes francophones suivants : Université de Saint-Boniface, Chez Rachel, Accueil Francophone, la DSFM, Pluri-Elles, Access éQUITÉ, Santé en français et le Secrétariat aux affaires francophones. La coordonnatrice des SLF a également fourni un témoignage écrit sur l'utilisation par la RG du contenu et des ressources disponibles sur le site Web d'Access éQUITÉ lors de l'élaboration de son plan stratégique 2023-2028.

L'obtention des points de vue du personnel sur l'Offre Active, la prestation des services des SLF et les ressources disponibles à cet effet au sein de la RG a été un autre axe de travail cette année. Des entrevues téléphoniques ou virtuelles ont été menées avec le personnel administratif de tous les offices. Des sondages destinés au personnel de première ligne ont été distribués électroniquement. Les résultats de ces initiatives seront utilisés pour améliorer l'accès et la prestation des services en langue française au sein de la RG.

Quatre employés des offices privés ont complété la formation sur l'Offre Active, et 140 employés des Services à l'enfant et à la famille de Winnipeg et de la Direction des services à l'enfant et de la famille des régions rurales et du Nord ont également complété cette formation en 2024/2025. En plus de la formation en ligne sur l'Offre Active, une formation en présentiel animée par le Secrétariat aux affaires francophones sera offerte à tous les employés de chaque office.

Le comité des SLF de la RG s'est réuni trois fois en 2024/2025. Les principaux points abordés étaient les suivants : révision et approbation du rapport annuel de progrès 2024 destiné au Secrétariat aux affaires francophones, assurer le suivi de la mise en œuvre du plan stratégique, révision et approbation de l'organigramme des SLF, et révision et approbation des sondages pour le personnel de première ligne et les adjoints administratifs.

Pour reconnaître le travail des membres du personnel fournissant des services en français pour la RG, Christophe Heral et Roxane Sarrasin de Santé en français ont été reconnus lors de l'AGA 2024 pour leur traduction rigoureuse des documents de la RG.

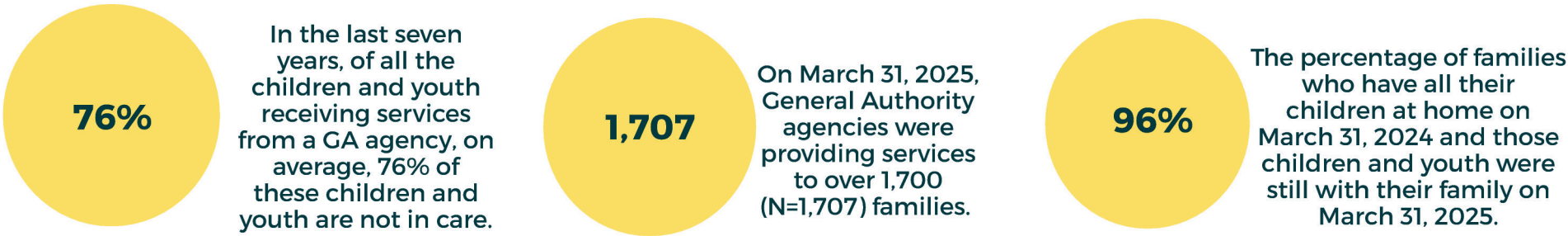
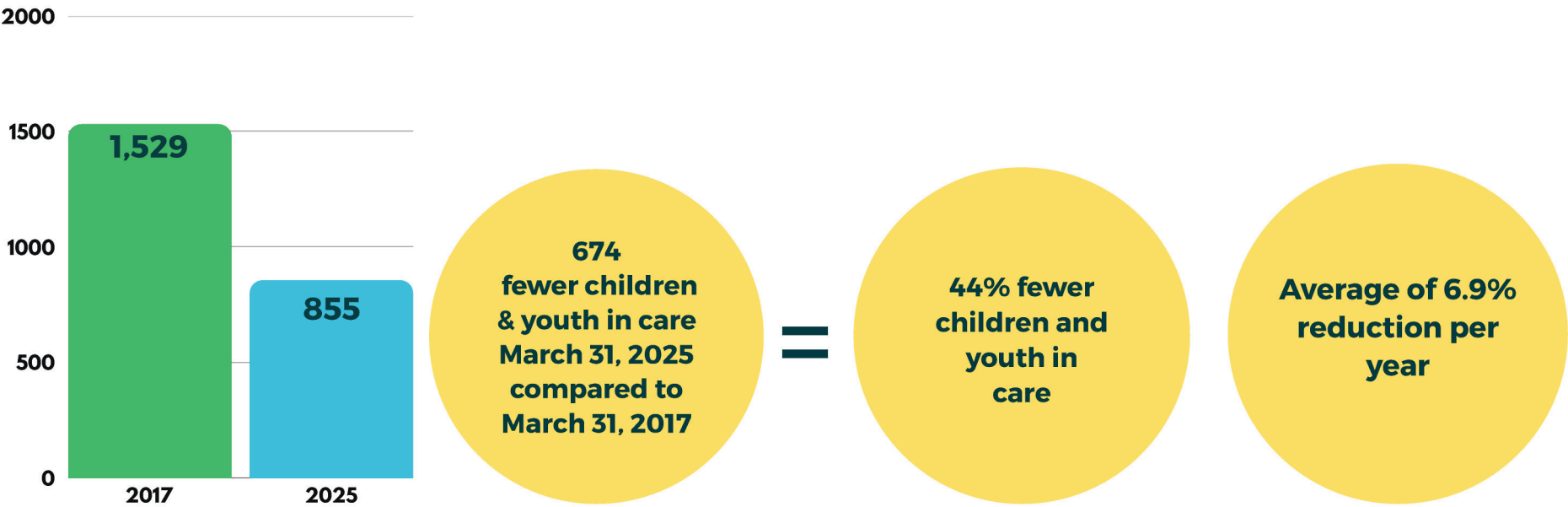
À ce jour, plus de 50% des sites web ont été traduits en français.



SERVICE TRENDS

CHILDREN & YOUTH IN CARE AS OF MARCH 31

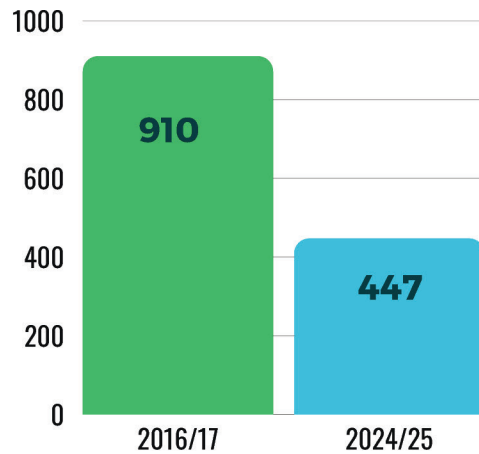
A look at children and youth in care from March 31, 2017 to March 31, 2025



SERVICE TRENDS

CHILDREN & YOUTH ENTERING CARE

A look at children and youth entering care between 2016/17 and 2024/25



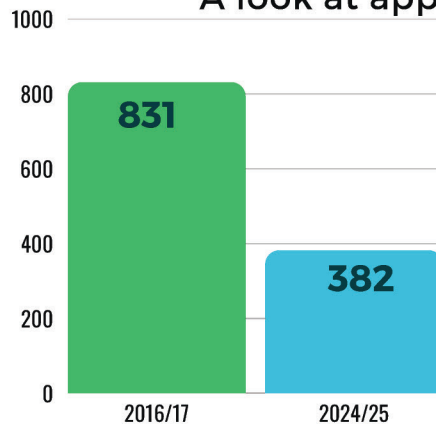
463 fewer
children and
youth entering
care in 2024/25
than 2016/17

=

51% fewer
children and
youth
entering care

Average of 8.2%
lower per year

A look at apprehensions of children and youth between 2016/17 and 2024/25



449 fewer
children and
youth
apprehended in
2024/25 than
2016/17

=

54% fewer
children &
youth
apprehended

Average of
10.4% lower per
year

Of those children & youth who came into care between 2016/17 and 2022/23:

66%
reunified

50%
reunified within 6 months &
72% within 1 year

93%
reunified within 2
years

FINANCE REPORT

I am pleased to present the 2024/2025 finance report and audited financial statements. Our auditors, Magnus LLP, have once again provided a clean, unqualified opinion that the financial statements “present fairly, in all material respects, the financial position of the Authority as at March 31, 2024 and the results of its operations and its cash flows for the year then ended in accordance with the Canadian Public Sector Accounting Standards.”

FUNDING FOR OUTCOMES

General Authority agencies operated under the Single-Envelope Funding (SEF) approach for the sixth year in 2024/2025. SEF provides stable and flexible funding for the successful delivery of child and family services at GA agencies and service delivery partners. This funding model is built on the ability to reallocate monies for new and innovative programming and expansion of existing services to improve outcomes for children, youth and families through prevention, reunification, and lifelong connection.

The added flexibility and autonomy of SEF comes with a responsibility to ensure the achievement of results while respecting fiscal prudence. The GA financial accountability framework, developed in 2020/2021, contributes to the development and maintenance of SEF policies and procedures, agency funding agreements, and agency financial reporting requirements. The framework includes an agency risk management approach and an internal audit program associated with agency funding.

The GA and its agencies have worked to be in a positive financial position to maximize the benefits of SEF by supporting service delivery to generate positive outcomes for children, youth and families.

COLLABORATIONS IN FINANCE

Child and family services in Manitoba relies on co-operation for the betterment of providing services through ongoing consultation, partnership and engagement. Finance plays a major role in supporting the ongoing success of this process.

In recognition of their collaborative efforts and success in finance, I want to thank our CEO Jay Rodgers, our Chief Financial Officer Louis Nault and our Financial Analyst Gina Lendero. I also thank our primary funding provider, the Manitoba Government, Minister of Families Nahanni Fontaine, Deputy Minister Michelle Dubik, the assistant deputy ministers and our administrative partners in the Department of Families. Thanks also to our colleague CFS authorities for their collaborative efforts in addressing system-wide finance issues.

I acknowledge and thank the Children’s Aid Foundation of Canada for their continuing and evolving contributions. The foundation has partnered with the GA through funding ongoing programs, significant initiatives and establishing new programs, including the Safe at Home initiative to address domestic violence, and an impact accelerator aimed at assisting youth in achieving success in education.

On behalf of the entire organization, thank you to all our funders, our other partners and to management and staff for their commitment to making 2024/2025 a successful year.

Craig Johnson, Treasurer & Finance Committee Chair



AWARDS

KIM THOMAS AWARD



ZEBIBA IBRAHIM

The Kim Thomas Award is presented annually to a CFS employee, or a member of the community, for their dedication and efforts in working with newcomer children, youth and families. The award is named after late GA specialist Kim Thomas, who dedicated much effort to creating connection between CFS and newcomer families in Manitoba.

Each year, a recipient is chosen who has spent time enriching community engagement with newcomers and refugees, and strengthening the relationship between the CFS system and cultural communities in Manitoba.

This year, the General Authority is pleased to present the award to Zebiba Ibrahim, manager of community support programs for the Canadian Muslim Women's Institute (CMWI).

The organization is committed to building a healthy, strong, and inclusive community. It supports refugees and newcomers through culturally sensitive, holistic programming that fosters well-being, safety, and belonging. The Institute helps families to access resources, navigate systems, and build positive community connections. Its goal is to help refugees and newcomers create a self-sufficient life in Canada.

Ms. Ibrahim came to Canada in 2018 and began working with newcomer agency Mosaic. She then moved to the CMWI, where she began overseeing a number of parenting programs. She found that there were some domestic violence (DV) issues within the families she was working with, so she sought out Safe & Together (S&T) overview training, organized through the United Way. She then went on to complete the four-day core training offered by the GA, and eventually, completed the train the trainer S&T course, also sponsored by the GA, in 2024. "I took all the training. It is so helpful for our community,"

That was her first connection with the GA and the GA's program specialists, with whom she continues to work. Ms. Ibrahim now runs a program on relationships and talks to families about domestic violence. "It really helped our roles because now I can do structured assessments and interviews as well as document and case planning."

She says the organization also appreciates the S&T "approach of working with partners and working with the survivors." The CMWI has since expanded its DV programming to include fathers, and most recently, youth. In 2025, the organization began offering the Caring Dads program. Caring Dads is a 17-week group program for men who have harmed their children or who are at risk of harming their children.

Ms. Ibrahim says facilitators have noticed a difference in the parents and children who attend these sessions. "It helps awareness, and it helps prevention." Her goal is to have the capacity to provide S&T training for more staff. Currently, two staff at CMWI are able to provide S&T training, but many more have taken the overview.

Ms. Ibrahim notes thanks to a great partnership with the GA and other CFS agencies, she sees a bright future. "There is a fear [of CFS] so how can we inform and raise awareness that CFS is also there to support and...also for safety. To understand how can we both work together? That's what we are trying to do. Build a bridge between the community and the system."

DID YOU KNOW?



THE CMWI HAS PROVIDED THE GA-PRODUCED BOOK ADDRESSING DOMESTIC VIOLENCE WITH CHILDREN CALLED MY NOT SO PERFECT FAMILY, AVAILABLE IN 11 LANGUAGES, TO FAMILIES WHO ATTEND THE CMWI.

PRIX KIM THOMAS

Le Prix Kim Thomas est remis chaque année à un membre du personnel des services à l'enfant et à la famille (SEF), ou à un membre de la collectivité, pour son engagement et ses efforts envers les enfants, les jeunes et les familles qui viennent de s'établir. Le prix porte ce nom en hommage à la défunte spécialiste de la RG, Kim Thomas, ayant consacré beaucoup d'efforts à tisser des liens entre les SEF et les familles nouvellement arrivées au Manitoba. Chaque année, le choix se porte sur une personne ayant consacré de son temps à promouvoir l'engagement communautaire auprès des nouveaux arrivants ainsi que des réfugiés et à renforcer les liens entre le système des SEF et les communautés culturelles au Manitoba.

Cette année, la Régie générale a le plaisir de remettre le prix à **Zebiba Ibrahim**, gestionnaire des programmes de soutien communautaire à l'Institut canadien des femmes musulmanes (CMWI).

L'organisme est déterminé à bâtir une communauté solidaire, inclusive et en santé. Il apporte du soutien aux réfugiés et aux nouveaux arrivants par l'intermédiaire de programmes holistiques et adaptés culturellement qui favorisent le bien-être, la sécurité et le sentiment d'appartenance. L'institut aide les familles à accéder à des ressources, à comprendre le fonctionnement des différents systèmes et à établir des liens communautaires positifs. Son objectif est d'aider les réfugiés ainsi que les nouveaux arrivants à subvenir à leurs besoins de manière autonome au Canada.

Madame Ibrahim est arrivée au Canada en 2018 et a commencé à travailler avec l'agence d'aide aux nouveaux arrivants, Mosaic. Elle s'est ensuite jointe au CMWI où elle a commencé à superviser plusieurs programmes sur les pratiques parentales.

Madame Ibrahim, ayant appris que certaines familles étaient confrontées à des problèmes de violence familiale, a décidé de suivre l'aperçu de la formation Safe & Together (S&T) organisé par l'intermédiaire de Centraide. Elle a ensuite suivi la formation de base d'une journée offerte par la RG avant de suivre en 2024 la formation S&T destinée aux formateurs, elle aussi subventionnée par la RG.

« J'ai suivi toutes les formations. Ça aide tellement notre communauté », explique-t-elle. C'est ainsi que c'est tissé son premier lien avec la RG et les spécialistes des programmes de la RG, avec lesquels elle continue de travailler.

Madame Ibrahim est à présent responsable d'un programme sur les liens et aborde avec les familles le sujet de la violence familiale.

« Cela m'a vraiment aidée dans le cadre de mon travail, car je suis à présent capable de réaliser des évaluations ainsi que des entretiens structurés. Je suis aussi en mesure de documenter et de faire de la planification de cas. »

Elle mentionne que l'organisme aime « l'approche S&T visant à travailler avec des partenaires et les survivants. »

«Le CMWI a depuis ce temps élargi sa programmation en matière de violence familiale pour inclure les pères et depuis peu les jeunes. En 2025, l'organisme a lancé le programme Caring Dads. C'est un programme de groupe d'une durée de 17 semaines destiné aux hommes ayant fait du mal à leurs enfants ou qui risquent de faire du mal à leurs enfants.

Madame Ibrahim dit que les formateurs et formatrices ont remarqué une différence chez les parents et les enfants qui participent aux séances.

« C'est un atout pour la sensibilisation et la prévention. »

Elle dit que son objectif est de pouvoir donner la chance à plus de membres du personnel de suivre la formation S&T. À l'heure actuelle, deux membres au CMWI sont en mesure d'animer la formation S&T, mais beaucoup d'autres ont suivi l'aperçu de formation.

Madame Ibrahim indique que grâce à un excellent partenariat avec la RG ainsi que les autres services à l'enfant et à la famille, l'avenir est prometteur. Il y a une peur des SEF, donc comment pouvons-nous informer et sensibiliser au fait que les SEF ont à la fois un rôle de soutien et de protection? Comment faire comprendre aux gens la raison de travailler ensemble?

« C'est ce qu'on essaye de faire. Tisser des liens entre la communauté et le système.»

LE SAVIEZ-VOUS?

L'INSTITUT A DONNÉ AUX NOMBREUSES FAMILLES PARTICIPANT AUX DIVERS PROGRAMMES OFFERTS AU CMWI LE LIVRE SUR LA VIOLENCE FAMILIALE INTITULÉ MA FAMILLE IMPARFAITE, TRADUIT DANS 11 LANGUES.

FLS AWARD



NANCY MILLER

Each year, the General Authority presents an award for excellence in French Languages Services (FLS).

The GA's FLS Award was established as part of the GA's 2023-2028 FLS Plan to be handed out annually, recognizing excellence in the delivery of FLS.

This year's winner is Nancy Miller, a bilingual administrative support worker for Rural and Northern Child and Family Services (RNCFS) at the Beausejour office. Ms. Miller grew up outside Quebec City with a French-speaking mother and an English-speaking father. She says growing up, she spoke both languages at home, so it was good training for her future work as a translator.

Ms. Miller spent most of her career working for the private sector in Alberta, as a translator for a Quebec-based company. When her husband's job meant a transfer to Manitoba, the couple moved to Beausejour, where she was encouraged by a friend to apply for a job at RNCFS, as they were seeking a bilingual administrative assistant. She applied and got the role, which she has held for three years. Within the office, Ms. Miller assists with files related to intake, adoption, supported guardianship and other areas. She has also helped develop FLS resource materials that can be used by administrators across the agency.

Ms. Miller was nominated for the award because of her commitment to ensuring service in both languages to families and individuals both in person and on the phone. She can also be called on to help staff if information is requested in French. Recently, the office upgraded its phone system and Ms. Miller voiced the French options. She says Francophone families are pleased when they come to the office and are able to converse in their native language. "People appreciate being able to speak with me in French."

The GA congratulates Ms. Miller for her dedication to FLS and the support she provides to the children, youth and families of RNCFS.

PRIX DES SLF

La personne ayant remporté le prix cette année est Nancy Miller, travailleuse de soutien administratif bilingue de la Direction des services ruraux et du Nord (DSRN) au bureau de Beausejour. Elle a grandi juste à la périphérie de la ville de Québec avec une mère francophone et un père anglophone. Comme elle parlait les deux langues à la maison, elle indique que cela l'a bien préparée à son futur métier de traductrice.

Nancy Miller a passé la majeure partie de sa carrière dans le secteur privé en Alberta en tant que traductrice pour une entreprise québécoise. Lorsque son mari a été muté au Manitoba, le couple a emménagé à Beauséjour, où une amie l'a encouragée à postuler auprès de la DSRN qui cherchait à pourvoir un poste d'adjointe administrative bilingue. Elle a posé sa candidature et obtenu ce poste qu'elle occupe depuis trois ans. Au sein du bureau, elle s'occupe des dossiers relatifs à l'accueil, l'adoption, la tutelle subventionnée et à d'autres domaines.

Elle a aussi contribué à l'élaboration de ressources pour les SLF pouvant être utilisées par tous les administrateurs et administratrices de l'office.

Nancy Miller a été sélectionnée en raison de son engagement à servir les familles et les gens en général dans les deux langues aussi bien en personne qu'au téléphone. Elle est aussi amenée à aider les membres du personnel si des renseignements sont demandés en français. Le bureau a récemment modernisé son système téléphonique et c'est la voix de Nancy Miller qui énumère les options en français.

Les familles francophones sont ravies de pouvoir discuter dans leur langue maternelle quand elles se présentent au bureau, explique-t-elle. « Les gens apprécient le fait de pouvoir parler en français avec moi. »

La RG félicite Nancy Miller pour son dévouement envers les SLF ainsi que pour le soutien qu'elle apporte aux enfants, aux jeunes et aux familles de la DSRN.



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