

# CHILD AND FAMILY ALL NATIONS COORDINATED RESPONSE NETWORK



## 2020-21 ANNUAL REPORT



## Values

	<b>Respect</b>
	<b>Balance</b>
	<b>Diversity</b>
	<b>Empowerment</b>
	<b>Excellence</b>
	<b>Relationships</b>
	<b>Integrity</b>
	<b>Courage</b>
	<b>Humility</b>

## Strategic Priorities

<b>Reduce the number of Children in Care</b>	
<b>Increase Culturally Appropriate Placements</b>	
<b>Early Intervention &amp; Prevention</b>	
<b>Culturally Diverse Staff Team</b>	
<b>Culturally Safe Service</b>	
<b>Anti-Oppressive Child Welfare Practise</b>	

### Mission

To promote and support the safety and well-being of children and families by providing culturally appropriate, strength based child and family intake services.



### Vision

Our community is strong and diverse, honours all cultures, and is free from systemic barriers. Families are healthy, supported and empowered. Children are valued, respected and safe.

### Treaty Land Acknowledgement

The Child and Family All Nations Coordinated Response Network (ANCR) acknowledges that we are on Treaty One Land. On Turtle Island, this is the traditional territory of the Cree, Anishinaabe, and Dakota peoples and the homeland of the Métis Nation.

# ***Message from the Board Chair***

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Tansi,

It is an honour to address the membership and the community that surrounds and supports ANCR.

It continues to be challenging to be ANCR's Board Chairperson in these unprecedented times of COVID-19. For much of the year I have been restricted from travel to Winnipeg due to travel restrictions. I know our families are exhausted by this pandemic and frustrated by the challenges of access to resources. I also know that all of our staff have given that extra mile to work with the families. Our leadership within the organization have worked extra hard to maintain a high standard of service to families and for the wellbeing of staff. I would like to acknowledge our leadership and our team members for the work that they have done in the last few months. Thank you for your commitment to our families.

In this year, ANCR continued to integrate the changes arising from the new federal legislation: An Act Respecting First Nations, Inuit and Metis Children, Youth and Families. This is very significant legislation for so many of the families served by ANCR. The board recognizes and welcomes this federal legislation as a fundamental shift for Indigenous communities.

I would also like to acknowledge our board for their dedication and leadership. I am honoured to work with such committed people. I am grateful for the service of our board members, and I wish our board the best as we move forward.

I would like to share that ANCR is blessed with strong executive leadership. I see the organization going strong as we move into a new era of child welfare.

Jerry Primrose,  
Board Chair

# ***Message From ANCR Knowledge Keeper***

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Booshoo, Tansi, Hello.

In my new role as the Knowledge Keeper for the ANCR board I would like to take this opportunity to thank the board and staff for all their hard work and direction during these trying times of the Covid 19 Pandemic.

This virus has changed our world dramatically. It has altered how we normally do things. The challenges of the restrictions of social distancing and face masks has worn our patience. We want things to go back to what they were before the pandemic hit. Unfortunately, that is not possible. This pandemic like others before it is here to stay. We need to adjust the way we do things to ensure the safety of us all. We need to reconnect with the spirit of the land. We need to recognize that we need each other.

The positive of this pandemic is that it has forced us as humans to slow down and to re-evaluate the importance of family, community and nationhood. It has opened up opportunities for people to explore their immediate surroundings. The land can be the greatest healer when we face challenging times. When we interact with each other as individuals and families surrounded by the elements in their natural setting, it brings a calmness that helps bring balance back into our lives.

I encourage all of you to take the time to get back to the land. Take things in stride. When you try to live a good life, things have a way of falling into place. Our faith and patience will carry us a long way.

I wish you all the best in your futures.

Meegwetch, Egosi, Thank you.

Robert Maytwayashing

## ***Message from the Executive Director***

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On behalf of the Child and Family All Nations Coordinated Response Network (ANCR) Board of Directors, I am pleased to present the 2020-21 Annual Report.

It has been an unusually challenging and unprecedented year for ANCR. The arrival of the COVID-19 pandemic in the spring of 2020 brought with it yearlong uncertainties and stressors. Expectations regarding workplace health and safe service delivery were constantly changing, evolving, and placed extra demands on all staff. Words cannot express my appreciation to all of the ANCR staff team for showing up day after day to ensure the safety and well-being of the children and families in our community. I know it has not been easy to provide child welfare services during the pandemic and I acknowledge the stress we have all experienced. I am proud of ANCR's resiliency, service excellence and commitment to our community.

Although our year was full of exceptional challenges, ANCR has also had successes to celebrate. ANCR has embraced the new national standards in *An Act Respecting First Nations, Inuit and Métis children, youth and families* and we are seeing exceptional outcomes. The number of children the agency brought into care decreased by forty-six percent this year, corresponding with an increase in the use of safety plans and private arrangements. In addition, the number of children discharged from care by ANCR also continues to increase, meaning children are being reunified with their families quickly. It has been challenging to offer the wealth of early intervention services we are used to providing as the pandemic public health orders resulted in the closure of our resource centre for the bulk of the year. Prevention service delivery was limited in order to control the spread of COVID in our community. However, we developed creative ways to continue to support parents and families through one-to-one services and virtual program delivery.

In closing, I would like to acknowledge and express my appreciation for the leadership, dedication and support of the ANCR Board of Directors and Joint Management Group. Your commitment and guidance are critical to ANCR's success.

Thank you

Sandie Stoker,  
Executive Director

## ***ANCR Board of Directors***

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**JERRY PRIMROSE** (Board Chair). Jerry represents the First Nations of Northern Manitoba Child & Family Services Authority on the Board of Directors.

**BARB LAVALLEE** (Co-Vice Chair). Barb represents the Métis Child & Family Authority on the Board of Directors.

**MARILYN COURCHENE** (Co-Vice-Chair). Marilyn represents the Southern First Nations Network of Care on the Board of Directors.

**JAY RODGERS** is the Chief Executive Officer for the General Authority Child & Family Services.

**KARLA HILDEBRAND-EDEN** is the Chief Executive Office for the Métis Child & Family Services Authority.

**RON MONIAS** is the Chief Executive Officer for the First Nations of Northern Manitoba Child & Family Services Authority.

**ROBERT MAYTWAYASHING** (Knowledge Keeper).

## ***ANCR Background***

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The Child and Family All Nations Coordinated Response Network (ANCR) became a mandated agency on February 3, 2007 and assumed responsibility for all intake and emergency child and family services in Winnipeg, Headingley, and East and West St. Paul, Manitoba. The decision to establish ANCR was one element of larger systemic reforms resulting from the Aboriginal Justice Inquiry-Child Welfare Initiative.

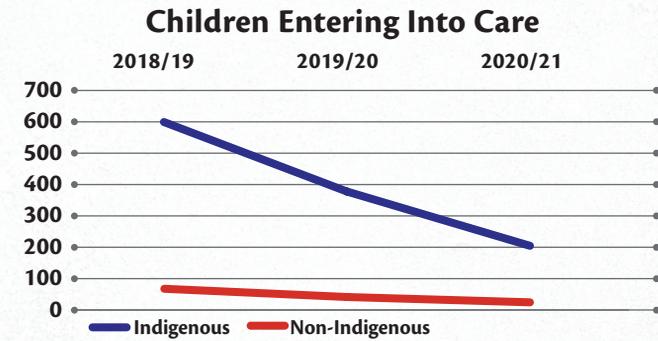
ANCR operates as a non-profit, independent agency mandated under the Southern First Nations Network of Care, governed by a Board of Directors and managed by an Executive Director and senior management team. Our mandate is the provision of culturally appropriate, high quality intake services by a qualified and skilled staff team in accordance with the Child and Family Services Act of Manitoba, the Child and Family Authorities Act of Manitoba and the Federal legislation, An Act Respecting First Nations, Inuit and Métis children, youth and families, and all associated regulations and standards.

# Answering the Truth & Reconciliation Commission's Calls to Action

ANCR's commitment to Truth and Reconciliation and the Commission's Calls to Action for Child Welfare remains strong and active across the agency. As part of the child welfare system in Manitoba, ANCR acknowledges the historical role that child welfare played in the cultural genocide of Indigenous peoples and the critical role the agency can play in the process of reconciliation. ANCR was established to provide culturally safe services to all nations and has long embraced its obligation to be a culturally safe and diverse service provider and employer. Reconciliation requires establishing and maintaining a mutually respectful relationship between Indigenous and non-Indigenous peoples and will not occur until the inherent rights of Indigenous people to care for their children and families is honored by our current system. It is for this reason that we use the calls to action to guide us in our 2019-22 Strategic Service Plan, and have also committed to a culture and diversity strategy, and an Indigenous Retention and Recruitment Strategy.

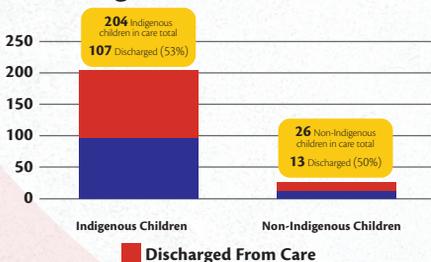
## Progress Made in 2020-21

### Children Entering into CFS Care

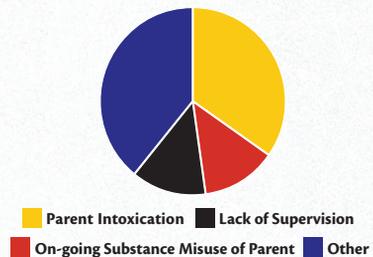


The number of children apprehended by ANCR this year decreased by 46%, the number of Indigenous children apprehended by ANCR also decreased by 46%.

### Discharges of Children in Care



### Reason for Apprehension



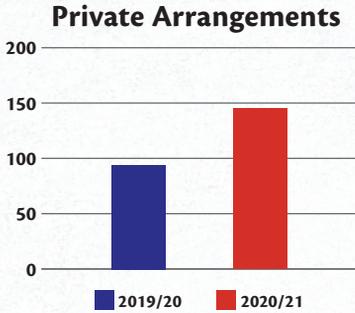
## Preventing Apprehensions of Children

98

People who posed a risk to children removed from the children's home.

195

Children were able to remain in their homes.



ANCR increased the practice of working collaboratively with family and community members to maintain children in their own families and community by facilitating private arrangements and preventing children from coming into care.

## Cultural Safety

22%  
of Children  
in Care  
placed with  
Family.

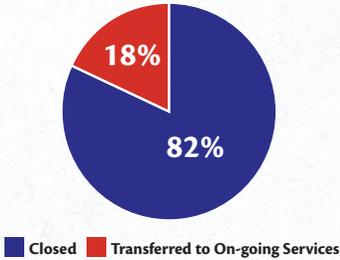
16%  
of Children  
in Care placed in  
Indigenous Foster  
Homes.

64

Number of times Cultural Advisor Accompanied Child Protection Worker during an investigation

## Early Intervention Services

### Disposition of Intakes by EIP



Early Intervention Program Spending	
Emergency Assistance	\$50,333
Program Delivery	\$7,681
Family Support	\$43,560
<b>Total</b>	<b>\$101,574</b>

Of the 1,069 families that ANCR transferred to on-going services for child protection services, only 3% of the families had previously received services from ANCR's Early Intervention Program, a decrease from 6% last year.

**54%** of families receiving service from EIP saw a reduction in the level of risk to child maltreatment

Due to COVID 19, the All Nations Family Resource Centre was closed for the majority of the year for group programs. However ANCR was able to provide cultural, wellness and parenting programs on a one to one basis and virtually to 268 community members, and 152 (57%) completed the program successfully.

**61 parents participated**  
in the traditional parenting program,  
**39% fully completed.**

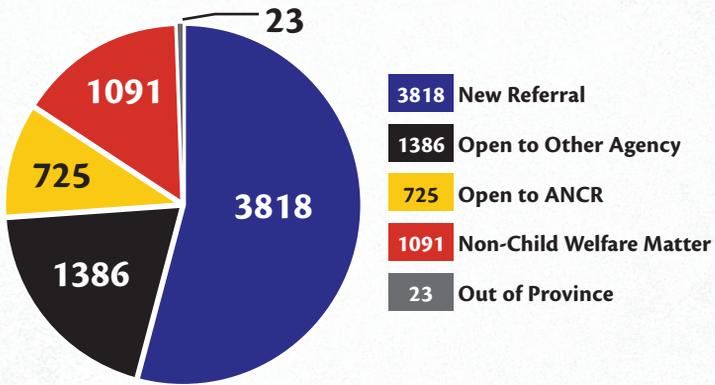
# Intake Screening Program (ISP)

The Intake Screening Program is the entry point to the services of ANCR and the larger child welfare system. Intake Screening provides the first response to all new requests for service and all child protection referrals during normal business hours (Monday to Friday, 8:30 a.m.-4:30 p.m.). It is the responsibility of the ISP to screen all new referrals, conduct initial assessments and to determine service response times. Where an emergency response is needed, the matter is immediately referred to the Intake Assessment Program or Abuse Investigation Program.

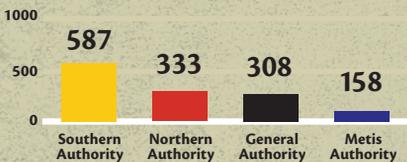
If, during the screening process, it is determined that the referral does not meet the threshold for a child welfare response the ISP will provide information regarding community resources that may be of assistance to the family and the intake will be closed.

The ISP strives to make decisions on all referrals by reviewing the information within the referral, reviewing any pertinent historical information, and utilizing the ANCR Screening Guide towards a final assessment and decision about whether the intake requires further intake assessment, and by which program.

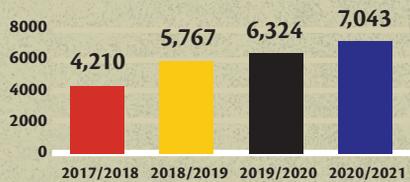
## Type of Referrals Received



## Number of Referrals Generated on Open CFS Cases 2020/2021



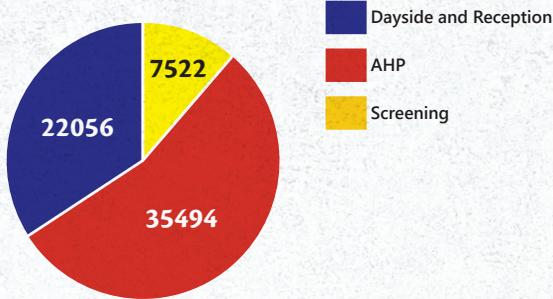
## Intake Screening Program Referrals Received



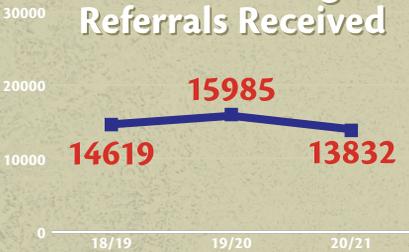
# After Hours Program (AHP)

ANCR is mandated to provide emergency child welfare services on behalf of all mandated CFS agencies in our jurisdiction outside of regular business hours (from 4:30 p.m. to 8:30 a.m., Monday to Friday, 24 hours a day on Saturday and Sunday, and all statutory holidays). The Program responds to new requests for service and all child protection referrals. Additionally CFS agencies may make requests to the After Hours Program for the provision of urgent services on open cases. The majority of service provided to families by the AHP, either due to a service request or on an emergency basis, is completed on behalf of our CFS partner agencies.

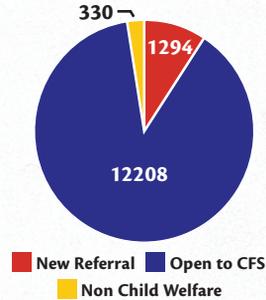
## Calls Received



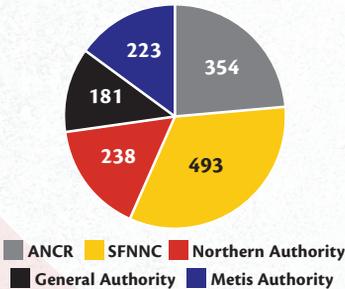
## After Hours Program Referrals Received



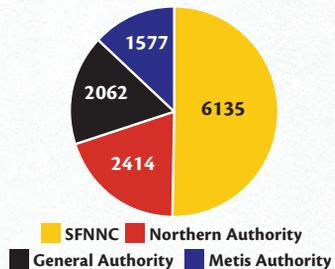
## AHP Referral Received



## AHP Service Requests by Authority



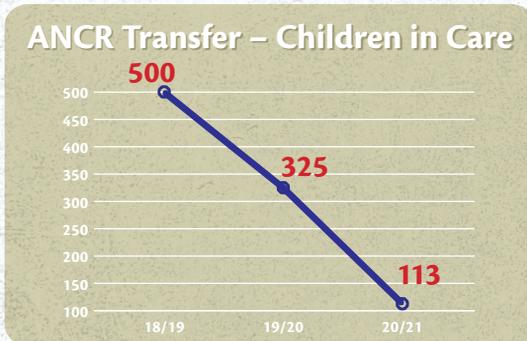
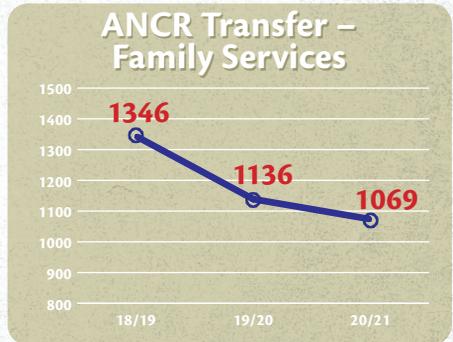
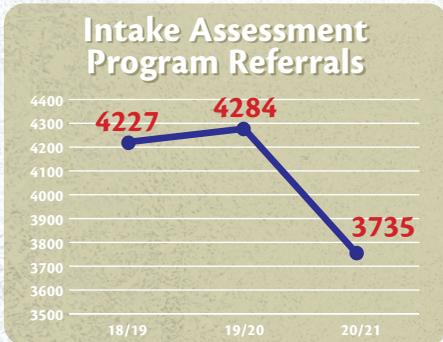
## AHP Number of Intakes Generated on Open Files



# Intake Assessment Program (IAP)

The Intake Assessment Program receives referrals from the ANCR Intake Screening and After Hours Programs. Where an emergency response is warranted, the Intake Assessment Program will respond to, and address immediate concerns for child safety and wellbeing, so that further assessment, planning and stabilization can occur.

The Intake Assessment Program is responsible for completing an assessment on intake referrals screened in for services under the Child and Family Services Act. The program completes a variety of assessments dependent upon the type of referral. The assessments include: Brief Service, Voluntary Family Services, Expectant Parent Services, Child Safety, Risk and Family Strengths and Needs. The Intake Assessment Program is also responsible for conducting child protection investigations when it is alleged that a child may have been subject to neglect. Safety and risk assessments are completed on all intakes where there are allegations of child neglect. Once an assessment has been completed, and if it has been determined that further mandated service is required, the program ensures that the family is transferred to their culturally appropriate Authority, or an Authority of their choice. If no further mandated service is required, the Intake Assessment Program may refer families to community organizations for further supports. The Intake Assessment Program also refers families who would benefit from prevention service to ANCR's Early Intervention Program.



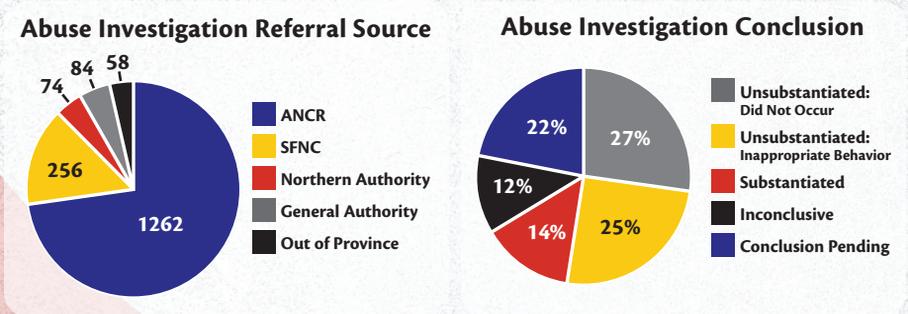
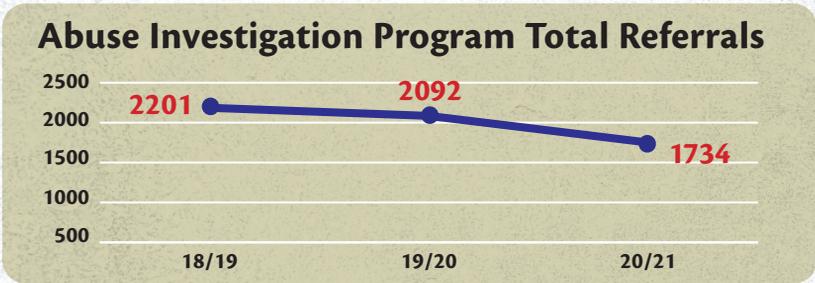
# Abuse Investigations Program (AIP)

The Child and Family All Nations Coordinated Response Network, Abuse Investigations Program (AIP) investigates and assesses all allegations of child abuse in Winnipeg, Headingley, and East and West St. Paul. This responsibility includes investigating abuse allegations involving family members, third parties, positions of trust and foster homes. This responsibility requires a highly dedicated staff team, a strong investment in training, and a commitment to strong partnerships with community and collateral groups.

The Abuse Investigation Program is comprised of three Abuse Investigation units. The All Nations Abuse Unit provides auxiliary abuse investigation services for external child welfare agencies on their open cases. New referrals to ANCR are assigned to the Indigenous Abuse Unit or the General Authority Abuse Unit. All new referrals are assigned according to the culture of origin of the families.

The AIP is responsible to ensure that families receive appropriate and timely services, to investigate allegations of child abuse or child sexual exploitation and to formulate conclusions to indicate the outcome of investigations. The AIP is also responsible to ensure that children and families requiring ongoing services are transferred to a mandated CFS agency.

ANCR also operates four local Child Abuse Committees on behalf of the four CFS Authorities. The committees are responsible to form an opinion on whether an accused individual abused a child and determine whether their name should be placed on the Child Abuse Registry.

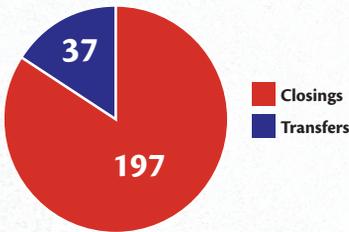


# Early Intervention Program (EIP)

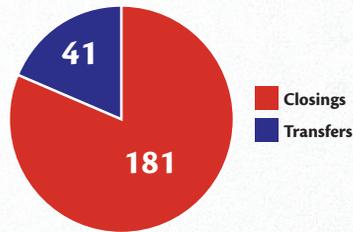
In the Early Intervention Program strength-based services are provided to families by the Program's service teams and the Family Resource Centre. The program focuses on prevention and early intervention to support families to care for their children. One of the goals of the program is to support families in ensuring that their children are safe and protected. The timely provision of supports helps families to address problems before they develop into a crisis. In this way, the Early Intervention Program promotes healthier family relationships and helps to develop family capacity. Through their intervention, EIP seeks to reduce or eliminate the need for protective services for families who are struggling to provide a safe and healthy environment for their children.

The EIP Service Teams and All Nations Family Resource Centre work in collaboration with each other and with the community to provide services and resources for families. There are two service units, one serving First Nations & Métis families and another primarily serving the General population. The resource centre, All Nations Family Resource Centre and Waa Pina Kosiis Miiki Waahp Resource Centre (also known as Snowbird Lodge Cultural Centre) provide a continuum of services that are culturally-based. The Family Resource Centre provides holistic and wrap around community based services to families that are referred by ANCR, external agencies and organizations and by families themselves. The services at the centre are delivered through supportive prevention and intervention focused groups and individual programs. Programs are offered at the resource centre and through our community partnerships, which includes locations at various schools and other community organizations.

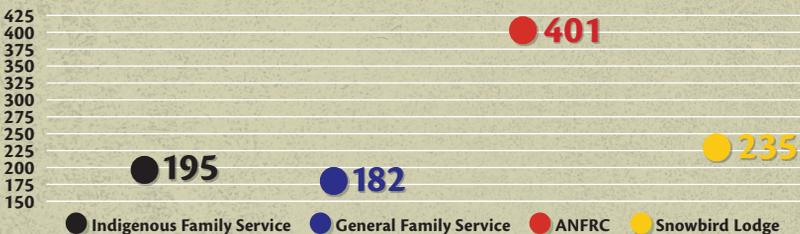
**General Family Service Team**



**Indigenous Family Service Team**



## Total Number of Referrals



## All Nations Family Resource Centre

Type of Program	Individual		Group	Total
	In-Person	Virtual	Virtual	
<b>Parenting</b>	21	21	51	93
<b>Family Violence</b>	20	12	29	61
<b>Wellness</b>	3	5	21	29
<b>Total</b>	<b>44</b>	<b>38</b>	<b>101</b>	<b>183</b>

## Snow Bird Lodge

Type of Program	Individual		Group	Total
	In-Person	Virtual	Virtual	
<b>Parenting</b>	6	13	35	54
<b>Family Violence</b>	6	1	4	11
<b>Substance Misuse</b>	1	4	31	36
<b>Wellness</b>	4	7	3	14
<b>Total</b>	<b>17</b>	<b>25</b>	<b>73</b>	<b>115</b>

## Cultural Ceremonies and Teachings

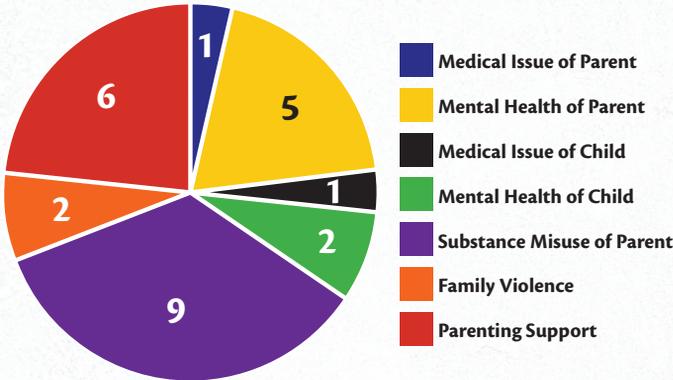
	Number of Participants
<b>Full Moon Ceremony</b>	8
<b>Full Moon Teaching</b>	14
<b>Sacred Pipe Teaching</b>	11
<b>Letting Go Ceremony</b>	6
<b>Pipe Ceremony</b>	34
<b>Solstice Celebrations</b>	8
<b>Total</b>	<b>81</b>

# Wichihewin Support Program

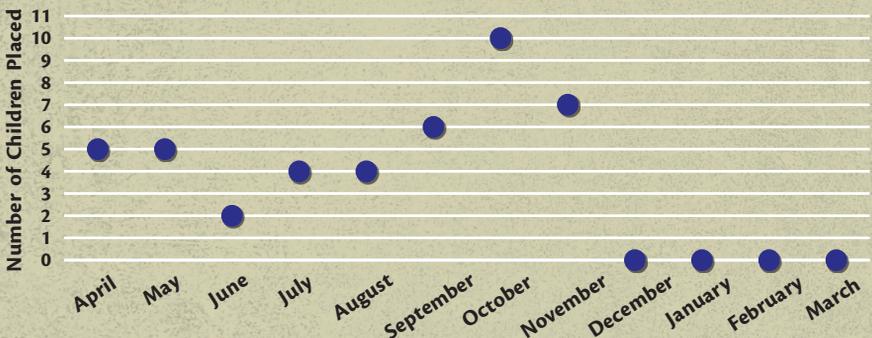
The Wichihewin Support Program (phonetically pronounced We Ji Way Win, an Ojicree word for “helping others”) is an internal service which assists ANCR workers in providing in home support services to children and families. These support services are provided in partnership with the family and the worker, with the objective of bringing about change(s) through time-limited goals.

The ANCR Emergency Community Care Placement program (AECCP) was developed in partnership with ANCR, Ma Ma Wi Chi Itata Centre, and Southern First Nations Network of Care. AECCP provides emergency foster bed placements for children in care, for up to 30 days. This resource is intended to meet the urgent need for culturally safe placements for children who are not able to remain safely with their families. The licensed foster homes are managed by Ma Ma Wi Chi Itata on ANCR’s behalf.

## Wichihewin Referrals



## ANCR Emergency Community Care Program



## ***Human Resources***

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ANCR's work is human services work. It is critical that we are able to fill our positions with well-qualified, representative, capable people who uphold ANCR's values and who are able to embody the mandate that is the foundation of our work. Human Resource Services focus on recruiting and retaining employees for that purpose. ANCR has a substantial list of mandatory training requirements and coordinates a range of professional development opportunities. Central to our training requirements is a course on the history of residential schools and intergenerational impacts. Human Resources is also responsible for creating workplace accommodations, for the workplace safety and health program and for the culture and diversity program.

With the advent of our new Covid 19 reality, Human Resources has been extensively involved in development of safe work practices in keeping with Manitoba Shared Health directives, and maintaining the procedures and the equipment to keep our employees and the families they serve, safe and healthy.

## ***Acknowledgements***

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ANCR's donors and partners strengthen ANCR's capacity to provide excellent and respectful service to children and families. Preventative and early intervention programming are enhanced by supportive programs and resources. Protective services are able to provide greater kindness and hospitality because of our generous donors.

Special thanks to The Children's Aid Foundation of Canada and the Ted and Loretta Rogers Foster Care Transition Program, who continue to provide comfort kits and supplies for children coming into the care of Child and Family Services, along with funds to provide clothing, and other essential items. These gifts add dignity and comfort to a difficult time in children's lives.

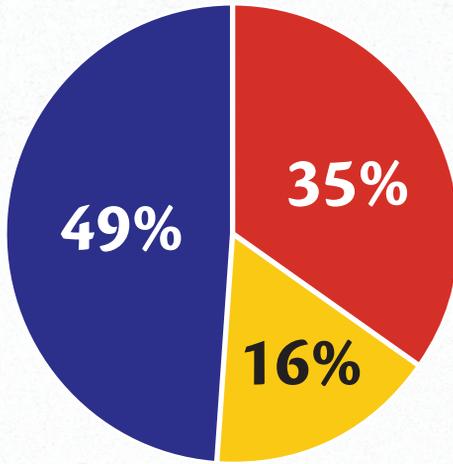
Thank you also to The Royal Canadian Mint, The City of Winnipeg, First Books Canada, and Bookmates Inc. for contributions made to our prevention programming and services.

Sincere thanks to each partner for your contribution and for demonstrating the value of community in the lives of children and families.

<b>Staff Positions (FTEs)</b>	<b>March 31, 2021</b>	<b>March 31, 2020</b>	<b>March 31, 2019</b>
<b>Senior Management</b>	7	7	8
<b>Human Resources</b>	4	3	3
<b>Finance and IT</b>	4	4	4
<b>After Hours Program</b>	20.6	21.15	21.15
<b>Intake Screening Program</b>	13	13	13
<b>Intake Assessment Program</b>	46	48	48
<b>Abuse Investigations Program</b>	31	31	31
<b>Early Intervention Program</b>	32	32.7	32.7
<b>Administration and Reception</b>	4	4	4
<b>Agency Resources</b>	1	1	1
<b>Total ANCR Positions</b>	<b>162.6</b>	<b>164.85</b>	<b>165.85</b>

Vacancies (FTE)	March 31, 2021		March 31, 2020		March 31, 2019	
	Number	Percent	Number	Percent	Number	Percent
Number and percent	24.55	15%	17	10%	21	12%

## Employee Diversity



■ Indigenous
 ■ Persons of Color
 ■ Other







A COPY OF ANCR'S AUDITED FINANCIAL STATEMENTS  
CAN BE OBTAINED BY CONTACTING OUR FINANCIAL DEPARTMENT



## **Child and Family All Nations Coordinated Response Network**

835 Portage Avenue, Winnipeg, MB, R3G 0N6  
(204) 944-4200 / 1-888-945-2627

[www.ancr.ca](http://www.ancr.ca)



First Nations of Northern  
Manitoba Child and  
Family Services Authority



The General Child  
and Family Services  
Authority

