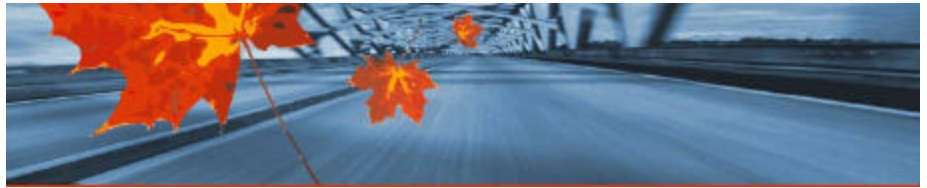


DMFS Update



Late Breaking News...

CentrepoinTE Wins Again!

It has recently been announced that CentrepoinTE has received the Golden Web Award 2003-2004. Only the best sites are voted to receive this award which recognizes the pursuit of web site excellence. Winning web sites are distinguished by their high standards of design, originality and content. Most importantly, the Golden Web Award brings respect and prestige to the Webmasters, designers and artists behind the scenes.

CentrepoinTE Receives Two Web Site Awards

CentrepoinTE, the official web site for Canadian Forces (CF) families moving to, living in, or returning home from Europe, recently received two awards. The Canadian Web Awards honoured CentrepoinTE with its "very good" designation for 2004, while Localsites.ca named it a "Top Site Web Award" winner for excellence in design. Established in 1999, the Canadian Web Awards recognize quality in web sites that are

design excellence and originality.

"The CentrepoinTE team is proud of the way our site's grown and evolved to meet the needs of CF families in Europe," says Director of Military Family Services with the Canadian Forces Personnel Support Agency (CFPSA), Celine Thompson. "When credible, independent bodies like the Canadian Web Awards and Localsites.ca agree that we're doing the right things well, that's even better."

"CentrepoinTE's now an award-winning site, and we're thrilled," adds Managing Editor, Karen Dooks. "But most of all, we happy for our readers, as they're the reason CentrepoinTE exists." The Canadian Web Awards and the Localsites.ca designations are now displayed on CentrepoinTE's splash

(or opening) page, which can be found at www.centrepoinTE-europe.ca. To access the site, simply enter "visitor" as both the username and password.

Established in 2002, CentrepoinTE is an online initiative of the Director of Military Family Services. As a virtual Canadian Military Family Resource Centre, CentrepoinTE offers timely information, useful articles, online tutorials, and other relevant services to CF families moving to, living in, and returning home from Europe.

Inside this issue:

DMFS Finds a New Home	2
Second Language Training	3
The Main Event	A1
Operation Santa Claus	9



Canadian-friendly, informative, unique, and benefit the Canadian consumer. Localsites.ca rewards Canadian sites demonstrating



The Director's Cut

Feel That Shimmer? It's the Earth Moving Under Our Feet



Celine Thompson, Director

We knew that the C/MFRCs would embrace the changes to the MFSP that were introduced at the Forum, but the enthusiasm and willingness to take the Program to this next level we could *not* have anticipated. It is going to be a most remarkable year - a year of hard work, trepidation and some level of uncertainty - but a remarkable year nonetheless.

By the time you read this, you have undoubtedly booked your orientation session with your DMFS Regional Representative and have given some thought to how we can best support your Centre to achieve success during this transitional year. I know the Regional and Headquarters staff at DMFS have been working diligently to prepare mate-

rials that will help make the new policy and some of the proposed changes 'come to life' for you ... and that we are quite looking forward to where you will take this Program once you have the foundational pieces in place. Exciting times indeed.

In addition to the changes with the Program, DMFS is doing a bit of 'transitioning' as well. We are moving to new digs mid-July; although that move will no doubt go wonderfully, I've moved too often not to expect at least a few hiccups along the way. In the midst of finalizing policy interpretation processes, training materials and the new funding protocol we are also in the throes of finalizing what I hope to be the final DMFS organizational chart ... we should have

the complete version in place by the late-autumn. And, as always, there is much more work to be done. We are still working diligently with the departments that hold in their hands the final sanction of the MOU, the Community Needs Assessment and Service Evaluation Guide, and the local site-specific agreement. Although finalization of all of these outstanding pieces of work is, I must concede, 'beyond our control' we are doing our best to make it as much a priority for others as it is for us.

Stay tuned with your DMFS Regional Representative, as they'll be able to keep you informed of our progress.

Onward and upward,
Celine

DMFS Finds a New Home

DMFS will be moving, along with CFPSA and several other DND directorates, to a new home in July 2004. We expect that the availability of natural light, proper ventilation and ergonomic workspaces will improve the quality of life of DMFS staff tremendously. Such benefits do not come without a price though. DMFS staff will experience first hand, the



stress and disruption a move can cause. Please note that it may be difficult to reach the headquarters staff from 16 to 30 July 2004, and although we have been assured that our phones and computers will transition quickly and easily, we are nonetheless expecting the unexpected. Your Regional Representatives will not be affected by this move and will hold the

fort during this period. Our offices will be located east of the Ottawa city centre, just off Innes Road and our new mailing address, effective 19 July 2004, will be:

Director Military Family Services
1600 Star Top Road
Ottawa, Ontario
K1B 3W6

MFRC National Insurance Plan Update

Announced in March 2004 and effective 1 May 2004, Halpenny Insurance Brokers Ltd. will broker the new and improved MFRC National Insurance Plan. Details of the plan were distributed by DMFS in mid-May. MFRCs should note that one of the prerequisites to receive funds from DMFS is "... insurance coverage to the minimum standard as required by DMFS." (*MFSP: Parameters for Practice, p. 55*) For full details, contact Richard Massie, your Halpenny representative, at 1-800-635-3508, rmassie@halpenny.com,

or his colleague Connie Benson at cbenson@halpenny.com or your DMFS Regional Representative.

Coverage Description	Standard Limit
Contents Limit	As required
Electronic Data Processing Equipment	Included in above
Extra Expense	\$50,000
Group Accident Coverage	\$25,000
Commercial General Liability	\$5,000,000
Non-Owned Automobile Liability	\$5,000,000
Errors and Omissions Liability	\$2,000,000
Directors and Officers Liability	\$1,000,000

Second Language Training

SLT continues to be a very popular MFSP service. From 1 April 2003 to 31 March 2004, there were 354 reported SLT courses attended by more than 2500 participants.

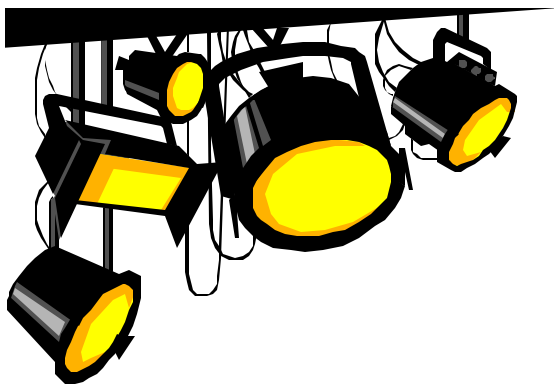
Centres are reminded that requests for funding for SLT courses must be submitted at

least eight weeks prior to the start of the course. For Fall 2004, that could be as early as July 9th and for Winter 2005, November 5th.

Manuals for English modules 1 to 4 are now available through online ordering on the CFPSA web site. C/MFRCs are encouraged to use the

web site to quickly and easily order their SLT manuals. Instructions for accessing the site were sent out in a letter from DMFS, 5390-2 (DMFS/CFPSA) 12 December 2002. It is expected that this online ordering system will soon be expanded to include other resources.

"Requests for funding for SLT courses must be submitted at least eight weeks prior to the start of the course."



The Main Event

The rehearsals are over, the curtain has risen and the performance is in the hands of the performers. The transition of the Military Family Services Program (MFSP) is DMFS' first and primary strategic priority for 2004/2005. "The Main Event" will keep you informed about what's happening on various stages to ensure a successful run.

Centre Stage

Calgary: The Little Centre That Can The staff and board of the Calgary MFRC

We've come a long way. We started with 2000 families, 1000 PMQs, a base gymnasium, schools, churches and other facilities. Now we are a small community of 200 families, dispersed throughout two cities with minimal DND resources and infrastructure, but still thriving!

When our centre learned that the intentions for the new Op Plan were to make it much less prescriptive, we celebrated, and got to work. In April of 2003 we began an in-depth organizational assessment and planning process, complete with strategic planning, focus groups and community consultations in both Calgary and Lethbridge. Our goal was to enhance the connection with our community that we enjoyed and to build on what we learned through our needs assessment surveys. While we have always been effective in keeping our fingers on the pulse of our community, this was different. We knew that we would now be given the freedom to be more autonomous and responsive to what our community had to say rather than merely get their feedback on the programs and services we were mandated to offer. We also wanted to ensure that our military families informed the direction we would be taking and to establish priorities for the next three to five years.

We hired effective consultants, conducted stakeholder interviews and established an advisory committee. We took the opportunity to re-evaluate our mission, goals and objectives as well as our definition of community. Over the next three months, each step that followed generated increasing enthusiasm as we took the opportunity to really hear what our military families had to say....and they had a lot to say!

Since then, we've had committee involvement in our programs, established many new partnerships, and military families have approached us continually, to offer their suggestions and assistance. Participation in our programs has increased and best of all, there is a new infusion of energy that seems to be contagious. The community feels it and the Board and staff feel it too. We look forward to reaping the benefits of our enhanced credibility with our community for many years to come.

We can't say the process has been without its bumps as we all learn to embrace a new approach but the experience has paid dividends we couldn't have anticipated. Especially since the process itself had its own reward: it enabled us work together toward a common goal, resulting in strengthened ties among staff and board members.

We wanted to share our positive experience with fully embracing the community development model and to say that if we can do it, every centre can!



The "cast" of the Calgary MFRC

Back Stage???

Remembering the MFSP Leadership Forum

MFSP Parameters for Practice was unveiled at the MFSP Leadership Forum held in Cornwall, Ontario 16-18 April 2004. "The launch of the document represents the culmination of research and the inclusion of best practices prevalent in the family resource movement, while better reflecting the reality of CF members and their families", says Celine Thompson, DMFS. Addressing the forum, she said, "We are leaders in one of the most remarkable and unique approaches to the support of military families in the world." As well, she adds, the partnership between the Department of National Defence, the CF, DMFS and CF families themselves represents the only way to achieve the success of the MFSP and its vision:

"Confident, capable and resilient families in a supportive Canadian Forces community."



Photos: Beverly Weber, CFPSA

"The term 'traditional' no longer describes the Canadian Forces family and neither should it describe the services they receive. Parameters for Practice represents the evolution of the MFSP and reflects the changing face of CF families." Vice-Admiral Jarvis, ADM (HR-Mil) addressing participants at the MFSP Leadership Forum.

Stage Left

What's Up With the MOU?

DMFS is still awaiting review of the MOU by the Treasury Board Secretariat. However, DMFS remains committed to providing Boards of Directors and Local Commanders sufficient time to review the document prior to signing it. As a result, the MOU implementation date remains unknown. Despite this delay, the current FY (04/05) is still considered by DMFS to be an implementation transition year, when MFRCs prepare to meet MOU provisions.

Why was the MOU developed?

The *Follow-up Program Evaluation Study of the MFSP* (2002) noted that the mechanism being used to fund the MFSP contravened the federal Financial Administration Act. After reviewing alternative options, DND recommended that a Memorandum of Understanding be used as the mechanism to provide public funds from ADM (HR-Mil) to MFRCs.

How binding is the MOU legally?

The MOU is not a legally-binding document nor is it intended to be a contract. However, by signing the document all "Participants concur that they will fully respect the scope, intent and meaning of all sections of the MOU." (para 2.1)

How would a Centre 'get out of' the terms of the MOU if the Board made that decision?

There is no provision for opting out of any specific provision(s). If a Centre wanted to withdraw from the MOU, the Board of Directors would have to pass a motion to that effect and provide three months' written notice to DND (i.e. DMFS and the local Commanding Officer; see para 12.2). Keep in mind that the MOU is the mechanism that allows funds to be dispersed to MFRCs. Provision of funds by DMFS to an MFRC will not be possible in the absence of an MOU.



The Latest Word on the Service Level Agreement (SLA) for Out-of Country CMFRCs

During this past year we have heard considerable discussion about the Memorandum of Understanding being developed for our Canadian MFRCs and little has been said about the Service Level Agreement for out-of-country operations. Discussions are now underway and the process has begun to draft the SLA that will serve to define the roles and responsibilities and the resources available for the provision of the MFSP in Europe, the United Kingdom and the United States. It is expected that this SLA will be signed off at the same time as the MOU is in Canada and will form the agreement between the CFPSA and the appropriate CF Command Authority. For more information, CMFRCs can contact their DMFS Regional Representative.

Stage Right

Since you asked ...

Are there funds available to host regional conferences this Fall as a mechanism of providing further training information on the Way Ahead for all staff and board members?

At the MFSP Leadership Forum, DMFS indicated that planning for training opportunities would begin as soon as the Forum ended and that all possibilities would be considered. One of the options brought forward was for DMFS to bring together groups of C/MFRC boards of directors/ advisory committees and/ or staff for common orientation and training. Upon further investigation, it was determined that there was not consensus amongst stakeholders about the necessity for these gatherings, and due to time and resource constraints, it was determined that this was not the best way of proceeding with training and orientation. Instead Regional Representatives will hold individual, customized sessions to ensure that each Centre has the information and tools to make their transition. However, C/MFRCs are free to invite other local partners to attend their session if they so desire.



Can you explain the significance of the DMFS logo?

First, please note that the new logo is for the Military Family Services Program and not for DMFS. Guidelines on use of the new MFSP logo are expected to be published this year. The logo was developed after consultation with stakeholders during the “MFSP Branding Project”. It is intended to be representative of the characteristics of the MFSP thought by stakeholders to be important. Its stylistic nature allows individual interpretation and wide ranging appeal.



The Funding Cycle

The Funding Application Users’ Guide lists seven elements which comprise the funding cycle for C/MFRCs. The cycle begins with Centres preparing their Funding Application. This step may include other tasks such as strategic planning and business planning as well as the actual completion of the Funding Application. After the Applications are submitted and reviewed, funding approval letters will be sent out by DMFS. In the next stage, C/MFRCs will submit a quarterly budget and service delivery agreement based on their approved funding. The details and templates for this stage are currently being developed by DMFS. Throughout the year C/MFRCs will report quarterly on the expenditure of funds. Near the end of the year, C/MFRCs will take action on any surplus funds. In the meantime the cycle has restarted with Centres planning, preparing and submitting a new Funding Application. Like a well-oiled machine the wheels keep turning resulting in “confident, capable and resilient military families in a supportive CF community”.

- 1) Funding application development
- 2) Submission of the funding application
- 3) Review of applications by DMFS
- 4) Funding approval letter from DMFS to the C/MFRC
- 5) Submission by the C/MFRC of a projected quarterly budget and service delivery agreement, based on approved funding
- 6) Submission of quarterly expenditure reports
- 7) Request for retention of surplus (optional)

National Youth Program Financial Planning Template



DMFS and PSP remain committed to identify and secure funding to support the development and realization of a national youth program. Our collective efforts sparked the interest of the NPP Board of Directors. However, before making a decision, the Board requested additional information, which includes input from our stakeholders as to what the projected costs could be for such an endeavour.

To that effect we are asking C/MFRCs to complete a financial planning template to enable us to compile the data requested by the NPP Board.

This is not a funding application and it is important to note that there is no guarantee that this new potential funding source will materialize, however we are eager to provide the information as requested and remain hopeful. If

successful, this funding will not replace what DMFS currently provides; this funding will be in addition to and will allow for the development and expansion of youth programs.

We envision the completion of this template to be a "dreaming exercise", albeit a realistic one – how much money will you realistically need to fund "cutting edge", "engaging" youth programs?

More information will be posted on CCSD website at www.ccsd.ca as it becomes available.

Canadian Council on Social Development Newsflash

Mark your calendar now for a conference you won't want to miss. Childcare & Early Learning Conference November 12th to 14th 2004 - Winnipeg Convention Centre. Childcare and early learning researchers, policy makers, activists and early learning and

childcare practitioners, as well as those with a broader interest in social development, social policy and social justice from across Canada will meet in Winnipeg for a major policy conference. This exciting pan-Canadian conference will feature inspiring and knowledgeable

speakers, while providing ample time for a rich dialogue and debate. It is expected that the conference will play a key role in influencing public policy and public perceptions about early learning and childcare and help set the agenda for the next decade.

Anne Marie Vaz Departs DMFS

It is with much regret, that we say "good-bye" to Anne Marie Vaz. She will be leaving the CFPSA effective 30 June 2004, after having completed four years with DMFS. On behalf

of DMFS, we would like to thank her for her service and dedication, and we wish her the best in her future endeavours. Please note that until further notice, any queries normally

directed to her can be sent directly to your Regional Representative.



What do we do with the T1204 Government Service Contract Payments Forms Issued by Canada Revenue Agency?

Recently some MFRCs have contacted DMFS to inquire about the T1204 forms that were issued from Canada Revenue Agency. The Government of Canada issues these as standard practice to individuals and organiza-

tions in receipt of payments. MFRCs in receipt of these forms should keep on file as your formal record of having received these funds, however, no response is required on your part. When filing your charity or non-

profit return you may be asked to report this amount as revenue. If you have any additional questions, please contact your Regional Representative.



Operation Santa Claus 2004 Needs C/MFRC Support

CFPSA Deployment Support Unit recently launched operation Santa Claus for Christmas 2004. For more than 10 years, this special operation has brightened the lives of Canadians serving overseas at Christmas time. C/MFRCs are encouraged to participate by gathering letters from children in the commu-

nity, which are then distributed through gift boxes to all deployed CF members. Many Centres capitalize on organized summer activities where children create the much-appreciated letters. This year's deadline is 15 September. Letters should be sent in bulk to:
Operation Santa Claus

25 Canadian Forces Supply Depot Bldg #6 South
6363 Notre Dame East
Montreal PC H1N 3R9
Attn: Mr. M. Millette
Operation Santa Claus is just one example of the benefits of partnerships. With the combined efforts of C/MFRCs, CFPSA and the CF, there are sure to be many more smiles this Christmas.



Op Santa Claus 2003.
Photo: Lyndon Goveas, CFPSA

Voluntary Sector Initiative

The Capacity Joint Table Advisory Committee is pleased to announce the release of *Participating in Federal Public Policy: A Guide for the Voluntary Sector*, a resource to help voluntary organizations participate in the federal pub-

lic policy development process. The guide also gives federal government departments insight into how to involve their voluntary sector counterparts more effectively. The development of this resource was funded by the Gov-

ernment of Canada through the Capacity Joint Table (CJT) of the Voluntary Sector Initiative. For more information on this announcement please go to: http://www.vsi-isbc.ca/eng/policy/policy_guide.cfm

*Partnering
for
Canadians.*

Director Military Family Services

HEADQUARTERS
Celine Thompson, Director
(613) 992-0255
Thompson.CA@forces.gc.ca

Francine St-Amour
(613) 995-6792
St-Amour.FC@forces.gc.ca

Beverly Weber
(613) 992-7516
Weber.BJ@forces.gc.ca

Michel Morency
(613) 995-8480
Morency.M@forces.gc.ca

Christine Sulek
(613) 995-5234
Sulek.CT@forces.gc.ca

POLICY & PROGRAM
DEVELOPMENT
Alla Ivask
(613) 992-9656
Ivask.AG@forces.gc.ca

Maureen Kellerman
(613) 992-1327
Kellerman.MEK@forces.gc.ca

Linda Tyrrell
(613) 992-1877
Tyrrell.LM@forces.gc.ca

FIELD OPERATIONS
Celeste Gotell
(613) 995-5608
Gotell.CM@forces.gc.ca

Madeleine Lafleur
32 65 446 018
Lafleur.M2@forces.gc.ca

Eva Marks-MacIsaac
(902) 893-7735
evamac@ns.sympatico.ca

Sue McCormack
(613) 634-9449
ontariorep@cogeco.ca

Jackie Specken
(780) 989-3479
prairierep@shaw.ca

Andrew Webb
(418) 828-0531
ajwebb@videotron.ca

DMFS Resources on the Web

Did you know that you could download the following resources from our web site?

MFSP: Parameters for Practice
http://www.cfpsa.com/en/psp/dmfs/pdfs/parameters_e.pdf

Family Handbook
http://www.cfpsa.com/en/psp/dmfs/pdfs/MFSPFamilyHandbook_e.pdf

MFSP Leadership Forum documents
<http://www.cfpsa.com/en/psp/dmfs/>

C/MFRCs In Focus

<http://www.cfpsa.com/en/psp/dmfs/>

and back issues

http://www.cfpsa.com/en/psp/dmfs/resources/fieldback_e.asp

DMFS Update

<http://www.cfpsa.com/en/psp/dmfs/>

and back issues

http://www.cfpsa.com/en/psp/dmfs/resources/updateback_e.asp

The following documents have been distributed electronically to all C/MFRC Board Chairpersons and Executive Directors between 1 February and 31 May 2004. If you did not receive a copy please contact Francine St-Amour at St-Amour.FC@forces.gc.ca

General Documents	File Number	Date Sent
CF National Youth Model Update Letter	5390-8-5	3 Feb 04
SLT Spring Session Requests Email	5390-8-12	6 Feb 04
DMFS Update February 2004	5390-12	9 Feb 04
National Insurance Plan Letter	5390-21	31 Mar 04
Additional Information-MFSP Leadership Forum Letter	5390-8	7 Apr 04
National Youth Model Update Letter	5390-8-5	7 Apr 04
Canadian Military Community National Youth Model Letter	5390-8-5	17 May 04
Implementation of MFSP Parameters for Practice Letter	5390-35	19 May 04
Update on the Status of the MOU Memo	5390-1	21 May 04
Distribution of C/MFRCs	5390-35	21 May 04
Borden Website	5390-13-B146	27 May 04
Additional Copies—MFSP Parameters for Practice	5390-8	27 May 04
National Youth Model Funding Update	5390-8-5	31 May 04