



Cameray Community Fund

2019 Annual Report

#102-5623 Imperial Street
Burnaby BC V5J 1G1

Stronger Children,
Stronger Families,
Stronger Communities

Serving Burnaby and
New Westminster since 1972



CAMERAY COMMUNITY FUND

#102 – 5623 Imperial Street Burnaby BC V5J 1G1
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ABOUT CAMERAY CHILD AND FAMILY SERVICES

The mandate of Cameray Community Fund, operating as Cameray Child and Family Services, is to provide free counselling, education, outreach and advocacy services to residents of Burnaby and New Westminster in the pursuit of strengthening families.

Cameray Child and Family Services has been offering programs free of charge through funding from the Ministry of Children and Family Development and the generous support of numerous donors in our community since 1972.

The core values which guide the agency and its Board / Staff / Management include: Healthy Families, Cooperation and Collaboration, Accessibility, Contribution and Service, Social Justice, Empowerment, Authenticity, Challenging Work, and Hope. Cameray strives to build stronger children, stronger families and stronger communities.



Mission Statement

Cameray Child and Family Services is a community-based agency committed to the strengthening of individuals and families through a spectrum of services including counselling, education, outreach and advocacy.

REPORT FROM THE PRESIDENT: 2019



It is March (2020) and there is more than spring in the air. At Cameray, however, we carry on providing excellent support to children and families in the cities of Burnaby and New Westminster. 2019 was a very busy year with accreditation being deftly handled by staff and our Executive Director. The results of the accreditation process attest to our strengths and our dedication that are hallmarks of our agency and those who work here.

The Board of Directors is evolving. We recognize that we must keep in close contact with our communities as change is happening all around us. In response to this need the Board has formed a Community Advisory Group whose mandate is to dialogue with the Board several times a year and provide the Board with 'on-the-ground' information of the emerging needs of our community. We are also hoping that through this group potential supporters and Board members will emerge. We are also actively seeking new Board members with expanded expertise in areas that are impacting all non-profit agencies. The Board Development Committee continues to assist the Board in fulfilling its Governance mandate.

2019 has also seen two of our Board members resign and move on to new adventures. We thank both Nazarina and Tracy for their service and the insight they brought to the Board over the past several years. We will miss them but know they continue to support Cameray in their respective communities.

Fundraising via our "Building Your Toolbox" brand continues to raise funds while enriching our professional communities. Our thanks to the current committee members which include Catherine Browne, Jessica Kam and Tracey Rusnak.

Lastly, I can't say enough about our staff and the many hats they wear in order to serve our clients. The programs delivered by this agency are well documented in the Executive Directors Annual Report on Program Operations. Please read it and marvel at the variety of programs offered. We also recognize the hard work and long hours spent in learning a new information system and adapting to counselling small groups in addition to counselling individuals. Thank you all for your dedication and perseverance.

I look forward to the coming years and the challenges we will face. We thank and are grateful to all of our funders and volunteers for their support. I am confident Cameray will change and adapt as needed in order to continue to provide support in building strong children, strong families and stronger communities.



Respectfully submitted,

Don Macdonald
President

ANNUAL REPORT ON PROGRAM OPERATIONS - 2019

Tracey Rusnak, Executive Director

2019 was another busy year for Cameray Child and Family Services. Highlights of the year for the agency include:

- Successful re-accreditation with Council on Accreditation with no recommendations!
- The formation of a community advisory group to provide input to the Board of Directors
- Cameray was awarded the Burnaby contract for Early Years services (funded by MCFD) as the lead agency with five subcontractors
- Implementation and launch of an electronic case management system thanks to a generous donation to purchase the software
- The agency held our sixth annual fundraising workshop with great success. The topic this year was "Working with Transgender Children and Youth: Building your Toolbox"
- Participation in many community events, including several preschool fairs and mental health fairs



Counselling Program

The Counselling Program has been well utilized over the past year. We have been challenged with an ever-increasing waiting list. As a result, we have begun the process of a significant redesign of the program to that of a Stepped Care model where clients will attend groups rather than individual counselling, where appropriate. Development of the new model has begun, with the goal of full implementation of the new design in 2020.



The Counselling Program has undergone turnover in management as one of the Clinical Coordinators went on medical leave, while the other retired at the end of the year. A new full-time Coordinator was hired on a temporary contract and a new part-time Coordinator begins in January 2020.

Thanks to a grant from Civil Forfeitures (BC Community Safety and Crime Prevention), we offered one sexual abuse group for girls. We continued to provide outreach service to the New Westminster School District alternative school programs and Edmonds Community School. Finally, we were fortunate to receive a generous grant from Global Change for Children to purchase play therapy equipment and books for the counselling rooms.

Parent Support Program

The Parent Support Program continues to expand and develop in order to support our clientele. The program has received a significant number of referrals for new and expecting parents, and we are adapting our programming to ensure the needs of these families are met. We continue to receive glowing feedback regarding our Circle of Security and Family Literacy groups, and have re-introduced Nobody's Perfect Parenting groups into our regular schedule. The program has strengthened relationships with partnering agencies, and continue to work collaboratively to accommodate the various needs in our community. In particular, we have branched out to facilitate Mom & Baby groups at New West Family Place and hosted a Mandarin-speaking Nobody's Perfect series facilitated by S.U.C.C.E.S.S.

"PSP provides many helpful programs and workshops that I can learn about child development and parenting"

Early Years Program

We were fortunate to be awarded the Burnaby contract for MCFD Early Years funding, which began in April 2019. This is a new provincial funding to replace previous funding from United Way Success By Six and MCFD Children First. Cameray is the lead agency for this contract with five subcontracted community agencies to provide a continuum of services for families with children age 0-6. Cameray is responsible for the provision of both outreach and evening psycho-educational and interactive groups under this contract. We have developed and strengthened relationships with several community agencies, schools, and Strong Start programs to provide groups in their facilities.



In addition, we have been subcontracted to provide Family Literacy Circles at the Qayqayt Early Years Centre in New Westminster, under the New Westminster contract for Early Years services.

Child Victim Support Services Program

This year the CVSS program has had a stable caseload with a significant number of files requiring testimonial support in court. We also hosted a training workshop for service providers who work with children who have experienced trauma, thus enhancing our community relations. In addition, we joined the Burnaby Interagency Case Assessment Team, which works collaboratively on high risk domestic violence files. Our Youth Consent Education Project continued in the spring, for which a facilitator provides presentations in high schools on "Sex and the Law", providing much needed information to students about issues regarding sexual consent. This year the facilitator added specialized presentations for diverse learners, which were very well-received.

ACTS Transitions Project

The ACTS program continues to be very successful with high numbers of children attending the Homework Clubs. This year the number of children in the program almost doubled, and we therefore also increased the number of volunteer mentors. We were able to hire a part time youth worker to assist with the program, and an additional adult volunteer helped with the busiest program at Edmonds Community School from January to April. The summer program was well attended with many outings to local community parks, in addition to trips to beaches and swimming pools. The Program Coordinator provided individual support to many students in several schools, particularly at Cariboo and Burnaby South Secondary Schools, and at Edmonds Community School. We partnered with Kids Up Front to give out tickets to many entertainment and sporting events to families who would not otherwise be able to experience. The program is grateful for donations from TD Bank and Stoney Creek Community School Council to assist with the expenses of this project.

"This program is crucial to building connections with responsible adults to many of the children that attend."

JJ continues to stay connected with most of the students who attend his program for years afterwards"

Community Kitchens

We ran 14 Community Kitchens for the year in Burnaby and they were consistently well attended. Eight were funded by MCFD, and six were funded by "Food Skills for Families" (Diabetes Canada). We consistently receive glowing reviews and appreciation for these programs.





MEMBERS OF THE SOCIETY – 2019/2020

OFFICERS

President	Don Macdonald
Vice-President	Nancy Maloney
Secretary	Nazarina DiSpirito
Treasurer	Brian Shuster

"The counselling appointments were very helpful for my son. The sessions had a positive impact on my son's life. I am forever grateful!"

BOARD OF DIRECTORS

"My counsellor helped me see things in a different perspective and made me realize how taking care of myself makes me a better mom (a person in general)"

Alexina Picard	Brian Shuster
Bruce Landon	Don Macdonald
Nancy Maloney	Nazarina DiSpirito
Sue Montabello	Tracy Logan

OTHER MEMBERS

Ashley Ng	Beatrice Fogelberg	Catherine Browne
Christy Waisman	Gillian Tuyp	Hannah Mehlenbacher
Janine Sakai	Jason Lam	Jessica Kam
JJ Edwards	Joanne Lee	Lisa Bay
Margaret Lloyd	Mary Bolton	Mena Perrotta
Roxane Veltkamp	Sarina Kot	Simran Dhillon
Susan Roberts	Tracey Rusnak	



FUNDERS:

Ministry of Children and Family Development

Ministry of Public Safety and Solicitor General – Victim Services and Crime Prevention Division

Fraser Health

DONORS:

B.E.S. Investments Ltd.

C.B. Island Fisheries Limited

EA Outreach

Global Change for Children

Stoney Creek Community School Council

Burnaby Camping Bureau

Calkins & Burke Limited

FlipGive

Raise-a-Reader Burnaby Public Library

TD Bank

and many Individual Donations - We are very grateful for the support!

PARTNER DONORS:

Canadian Diabetes Association Food Skills for Families

Kids Up Front

City of Burnaby Parks and Recreation and Cultural Services

COMMUNITY PARTNERS :

Burnaby Early Childhood Development Community Table

Burnaby-New Westminster Task Force on Sexually Exploited and At Risk Youth

Burnaby School Age Initiative

Kids New West Child Development Committee

Burnaby Interagency Council

North Fraser Early Years Community of Practice

Burnaby Neighbourhood House

Burnaby Family Life

S.U.C.C.S.S.

MOSAIC

Information Children

New Westminster Family Place



"We started at Cameray for supporting our son through a traumatic experience and we got many strategies and ideas and were able to work through it"

AFFILIATIONS:

Council On Accreditation
First Call

VOLUNTEERS:

		<u>Hours</u>
42	A.C.T.S. - Mentors	1,524
2	Interpreters	7.25
<u>3</u>	Practicum Students	<u>820</u>
47	TOTAL	2,351.25



thank you!

Cameray would like to
thank all our Volunteers.
We could not do what we do
without you!



COUNSELLING PROGRAMS

At Cameray, we offer many types of counselling programs to children, youth, and their families in Burnaby and New Westminster, based on their needs. Each of these programs may include individual counselling for the child or youth, parent support, and/or family therapy. Counselling programs are offered free of charge through funding from the Ministry of Children and Family Development.

"Counselling here has been beyond helpful. I feel as though the growth can be compared to going from a seed to a mighty oak tree. I feel rooted in myself and fully healed with confidence"



FAMILY COUNSELLING PROGRAM

The family counselling program, which started in October 1988, provides up to 12 sessions for children or youth under 19 with a range of family issues. Referrals may come from any source. Cameray has continued partnerships with various schools in Burnaby and New Westminster, providing outreach services to nine schools, including one high school.

Total Children Seen	Burnaby	406
	New Westminster	<u>132</u>
	Total seen	538

SEXUAL ABUSE INTERVENTION PROGRAM

This program began in February 1991 for children or youth under 19 who have made a clear disclosure of sexual abuse. Clients receive up to 24 sessions. Referrals may come from any source.

Total Children Seen	Burnaby	22
	New Westminster	<u>7</u>
	Total seen	29

TRAUMA COUNSELLING PROGRAM

This program provides trauma counselling for children or youth and their families, for up to 12 sessions. Referrals must come through the Ministry of Children and Family Development (MCFD).

Total Children Seen	Burnaby	9
	New Westminster	<u>4</u>
	Total seen	13

CHILD AND YOUTH MENTAL HEALTH COUNSELLING PROGRAM

This program started in October 1991 for New Westminster residents, and expanded to Burnaby in May 2001 through contract reform. The focus for children and their families is on brief intervention therapy, for up to 12 sessions. Referrals must come through the Ministry of Children and Family Development's Child and Youth Mental Health (CYMH) Program.



Total Children Seen	Burnaby	27
	New Westminster	<u>3</u>
	Total seen	30

BRIEF SEXUAL ABUSE COUNSELLING PROGRAM

The Brief Sexual Abuse Counselling Program was started in August 1989 for new disclosures of sexual abuse being investigated by the Ministry of Children and Family Development and/or the police. Clients are seen for up to 8 sessions and there is no waitlist. Referrals may come from any source.

Total Children Seen	Burnaby	6
	New Westminster	<u>0</u>
	Total seen	6

SEXUAL HEALTH INTERVENTION PROGRAM

This specialized program began in 1994 for children under 12 exhibiting sexually intrusive behaviours. The counselling is for up to 12 sessions and involves both the children and families. There is also a community/consultation component.

Total Children Seen	Burnaby	7
	New Westminster	<u>2</u>
	Total seen	9

BRIEF FAMILY (CRISIS) COUNSELLING



This program received funding in August 1992 through the Ministry of Children and Family Development. The program is short term counselling of up to 8 sessions for any family experiencing a situational crisis. There is no waitlist for this program. Referrals must come through the Ministry of Children and Family Development (MCFD).

Total Children Seen	Burnaby	18
	New Westminster	<u>7</u>
	Total seen	25

HIGH RISK YOUTH PROGRAM

This program was developed in the fall of 2003 to work with the Ministry of Children and Family Development Integrated Youth Team to support youth exhibiting high risk behaviours. This program provides up to 12 sessions for high-risk youth under 19. There is no waitlist for this program. Referrals must come through the Ministry of Children and Family Development (MCFD).

"We have seen a significant reduction in the frequency of emotional melt downs when confronted with transitions"

Total Youth Seen	Burnaby	1
	New Westminster	<u>0</u>
	Total seen	1

PARENT SUPPORT PROGRAM

This program began as a Building Blocks project in 1997 and was restructured over the years. The current program offers prevention and early intervention services to both parents of young children and parents-to-be that strengthen family resiliency. They are offered as individual parent support sessions as well as interactive and psycho-educational groups. This program is funded by the Ministry of Children and Family Development.

"I appreciate all the effort the Staff at Cameray are making to provide support for families. I am definitely finding it helpful as a new parent"

Total Families Seen	Burnaby	256
	New Westminster	<u>54</u>
	Total seen	310
Total Group Hours		433

EARLY YEARS PROGRAM

This program began in 2019 and is funded by the Ministry of Children and Family Development to provide services to support the well-being of children ages 0-6 and their families, as defined by the Early Years Framework. Cameray holds the contract as the lead agency in Burnaby for these services, and subcontracts to several partner agencies including: Burnaby Neighbourhood House, S.U.C.C.E.S.S., Burnaby Family Life, Information Children, and MOSAIC. The services Cameray provides include both outreach and evening interactive and psycho-educational groups. Partner agencies provide complementary services such as outreach and navigation services and family drop-ins. Statistics in this report reflect only the services provided directly by Cameray.



Total Families Seen:	547
Total Group Hours	149.5

COMMUNITY KITCHENS

"Our cooking instructor Pat is very nice. We learned a lot from her. Now I know how to cook healthy nutritious meals; I also like when she offers different ingredients examples we can use"

A Community Kitchen group is formed with 8-10 people who meet with the Co-ordinator to cook tasty recipes, gain new ideas, and create new friendships. Once meals are prepared, participants take home their portions.

The Community Kitchens Program is open to residents of Burnaby and New Westminster who are interested in learning new skills, trying new recipes and learning to cook low cost, nutritious meals in the kitchen. Guest speakers are invited occasionally and free childcare is provided.

This program is funded by the Ministry of Children and Family Development or was provided in partnership with Canadian Diabetes Association Food Skills for Families program.

Total Families Seen **95**

Total Kitchen Hours **33**

ASSISTING THE COMMUNITY WITH TRANSITIONING STUDENTS (A.C.T.S.)

The A.C.T.S. Program mentors, guides, and builds life skills in children from grades 5-7 to assist them with the transition to high school. The program is held in a variety of Burnaby schools, and provides Homework Clubs, group activities, and individual support. There is also a mentorship component. This program has been funded by The Ministry of Children and Family Development since 2004.

Unique individual students receiving service	784
Combined number of student participants	4,645
Social / Group Activities Hours	607
Number of Social / Group Activities	327
Individual Support Hours	157
Number of Individual Sessions	451
Homework Club Hours	423
Homework Clubs	123
Public Education / Awareness / Advisory Group Hours	9



CHILD & YOUTH VICTIM SUPPORT SERVICE

Cameray's Victim Support Service program provides support to persons under the age of 19 who are victims or witnesses of crime, along with their non-offending family members. This program began in December 2000. Funding is through the Ministry of Public Safety and Solicitor General, Victim Services and Crime Prevention Division.

"The most valuable aspect of the program is knowing that I have support and that I am not alone"

Total Children Seen

90

BURNABY YOUTH CLINIC

Counselling is provided for youth at the Burnaby Youth Clinic by Cameray counsellors in partnership with Fraser Health Authority.

Total Youth Seen

151



COST BREAKDOWN for 2019

<u>Programs</u>	<u>Clients/ Families</u>
	<u>2019</u>
Family Counselling Program	538
Sexual Abuse Intervention Program	29
Trauma Counselling Program	13
Child and Youth Mental Health Counselling Program	30
Brief Sexual Abuse Counselling Program	6
Sexual Health Intervention Program	9
Brief Family (Crisis) Counselling Program	25
High Risk Youth Program	1
Parent Support Program	433
Early Years Program	547
Community Kitchens	95
A.C.T.S. Program	784
Child Victim Support Service	90
Burnaby Youth Clinic	151
 Total children/families seen in 2019	 <u>2,751</u>
 Average cost per family in Agency	 \$696.05

2018-2022 LONG TERM PLAN **STATUS UPDATE**

The 2018-2022 Long Term Plan was developed in order to provide direction to the agency as we fulfill our mission, to increase our impact in the community, and to assist us in our continuous pursuit of excellence. 2019 saw the agency complete its first in a series of four annual short-term plans to meet the goals of the Long Term Plan.

The status of these goals are as follows:



Goal 1: Organizational Excellence – Strengthening the organization’s depth and resilience, as evidenced by:

- Diversification of funding
- Professional working and service environment

We continue to explore fundraising, grants and other funding opportunities. In addition, our annual personnel satisfaction survey indicated very high workplace satisfaction and we experienced very low turnover. The Board of Directors has identified Board development as a priority.

Goal 2: Program and Service Excellence – Ensuring that Cameray is responsive and balanced in the approach to service delivery, as evidenced by:

- Restructured accessibility
- Outreach services and partnerships
- Effective organizational procedures

Cameray has increased its outreach services and partnerships significantly in 2019. As lead agency for new Burnaby Early Years programming, we are partnering with several community agencies to provide early years’ services throughout Burnaby and New Westminster. We have also addressed accessibility issues by planning a redesign of our Counselling Program to a stepped care model, in order to decrease the waitlist. The new model will be implemented in 2020. Finally, in 2019 we were successful in purchasing and launching an electronic case management system, in order to streamline administrative procedures to work more efficiently.

Goal 3: Strong Community Profile – Enhancing Cameray’s reputation and ability to leverage support for growth and diversification, as evidenced by:

- Strategic community partnerships
- Use of technology to enhance the reputation of Cameray

The Cameray Board of Directors created a Cameray Advisory Council comprised of community stakeholders, increasing our presence in the community. We have also been working on establishing an effective and manageable social media strategy. This work is ongoing, but 2019 did see a significant increase in our social media presence.

PERFORMANCE AND QUALITY IMPROVEMENT PROCESS - 2019



Cameray Child and Family Services is committed to providing quality services, which is accomplished through our Performance and Quality Improvement (PQI) Plan. Our priorities are to ensure excellent organizational performance, provide efficient and effective services, ensure the satisfaction of both our clients and staff, and maintain a stellar reputation in the community. The PQI Plan includes ongoing collection, monitoring, and analysis of data in order to confirm that all programs and services are functioning at their optimal level. If any issues or problems are found in the programs or services

through the PQI process, plans for improvement are created, implemented, and monitored. There is a continuous feedback loop of data reporting and analysis, improvement plans, and evaluation of changes made.

PQI efforts in 2019 were successful in:

- Purchasing and launching an electronic case management system in order to improve administrative procedures, making them more efficient to allow additional time to focus on service delivery
- Forming a Cameray Advisory Council comprised of a representative sample of community members, in order to provide input on the ways in which Cameray's services can effectively meet the changing needs of the children and families in our community
- Streamlining our case record review process in order to improve inter-rater reliability and provide more meaningful results
- Increasing cohesion and collaboration among the various Cameray programs through monthly joint team meetings and the work of a staff committee to plan regular interactive social and learning events

Other ongoing issues addressed by PQI efforts in 2019 included:

- Addressing the lengthy waiting time for counselling services by beginning a redesign of the program to a Stepped Care model of services which incorporates several groups into our programming, to be rolled out in 2020
- Improving the processes and increasing response rates for outcome measures in our Parent Support and Crime Victim Support programs.

OUTCOME MEASUREMENT

The Counselling Programs, the Parent Support Program, A.C.T.S., and the Child & Youth Victim Support Service Program use Outcome Reporting Forms to evaluate client progress and program effectiveness. These forms are collected upon termination of service and the data is compiled into a report to be shared with all staff, management and the Board of Directors. The results indicate that the goals of the program are being met through the service to our clients.



72% of Counselling Program clients returned completed outcomes

83% improved overall

15% of Parent Support Program (PSP) clients returned completed outcomes

100% improved overall

63% of Assisting the Community with Transitioning Program (A.C.T.S.) clients returned completed outcomes

44% improved overall

12% of Child & Youth Victim Support Service Program clients returned completed outcomes

83% improved overall

87% of Community Kitchens Program clients returned completed outcomes

92% improved overall

"Coming to Cameray has helped her deal with emotional and mental anguish over the last 3 years. She feels fully capable of dealing with issues that may arise in the future"

"After every session I always left having learned a lot more about myself and feeling like a boulder was lifted off me every time. Cameray has been a huge support and big part of the persona I've become and continue to become. I am so grateful for all that you've done"

MEASUREMENT OF CONSUMER SATISFACTION

Evaluation forms are used in each program to obtain feedback from all consumers (adults, youth and children) and to assess all levels of the client's experience at Cameray from the time of the referral (Pre-Service Evaluation) to termination. The results of these forms are tallied into reports and have been very positive. High percentages of the clients were pleased with the service they received from Cameray. Any areas that clients reported as being a concern or needing improvement were discussed and, wherever appropriate, corrective action was taken.

"The support from our counsellor was so helpful. The fact that it was for the whole family was great. I felt so relieved knowing we had her knowledge guiding us"

70%	of Counselling evaluations returned
99%	of Counselling clients satisfied with services
17%	of PSP's evaluations returned
100%	of PSP's clients satisfied with services
94%	of A.C.T.S. clients satisfied with services
11%	of Child & Youth Victim Support Service evaluations returned
100%	of Child & Youth Victim Support Service clients satisfied with services
100%	of Community Kitchens clients satisfied with services

We also perform our three-month follow-up satisfaction survey where the Executive Administrator calls the client and verbally, over the telephone, asks the clients questions regarding the service they received at our agency. The responses were positive, indicating that **98%** felt satisfaction with their service from our Counselling Programs. The comments made were also helpful to our agency.



CLIENT SERVICE MANAGEMENT

- 0 client complaints in the year
- 100% of expected face to face hours achieved for counsellors
- 84% of clients who agreed to counselling at intake were still in the program after 30 days
- 85% of counselling clients met the goals set out in the treatment plan



"The counsellor is an absolute delight. She listens so attentively and made my son feel welcomed and happy to go to sessions. She was such a perfect fit for our family and we are beyond grateful to have had the opportunity to work with her. She is one of a kind. Thank you"

"For myself it has helped immensely in my parenting as well as in my own life, while my daughter needed further help than counselling could provide"

thank you!

Cameray Child and Family Services would like to sincerely thank you! Your continuing generosity and support allow us to continue to empower and strengthen bonds between families in our community.



Top 5 Reasons Cameray is a Great Place to Work

- 1) The Team
- 2) Flexibility
- 3) Rewarding Work
- 4) Positive Work Environment
- 5) Learning and Growth