



Cameray Community Fund

2020 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
604-436-9449

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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: 2020



Yes. It's been quite a year. The pandemic has impacted each of us, our families, our personal and professional relationships and our clientele. We have been exposed to isolation, dislocated interpersonal communication, and a need to re-tool our daily routines including exercise, child care and our relationships with our extended families and friends. Each of us could add to this litany of the impact that covid has had on our lives.

Beyond our own bubbles, we have been influenced by the world around us. Some of these influencers have been positive: The Black Lives Matter movement, the emerging recognition of systemic racism and conscious and unconscious bias in Canada and the concept of White Privilege. Negative influencers include the attack on Democracy in the United States and the recognition of the widespread existence of white supremacy groups.

Our Board has continued to meet remotely. Our "Building Your Toolbox" fundraiser was revamped to zoom presentations and our thanks to the BYT team (Catherine, Jessica, Tracey) and presenters for making this program a great success. The topics included: the impact of divorce on children; the healing power of life stories and literature; an introduction to trauma informed yoga; and lastly, transforming privilege and unconscious bias into anti-racist action.

Our Board has been focused on bringing new, skilled members to our Board. This year we are recommending Mandy Ling to our Board. Mandy is a New Westminster resident and has a great deal of experience with social media and fundraising. The Board continues to encourage people from the Cameray catchment area to join the Board.

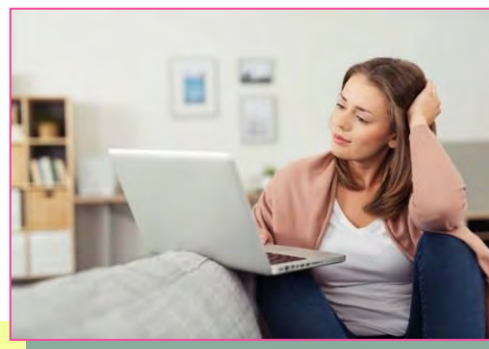
The Board has also reviewed its policies and practices regarding Board and Staff recruitment to ensure they are fully inclusive. We have, for decades, been striving to have a staff and Board which is reflective of our community. This process is ongoing. Our stakeholder advisory group has been put on hold due to covid. We are hoping this will resume in the fall of 2021.

With the promise of vaccines in our future we will slowly return to our former way of interacting with one another. This I look forward to with great anticipation. Our current 'distance' format is not conducive to full professional collaboration and debate. However, we need to continue to work on behalf of our staff and clients with the technology we have to ensure we and they receive the support needed.

To the staff, we thank you all from the bottom our hearts for your efforts during this time of the covid restrictions. Better days are ahead.

Sincerely submitted,

Don Macdonald
President of the Board



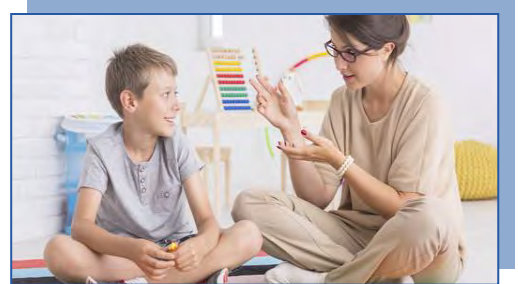


ANNUAL REPORT ON PROGRAM OPERATIONS - 2020

Tracey Rusnak, Executive Director

2020 was an exceptional and challenging year for Cameray Child and Family Services, as it was for everyone globally. Highlights of the year for the agency include:

- Transition to an electronic case management system
- All programs moved to working remotely, providing services by video and telephone, due to the COVID-19 pandemic
- The Counselling Program redesigned their program delivery model to a Stepped Care Model incorporating groups into the program
- The agency had to cancel two fundraising workshops: "Working with Transgender Children and Youth: Building your Toolbox" and "Working with Children and Youth on the Autism Spectrum: Building your Toolbox" due to COVID-19 restrictions on gatherings
- The agency planned an online webinar series for February 2021 to replace the fundraising workshops
- The agency engaged in training on Anti-Racism and Anti-Oppression Theory and Practice, with the goal of incorporating antiracist practices into all our programs and relationships
- The agency launched a COVID-19 Youth Support Program to provide virtual counselling services to youth suffering from mental health issues due to the pandemic, thanks to a grant from the Government of Canada through the United Way of the Lower Mainland (COVID-19 Emergency Community Support Fund)



Counselling Program

It has been an incredibly busy year for the Counselling Program! The team continues to roll out our electronic case management system with the goal of going paperless, and the administrative team has been instrumental in this process. The system proved to be invaluable come March when all staff began working remotely due to the evolving COVID-19 pandemic. The following months were filled with adaptations to policies and procedures in hopes of continuing to provide services to children, youth and families. We can proudly say that this goal has been achieved, although our team is continuously learning and adapting our way of delivering services in order to ensure best practice.

After a six-month planning period, we implemented our new stepped care program model, offering groups in place of individual counselling, where appropriate. The launch of the new program model was delayed for a few months due to the pandemic and the resulting adaptations to working remotely. However, the first series of group counselling services were successfully offered in the Fall, and facilitators provided excellent feedback regarding how these group processes can be fine-tuned for our Winter Groups 2021.

The program waitlist has been reduced significantly, and our stepped care model has proven to be an efficient way of providing timely and relevant services to our communities.

More recently, the entire Cameray team participated in an anti-racism and anti-oppression workshop in light of the Black Lives Matter movement. The Counselling Program is committed to reflecting on how to implement these learnings with clients and colleagues with an overall goal of creating an agency anti-racism action plan.

Thanks to yet another grant from Civil Forfeitures (BC Community Safety and Crime Prevention), we offered one sexual abuse group for teen girls and will be adapting the curriculum to offer an online group in the new year. We were also extremely fortunate to receive a generous grant from Global Change for Children to purchase weighted blankets for each of the counselling rooms.

A final note of success is the COVID-19 Youth Support Program, a new innovative program supporting youth (age 13-21) who are struggling with mental health issues (sadness, social isolation, stress and anxiety) during the pandemic. Cameray Child and Family Services was awarded temporary funding through the Government of Canada until March 31, 2021, to support many high risk youths in our communities.

As the year 2020 is coming to a close, the Counselling Program's overall resiliency has proven to be key to our commitment to ensuring individuals and families in our community are well supported.

Parent Support Program

The Parent Support and the Early Years Programs have faced many challenges this year with trying to function effectively during a worldwide pandemic. The programs have seen a quick, efficient, and successful transition to virtual programming. This year has been full of many operational changes and the staff have been open and adaptive to giving service over the phone or online. We have seen a slight decrease in referrals for individual service. However, we have had many new referrals for our online groups. We have also continued to provide Family Literacy Circles online for the New Westminster Early Years program. The program staff have been proud to be able to provide support for our clientele in this challenging time and have done so seamlessly. The program has also hosted three practicum students in 2020 who have helped to build group content and social media content for the agency. The programs are now looking to focus their efforts on providing better quality online programming, working towards creating an anti-racist work environment, and providing better cultural representation in their group content.

"I received a lot of emotional support through a non judgemental space provided by my counsellor. She's was available on video or phone call and she was always caring and compassionate. The focus on self care actually had a lot of impact on my parenting style. I am so grateful for my counsellor and this group."



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 seen a few changes. We were the first Cameray program to go fully paperless with the new electronic case management system. Throughout the year, the caseload steadily increased and we saw a spike in youth assault files. For six months of the year the program had two workers managing the caseload. Due to the COVID-19 outbreak we began working remotely and providing virtual services when appropriate.

ACTS Transitions Project

The ACTS Program also experienced significant challenges in 2020 due to the COVID-19 pandemic. The beginning of the year saw its usual high numbers in the vibrant, innovative and successful program, providing Homework Clubs in four Burnaby elementary schools, providing individual support to at-risk children in several additional schools, and engaging high school students to volunteer as mentors to the grade 5-7 students to assist them with the transition to high school. When schools closed after Spring Break due to COVID-19, the program came to an abrupt halt. We attempted to connect with the students on the phone or at parks, but were unable to resume programming. We did manage to successfully run a modified summer program, providing a few barbecues in local parks every week in a covid-safe way. When schools reopened in September, no outside agencies were allowed in the schools. The ACTS program was able to resume the after school Homework Clubs in late October in three out of the four schools, but were still not permitted in schools during school hours to provide individual support, or to check in with the students who had transitioned to high school. We hope to be able to resume full programming in early to mid 2021. The program is grateful for donations from TD Bank and Stoney Creek Community School Council to assist with the expenses of this project.

Community Kitchens

We ran four Community Kitchens in Burnaby, funded by MCFD, at the beginning of the year and they were well attended. We were unable to offer more after March due to the COVID-19 pandemic. Our Community Kitchens facilitator retired and moved away in the summer, and we have sadly decided to end this program for the time being.



MEMBERS OF THE SOCIETY – 2020/2021

OFFICERS

"My counsellor has been an amazing counsellor for me over the past 10 years. She has helped me and my family profusely, amazingly, and professionally. I honestly wouldn't be alive without her help over these years."

President	Don Macdonald
Vice-President	Alexina Picard
Secretary	Nancy Maloney
Treasurer	Brian Shuster

BOARD OF DIRECTORS

Alexina Picard	Brian Shuster
Bruce Landon	Don Macdonald
Nancy Maloney	Mandy Cheng
Sue Montabello	

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

OTHER MEMBERS

Ashley Ng	Catherine Browne	Christy Waisman
Gillian Tuyp	Hannah Mehlenbacher	Janet Antonio
Janine Sakai	Jessica Kam	Joanne Lee
Jodie Siu	Lise Beauchesne	Mary Bolton
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
Government of Canada – Administered by United Way of the Lower Mainland

DONORS

B.E.S. Investments Ltd.
Burnaby Rotaract Club
FlipGive
Stephen Graf
Royal Bank of Canada
TD Bank

Buchanan and Tracy Borralho
Dr. Sarina Kot
Providence Healthcare
Global Change for Children
Stoney Creek Community School Council

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

PARTNER DONORS

Kids Up Front

COMMUNITY PARTNERS

Burnaby Early Childhood Development Community Table
Burnaby-New Westminister Task Force on Sexually Exploited and At Risk Youth
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 Westminister Family Place



*"I have no doubt that
Cameray services saved
my son's life and has had
a profoundly positive and
long-lasting effect on his
future. I cannot thank you
enough!!"*

AFFILIATIONS

Council On Accreditation
First Call

VOLUNTEERS

		<u>Hours</u>
24	A.C.T.S. - Mentors	724
1	Interpreters	2
<u>5</u>	Practicum Students	<u>892.5</u>
30	TOTAL	1,618.5

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.

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	352
	New Westminster	<u>73</u>
	Total seen	425

"The counsellor has been so wonderful in assisting my son with his anxiety. She made him feel so comfortable and he was able to connect to her and was super comfortable talking to her over the computer (due to the pandemic)."

"The counsellor was truly amazing. She created the safe and comfortable situation for my daughter to open up and heal under the hard and difficult circumstances."



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	11
	New Westminster	<u>9</u>
	Total seen	20

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	8
	New Westminster	<u>7</u>
	Total seen	15



"My counsellor was instrumental in teaching me strategies and skills to move forward. It was a safe place to explore concepts such as rights and responsibilities, authentic relationships and mind/body connection."



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.

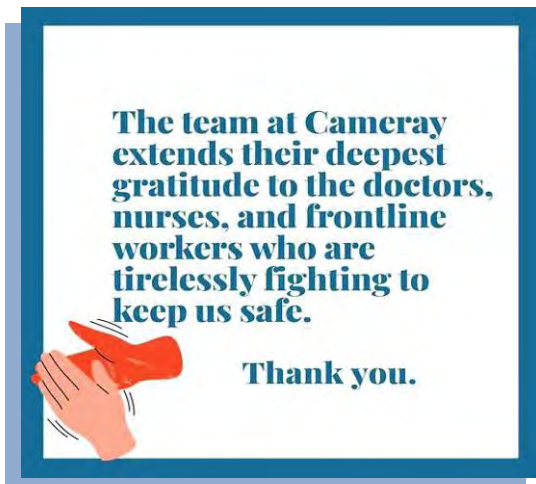


Total Children Seen	Burnaby	2
	New Westminster	<u>6</u>
	Total seen	8

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	11
	New Westminster	<u>6</u>
	Total seen	17



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>5</u>
	Total seen	12

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	15
	New Westminster	<u>6</u>
	Total seen	21

"My counsellor was able to immediately pinpoint that the best course of action was to work on things from the parenting standpoint and give us some strategies together and also individually. Talking with her helped me to see some of the positives and to reframe some of my thinking. I really needed that."





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).

Total Youth Seen	Burnaby	1
	New Westminster	<u>1</u>
	Total seen	2

SEXUAL ABUSE GROUP

Hope Endures is a 7-week group for self-identified females who are survivors of sexual abuse, assault, or harassment. The sexual abuse groups are led by two trained Hope Endures leaders. The groups are funded by a Civil Forfeitures grant from the Ministry of Public Safety and Solicitor General.

Total Participants:	10
Number of Groups Provided:	10

"Our counsellor has exceeded our needs & expectations. Not only did she educate how to understand my son's behaviour and his non-focus at school, she also attended our son's high school and helped us tremendously to coordinate with the teachers to help our son succeed. She is absolutely the BEST counsellor we have ever come across!"



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.

Total Families Seen	Burnaby	215
	New Westminster	<u>31</u>
	Total seen	246
Total Group Hours		338

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:	413
Total Group Hours	81

COMMUNITY KITCHENS

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	11
Total Kitchen Hours	12

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	411
Combined number of student participants	2,700
Social / Group Activities Hours	438
Number of Social / Group Activities	181
Individual Support Hours	216
Number of Individual Sessions/Phone Calls	261
Homework Club Hours	221
Homework Clubs	56
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.

Total Children Seen

110

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

102



"After my daughter's sessions with the counsellor, I've seen major improvements in her opening up and expressing herself. She is more extroverted and less afraid of judgements from others."

COST BREAKDOWN for 2020

<u>Programs</u>	<u>Clients/ Families</u>
	<u>2020</u>
Family Counselling Program	425
Sexual Abuse Intervention Program	20
Trauma Counselling Program	15
Child and Youth Mental Health Counselling Program	8
Brief Sexual Abuse Counselling Program	17
Sexual Health Intervention Program	12
Brief Family (Crisis) Counselling Program	21
High Risk Youth Program	2
Sexual Abuse Group	10
Parent Support Program	246
Early Years Program	413
Community Kitchens	11
A.C.T.S. Program	411
Child Victim Support Service	110
Burnaby Youth Clinic	102
 Total children/families seen in 2020	 <u>1,823</u>
 Average cost per family in Agency	 \$1,107.31

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. 2020 saw the agency complete its second 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. Our service environment has changed significantly in 2020 with the need to work remotely and provide virtual services; we continue to strive for excellence as we adapt to this new way of working. The Board of Directors has been focused on marketing strategies for the purpose of fundraising, and new member recruitment.

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

Much progress has been made on the goal of restructured accessibility, as we have redesigned our counselling program to a stepped care model in order to decrease the waitlist, and have implemented tele-services. While the implementation of video and telephone based service has been in response to the global pandemic, it is anticipated that we will be able to continue some form of tele-service as a part of our repertoire of services post-pandemic, in order to increase our accessibility. We also continue to make progress on utilizing our electronic case management system in a more efficient manner.

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

We continue to develop marketing and social media strategies to enhance our reputation and leverage support. Our social media presence has grown significantly in the past year.

PERFORMANCE AND QUALITY IMPROVEMENT PROCESS - 2020

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 2020 were successful in:

- Reducing our counselling waitlist by 33% over the course of the year through the implementation of a stepped care model of service
- Fully transitioning to an electronic case management system
- Adapting to a remote working environment
- Increasing awareness and focus on anti-oppression efforts

Other ongoing issues addressed by PQI efforts in 2020 included:

- Continuing to monitor the counselling waitlist to ensure the reduction was due to the program redesign and not the COVID-19 pandemic
- Ensuring support and personal well-being of staff as they work in the challenging conditions created by the pandemic.

"The Victim Service was very helpful because of the circumstances that my family has to deal with was quite unknown for us. The service was a great help. My support worker made me feel that it's ok to ask for help and discuss the matters to move forward."

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.

69% of Counselling Program clients returned completed outcomes

85% improved overall

46% of Parent Support Program (PSP) clients returned completed outcomes

74% improved overall

30% of Child & Youth Victim Support Service Program clients returned completed outcomes

67% improved overall

100% of Community Kitchens Program clients returned completed outcomes

100% improved overall

***Outcome Measures not completed for A.C.T.S. due to COVID-19*

"I learned a number of methods from the counsellor that helped me cope with my emotions. One of them being dropping She introduced me to making decisions via pros and cons lists and talking things through with the people around me."

"Communication during intake was very good and the process was smooth. My son found the counselling provided by the counsellor to be extremely helpful. She gave him a safe environment in which to fully express himself and she not only ideas for how to manage anxiety as he moves forward in his life."

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.

56%	of Counselling evaluations returned
98%	of Counselling clients satisfied with services
18%	of PSP's evaluations returned
95%	of PSP's clients satisfied with services
97%	of A.C.T.S. clients satisfied with services
100%	of Child & Youth Victim Support Service evaluations returned
100%	of Child & Youth Victim Support Service clients satisfied with services

We also perform our three-month follow-up satisfaction survey where the clients are contacted and asked questions regarding the service they received at our agency. The responses were positive, indicating that **90%** 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
- 83% of expected direct hours achieved for counsellors
 - 100% of expected direct hours achieved for counsellors after we adjusted expectations due to COVID-19
- 87% of clients who agreed to counselling at intake were still in the program after 30 days
- 97% of counselling clients met the goals set out in the treatment plan



"Truly believe that is what has built my Son's confidence to be somewhere without me, and also my confidence to have him around other adults. (I am a full time single mom) Thank you."

"Thank you sincerely from the bottom of my heart. I started this thinking of my newborn, yet I received so much support to deal with my 4-year-old... I had no idea of the challenges I'd have as he grew."



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) Rewarding Work
- 3) Flexibility
- 4) Given Trust and Autonomy
- 5) Supportive Leadership