



PERFORMANCE AND QUALITY IMPROVEMENT 2022 ANNUAL SUMMARY REPORT

Introduction

Welcome to our PQI Annual Report! This report is for stakeholders, including staff, board members, funders and anybody who may be interested in the exceptional services we provide here at Cameray. Performance and Quality Improvement (PQI) is an integral part of Cameray. We are always looking for new opportunities to change and grow, and we hope this report demonstrates our commitment to the clients we serve and our desire to be the best we can be. This report will provide information on both accomplishments and areas for improvement during the year. As an organization, we take feedback seriously and incorporate the valuable information we receive. If we notice an area that is not up to our, or our community's, expectations, we will create a plan to address the challenge. This report will document our current status in a variety of areas, and how we are consistently working toward improvement.

Key Activities

We underwent a number of activities in 2022 focused on performance and quality improvement:

1. PQI Committee

Our PQI Committee is the central component of our PQI process for the agency. It consists of staff from various levels and programs of the organization, and it meets monthly to review PQI reports, identify areas for improvement, recommend and/or develop Improvement Plans, and identify targets for the coming year. The committee worked tirelessly throughout the year to review PQI information from the previous year and measure it against targets set, and develop targets for the current year. Our PQI Committee enables us to thoroughly review the data we collect and use it meaningfully to make change.

2. Long Term Plan

In June 2022, Cameray's Board of Directors and staff created a strategic plan for the agency for 2022-2026. We updated our vision, mission, and values statements, and set new priorities and objectives for Cameray over the four year period:

VISION	Connected People, Connected Communities
MISSION	We are a non-profit organization that supports children, youth, and families in our community through counselling, education, outreach, and advocacy.
VALUES	We are passionate about serving our community. We prioritize responsiveness and accessibility.

We are committed to social justice through equity and diversity.
 We value relationships and embrace connections.
 We are resilient, persistent, and adaptable.

Priority	Objectives
Investing in People	<ul style="list-style-type: none"> ● Enhance development of clients and employees ● Ensure staff are inspired and engaged ● Maintain a safe environment that encourages communication throughout the organization
Serving our Clients	<ul style="list-style-type: none"> ● Streamline processes and procedures to enhance efficiency and timely access to service ● Ensure we continue to serve equity-deserving populations in our programs and services
Engaging with Community	<ul style="list-style-type: none"> ● Engage directly with the community to assess needs ● Ensure diverse voices inform program and board development ● Expand connections in New Westminster and North Burnaby ● Raise awareness in the community of all our programs ● Ensure a strong presence within the community
Advancing Equity	<ul style="list-style-type: none"> ● Examine organizational processes and practices to ensure greater equity ● Ensure diverse voices are heard in governance, program design, and engagement ● Ensure staff, leadership and Board reflect the community we serve ● Involve all staff, leadership and Board in efforts to advance equity, diversity and inclusion ● Ensure Cameray's values are embedded into policies and procedures

Successes

Our PQI efforts over the past year have resulted in some significant improvements:

1. Expansion of Services and Locations

In 2022 we worked hard to develop and grow our new Emergency Sexual Assault Services program, consisting of both victim support and counselling for sexual assault survivors of all ages. The need for this program has been evident, as we quickly became full to capacity. We are hopeful that this program is funded long term, starting in 2023.

Another agency goal has been to re-establish a presence in both New Westminster and North Burnaby. In 2022 we opened our own office at the new Wellness Centre situated at New Westminster Secondary School, and we are now providing counselling, parent support, and victim services at that location. In addition, in September 2022 we moved our administration office along with several of our programs to a brand new program/office space on Rosser Avenue in North Burnaby, at the Celeste Redman Community Resource Centre, thanks to a grant from the City of Burnaby. We have been settling well into our new location!

2. Focus on Justice, Equity, Diversity and Inclusion

Issues surrounding justice, equity, diversity and inclusion have been a focus of conversation and activity over the past year. The agency underwent several trainings in various aspects of JEDI work and decolonization. Board, leadership, and all staff participated in their own trainings, and there was one joint training where all levels of the organization came together. The work is ongoing as we analyze our own systemic bias and find ways to dismantle racism within the organization.

3. Improvement in Personnel Wellbeing and Satisfaction

The pandemic and the resulting stress and isolation paid a toll on the wellbeing of staff at Cameray, as is common in so many workplaces and environments. It has been a focus of Cameray's leadership team to find ways to support the staff and ensure that they feel connected and satisfied. The results of our 2022 personnel satisfaction survey demonstrated marked improvement in this area, and while workloads still causes stress on the staff, the overall environment is one of connection, optimism and hope.

4. Cameray's 50th Anniversary

On September 23, 2022 Cameray was excited to celebrate 50 years of providing service to children, youth and families in Burnaby and New Westminster. We held a celebration event at Burnaby Lake Pavilion, and invited shareholders, community partners, as well as Board and staff alumni, in order to celebrate the great work of Cameray since 1972. It was a wonderful evening enjoyed by all!

Ongoing Issues

There are several issues that are currently being addressed by our PQI efforts, which require continued monitoring:

1. Waitlist

We have seen continued lengthy wait times in our Counselling program, and this has been an ongoing focus. We are pleased to report that we are seeing improvement; at the end of 2022 the wait time was six months, which was down from eight months the year before. We have tried a number of strategies to continue to decrease the wait, such as streamlining our screening and intake processes. We continue to monitor the waitlist and to work with MCFD to find solutions to this issue.

2. Organizational Diversity and Equity

While we have made progress in a JEDI work, as described above, we have a long way to go. The Board, leadership and staff at Cameray have continued to engage in conversations and activities to acknowledge systemic bias and address issues of diversity and equity for clients and staff in the agency. We plan to continue this work through further training, consultation, and restructuring our processes to be more trauma-informed, barrier-free, and responsive to the needs of our diverse community.

Priorities and Goals for 2023

The most significant PQI priorities and goals for 2023 include:

- Reducing the counselling waitlist
- Ensuring clients and staff are safe and supported
- Ensuring the agency keeps anti-oppression theory and practice at the forefront of our work
- Ensuring we pass the re-accreditation process without losing focus on our day-to-day work

The PQI Committee will review the 2022 data throughout this year. In addition to monitoring Improvement Plans and progress toward short term goals, they will measure 2022 results against targets set, and address any new concerns that arise with plans for improvement. Staff, leadership, and the Board will also continue to work on developing strategies to address the objectives set out in our 2022-2026 Long Term Plan.

Through the work of the PQI Committee in addition to all staff, leadership and Board, we hope to continue to see ongoing development and excellence in all aspects of the organization.

Conclusion

We hope you have found the information contained in this report helpful. If you have any feedback about this report, please contact us via email or phone:

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