



PERFORMANCE AND QUALITY IMPROVEMENT 2024 ANNUAL SUMMARY REPORT

Introduction

This summary report is made available to stakeholders, including staff, board members, funders and community partners. As an accredited organization, Performance and Quality Improvement (PQI) is rooted into the foundation of Cameray. We strive to be an organization that is continually developing, 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 provides a summary of accomplishments this year, areas for improvement, and key priorities as we look ahead to 2025.

Key Activities

We undertook various activities in 2024 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 who meet 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, 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. Supporting Cameray’s Strategic Priorities

In 2022, Cameray’s Board of Directors and staff created a strategic plan for the agency for 2022-2026. The priorities and objectives set for Cameray over this four-year period are as follows:

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

	<ul style="list-style-type: none"> ● 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

Short term plans are re-developed annually intended to advance Cameray's strategic priorities. These are created by the Board, leadership team, and program staff. Specific actions have been taken to address many of the objectives at all levels of the organization. This year our 2024 goals were reviewed in September, and new 2025 goals were developed. Progress and challenges in meeting these goals will be monitored throughout the year by the PQI Committee in collaboration with staff, leadership, and the Board of Directors.

4. Equity Diversity and Inclusion Audit and Implementation Plan

In 2023 Cameray engaged with Bakau Consulting to complete a full EDI Audit. This audit was completed in the Spring of 2024. We engaged with staff, leadership, and the Board of Directors to create an EDI Implementation Plan designed to guide activities that support us in starting to carry out the EDI recommendations outlined in the audit, and growing in our commitment to be a welcoming, inclusive place for all who walk through our doors.

Successes

Our agency has had some significant achievements over the past year:

- Cameray engaged in a well-organized succession planning process in preparation for the retirement of long time Executive Director Tracey Rusnak. This transition included staff, leadership, and Board participation and resulted in the successful onboarding of new Executive Director Tanya Valois in April 2024.
- Cameray has continued to prioritize creating workflow efficiencies in 2024; a highlight has been the implementation of a human resource information system (HRIS) called BambooHR, moving us to an online human resource system.
- Cameray has developed a relationship with an HR Consultant who has assisted us with implementing BambooHR including providing training to leadership and staff. She has also supported us in completing an HR Needs Review, resulting in streamlined recruitment and onboarding practices being implemented.

- Cameray received one-time only funds from MCFD in support of our Sexual Abuse Intervention Program (SAIP). This has provided resources to have some of our Counsellors to attend specialized training as well we have been able to offer a support group for survivors of sexual abuse, assault, or harassment.

Challenges

Issues that present challenges for the agency moving into 2025 are as follows:

- We continue to monitor the waiting times in our Counselling program. At the end of 2024 the waitlist was approximately three months. This service is in high demand, and we continue to explore ways in which we can expedite access to the communities we serve.
- We continue to explore ways that we can create more efficient and effective administrative processes. Specifically, we are using a system called Penelope to manage all client files. However, we need to explore its capacity to generate data reports that we are still doing manually.
- Our office space on Imperial Street is aging and experiencing increased facility issues. We continue to work with building management, but our hope is to relocate the counselling program to improved facilities. We have begun working with a commercial real estate agent to search for potential new office space.

Priorities and Goals for 2025

- Support and monitor EDI Implementation activities ensuring that this plan is prioritized.
- Find new office space for the Counselling program.
- Continue to develop new processes to streamline administrative tasks across the organization.
- Implement new online staff evaluation process through BambooHR.
- Further assessment of the Penelope case management system to learn how we can use the system more effectively and create administrative efficiencies.

The PQI Committee will review the 2024 data throughout this year. In addition to monitoring progress toward short term goals, the committee will measure 2024 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 at tanya.valois@cameray.ca.