

# Cameray Community Fund

## 2013 Annual Report

**#201—5623 Imperial Street  
Burnaby BC V5J 1G1**



**CAMERAY COMMUNITY FUND**  
#201 – 5623 Imperial Street Burnaby BC V5J 1G1  
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**MEMBERS OF THE SOCIETY**

2013/2014

JJ Edwards	Tracey Rusnak
Leslie Chesick	Don Macdonald
Mary Bolton	Roxane Veltkamp
Michael Rand	Beatrice Fogelberg
Susan Roberts	Sarina Kot
Brian Shuster	Bruce Landon
Alyson Jones	Mena Perrotta
Nancy Maloney	Stefanie Conte
Sheldon Klein	Leona Skovgaard
Melanie Hesselden	Christy Waisman
Katherine Fournier	

**Board of Directors**

Alyson Jones	Brian Shuster	Leona Skovgaard
Nancy Maloney	Don Macdonald	Sarina Kot
Mena Perrotta	Bruce Landon	

**Officers**

President	Sarina Kot
Vice-President	Nancy Maloney
Secretary	Mena Perrotta
Treasurer	Brian Shuster

**PROGRAMS FUNDED BY:**

Ministry of Children and Family Development

Fraser Health

Ministry of Children and Family Development – Children First

Ministry of Justice

**LIST OF DONORS:**

BC Lions Courage for Kids

Burnaby ECD Table

Calkins & Burke Limited

C.B. Island Fisheries Limited

Chris and Sheila Hildred

City of Burnaby Parks Recreational and Cultural Services

CKNW Orphans Fund

Decoda Literacy Solutions

J. B. Orr

Mary Bolton

Pacific National Exhibition

Stan Milacek

Stoney Creek Community School Council

TD

United Way – donor designation from: Burnaby School District

Royal Columbian Hospital - Acute

Canada Post Corporation

Fluor

Vancity

### **REPORT FROM THE PRESIDENT: 2013**

“Change” was our theme in 2013. We bid farewell to our long term Executive Director Susan Roberts after 25 years of service. She guided the agency to grow into the present day Cameray with a variety of services for children and families. With careful succession planning, we are very excited to welcome Tracey Rusnak to the Executive Director role.

Our new Executive Director got directly into her role and spent no time warming up, as she is a long term staff in Cameray. Ms. Rusnak worked for many years as the Clinical Coordinator for the Burnaby Office.

As I have shared in last year’s President's report, Cameray struggled with a budget shortfall. The increased cost of providing services (therapy, psycho-education, community outreach) was unfortunately combined with no increase in base funding. The management team and the Board of Directors worked very hard to address the issue of financial sustainability so that we could continue to provide service to our clients in the years to come. The decision was made to amalgamate our three office locations into the Burnaby office. The amalgamation was driven by the need to be most frugal in administrative and overhead costs.

Our former and new Executive Directors jointly headed the expansion of our Burnaby Office to accommodate our New Westminster staff and the administration team. The New Westminster office and North Burnaby Administration Office were closed in May and June respectively. With the strong support by all staff, the transition to the one office location was smooth and successful. We continue to serve clients from New Westminster in our convenient Burnaby office location which is easily accessed by SkyTrain.

At this time of financial need, we are particularly touched by donations from former clients who responded to the Value of Service letters sent to clients upon completion of the program. We are also very grateful to other individual and corporate donors who supported us through cash donations and needed items for our clients.

With the creativity and dedication of the staff, the leadership of the administration, and the vision of the Board, Cameray will launch into another year of successful service provision for our clients and communities.

Sarina Kot  
President of the Board

**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.

**TRAUMA COUNSELLING PROGRAM**

Total Children Referred	Burnaby	8
	New Westminster	<u>12</u>
	Total referred	20
Total Seen in the Year		14

This program is funded by the Ministry of Children and Family Development for residents of Burnaby and New Westminster and provides long term trauma counselling for children and their families, for up to 12 sessions.

**BRIEF SEXUAL ABUSE COUNSELLING PROGRAM**

Total Children Referred	Burnaby	15
	New Westminster	<u>3</u>
	Total referred	18
Total Seen in the Year		19

The Short Term Counselling Program was started in August 1989 for Burnaby and New Westminster residents and is funded by Ministry of Children and Family Development. Clients are seen for 8 sessions, during which time an assessment is done and a referral made, if appropriate.

**CHILD AND YOUTH MENTAL HEALTH COUNSELLING PROGRAM**

Total Families Referred	Burnaby	24
	New Westminster	<u>12</u>
	Total referred	36
Total Families Seen	Burnaby	28
	New Westminster	<u>10</u>
	Total seen	38

The Ministry of Children and Family Development funds this program, which started 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, with the possibility of extension.

**SEXUAL ABUSE INTERVENTION PROGRAM**

Total Children Referred	30
Total Families Seen	27

This program began in February 1991 and is funded by the Ministry of Children and Family Development. Clients receive up to 24 sessions.

**SEXUAL HEALTH INTERVENTION PROGRAM**

Total Children Referred	7
Total Families Seen	4

Development of this program began in February 1994, with implementation of the program beginning in April 1994. Funding is through the Ministry of Children and Family Development. The counselling is for up to 12 sessions and involves both the children and families. There is also a community/consultation component.

**LONG TERM FAMILY COUNSELLING PROGRAM**

Total Families Referred	Burnaby	426
	New Westminster	<u>138</u>
	Total referred	564
Total Families Seen	Burnaby	424
	New Westminster	<u>150</u>
	Total seen	574

The family counselling program, which started in October 1988, is for Burnaby and New Westminster residents and is funded by the Ministry of Children and Family Development. Referrals can be received from any source, but the largest percentage comes from the Ministry of Child and Family Development. Clients receive up to 12 sessions.

**BRIEF FAMILY (CRISIS) COUNSELLING**

Total Children Referred	Burnaby	6
	New Westminster	<u>8</u>
	Total referred	14
Total Seen in the Year		21

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.

**BURNABY YOUTH CLINIC**

Total Youth Seen	313
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Counselling is provided for youth at the Burnaby Youth Clinic by Cameray counsellors in partnership with Fraser Health Authority.



**PARENT SUPPORT PROGRAM**

Total Families Referred	Burnaby	193
	New Westminster	<u>53</u>
	Total referred	246
Total Families Seen	Burnaby	314
	New Westminster	<u>76</u>
	Total seen	390
Community Kitchens - Total Families Seen		74
Total group hours (Community Kitchens, Groups, Modules)		502

Development of this pilot project began in October 1997 with implementation of the program beginning in January 1998. Burnaby Building Blocks merged with New Westminster in 2000. The program was redesigned in October 2005 including ongoing group modules and individual work.

**CHILD VICTIM SUPPORT SERVICE**

Total female clients	48
Total male clients	<u>19</u>
Total clients	67

This program began in December 2000 for Burnaby and New Westminster residents. Funding is through the Ministry of Justice.

**HIGH RISK YOUTH PROGRAM**

Total Youth Referred -	Burnaby	2
	New Westminster	<u>2</u>
	Total	4
Total Youth Seen -	Burnaby	3
	New Westminster	<u>2</u>
	Total	5

This program was developed in the fall of 2003 to work with the Ministry of Children and Family Development Integrated Youth Team.

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

Individual students receiving service	1,803
Combined number of student participants	5,869
Group activities / Individual meetings / Social hours	758.5
Mentorship / Volunteer opportunities hours	423.5
Homework club / Study skills/ Literacy hours	405
Public Education / Awareness / Advisory Group hours	5

This program was developed by Bev Ogilvie and Joanne Doonan originally funded through a National Crime Prevention Grant. MCFD funded in August 2004.

**COST BREAKDOWN for 2013**

<u>Programs</u>	<u>Clients/ Families</u>
Trauma Counselling Program	14
Brief Sexual Abuse Counselling Program	19
Child and Youth Mental Health Counselling Program	38
Sexual Abuse Intervention Program	27
Sexual Health Intervention Program	4
Long Term Family Counselling Program	574
Brief Family (Crisis) Counselling Program	21
Burnaby Youth Clinic	313
Parent Support Program	390
Community Kitchens	74
Child Victim Support Service	67
High Risk Youth Program	5
A.C.T.S. Program	<u>1,803</u>
Total children/families seen in 2013	<u>3,349</u>
Average cost per family in Agency	\$434

## **PERFORMANCE QUALITY IMPROVEMENT PROCESS**

**2013**

### 1. Stakeholder Participation

Stakeholders are involved in the PQI process in a variety of ways. Quarterly, a representative from the program staff, the Health and Safety Committee, the administrative staff and the Board of Directors meet to review the various aspects of their functioning. This review includes an update on the most recent file review, examination of incidents, accidents and grievances pertaining to clients and staff, a summary of the outcomes from previous meetings and the writing of new action plans. Staff are given an annual survey to provide feedback on the agency.

Persons served are routinely provided with consumer satisfaction tools.

Last year, funders and other community agencies were given a survey regarding Cameray's services. The results of these surveys have been reported to the staff and the Board of Directors in summary.

Cameray makes the Annual Report available to its personnel, Board, consumers, funders and interested community members. The report will provide all stakeholders with information on planning, finances, goals and quality improvement activities.

### 2. Long Term Planning

The long term plan's goals and objectives for the agency over a four year timeframe have been developed by the Board of Directors, management and program staff.

### 3. Short Term Planning

All staff conduct a short term planning process. The short term plans are developed based on the achievement of the goals from the previous year, the needs and goals of the long term plan, the feedback from consumer surveys and observations of staff within the programs. The short term goals are divided into tasks to which a person or persons are designated to complete by an associated timeline. The progress of these goals is addressed at the joint team meetings. The short term goals are discussed at the Board meeting.

### 4. Case Record Reviews

Every three months a peer-record review was conducted by five program staff members. The file reviewers evaluate the presence or absence of required documentation by means of a checklist designed for the different programs. The reviewers also evaluate the appropriateness of the services provided to the client. As a result of these file reviews, changes have occurred to make the process easier for all and to also improve the quality of the documentation in the files. Furthermore, the reports continue to show consistent improvement over the past year.

## 5. Outcome Measurement

The Counselling Programs, the Parent Support Program, Groups, and the Victim Assistance Program use Outcome Reporting Forms to evaluate client progress and program effectiveness. These forms are collected upon termination 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.

**62%** of Counselling Program clients returned completed outcomes  
**83%** improved overall

**41%** of Parent Support Program (PSP) clients returned completed outcomes  
**85%** improved overall

**33%** of Victim Assistance Program clients returned completed outcomes  
**100%** improved overall

## 6. Measurement of Consumer Satisfaction

A satisfaction instrument has been 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 a report 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.

**58%** of Counselling evaluations returned  
**98%** of Counselling clients satisfied with services

**26%** of PSP's evaluations returned  
**96%** of PSP's clients satisfied with services

**24%** of Victim Assistance evaluations returned  
**100%** of Victim Assistance clients satisfied with services

**100%** of ACTS clients satisfied with service

**50%** of Mother Goose Group evaluations returned  
**100%** of Mother Goose Group participants satisfied with services

**71%** of Nobody's Perfect Group evaluations returned  
**100%** of Nobody's Perfect Group participants satisfied with services

**57%** of Family Literacy Group evaluations returned  
**100%** of Family Literacy Group participants satisfied with services

**100%** of Community Kitchens participants 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 **97%** felt satisfaction with their service from our programs. The comments made were also helpful to our agency.

### **Client Service Management**

- 2** of client complaints in the year
- 100%** of client complaints were resolved to their satisfaction
- 100%** of expected face to face achieved for counsellors (overall average of the program)
- 88%** of clients who agreed to counselling at intake were still in the program after 30 days
- 78%** of counselling clients met the goals set out in the treatment plan

### 7. Educational Efforts

The agency personnel attended a variety of inter-agency meetings in the community and participated in advisory groups and task forces. In addition, the Executive Director attended meetings with other agencies, MCFD and schools for the region.

Twice over the past year, referral packages were mailed to MCFD offices and brochures are routinely sent throughout the community.

Counsellors have done outreach to several elementary schools in the community.

The success of these educational efforts about our agency in the community have been determined by the number of referrals and calls we have received.