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Results from the 2022–2023 Child Advocacy Centre/Child and Youth Advocacy Centre National Operational Survey

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- Centre d'appui aux enfants et à la jeunesse Marie-Vincent
- Child & Youth Advocacy Centre of Nipissing District
- Child & Youth Advocacy Centre Simcoe Muskoka
- Child and Youth Advocacy Centre - Waterloo Region
- Chilliwack Child and Youth Advocacy Centre
- Chinook Child and Youth Advocacy Centre
- Kitikmeot Friendship Society Child and Youth Advocacy center
- Kit's Place Child and Youth Advocacy Centre
- Koala Place Child and Youth Advocacy Centre
- Kristen French Child Advocacy Centre Niagara
- Lanark Child and Youth Advocacy Centre
- Langley Child and Youth Advocacy Centre
- Little Bear Child & Youth Advocacy Centre
- Luna Child and Youth Advocacy Centre
- North Star Child and Youth Advocacy Centre
- Oak Child and Youth Advocacy Centre
- Raven's Nest Child and Youth Advocacy Center
- Regina Children's Justice Centre
- Safe Kids & Youth (SKY) Coordinated Response
- SeaStar Child and Youth Advocacy Centre
- Services Intégrés en Abus et Maltraitance (SIAM)
- Sophie's Place Child & Youth Advocacy Centre
- South Eastern Alberta Child Advocacy Centre (Sanare Centre)
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- Windsor Essex Child/Youth Advocacy Centre
- Yukon Virtual CYAC (formerly Lynx)
- Zebra Child and Youth Advocacy Centre

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For further information on the survey method and/or findings mentioned in this report, please contact the Department of Justice Canada's Research and Statistics Division:

rsd.drs@justice.gc.ca

Key highlights

- Thirty-five out of 51 Child Advocacy Centres (CACs)/Child and Youth Advocacy Centres (CYACs) participated in the 2022–2023 *CAC/CYAC National Operational Survey*, representing 69% of all CACs/CYACs in Canada.
- Of the 35 centres that responded to the survey, 28 were operational, five were in development and two were conducting a feasibility study or a needs assessment.
- In 2021/2022, 10,665 child and youth victims were served by CACs/CYACs. Among those served, about seven in 10 were girls.
- Indigenous clients and 2SLGBTQI+ clients were served by almost all operational CACs/CYACs in their last fiscal year reported.
- All operational CACs/CYACs reported that they serve clients aged three to 15 years, although some centres serve clients younger than three and/or older than 15.
- Over seven thousand (7,436) child and youth victims of sexual abuse and 2,913 victims of physical abuse were served by a CAC/CYAC in their last fiscal year reported.
- Many service providers made up a CAC/CYAC's Multi-Disciplinary Team (MDT); the most common types reported were child protection workers, law enforcement officers, advocates, victim service workers, and other CAC/CYAC staff.
- Twenty-four out of 35 CACs/CYACs indicated they had information-sharing protocols or Memoranda of Understanding (MOUs) in place with MDT partners.
- At the time of the survey, three-quarters of operational CACs/CYACs conducted case reviews, most commonly on a monthly or as needed basis.
- Over three-quarters of CACs/CYACs reported having a case tracking system in place, and five centres indicated that a case tracking system was in development.
- The most common services offered by CACs/CYACs were forensic interviews, mental health services, and victim and family support and advocacy.
- Twenty-five out of 28 CACs/CYACs reported the number of forensic interviews that were conducted in their last fiscal year. A total of 10,264 forensic interviews were provided, of which 82% were conducted on-site and 18% off-site.
- Almost half of CACs/CYACs (13/28) indicated that they had at least one support dog, most commonly a facility dog trained to provide specific services and behaviours that suit the needs of the CAC/CYAC.
- Most CACs/CYACs provided some type of educational service, most commonly webinars, presentations and workshops.
- Eleven CACs/CYACs reported having the ability to offer remote testimony at their centre, with 11 in the process of developing or considering offering remote testimony at the time of the survey.

- In their last fiscal year, the most common training taken by CAC/CYAC staff focused on trauma-informed practices, mental health, diversity and inclusion, and child abuse.
- Most CACs/CYACs reported conducting research, and one-third indicated that they participated in research conducted by other organizations.
- Over half of CACs/CYACs indicated that they had undergone or were in the process of undergoing an evaluation at the time of the survey.
- Most CACs/CYACs received a portion of funding from federal and provincial/territorial grants, the private sector or donors. Despite these funds and grants, over half of CACs/CYACs reported challenges with securing sustainable funding to cover operating costs, such as their personnel and facilities.
- CACs/CYACs reported that their biggest successes involved their relationships with MDT partners as well as the use of the CAC/CYAC model, both of which help to effectively support children, youth and their families.

1.0 Introduction

Since 2010, the Government of Canada has provided policy and program support to improve access to justice for child and youth victims of crime through the Federal Victims Strategy. This support has included grants and contributions funding to assist in the creation and enhancement of Child Advocacy Centres (CACs) and Child and Youth Advocacy Centres (CYACs) in Canada.¹

CACs/CYACs provide a safe, trauma-informed, child-friendly facility where children, youth and their families can be interviewed and receive services and supports after the occurrence of child abuse or other violent victimization, including witnessing domestic violence. CACs/CYACs aim to reduce the number of interviews and questions directed at a child to minimize the potential for re-traumatization. As part of their model of service, CACs/CYACs establish Multi-Disciplinary Teams (MDTs) to provide a coordinated and collaborative approach to responding to the needs of children and youth, and their families. These teams include professionals from areas such as law enforcement, child protection, medical and mental health, and victim advocacy.

In 2014, the Department of Justice Canada developed and distributed a survey to CACs/CYACs across the country to collect information on each centre's stage of development, what services were offered and how they were provided.² Since the 2014 survey was circulated, the number of CACs/CYACs in Canada has more than doubled—from 23 centres in 2014 to 51 in 2023 (see Figure 1 for a map of CACs/CYACs).

This report describes the findings from the *2022–2023 CAC/CYAC National Operational Survey*. Given that many new CACs/CYACs have been established in the eight years since the last operational survey, the purpose of the survey was to provide an updated national picture of how CACs/CYACs work, their clientele and other key aspects of their operations. In addition, this edition of the survey collected information on emerging areas of service, such as the use of support dogs and virtual testimony. This information will be useful in supporting CACs/CYACs to collectively describe their work for evaluation and communication purposes, as well as to identify future research projects and priorities.

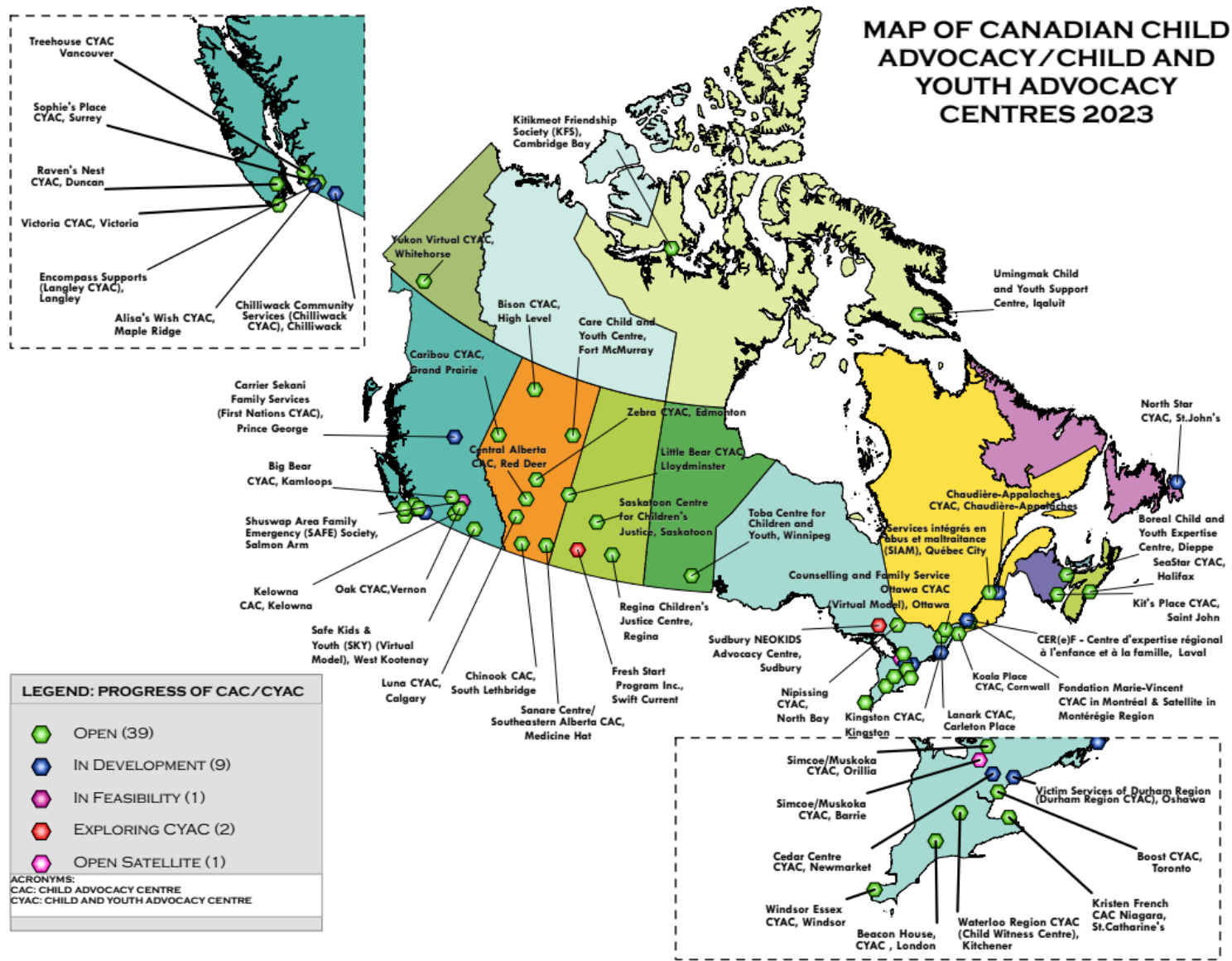
The 2022–2023 survey was designed to answer the following research questions:

- What services are provided/will be provided by CACs/CYACs across Canada?
- How are services provided to clients of CACs/CYACs in Canada/how will they be provided?
- How many clients are served by CACs/CYACs in Canada? What services do they receive?
- What are the alleged offences and who are the alleged perpetrators? Who are the support people for the child or youth?
- What are the characteristics of the clients served by CACs/CYACs?

¹ Department of Justice Canada 2018

² Hickey 2015

Figure 1: 2023 map of CACs/CYACs



2.0 Method

The design of the *2022–2023 CAC/CYAC National Operational Survey* was adapted from the 2014 national operational survey questions.³ Some of those questions were modified to address that CACs/CYACs differ in what data they collect and have access to, and have different operational definitions for certain key concepts, such as “victim services workers” or “child, youth and family advocates.” The survey was also expanded to include questions on CAC/CYAC structures, client characteristics, forensic interviewers, support dogs, virtual testimony, educational services, case outcomes, annual budgets, and CAC/CYAC successes and challenges.

A draft version of the survey was sent for feedback to the Research Subcommittee of the National Network of CACs/CYACs, which includes CAC/CYAC representatives and affiliated researchers. Next, the draft survey was piloted in four sites across the country.⁴ Once finalized, the survey was programmed into Simple Survey, an online survey platform.

The survey was distributed to CACs/CYACs through the National Network of CACs/CYACs, and was initially open from October 11, 2022 to November 8, 2022. Due to a low response rate, several rounds of targeted emails were sent to CACs/CYACs, and the data collection period was extended until April 14, 2023. In total, 35 CACs/CYACs responded to the survey.

Survey results were compiled into a summary report via Simple Survey, and the qualitative data were analyzed to identify common themes. A draft version of this report was shared with the CACs/CYACs who participated in this survey to ensure the findings for their centre are accurately presented. Responding organizations named in this report have given their permission to do so.

2.1 Limitations

Thirty-five out of 51 CACs/CYACs responded to the survey, representing a 69% overall response rate. The response rate was lower for the following variables: the number of criminal investigations that began, were ongoing or had concluded; the number of cases that were criminally investigated by offence type; the number of clients who had received mental health services; and the number of clients who had received assistance in preparing victim impact statements or seeking compensation. The lowest response rate concerned case outcomes and as a result, limited data on case outcomes are presented in this report.

While at times the results are presented by CAC/CYAC, they are not intended to be used to compare centres. Each individual organization has their own unique location, clientele, partnerships, funding and available services. In addition, it should be noted that for a number of questions, respondents were asked to provide information on activities that occurred within their last fiscal year. While most organizations operated on an April 1st to March 31st fiscal year, a few operated on a calendar year, which means there was some variability in the reference timeframe used by organizations to respond to survey questions.

³ Hickey 2015

⁴ The four CACs/CYACs differed in terms of their operational status, their organizational structure, their approach and their geographic location. One of the four pilot sites was a French-speaking CAC/CYAC.

3.0 Survey findings

3.1 Operational level

Canada is a diverse country in terms of its geography, people, and languages. Given this diversity, CACs/CYACs have adopted different organizational structures and models of service to best meet the unique needs of the communities they serve.

CACs/CYACs across Canada are at various different stages of development. Some are operational, meaning that they are open and providing services to child and youth victims of abuse and their families. Others are on their way to becoming operational but are still in development; for example, they may be seeking funding to support the centre, finding and renovating a space, establishing relationships with service providers in the community, and developing protocols. Still, others may be earlier in the process and undergoing a feasibility study to assess whether their community has an interest in and the resources to develop a CAC/CYAC. This generally involves engaging key partners, developing a strategy, and reflecting on the organizational structure and service delivery model needed to respond to the unique needs of child and youth victims of abuse and their families in their community.

Most (n=28) of survey respondents indicated their centre was operational,⁵ while five reported that their centre was in development and two reported that their centre was undergoing a feasibility study.⁶ Of the 28 operational centres, most (n=25) identified that they operate on an April 1st to March 31st fiscal year. The remaining three operational centres reported that they operate on a calendar year. All 28 operational centres opened between 1994 and 2022; over two-thirds (70%) opened in the last decade, which demonstrates how the CAC/CYAC model has expanded in recent years.

Half of all operational and developing CACs/CYACs (18/35) reported that they operate under another host or umbrella non-profit or charitable organization. Thirteen CACs/CYACs indicated they are an independent non-profit or charitable organization. The remaining four reported that they operate under a government-based program, specifically a police service, victim services, a hospital or an integrated university health and social service centre.

Almost all operational CACs/CYACs (27/28) have adopted a site-approach model⁷ for their centre. In a site-approach model, most or all services are offered in the same location and under the same roof. One of these centres, Big Bear CYAC, specified that they use a coordinated site-approach; MDT partners have their own offices in their agencies and attend the Centre as needed to provide collaborative and coordinated services.

Along with having a physical location to serve clients, CYAC Simcoe Muskoka, CYAC Waterloo Region, Lanark CYAC, and Luna CYAC have adopted a mobile approach, meaning that they also deploy

⁵ At the time of the survey, the Toba Centre was operational with limited services. Work was underway to develop the Centre into a fully operational CAC/CYAC.

⁶ As of this writing, North Star CYAC is currently in development as shown on the map in Figure 1. At the time of the survey data collection, the Centre was operational and as a result, North Star CYAC was counted as an operational centre throughout this report.

⁷ CACs/CYACs were asked which types of models their centre offers: a site-approach (either co-located or coordinated from a local CYAC space), mobile approach, and/or rural/virtual approach. These models represent three ways that CACs/CYACs can be structured. The models may be presented differently in other jurisdictions. It is important to note that CACs/CYACs who offered a mobile approach also adopted a site-approach model.

professionals to meet clients in or near their home. The mobile approach can be particularly useful for CACs/CYACs who serve multiple communities.

Only one centre reported not using a site-approach model; instead, Safe Kids & Youth (SKY) Coordinated Response has adopted a rural/virtual model, an approach where the MDT operates out of different locations. For instance, forensic interviews may be conducted in designated child-friendly interview rooms that have been set up in each community, but client meetings may occur in another location. The rural/virtual model can allow centres to serve as many clients as possible over a dispersed area. Centre d'appui aux enfants et à la jeunesse Marie-Vincent has also adopted a virtual model, along with a site-approach model; the virtual model is primarily used for clinical services and MDT meetings on specific cases.

The majority of centres (22/28) reported using a space or unit within a larger building, while five were located in a freestanding building. SKY Coordinated Response reported that, given their use of a rural/virtual model, they use child-friendly interview rooms in each community they serve and otherwise, the MDT members connect with each other virtually.

Over half of operational CACs/CYACs (18/28) reported that they serve urban and rural areas, while five centres serve only urban areas, two serve only rural areas, and three serve only Northern areas.⁸ See [Appendix A](#) for a list of the CACs/CYACs by their operational status.

3.2 Clientele served by CACs/CYACs

The mandate of each CAC/CYAC is shaped by the needs of the community within which it operates. Likewise and relatedly, the demographic characteristics of clients served may vary from one centre to another. While CACs/CYACs generally provide services to children, youth *and* their family members, this section focuses only on the number of children and youth served.

Between April 2021 and March 2022,⁹ 10,665 child and youth victims were served by 23 CACs/CYACs.¹⁰ The majority of child and youth clients served were girls, representing approximately 71% of all victims served. Boys accounted for 29%, and non-binary children represented about 1% of clients served.

Almost all CACs/CYACs (27/28) reported that they served clients from a variety of social and ethnocultural backgrounds in their last fiscal year.¹¹ Most CACs/CYACs reported that they served Indigenous clients (n=27) and 2SLGBTQI+ clients (n=25). Twenty-four centres also reported that they served racialized clients and clients with disabilities, while 18 served clients who were recent immigrants or refugees. Koala Place CYAC identified that they served human trafficking victims, victims of sexual exploitation and victims of internet luring in their last fiscal year.

3.2.1 Age of clients

All 28 operational CACs/CYACs indicated that they serve child and youth victims between the ages of three and 15 years (see Figure 2). While most CACs/CYACs also reported serving children aged zero to two years and those aged 16 to 18 years, few centres reported serving clients over the age of 18.

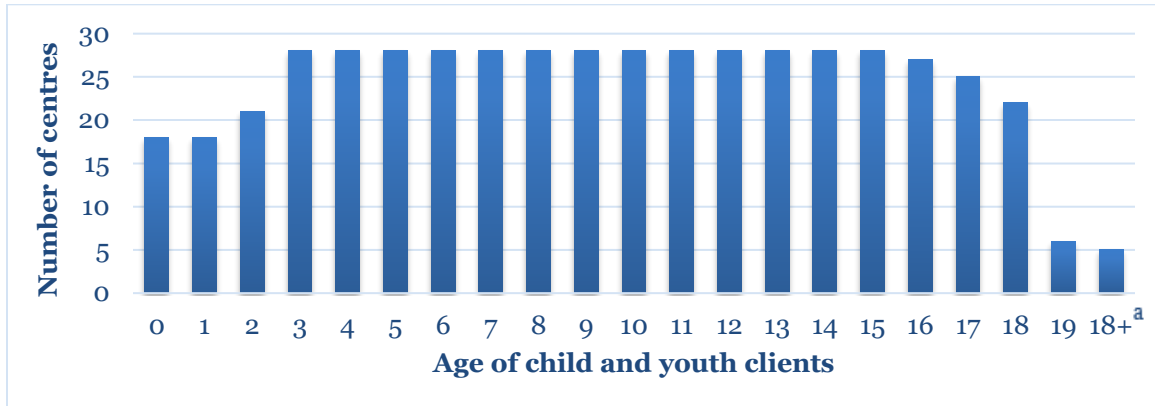
⁸ Two of the centres reported serving a territory, and the third serves a Northern area of a province.

⁹ While the majority of the operational CACs/CYACs used data from the period of April 2021–March 2022, three CACs/CYACs reported using the calendar year, meaning that their data were from January 2021–December 2021.

¹⁰ Five operational CACs/CYACs were not able to provide information on the number of child and youth clients served.

¹¹ The remaining centre was unable to answer this question.

Figure 2: Ages of clients served by CACs/CYACs



^a Includes those over the age of 18, such as adult victims with special needs.

Note: All operational CACs/CYACs (28) responded to this question.

Five CACs/CYACs reported serving clients aged 18 and older:

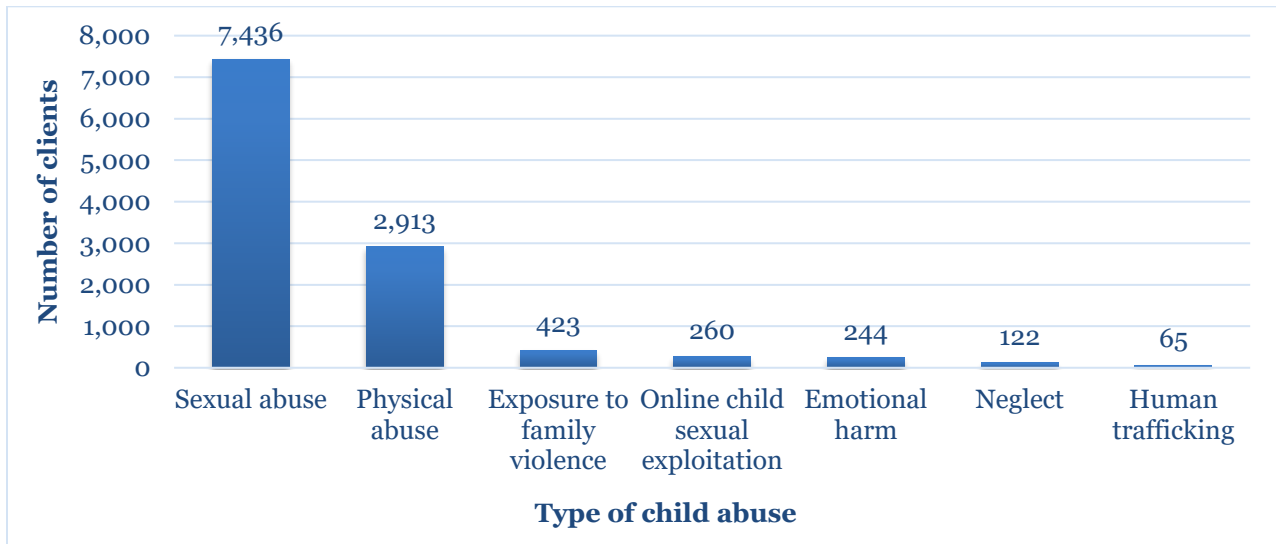
- Big Bear CYAC allows those over 18 with cognitive or developmental disabilities to use their facilities.
- SeaStar CYAC serves clients aged 18 and older.
- CYAC Simcoe Muskoka serves those aged up to 24.
- Zebra CYAC serves some clients who are above the age of 18 and have special needs.
- Koala Place CYAC serves vulnerable adult victims, including human trafficking victims, victims with mental health needs, and victims with developmental disabilities.

3.2.2 Types of child abuse

Twenty-six of the 28 operational CACs/CYACs that responded to the survey had information from their last fiscal year on the type(s) of abuse experienced by child and youth clients. A total of 7,436 of their child and youth clients had experienced sexual abuse and 2,913 had experienced physical abuse. As shown in Figure 3 below, 423 clients were exposed to family violence, 260 were sexually exploited online, 244 were emotionally harmed, 122 were neglected and 65 were trafficked. It is important to note that some child and youth clients may have experienced more than one type of child abuse and therefore, these numbers should not be totaled due to possible over-counting.¹²

¹² For instance, clients who experienced sexual abuse may also be counted under physical abuse or online child sexual exploitation.

Figure 3: Number of child and youth victims served in their last fiscal year by type of child abuse



Notes:

1. Twenty-five operational CACs/CYACs responded to this question.
2. The response options were not mutually exclusive, as some clients may have experienced more than one type of child abuse.

CACs/CYACs identified other types of child abuse that their clients had experienced. These included witnessing a crime (n=234), peer physical assault (n=7), attempted child kidnapping or abduction (n=3), and drug endangerment¹³ (n=3).

3.2.3 Alleged offences criminally investigated

Among the 20 CACs/CYACs with information on criminal investigations, there were 8,055 criminal case investigations that began in their last fiscal year. Six centres indicated that 809 criminally investigated cases were still ongoing, and eight centres indicated that 2,862 cases had concluded.

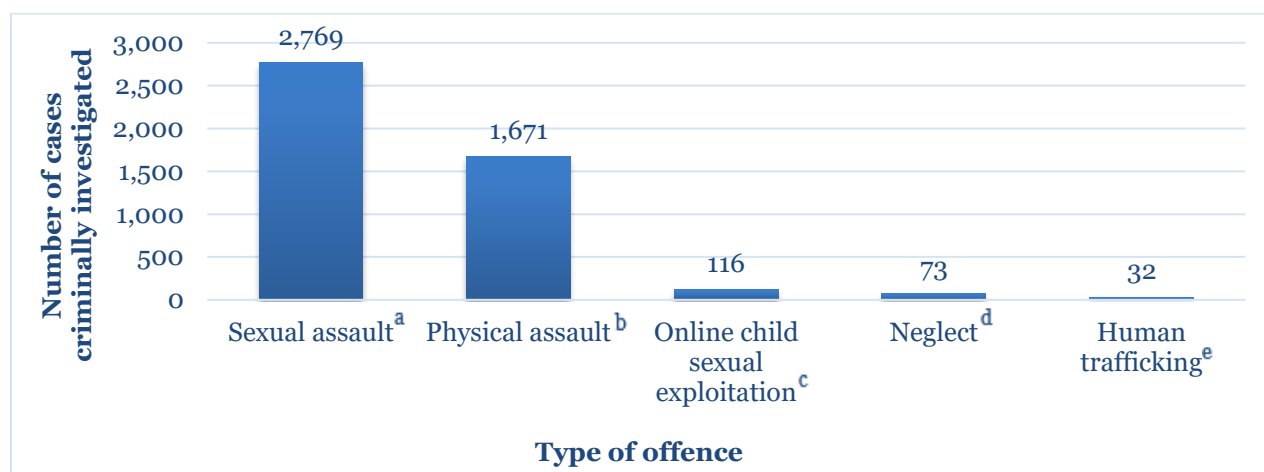
It is important to note that not all child abuse meets a criminal threshold, nor are all types of abuse criminally investigated. For these reasons, the survey asked CACs/CYACs specifically about the number and characteristics of cases that were criminally investigated in their last fiscal year (see Figure 4). Not all CACs/CYACs were able to report on the number of offences that were criminally investigated. This may be because some CACs/CYACs did not collect data on criminal investigations or did not have access to these data. Among the 16 centres that were able to report, there were 2,769 sexual assault and 1,671 physical assault¹⁴ criminal investigations in their last fiscal year. CACs/CYACs also reported that 116 online child sexual exploitation cases, 73 neglect cases and 32 human trafficking cases were criminally investigated.

¹³ Exposure to home-based drug activities, which is often associated with family violence, emotional abuse and neglect; see Reid 2012.

¹⁴ Physical assault and sexual assault were used in this subsection, as they refer to the *Criminal Code* offences for physical abuse and sexual abuse.

CACs/CYACs had the opportunity to report other offences that were criminally investigated in their last fiscal year, the most common being witnessing or being exposed to family violence (n=130), peer physical assault (n=7), witnessing a crime (n=4), attempted abduction (n=3), harassment (n=2), and inappropriate conduct at school by a teacher (n=2). Two CACs/CYACs also indicated how many allegations were criminally investigated that had not yet been determined as viable: 258 investigations into domestic violence allegations, 98 investigations into child abuse allegations, and 70 investigations into reports of harm. In these cases, allegations were made, investigations were conducted and information was collected but no charges were laid for a number of reasons, such as the complainant wanting to defer the investigation until they are ready to proceed.

Figure 4: Number of cases that were criminally investigated in their last fiscal year by type of offence



^a Includes sexual assault causing bodily harm, sexual assault with a weapon, aggravated sexual assault, sexual offences against children and youth, child pornography, and sexual violations against children (e.g., sexual interference, invitation to sexual touching, luring and sexual exploitation).

^b Includes physical assault causing bodily harm, physical assault with a weapon, aggravated assault, kidnapping, forcible confinement, child abduction, and homicide (e.g., murder, attempted murder, infanticide, manslaughter).

^c Includes child sexual abuse materials, youth-generated materials and sexting, the use of coercion and threats to extort images/videos from a child or youth, grooming and luring, live child sexual abuse streaming, and ordering videos/images to suit offenders' preferences.

^d Includes failure to provide the necessities of life, child abandonment, and criminal negligence.

^e Includes trafficking a person under the age of 18, receiving a financial or other material benefit for committing or facilitating human trafficking, and withholding or destroying a person's identity documents in order to commit/facilitate the trafficking of that person.

Notes:

1. Sixteen operational CACs/CYACs responded to this question.
2. The response options were not mutually exclusive, as some clients may have experienced more than one type of child abuse. As such, the number of clients for each type of child abuse should be analyzed separately and should not be added up together.

All CACs/CYACs reported having had cases of family violence and non-family violence where the alleged perpetrator was known to the victim, such as a neighbor, family friend, teacher or coach. All CACs/CYACs (34/35),¹⁵ but one, also had cases where the alleged perpetrator was a stranger to the victim.

3.3 Multi-disciplinary team members

The MDT is an essential part of the CAC/CYAC model.¹⁶ MDTs generally include representatives from law enforcement, child protection services, mental health services, medical services, and victim support and advocacy. However, the composition of MDTs varies greatly from one CAC/CYAC to another, as seen in previous research conducted by the Department of Justice Canada.¹⁷

In their last fiscal year, CAC/CYAC MDTs had an average of seven types of service providers (out of a possible 11 service provider types identified in the survey; see Figure 5). Almost all CACs/CYACs reported having a child protection and law enforcement representative on their MDT. Most centres also indicated that CAC/CYAC staff members, victim services workers, mental health professionals and child, victim and family advocates are part of their MDT. Forensic interviewers, medical professionals, Crown prosecutors, and education system professionals are less commonly reported as part of MDTs. While even less common, the following types of service providers are identified as being part of at least one centre's MDT: Indigenous support workers (n=3),¹⁸ sexual assault support workers (n=2), support dog handlers (n=1), academic researchers (n=1),¹⁹ clinical project managers (n=1), forensic interview specialists (n=1), and representatives from local organizations, teams or programs such as the PACE program (n=1), the Alberta Vulnerable Infant Response Team (n=1), and Nunavut Tunngavik Inc.²⁰ (n=1).

Figure 5: Number of service providers by type on CAC/CYAC MDTs

¹⁵ One centre did not respond to this question.

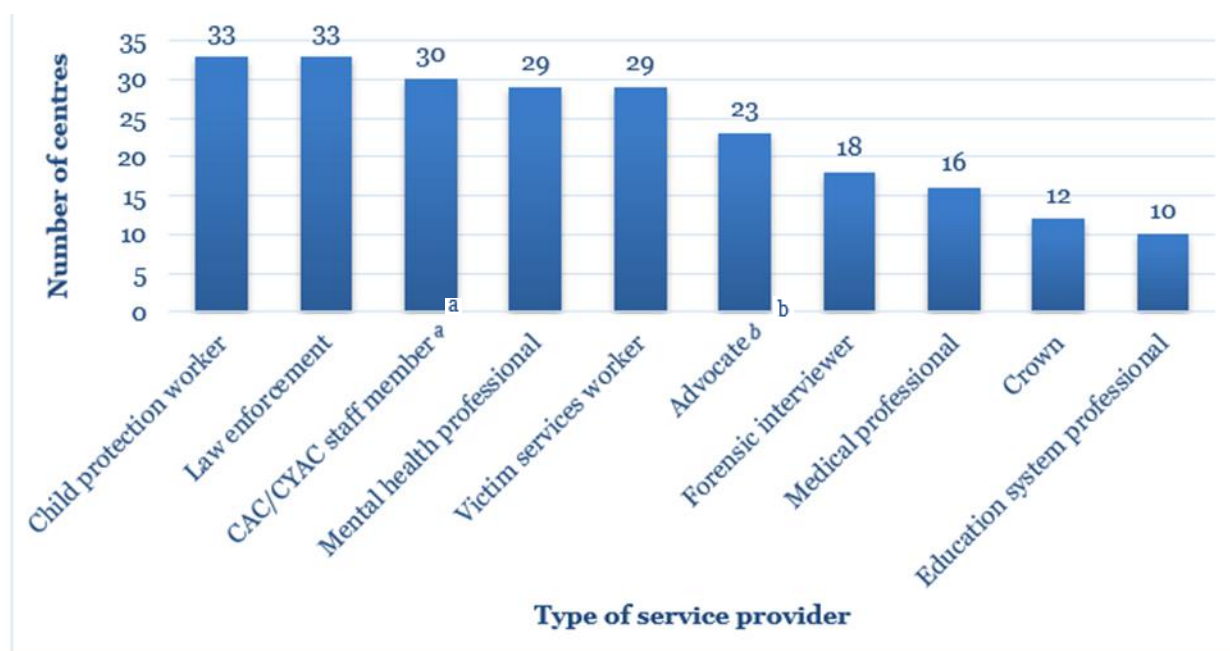
¹⁶ See Guideline 2 in the [National Guidelines for Canadian Child Advocacy Centres/Child & Youth Advocacy Centres](#) and Standard 1 in the [National Children's Alliance Guidelines](#).

¹⁷ Department of Justice Canada 2018; Hickey 2015

¹⁸ Depending on a client's needs, this may include Indigenous service providers, Elders or Indigenous leaders.

¹⁹ One CAC/CYAC that operates under a university health and social service centre listed academic researchers as part of their MDT. These academics conduct research and evaluations on the organization.

²⁰ Nunavut Tunngavik Incorporated helps Inuit organizations understand their rights and obligations under the *Nunavut Land Claims Agreement* by ensuring that the rights of the Inuit of Nunavut are respected.



^a Includes coordinators, navigators, supervisors, managers, directors, advocates, forensic interviewers, counsellors/therapists, administrative staff, and other specialists (e.g., communications, child life, evaluation, trauma).

^b Includes child, victim and family advocates.

Notes:

1. All CACs/CYACs (35) responded to this question.
2. The response options were not mutually exclusive. CACs/CYACs were asked to select all types of service providers represented on their specific MDT.

The co-location of MDT service providers, where service providers are housed at the CAC/CYAC, is often viewed as an important advantage of the CAC/CYAC model, as it can help facilitate quick responses, information sharing, frequent case meetings, and coordinated support.²¹ However, it is not always feasible for all members of the MDT to be housed at the centre. Research has shown that MDTs that are not co-located can still provide beneficial services to clients, and that these centres often adapt to meet the needs and resources of the communities they serve.²²

Most CACs/CYACs (31/35)²³ had at least one co-located MDT service provider. The most common co-located MDT service providers are CAC/CYAC staff members and advocates (see Table 1). Two CACs/CYACs reported that their MDT service providers are not co-located at their centre.

Table 1: Number of MDT service providers co-located at CACs/CYACs

MDT service providers co-located at the CAC/CYAC	Number of CACs/CYACs
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²¹ Department of Justice Canada 2018

²² Herbert et al. 2018; Bertrand et al. 2018

²³ Two CACs/CYACs did not respond to this question. Two of the centres that responded to this question answered it based on which MDT service providers they expect would be co-located once they became operational. Another centre that responded to this question answered it based on which service providers would be moving into their new location.

CAC/CYAC staff members ^a	23
Child, victim and family advocates	18
Law enforcement officers	14
Victim services workers	14
Mental health professionals	13
Child protection workers	13
Medical professionals	8
Forensic interviewers	7
Crown prosecutors	3
Education system professionals	2

^a Includes coordinators, navigators, supervisors, managers, directors, advocates, forensic interviewers, counsellors/therapists, administrative staff, and other specialists (e.g., communications, child life, evaluation, trauma).

Note: Thirty-one CACs/CYACs responded to this question.

3.4 Information sharing/Memoranda of Understanding

A key part of the CAC/CYAC model is the ability for MDT partners to share information amongst themselves to minimize the number of times victims need to be interviewed. Information sharing also helps MDT partners work collaboratively to provide coordinated services to child and youth clients and their family members. To facilitate information sharing, it is helpful for centres to have an information sharing protocol or a Memorandum of Understanding (MOU) in place with partners.²⁴

Most operating or developing CACs/CYACs (24/35) reported having information sharing protocols or MOUs in place with their MDT partners. Eight centres reported not having an information sharing protocol in place,²⁵ and three indicated that their information sharing protocol was in development.

3.5 Case reviews

Case reviews provide the opportunity for CACs/CYACs and their MDT partners to monitor active cases by reviewing those cases, sharing updated case information, and coordinating interventions as needed. This can help partners make informed decisions, share different perspectives, increase MDT collaboration, improve support, and enhance communication.²⁶ Most CACs/CYACs (21/28) reported that their MDT generally conducts case reviews. The other seven centres indicated their MDT does not generally conduct case reviews. Of these centres, three reported that information about a case is shared as needed; however, case reviews are rarely requested or organized. One of the centres reported that case reviews are generally not needed since their MDT partners work very closely together.

For the CACs/CYACs that reported that they do conduct case reviews, one reported that they conduct them daily, one weekly, three bi-weekly, and one every three weeks. Seven centres indicated they conduct case reviews monthly, and one centre conducts them quarterly. Seven additional CACs/CYACs reported conducting case reviews as needed.

²⁴ See Guideline 2 in the [National Guidelines for Canadian Child Advocacy Centres/Child & Youth Advocacy Centres](#).

²⁵ Some centres reported using the client consent forms as the mechanism allowing them to share information with MDT partners.

²⁶ See Guideline 8 in the [National Guidelines for Canadian Child Advocacy Centres/Child & Youth Advocacy Centres](#).

3.6 Case tracking

Case records may include client demographic information, case information, and investigation and intervention outcomes. A case management or case tracking system helps centres to monitor the progress of cases and track case outcomes throughout the service trajectory.²⁷ Twenty-eight operating or developing CACs/CYACs reported having a case management or case tracking system in place. Five developing centres indicated their case tracking system was in development, while the two remaining operating and developing centres indicated they did not have such a system in place.

Of the CACs/CYACs who indicated having a case tracking system in place, the majority (17/28) reported using specialized case management software, most commonly a customized database developed by Fused Air Inc. and Nucleus Labs.²⁸ Seven centres reported using Excel.²⁹

Those who reported having a case tracking system were asked to identify the MDT partners who are responsible for case tracking at the CAC/CYAC. The majority (21/24) indicated the responsible partner is a CAC/CYAC staff member, generally a coordinator, an advocate or a victim services worker. Other MDT partners that are sometimes responsible for case tracking include advocates,³⁰ law enforcement officers, victim services workers, mental health professionals, medical professionals, social services workers, and research development advisors. One centre indicated that all MDT partners are responsible for their own case tracking.

3.7 Services

An essential part of CACs/CYACs is the services they provide. These services can include prevention, intervention, prosecution, treatment and support for child and youth victims and their families. All 28 operational CACs/CYACs indicated they offered forensic interviews in their last fiscal year, and almost all offered mental health services, as well as victim and family support and advocacy (see Table 2). These services can be offered at the CAC/CYAC, off-site or both at the centre and off-site. Forensic interviews were more commonly reported as taking place on-site, while forensic medical examinations more commonly took place off-site. Please refer to [Appendix B](#) for a breakdown of services provided by each CAC/CYAC.

Table 2: Location of services offered through CACs/CYACs in their last fiscal year

Services delivered	Number of CACs/CYACs			
	On-site	Off-site	Both on-site and off-site	Total
Forensic interview	18	1	9	28
Mental health services (e.g., counselling, crisis intervention)	11	8	8	27

²⁷ See Guideline 9 in the [National Guidelines for Canadian Child Advocacy Centres/Child & Youth Advocacy Centres](#).

²⁸ Seven CACs/CYACs who had a case tracking system in place did not specify which program or software they use.

²⁹ One centre was using Excel while waiting for their case management software to be developed.

³⁰ Some advocates may be part of the CAC/CYAC staff, while others may not be. In the survey, centres differentiated advocates who worked as CAC/CYAC staff from those who worked with the centre as an MDT service provider.

Victim and family support and advocacy (e.g., providing information, referrals, acting as a liaison)	10		17	27
Forensic medical examination	5	14	5	24
Assistance in the preparation of Victim Impact Statements	6	4	10	20
Court preparation	5	4	10	19
Court accompaniment	1	8	10	19
Trauma assessment	8	3	7	18
Assistance in seeking compensation or restitution	5	4	9	18
Other ^a	2	1	3	6

^a Includes child protection services (on-site and off-site), school planning meetings (off-site), referrals to other partners or supports (on-site and off-site), accompaniment to meetings with the Crown prosecutor (on-site), social support programs (on-site and off-site), case consultations about the child's safety (on-site), witness case management (on-site), and Common Ground Youth Group (on-site).

Note: All operational CACs/CYACs (28) responded to this question.

In their last fiscal year, 10,264 forensic interviews were conducted at CACs/CYACs (n=25)³¹ (see Table 3). Most CACs/CYACs (25/28) identified that specialized law enforcement officers³² generally conduct the forensic interviews at their centre.³³ CACs/CYACs also reported child protection workers (n=12) and forensic interview specialists (n=9) as their forensic interviewers, with one centre reporting that police officers with general training in forensic interviewing conduct the forensic interviews at their centre. In addition to forensic interviews, among the CACs/CYACs that were able to report, 1,936 clients received mental health services, 180 clients received assistance in preparing Victim Impact Statements, and 140 clients received assistance in seeking compensation or restitution.

Table 3: Services provided at CACs/CYACs to clients in their last fiscal year

Services provided	Number of clients	Number of CACs/CYACs
Forensic interviews conducted at the CAC/CYAC	8,430	25
Forensic interviews conducted off-site	1,834	6
Mental health services by CAC/CYAC staff or MDT partners	1,936	16
Assistance with the preparation of Victim Impact Statements	180	7
Assistance with seeking compensation	140	5

Note: Twenty-five CACs/CYACs responded to this question.

³¹ Two operational centres did not know the answer to this question, and one centre reported that no forensic interviews were conducted.

³² Specialization refers to forensic interviewers who have received specific training on how to conduct forensic interviews with children and youth.

³³ It is a best practice for forensic interviews to be coordinated or jointly conducted, as this approach to forensic interviewing is trauma-informed and reduces the number of statements that a child or youth must provide to professionals. Future research should explore whether forensic interviews are jointly conducted or coordinated at CACs/CYACs.

3.7.1 Support dogs

Almost half of CACs/CYACs (13/28) reported having at least one support dog. In total, these centres had 23 support dogs at the time of the survey, the median being one support dog per centre. The most common type of support dog used by CACs/CYACs are facility dogs (21/23), a dog trained to provide specific services and behaviours that meet the needs of the organization. One centre reported using a therapy dog, and another reported using a service dog.

A follow-up question was asked to centres about when and where the support dogs were used (see Table 4). All CACs/CYACs with support dogs use them at their centre generally and most use the support dogs at client meetings with MDT partners and during forensic interviews. Support dogs are less commonly used when conducting a forensic medical examination or during counselling sessions. CACs/CYACs generally offer support dogs to children and youth, as well as their caregivers, but they are less likely to offer support dog services to caregivers for the purpose of forensic medical examinations, court accompaniments, forensic interviews and court testimony reviews.

Table 4: When support dogs are offered through CACs/CYACs by location

When support dogs are offered	Number of CACs/CYACs			
	On-site	Off-site ^a	Both on-site and off-site	Total
At the CAC/CYAC generally (e.g., first visit)	7		6	13
Client meetings with MDT partners	7		5	12
Forensic interview	9	1	2	12
Court accompaniment (including while testifying)		1	8	9
Court preparation	3	1	5	9
Court testimony review	2	1	5	8
Assistance in the preparation of Victim Impact Statements	2	1	3	6
Trauma assessment	3	1	2	6
Forensic medical examination	2	3		5
Counselling sessions	2		2	4
Other ^b	1			1

^a While the Sanare CAC reported offering support dogs off-site when assisting in the preparation of Victim Impact Statements, court preparation, court testimony, forensic interviews, and forensic medical examinations, they were in the process of moving into a new building with partners at the time of the survey. Their goal was to make support dogs available on-site for these services in their new location.

^b Includes the youth group at the Common Ground Church

Note: Thirteen CACs/CYACs responded to this question.

3.7.2 Educational services

The majority of operating and developing CACs/CYACs (29/33) reported that they provide some type of educational service, with four reporting not providing educational services.³⁴ The most common types of educational services offered by CACs/CYACs are webinars, presentations and workshops (n=27),³⁵ followed by media campaigns (n=19), online resources (n=16), community events (n=14) and conferences (n=9). Other types of educational services identified by centres include providing training to MDT partners (n=3) and training to other professionals, parents or the public (n=2).

All CACs/CYACs who provided educational services stated that they offer at least one type of educational service to the general public, and many also provide an educational service to professionals (28/29), child and youth clients (24/29), and parents and caregivers (24/29). CACs/CYACs generally reported targeting specific audiences when providing certain educational services. For instance, conferences, webinars, presentations and workshops are generally more targeted towards professionals. Community events are more geared towards both professionals and the general public. Media campaigns are also more frequently targeted to the general public. On the other hand, online resources are commonly provided for all audiences, including child and youth clients, parents and caregivers, professionals and the general public.

3.8 Case outcomes

CACs/CYACs were asked to share information on case outcomes. However, many centres do not have access to these data or are unable to report case outcome data. CACs/CYACs may face several challenges with collecting and accessing case outcome data. Some may be unable to access data from an MDT partner who uses a separate database system; others may not be able to receive the data from a partner if they do not have a data sharing agreement in place. Some centres shared that they do not have the resources to go through the volume of cases or an MDT partner (e.g., police officer) may not have the time to compile the data.

While a few CACs/CYACs reported case outcome data, most data were excluded from this section due to a low response rate.³⁶ Nine CACs/CYACs reported that charges were laid in 2,335 cases since January 1, 2017. This number may not be reliable, and caution should be used when interpreting this information.

3.9 Child-friendly facilities in courthouses

Child-friendly facilities in courthouses are designed to make children who have to testify feel as comfortable as possible and to alleviate the anxiety and stress a child may feel in court. These courthouses may include, for example, child-friendly waiting rooms, courtrooms, and hallways that are colourful and have comfortable furniture and stuffed toys. These courthouses may also offer a separate back entrance and victim support staff to children and youth testifying. Half of the operational CACs/CYACs (14/28) reported that child-friendly facilities are available in the courthouses in their region. Ten reported that these facilities are not offered and four reported that they do not know whether child-friendly facilities are offered.

³⁴ One centre did not know what educational services were provided and another reported that they were still in the process of developing educational services at the time of the survey.

³⁵ Two centres specifically indicated that they gave presentations at schools.

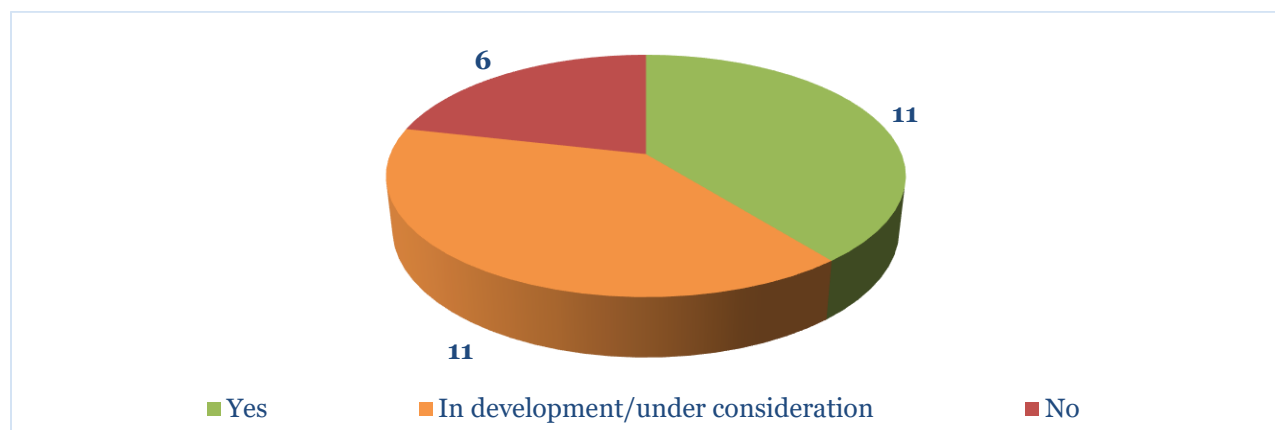
³⁶ This report excludes data on the number of cases that proceeded to court, the number of cases resulting in a conviction, the testimonial aids accessed and requested, and the provisions used to facilitate the participation of witnesses.

Most centres (10/13)³⁷ that have child-friendly facilities in the courthouses in their region reported that these facilities include child-friendly waiting rooms. Six CACs/CYACs indicated that the courthouses have closed-circuit television (CCTV) rooms, allowing the victim and/or witness to testify from outside the courtroom via the CCTV video link. Two centres also indicated the courthouses in their region have a child-friendly courtroom, which may offer, for example, witness screens.

3.10 Remote testimony rooms in CACs/CYACs

In the last few years, partly driven by the COVID-19 pandemic, several CACs/CYACs have introduced remote testimony to facilitate the participation of child and youth victims and witnesses in court processes. CACs/CYACs can offer remote testimony either in a designated remote testimony room or in another space at their centre. This new approach provides a safe and child-friendly environment for children and youth to testify, where they do not risk running into the accused and their risk of re-traumatization can be reduced. Eleven CACs/CYACs reported having the ability to offer remote testimony at their centre (see Figure 6). Six CACs/CYACs did not have the ability to offer remote testimony, and 11 centres were developing or considering offering remote testimony at the time of the survey.

Figure 6: Ability to offer remote testimony by CAC/CYAC



Note: All operational CACs/CYACs (28) responded to this question.

Those who were able to offer remote testimony were asked how often remote testimony had been used at their centre in their last fiscal year. While most reported that remote testimony was rarely (5/11) or never (4/11) used at their centre, two CACs/CYACs indicated that remote testimony was often used at their centre in their last fiscal year. To better understand the barriers in developing and using remote testimony, the Department of Justice Canada conducted interviews with centres that did, did not or were considering offering remote testimony. The final report will be available on the Department of Justice Canada website.

3.11 Training

³⁷ All, except one, CACs/CYACs who had child-friendly facilities in the courthouses in their region answered the follow-up question about what facilities were offered (13/14).

Participating in continuing training and educational opportunities is essential for the successful operation of CACs/CYACs so that staff and MDT members are properly equipped to respond to the needs of their clients. Training opportunities may include attending workshops or conferences, keeping up to date on new research and literature, participating in cross-discipline peer review and skills-based learning.³⁸ All operating and developing CAC/CYAC (n=34)³⁹ indicated that their staff had attended training in their last fiscal year. On average, CAC/CYAC staff took approximately six different types of training in their last fiscal year. Most CACs/CYACs reported that their staff had taken training on trauma-informed practices/organizations, mental health, diversity and inclusion, and child abuse (see Table 5).

Two CACs/CYACs also identified other training topics, notably:

- data equity
- substance use and addiction, and harm reduction
- understanding hate and extremism
- disordered eating
- communications

Table 5: Training topics taken by CAC/CYAC staff in their last fiscal year⁴⁰

Training topics	Number of CACs/CYACs
Trauma-informed practice/trauma-informed organizations	30
Mental health ^a	28
Child abuse ^b	27
Diversity and inclusion ^c	27
Victim support and advocacy ^d	25
Multi-disciplinary team ^e	24
Forensic interviewing ^f	17
Organizational capacity ^g	7
Other ^h	1

^a Includes wellness for clients, wellness for CAC/CYAC staff and partners, therapeutic outcomes, vicarious trauma, mental health first aid courses, and training on sexual violence counselling.

^b Includes prevention, internet child sexual exploitation, training on signs of human trafficking, and internet safety.

^c Includes cultural context of trauma, and training about a specific client group such as Indigenous children.

^d Includes the role of the victim advocate, support dog training, and court preparation and support.

^e Includes case reviews, and team-building exercises.

^f Includes forensic interview training, and the investigative process.

^g Includes volunteer programming, and fundraising.

^h Includes training on youth with problematic sexual behaviours, data equity, substance use and harm reduction, understanding hate and extremism, and disordered eating.

Notes:

1. Thirty-four CACs/CYACs responded to this question.
2. Lanark CYAC also counted the training topics funded by their centre and attended by community partners, such as police and child protection workers.

³⁸ See Guideline 10 in the [National Guidelines for Canadian Child Advocacy Centres/Child & Youth Advocacy Centres](#).

³⁹ One centre did not respond to the question.

⁴⁰ The training topics covered most of the best practice guidelines identified in the *National Guidelines for Canadian CACs/CYACs*. To access the Guidelines, see: <https://cac-cae.ca/wp-content/uploads/CAC-CYAC-National-Guidelines-October-2021-FINAL.pdf>.

In addition, 17 operating or developing CACs/CYACs shared training topics from which their staff could benefit. Along with mental health training being one of the most common training topics taken in their last fiscal year, it is the training topic the most often identified potentially beneficial for staff to take in the future. CACs/CYACs specifically identified that the following mental health topics could be beneficial: suicide risk and intervention, therapeutic responses to problematic sexual behaviours, emerging approaches to treatment, dissociation, therapeutic interventions for peer-on-peer offending, vicarious trauma, and anxiety reducing strategies for children when testifying.

Other training topics that CACs/CYACs believed could be beneficial to staff include:

- diversity and inclusion, including Indigenous relations, newcomers, immigrants and refugees
- MDT, such as information sharing, RCMP processes, development of interagency protocols and interdisciplinary practice
- forensic interviewing, such as specialized child forensic interviewing
- child abuse, including problematic sexual behaviours and domestic violence

3.12 Research and evaluation

Research helps to identify what could and does work to support child and youth victims served by CAC/CYACs. Likewise, evaluation helps to assess the effectiveness, efficiency and relevance of existing CAC/CYAC models and offerings. An evaluation can be formative or summative, and can examine one service, or part of or the whole CAC/CYAC.

In total, 22 CACs/CYACs reported conducting research, nine reported not conducting research and four reported not knowing if their centre conducted research. Of the CACs/CYACs who conduct research, 16 indicated they conduct research collaboratively with others, most commonly with academic researchers affiliated with a university (8/16). A few centres also reported collaborating with their provincial network (5/16) or with another CAC/CYAC (2/16). Additionally, two CACs/CYACs that conduct research reported undertaking the research both individually and collaboratively, and four other centres reported conducting research individually.

CACs/CYACs were also asked whether they had participated in research conducted by other organizations, such as a government, academic or non-governmental organization—beyond their participation in the Department of Justice Canada’s operational survey. Approximately one-third of CACs/CYACs (12/35) indicated that they participate in research conducted by others, while 19 do not and four are not sure whether they have participated in research conducted by other organizations.

As for evaluations, over half (20/35) of CACs/CYACs had undergone or were in the process of undergoing an evaluation. Of these 20 centres, half indicated they had been evaluated in the past and the other half indicated they were currently undergoing an evaluation at the time of the survey.⁴¹ In contrast, 14 CACs/CYACs reported never having undergone an evaluation.⁴²

⁴¹ One centre did not know whether they had been evaluated.

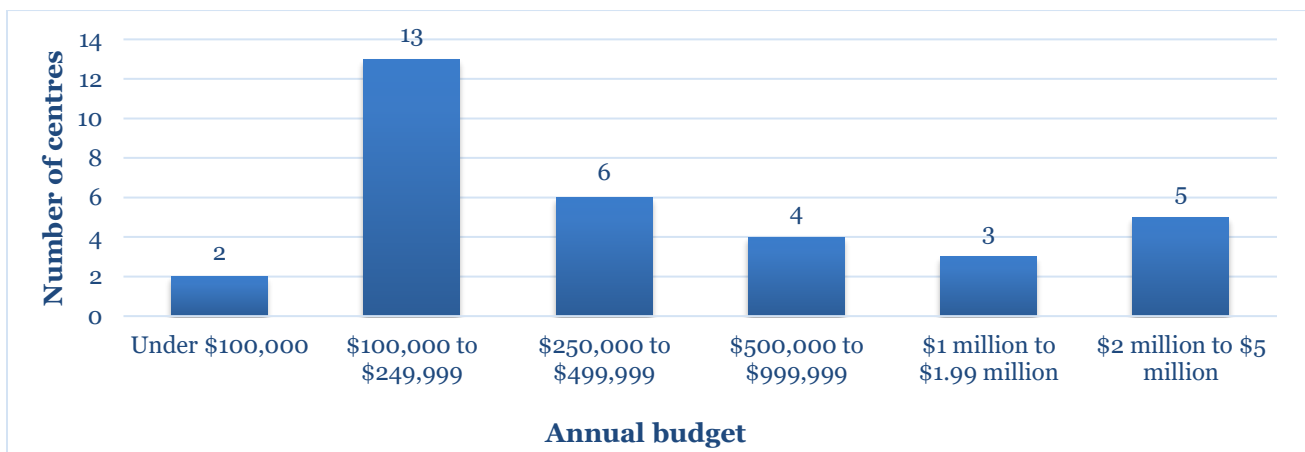
⁴² Four of these centres were still in development at the time of the survey, which explains why they had never been evaluated. In the survey, the term “evaluation” was not defined and as a result, CACs/CYACs may have misinterpreted what an evaluation is. Some operational centres were also unaware of any prior evaluations at their centre, as there had been recent staffing changes. Due to these limitations, this finding should be interpreted with caution.

3.13 Funding

Funding can be a significant challenge for CACs/CYACs. As community-based organizations, it is essential for CACs/CYACs to secure funding to sustain, advance and expand their services and operations. The Department of Justice Canada, through the Victims Fund, provides funding to CACs/CYACs to support the development of new centres, centres under development or in the early stages of their implementation, the service delivery of operational centres, and the development of networks and capacity-building. CACs/CYACs may also receive funding from other sources such as other federal departments, provincial, territorial, or municipal governments, private foundations, donors, and fundraising events.

Almost all operating and developing centres (33/35) reported their annual budget for their last fiscal year.⁴³ Overall, the majority (21/33) had an annual budget of less than \$500,000 in their last fiscal year. The other 12 CACs/CYACs reported that they had an annual budget between \$500,000 and \$5 million (see Figure 7).

Figure 7: Annual budget of CACs/CYACs in their last fiscal year



Note: Thirty-three CACs/CYACs responded to this question.

All developing CACs/CYACs reported an annual budget of less than \$250,000, with the exception of one developing centre with an annual budget of \$250,000 to \$499,999. In contrast, operational CACs/CYACs had a median annual budget of \$250,000 to \$499,999 in their last fiscal year reported. When interpreting these results, it is important to remember that each CAC/CYAC has a different structure and serves different communities in terms of size, geographical location, and sociocultural environment. A centre's operating budget may also not be reflective of what is required for them to fully implement the CAC/CYAC model in a way that achieves the best outcomes for the children, youth and families they serve.

⁴³ One centre preferred not to respond to the question and the other centre indicated they did not yet have an annual budget given that they were still in development.

When asked where CACs/CYACs could use additional support or funding, almost all CACs/CYACs with an annual budget of less than \$500,000 (n=17)⁴⁴ reported that they struggled to secure enough funding to cover operating costs, such as the facilities or staffing. In addition, six other CACs/CYACs, three with an annual budget of \$500,000 to \$999,999 and three with an annual budget of \$2 million to \$5 million dollars, also reported needing more funding to cover operational costs; in total, more than four-fifths of centres (23/27)⁴⁵ raised this concern. A few CACs/CYACs also stated they would benefit from funding for the development of remote testimony rooms and for expanding their centre, either through developing new locations or piloting different projects.

Table 6: Funding sources for CACs/CYACs

Sources of funding	Number of CACs/CYACs
Federal grants/funding	32
Private sector/donors	25
Provincial/territorial grants/funding	25
Fundraising events	19
Foundations	18
Municipal grants/funding	14
MDT partners	7
Host organization	6

Notes:

1. All CACs/CYACs (35) responded to this question.
2. The response options were not mutually exclusive. CACs/CYACs were asked to select all sources through which they had received funding.

As indicated in Table 6 above, almost all CACs/CYACs received federal grants or funding to cover a portion of their operational costs. The majority received a portion of funding from provincial/territorial grants or funding as well as from the private sector and donors. More than half also received a portion of funding from fundraising events and foundations. Other sources of funding received by some centres included municipal grants and funding, MDT partners, and their host organization, where applicable. When interpreting these results, it is important to remember that the number of CACs/CYACs who received funding from these various sources does not take into account the amount of funding received from these sources.

3.14 Biggest successes and challenges

In the last section of the survey, operating and developing CACs/CYACs were invited to share the biggest success they had achieved, as well as the biggest challenge they faced. While centres were asked to only report one success and one challenge, some CACs/CYACs shared multiple successes and challenges. As a result, the numbers shared below do not add up to the total number of centres that responded to these questions.

⁴⁴ Three centres that reported an annual budget of less than \$500,000 did not respond to the question asking for what they could use additional support or funding.
⁴⁵ Twenty-seven CACs/CYACs responded to the question asking for what they could use additional support or funding.

In terms of the biggest successes, the responses varied considerably, showing the diversity among CACs/CYACs. The most common success mentioned (8/33)⁴⁶ involves their strong partnerships with MDT partners; this included for instance how they have strengthened their relationships with partners through mutual respect and trust, how they have operated seamlessly together, and how the MDT comprises skilled and dedicated professionals. Another success shared (7/33) is the CAC/CYAC model, which centres feel supports children, youth and their families and made a meaningful change in their communities. CACs/CYACs also reported having success with their education and awareness activities (6/33) and the number of clients and families they serve (5/33).

All CACs/CYACs shared what their biggest challenges were. Over half (19/35) reported experiencing issues with securing sustainable funding for their personnel, services, facilities and expansion. In particular, five of these centres raised the challenge of securing sustainable funding for staffing resources, which they reported as essential to serving their community and its increasing needs.

Although MDT partnerships were viewed as a success by several CACs/CYACs, partner collaboration was also seen as a challenge for approximately one-quarter of all CACs/CYACs (9/35). Such challenges included the need for continuous relationship building, issues with creating change and working with MDT partners to change and adapt, communication challenges, lack of collaboration with certain partners or between partners, and difficulties in securing funding from their partners.

Additionally, six centres reported challenges with human resources, such as issues with staff retention and turnover, labour shortages, issues filling gaps in expertise on the team, and difficulties in hiring Indigenous staff. Four centres also reported challenges with increasing awareness of their centre, particularly with respect to the existence of their centre and their services, the recruitment of champions, and the recognition of the CAC/CYAC model.

4.0 Conclusion

This report summarized the findings from the *2022–2023 CAC/CYAC National Operational Survey*. All CACs/CYACs reported serving children and youth aged three to 15 years, although some centres served children and youth younger than three and/or older than 15 years. Centres were more likely to have served children and youth who had experienced physical and/or sexual abuse than other types of child abuse. CACs/CYACs reported having multiple types of service providers as part of their MDT; the most commonly reported types of service providers were child protection workers, law enforcement officers, CAC/CYAC staff members, advocates, and victim services workers. The services most likely to be offered by CACs/CYACs were forensic interviews, which were most commonly offered on-site, as well as mental health services and victim/family support and advocacy. Most CACs/CYACs reported that they received a portion of their funding from federal and provincial/territorial funding or from the private sector or donors; however, the majority of centres reported challenges with securing enough sustainable funding to cover operating costs, such as the costs of facilities and staffing. Overall, CACs/CYACs reported great success with the relationships they have with their MDT partners and the use of the CAC/CYAC model, both of which were reported as helpful in effectively supporting children, youth and their families.

This report provides national data about the CACs/CYACs that participated in the survey and showcase how centres adapted the CAC/CYAC model to respond to the unique needs of the communities they

⁴⁶ Two centres did not share any successes.

serve. However, it is important to remember that not every CAC/CYAC responded to the survey. As a result, the survey results should not be interpreted as a full national picture of CACs/CYACs in Canada.

There were also challenges with the data collection, despite efforts to mitigate these issues before the survey was circulated. CACs/CYACs were not able to provide all the data requested, nor did they all have access to the data requested in the survey, given that they had different reporting mechanisms and data sharing agreements, which may or may not have prevented them from receiving or accessing MDT partner data. This finding highlights the need for continued efforts to improve national data collection, including the development of national data requirements, which should include short and long-term outcomes. Work is underway within Provincial Networks of CACs/CYACs to adopt regional standardized approaches to defining key concepts and collecting data, and the Research Subcommittee of the National Network of CACs/CYACs is beginning to explore how to improve data collection at the national level.

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List of acronyms

2SLGBTQI+	Two-Spirit, Lesbian, Gay, Bisexual, Transgender, Queer, Intersex, Plus
CAC	Child Advocacy Centre
CCTV	Closed-Circuit Television
CYAC	Child and Youth Advocacy Centre
MDT	Multi-Disciplinary Team
MOU	Memorandum of Understanding
RCMP	Royal Canadian Mounted Police

Appendix A: Operational status of CACs/CYACs⁴⁷

CAC/CYAC	Operational level	Model	Areas served	Ages served
British Columbia				
Big Bear CYAC (Society)	Operational	Coordinated site-approach	Urban and rural	2–18+
Chilliwack CYAC	Feasibility study	N/A	N/A	N/A
Langley CYAC	In development	N/A	N/A	N/A
Oak CYAC	Operational	Site-approach	Urban and rural	0–19
Raven's Nest Child and Youth Advocacy Center	Operational	Site-approach	Urban and rural	2–18
Safe Kids & Youth (SKY) Coordinated Response	Operational	Rural/virtual approach	Rural only	0–19
Sophie's Place CYAC	Operational	Site-approach	Urban only	0–15
The CAC of Kelowna	Operational	Site-approach	Urban and rural	0–19
Treehouse Vancouver CYAC	Operational	Site-approach	Urban only	0–18
Victoria CYAC	Operational	Site-approach	Urban only	3–18
Alberta				
Caribou Child and Youth Centre	Operational	Site-approach	Urban and rural	3–18
Chinook CYAC	In development	N/A	N/A	N/A
Luna Child and Youth Advocacy Centre	Operational	Site-approach and mobile approach	Urban and rural	0–18
South Eastern Alberta CAC (Sanare Centre)	Operational	Site-approach	Urban and rural	0–17
Zebra CYAC (Society)	Operational	Site-approach	Urban and rural	3–18 and adults with special needs
Saskatchewan				
Little Bear Child & Youth Advocacy Centre	Feasibility study	N/A	N/A	N/A
Regina Children's Justice Centre	Operational	Site-approach	Urban only	0–16
Manitoba				
Toba Centre for Children & Youth Inc	Operational	Site-approach	Urban and rural	3–18
Ontario				
Boost CYAC	Operational	Site-approach	Urban only	0–17
Cedar Centre	In development	N/A	N/A	N/A

⁴⁷ All 35 CACs/CYACs are included in this table.

CYAC - Waterloo Region	Operational	Site-approach and mobile approach	Urban and rural	2–18
CYAC of Nipissing District	Operational	Site-approach	Northern	0–18
CYAC Simcoe Muskoka	Operational	Site-approach and mobile approach	Urban and rural	3–24
Koala Place CYAC	Operational	Site-approach	Urban and rural	0–18 and vulnerable adult victims ^a
Kristen French CAC Niagara	Operational	Site-approach	Urban and rural	3–16
Lanark CYAC	Operational	Site-approach and mobile approach	Rural only	0–18
Windsor Essex CYAC	Operational	Site-approach	Urban and rural	0–18
Quebec				
Centre d'appui aux enfants et à la jeunesse Marie-Vincent	Operational	Site-approach and virtual approach ^b	Urban and rural	0–18
Services Intégrés en Abus et Maltraitance (SIAM)	Operational	Site-approach	Urban and rural	0–17
New Brunswick				
Kit's Place CYAC	In development	N/A	N/A	N/A
Nova Scotia				
SeaStar CYAC	Operational	Site-approach	Urban and rural	3–18+
Newfoundland and Labrador				
North Star CYAC^c	Operational	Site-approach	Urban and rural	0–18
Yukon				
Yukon Virtual CYAC (formerly Lynx)^d	In development	N/A	N/A	N/A
Nunavut				
Kitikmeot Friendship Society CYAC	Operational	Site-approach	Northern	0–18
The Umingmak Centre	Operational	Site-approach	Northern	0–19

^a For example, human trafficking victims, victims with mental health needs and adults with developmental disabilities.

^b The virtual approach is primarily used for clinical services and MDT meetings on specific cases.

^c North Star CYAC is currently in development. However, at the time of the survey data collection, the Centre was operational and as a result, North Star CYAC was counted as an operational centre throughout this report.

^d Note that Yukon Virtual CYAC was in the process of changing their name during the data collection period.

Appendix B: Services delivered through CACs/CYACs⁴⁸

CAC/CYAC	Forensic interview			Forensic medical examination			Trauma assessment			Mental health services			Victim/family support & advocacy		
	On-site	Off-site	Both	On-site	Off-site	Both	On-site	Off-site	Both	On-site	Off-site	Both	On-site	Off-site	Both
British Columbia															
Big Bear CYAC (Society)	Yes				Yes			Yes			Yes				Yes
Oak CYAC			Yes		Yes				Yes			Yes			Yes
Raven's Nest Child and Youth Advocacy	Yes				Yes			Yes				Yes	Yes		
Safe Kids & Youth (SKY) Coordinated Response			Yes								Yes				Yes
Sophie's Place CYAC	Yes				Yes							Yes			Yes
The CAC of Kelowna	Yes			Yes			Yes			Yes			Yes		
Treehouse Vancouver CYAC	Yes										Yes				Yes
Victoria CYAC	Yes				Yes					Yes			Yes		
Alberta															
Caribou Child and Youth Advocacy Centre	Yes			-	-	-	Yes			Yes					Yes

⁴⁸ All 28 operational CACs/CYACs are included in this table.

Luna Child and Youth Advocacy Centre	Yes			Yes			Yes			Yes			Yes		
South Eastern Alberta CAC (Sanare Centre)		Yes			Yes			Yes			Yes				Yes
Zebra CYAC (Society)	Yes				Yes			Yes		Yes					Yes
Saskatchewan															
Regina Children's Justice Centre, Regina			Yes		Yes			Yes			Yes				Yes
Manitoba															
Toba Centre for Children & Youth Inc	Yes														Yes
Ontario															
CYAC - Waterloo Region			Yes		Yes						Yes				Yes
CYAC of Nipissing District	Yes				Yes			Yes			Yes			Yes	
CYAC Simcoe Muskoka	Yes				Yes					Yes					Yes
Boost CYAC			Yes				Yes				Yes				Yes
Koala Place CYAC	Yes				Yes			Yes			Yes		Yes		
Kristen French CAC Niagara	Yes				Yes					Yes					

Lanark CYAC			Yes		Yes					Yes				Yes
Windsor Essex CYAC	Yes				Yes		Yes			Yes			Yes	
Quebec														
Centre d'appui aux enfants et à la jeunesse Marie- Vincent			Yes			Yes	Yes			Yes			Yes	
Services Intégrés en Abus et Maltraitance (SIAM)			Yes			Yes			Yes			Yes		Yes
Nova Scotia														
SeaStar CYAC	Yes			Yes					Yes				Yes	
Newfoundland and Labrador														
North Star CYAC ^a	Yes					Yes			Yes	Yes				Yes
Nunavut														
Kitikmeot Friendship Society CYAC			Yes			Yes	Yes			Yes				Yes
The Umingmak Centre	Yes			Yes			Yes			Yes			Yes	

CAC/CYAC	Court preparation			Court accompaniment			Assistance in the preparation of Victim Impact Statements			Assistance in seeking compensation or restitution			Other		
	On-site	Off-site	Both	On-site	Off-site	Both	On-site	Off-site	Both	On-site	Off-site	Both	On-site	Off-site	Both
British Columbia															
Big Bear CYAC (Society)			Yes			Yes			Yes			Yes			
Oak CYAC			Yes			Yes			Yes	Yes					
Raven's Nest Child and Youth Advocacy Center	Yes					Yes	Yes			Yes					
Safe Kids & Youth (SKY) Coordinated Response		Yes			Yes			Yes			Yes				
Sophie's Place CYAC		Yes			Yes			Yes		-	-	-			
The CAC of Kelowna	Yes					Yes	Yes			Yes					
Treehouse Vancouver CYAC			Yes		Yes				Yes			Yes			
Victoria CYAC	Yes				Yes		Yes			Yes			Yes ^b		
Alberta															
Caribou Child and Youth Centre			Yes		Yes				Yes				Yes ^c		
Luna Child and Youth Advocacy Centre						Yes	Yes			Yes					
South Eastern Alberta CAC (Sanare Centre)		Yes			Yes			Yes			Yes				
Zebra CYAC (Society)			Yes			Yes			Yes						
Saskatchewan															
Regina Children's Justice Centre			Yes			Yes			Yes			Yes			
Manitoba															
Toba Centre for Children & Youth Inc												Yes			
Ontario															
CYAC - Waterloo Region															Yes ^d
CYAC of Nipissing District															
CYAC Simcoe Muskoka													Yes ^e		

Boost CYAC			Yes			Yes			Yes			Yes		
Koala Place CYAC									Yes					Yes ^f
Kristen French CAC Niagara														Yes ^g
Lanark CYAC														
Windsor Essex CYAC		Yes			Yes				Yes					
Quebec														
Centre d'appui aux enfants et à la jeunesse Marie-Vincent			Yes			Yes			Yes			Yes		
Services Intégrés en Abus et Maltraitance (SIAM)			Yes			Yes			Yes			Yes		Yes ^h
Newfoundland and Labrador														
North Star CYAC ⁱ	Yes							Yes			Yes			Yes ^j
Nova Scotia														
SeaStar CYAC														
Nunavut														
Kitikmeot Friendship Society CYAC			Yes	Yes			Yes					Yes		
The Umingmak Centre	Yes				Yes		Yes					Yes		

^a North Star CYAC is currently in development. However, at the time of the survey data collection, the Centre was operational and as a result, North Star CYAC was counted as an operational centre throughout this report.

^b Includes accompaniment for meetings with the Crown prosecutor and evidence review, safety planning, case consultations with child protection services about child safety, ongoing support for witnesses, and consultations with police, probation or restorative justice.

^c Includes Crown prosecutor meetings with clients, and resources and assistance provided for Victim Impact Statements and Victims of Crime Counselling Applications.

^d Includes connecting families for intimate partner violence support.

^e Includes a youth group for girls aged 12 to 18 who have experienced, witnessed or are at risk of experiencing gender-based violence (Common Ground Youth Group), and psycho-education/prevention programming.

^f Includes after care support, understanding trauma in children, and referrals to other partners.

^g Includes social support programs, such as art therapy (on-site) and therapeutic yoga (off-site), and a trauma informed summer camp (on-site).

^h Includes child protection services.

ⁱ North Star CYAC is currently in development. However, at the time of the survey data collection, the Centre was operational and as a result, North Star CYAC was counted as an operational centre throughout this report.

^j Includes school planning meetings.