



Q1 Executive Director's Report

GENERAL COMMENTS

Key highlights over the last quarter included:

- Hosting a successful 3-day hybrid symposium to further our work in developing peer support programs for women with intellectual disabilities who have experienced gender-based violence
- Hosting an equally successful 3-day hybrid Campaign 2000 conference with attendees from across Turtle Island (including eight provinces and two territories)
- Hosting the on-site accreditors over a 2-day period resulting in an early notification of successful accreditation

COMMUNITY PROGRAMS AND SERVICES

Changing Lives Family Violence

Staff in Changing Lives and Family Violence programs began to return to work at our Church Street and Sterling Road sites throughout Q1.

External work related to the Downtown Toronto Ontario Health Team continues with the implementation of a stepped care model of access to counselling and psychotherapy supports. Many lessons are being learned about how to assess and work with people, referred by family doctors, to access services. It is hoped that FST's counselling programs will officially join this pilot in the fall, as organizations are being onboarded on a gradual process.

A Coroner's inquest into the deaths of three women, murdered by their intimate partner, in Renfrew County in September 2015, is being closely monitored by the community of partner assault response providers and violence against women sector. PAR providers in the province, have met twice in this quarter with the Office of Victim Services at the Ministry of the Attorney General to discuss much needed reforms to both the funding formula and design of the PAR program. Some of the recommendations from the inquest are focused on measures addressing perpetrators of IPV. Other recommendations focus on oversight and accountability, system approaches, collaboration and communication, funding, education and training, intervention, and safety. FST will be reviewing these recommendations and working with networks of service providers to determine how best to ensure these recommendations are followed up on. For the detailed recommendations, please go to https://lukesplace.ca/wp-content/uploads/2022/06/CKW-Inquest-Verdict-Recommendations-SIGNED_Redacted.pdf

Counselling Services

The daily virtual Walk-in Clinic (WIC) continues to be actively accessed by clients. Two WIC inter-team presentations by and for staff, were delivered this quarter, the first on WIC processes and the second on best practices with Newcomers, offered by Community Engagement. The Counselling Waitlist had to be closed this quarter due to lengthy wait times. Counsellors started working in the office at Rexdale CHC, LAMP CHC and Church Street.

David Kelley Services (DKS) ran a successful Emotional Skills Group online. DKS also focused on Outreach and created a new flyer that was sent out to multiple organizations. The Queer and Connected project's 2STNB group has had consistent full attendance, and attendance is growing in the 2SLGB group. DKS

staff received free Mental Health training through HQ, which allowed connection with other agencies as well. DKS continued to support the PAR program.

The Families in Transition (FIT) team continues to offer workshops and groups on coparenting and parenting skills, and on supporting children through separation and divorce. FIT has been grappling with tough legal questions and looking into potential consultation or training opportunities for working with high conflict separation and divorce. The team set up the play area at the Church site and organized all of the materials to go to Sterling and Vic Park Hub.

The VAW and SCSS teams saw their first clients in-person and had in-person meetings at the Church Street office in June. All teams attended a training focusing on best practices in documentation.

The Violence Against Women (VAW) team continued individual and group counselling, facilitated 3 webinars and provided partner contact outreach for the PAR program. The team facilitated presentations in Arabic, Farsi and Tamil on issues related to gender-based violence to community organizations. VAW received funding from the Canadian Women's Foundation to restart a project to provide quick access counselling for women at high risk of abuse and harm and supported 15 women in the project in June.

The Seniors and Caregivers Support Service (SCSS) team continued individual counselling, groups for seniors and the friendly chat program. Team members participated on the FST run Elder Abuse Consultation Team and provided consultation to other senior supporting organizations on issues related to elder abuse. Pat's Place continues to house older adults seeking refuge from abusive situations and has housed 2 clients from April to June.

The Next Steps program (Partner Assault Response) at FST continued to be offered virtually during Q1, with upwards of eight groups being offered on a weekly basis. The Courts are reviewing all charges related to intimate partner violence during the pandemic and are determining the position of defendants, resulting in a huge surge of referrals across the sector in Toronto. The team is working on ways to increase the number of initial assessment times available as well as considering possible ways to increase the number of people attending groups. Virtual work requires smaller people per session due to the nature of the work. Plans are underway to offer one group on site in Q2.

Community Engagement

The Community Engagement team has started planning to organize a workshop on Truth and Reconciliation. We have started conversations with several indigenous organizations to help FST organize a learning event that will be attended by community leaders from various ethnic-specific groups and funders. This learning event is focused on understanding the residential school history, indigenous people's struggles, way of life, cultures, and engagement approaches. One learning objective is for our leaders to learn from indigenous leaders' decolonized community engagement tactics that they can use in their respective communities, which FST will also use to inform the next iteration of our community engagement framework in the next five years.

Social Action

During Q1, our work on the CERB Amnesty Campaign received much attention and press. WE presented recommendations to the House of Commons Standing Committee on Finance as they debated the Budget 2022 Implementation Bill, where there appeared to be cross-party support for a CERB Amnesty. We were published in major news outlets including the Toronto Star, which headlined issues with the CERB in their Weekend Long Reads newsletter. We co-authored an opinion piece with Senator Moodie, published in National Newswatch and were quoted or featured in several other articles throughout the quarter.

The background research stage for the Localizing Sustainable Development Goals (SDGs) project was completed. This included publishing the literature review, finalizing the policy map, and key informant interviews and survey. All findings informed the gap analysis to help develop criteria which will help us determine which 15 community and partners we will organize conversations with.

In June, the project held the first of two in-person symposium. Participants included organizations who were new to Campaign 2000 (C2K) and those who were not, and it was a very diverse group across all social locations. Daily keynote speakers included Dr. El Jones, Dr. Gabrielle Lindstrom, Senator Rosemary Moodie, and Alienor Rougeot. Discussions focused on localizing poverty indicators and considerations when developing those. Planning for the community conversations is under way and we will report on those as they happen.

Knowledge Building

The SSHRC funded symposium “Peer mentorship for women labelled with a developmental disability who also experienced sexual abuse” was completed successfully. There had strong representative participation from people with lived expertise, academics and service providers. We used an arts-based approach in this virtual event. We developed and agreed upon draft terms of reference for the next steps in this work. We are now working on two publications related to this event.

FST participated in a successful site visit by the accreditors from the Council on Accreditation. As there were no major issues to address, we did not receive an interim report. The next step will be a final report expected in October 2022. Knowledge Building led this initiative.

Pilot studies are now under way for the client engagement surveys for Building Inclusive Communities and Changing Lives/Family Violence Programs. As many clients need to be contacted by phone, this surveying process will take longer than usual. Data collection is expected to be fully completed by the end of September, pending volunteer availability.

Building Inclusive Communities

PassportONE experienced a very busy Q1. The Claims team processed 136,462 claims for a total of \$123.2M, maintaining an average processing time of 3.2 days. Deadlines to process the Temporary Wage Enhancement claims were met and the team also supported FST’s annual audit conducted by Deloitte. The Data management team seamlessly worked through the deliverables of Permanent Funding Increase project with MCCSS.

The Options Children Program has been busy implementing a new program stream, for children connected to the Ontario Autism Program with Urgent Response needs. The program provides prioritized, short-term service coordination, in collaboration with Surrey Place. Clients will gain access to prioritized behaviour supports and respite during their 12 weeks in the program. The Options Adult Program is transitioning 79 IQOL clients to the Passport Program. Seven clients were identified with high needs and their files are still open with Options Program – we are waiting Ministry directions about these clients.

The Passport Program approved 388 new clients during Q1. MCCSS approved an increase, making the PSW wage enhancement permanent. As of July 1, 2022, current recipients will receive a prorated increase and then as of April 1, 2023, recipients will have a 10% increase to their annual allocation. Two passport staff presented to FST during National Accessibility week about the program and we also presented (virtually) to the Epilepsy Association consisting of staff and clients.

CORPORATE SERVICES

Technology, Communications, Facilities

Technology efforts shifted in Q1 to preparing worksites for the gradual return of staff to onsite work for the first time in more than two years. While offices remained closed to the public, IT support staff assisted staff with the transition to docking stations for their laptops and configured a number of new work environments. Desktop computers were removed from both Church and Sterling locations. Planning also began for the introduction of Security First – our cyber security strategy scheduled for a Fall launch.

Facilities also played a major role in preparing workspaces for returning staff at both Church and Sterling locations. Our Special Projects Manager (Facilities) began her assignment with a focus on the creation of a Welcome Commons in the former café space on the ground floor at 355 Church Street. The Facilities Co-ordinator who assisted work with our new Community Services tenants at our Church Street location. FST working with the new tenants agreed on a new common identity as the Citywide Commons.

Communications led the creation of content and layout for the 2021-22 Annual Report which was released online in time for Annual General Meeting on July 6. The report, which highlighted another full 12 months of pandemic operations, was scheduled for printing in early July with release over the summer.

Human Resources and Volunteers

During Q1, The HR team:

- Developed and communicated FST's Hybrid and Return to the Office Plan. All staff were encouraged to provide their managers with their input and feedback.
- Implemented the Right to Disconnect Policy in May 2022.
- For National Volunteer Week (April 24-30), we implemented a social media campaign, to celebrate FST's volunteers and the millions of volunteers whose empathy and compassion make a difference to the lives of individuals and communities across Canada.
- We successfully completed the accreditation process.

Finance

In Q1, Finance successfully completed the audit for fiscal 21/22 and received an unqualified audit opinion (clean report) and no management letter for improvement of internal controls from Deloitte. The Board received and approved the audited financial statements which were then presented to the members of FST at the AGM held July 6. The team also participated in the accreditation of FST and performed admirably in the on-site interview. Reporting for Q1 to all FST's funders was completed by their respective due dates and we received tremendous support from across the organization to make this happen.