



Q2 Executive Director's Report

GENERAL COMMENTS

The most significant achievement in the second quarter was reaching a new 3-year collective agreement. Those who did the hard work at the table indicated it was a positive and collegial process. It was also completed over a very short period of time. Thanks to all staff (bargaining unit and management) who engaged in the process.

COMMUNITY PROGRAMS AND SERVICES

Changing Lives Family Violence

A group of Partner Assault Response Program (PAR) providers from across Ontario have been meeting to discuss the recommendations from a recent Coroner's inquest into the murder of three women on the same day, who had been in relationships with the man who killed them. The inquest recommendations are far reaching including the need to review the program model since a one size fits all program does not take into account the level of risk clients pose to their partners, their own needs and histories of using abuse etc. The inquest also recognized the significant funding challenges for this program and called on the province to review the funding model. This group has met with the Assistant Deputy Attorney General, Victims and Vulnerable Services division with the goal of pushing the government to review the program design and to make immediate changes to the funding formula.

This work was very helpful when a group of service providers in the Yukon reached out to discuss PAR programming. They have engaged a consultant to help them re-think how to deliver PAR services in a way that holds people accountable for their actions while also recognizing the intersectionality of this social issue.

Counselling Services

The Violence Against Women (VAW) team started a new counselling group to support clients with maintaining healthy boundaries. VAW staff participated in an in-person training for FST's new Transitional Housing and Support Program (THSP). A THSP counsellor was hired, and the program will launch in October. THSP provides case management support to women seeking housing and other resources. The temporary project to provide quick access counselling for women at high risk of abuse and harm continues and supported 43 clients.

The Seniors and Caregivers Support Service (SCSS) team continued individual counselling, groups for seniors and the friendly chat program. The team's Boost peer support group held two in-person group meetings for the first time since 2020. 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.

The Counselling program, David Kelley Services and Families in Transition have continued to see high demand for counselling, including the Virtual Walk-in-Clinic (WIC). Toronto Community Crisis Service (TCCS) Counselling was launched at FST and one full time staff was hired to provide this timely short term psychotherapy to clients referred by Gerstein's TCCS program after a crisis encounter, as well as to be a core member of the WIC. Counsellors have been seeing clients on Zoom, the phone and in-

person, including at Church Street, Sterling Road, LAMP and Rexdale CHC. Demand for in person has varied across programs and sites, with higher demand for in-person in DKS and for FIT children, as well as for EMDR (a form of trauma therapy) in the Counselling Program.

Community Engagement

No report.

Social Action

No report.

Knowledge Building

- Research work on the manuscripts for the SSHRC funded symposium “Peer mentorship for women labelled with a developmental disability who also experienced sexual abuse” is under way. Women with lived expertise are actively participating. Ongoing FST follow-up is being planned.
- A final report from the Council on Accreditation was received in September 2022.
- Client Engagement Surveying for Building Inclusive Communities included data collection for the Options and PDP programs with data analysis under way. The development of a Passport program survey is underway. Data collection is expected to start in November, both by phone and email.
- Client Engagement Surveying for the Changing Lives/Family Violence Programs included survey development, translations with pilot testing under way; and data collection to begin in November, both by phone and email
- Work on service and program Indicators included initial development of an organizational dashboard; Changing Lives/Family Violence teams have restarted the work to examine outcomes of services. This work was interrupted when all of FST services moved online and while we were waiting for staff to be more comfortable with the new database.

Building Inclusive Communities

The Passport Program approved 322 new clients during this time. The team continues to reach out to clients with regards to orienting them to the program and reviewing files in DSCIS. During Q2, the police were contacted with regard to two cases of alleged misuse of funding. The police decided to investigate both cases.

The Options children’s and adult teams onboarded 3 new staff to assist with the new APSW Housing initiative. The children’s team continued to engage in trainings, such as Intro to Applied Behaviour Analysis (ABA) and Selfcare, as part of the new Urgent Response program introduced into the children’s program. The Community Networking team continued to facilitate a virtual social group through the summer, as well as two trivia and game events.

We have surpassed our targets in the short-term case management project. Due to the transition of the IQOL (Improved Quality of Life) clients into the Passport program, the adult program has also declared 100 vacancies to be filled by March 31.

PassportONE continued to work remotely in Q2 and processed 120,769 claims and paid \$159.7M maintaining an average processing time of 2.5 days.

The PassportONE data team worked with MCCSS to implement the 10% funding increase to the annual amount for all Passport clients. This was a complex project due to the integration between the PassportONE CRM system and the DSCIS system, it required close and collaborative work with MCCSS and PFI. The data team has also started the process to begin providing technical support to FST users for the TREAT system, this is in addition to the report building and data analysis support provided since

March. This work will support FST in the transition from project implementation to ongoing operational support.

CORPORATE SERVICES

Technology, Communications, Facilities

Technology efforts through the summer focused on the planning and introduction of Security First – our cyber security strategy to strengthen IT infrastructure in response to the increasing frequency, sophistication and severity of cyber attacks. The strategy launched with staff training through September in preparation for a Q3 move to multi-factor authentication for network connectivity. All staff and network users will be engaged to ensure we minimize the risk of potential data breaches, identity fraud and invasive assaults on our core applications and systems.

Facilities played a major role in preparing workspaces for the Fall return of staff to our Victoria Park Hub location following earlier startups at both Church and Sterling Road locations. Planning was also underway for the redevelopment of our ground floor Café space into a “Commons” to provide a central welcome desk function, seating for informal conversations and resources for mental health. Over the summer, we contracted with an architect to have drawings completed for renovations and applied successfully for a City of Toronto building permit for an October construction start.

Communications continued key messaging for external communications relating to FST’s reopening of some services by appointment following pandemic operations. Planning was also underway for a virtual United Way staff campaign in October.

Human Resources and Volunteers

Q2 highlights:

- Negotiations with OPSEU Local 594 were completed and a Memorandum of Understanding was signed on July 26, 2022.
- A new Recognition Program developed by The Employee Engagement Team was implemented in July 2022. The goal of the program is to promote employee engagement and create a culture of recognition that rewards employees for outstanding work and behaviors that are aligned with FST’s strategic plan, goals, values, and desired culture.
- Leadership Development Training was provided for 80 PassportONE staff (Client Payment Administrators) by BIC and Finance leadership and Human Resources.

Finance

No report.