

Q3 Executive Director's Report

COMMUNITY PROGRAMS AND SERVICES

Changing Lives Family Violence

In the Fall, a small number of organizations who provide Partner Assault Response (PAR) programming across Ontario, including FST, worked together to develop a common position around the need for enhanced funding for PAR programs. The impacts of the pandemic continue to be felt due to a combination of factors including increased staffing costs due to increased hours of work required to see clients individually and/or in smaller group sizes due to the use of video conferencing and, where in person work has resumed, due to the need for physical distancing leading to fewer clients per group. This group met with the Assistant Deputy Minister responsible for PAR and staff at MAG several times over the fall and learned in December that our advocacy has resulted in a one-time increase to PAR funding for FY2324 with a statement that MAG will continue to work with PAR providers in this area. Providers are also pushing MAG for a commitment to implement differentiated programming and to review the recommendations related to PAR that are contained in the Renfrew County inquest into the murder of three women who were all partners of the same man, who, amongst many other things, never reported to a PAR program despite being assessed as high risk to re-offend.

Counselling Services

Violence Against Women

The VAW continues to provide trauma-informed counselling supports to women-identified survivors of base. The team has also developed some unique group programming which were offered in this quarter. One focused on self-compassion and self-care for survivors of trauma. Various components of self-compassion including loving-kindness, common humanity, and mindfulness were addressed and self-compassion strategies were developed by participants. A second group was designed to for people who struggle with people pleasing in their relationships. Participants learn how people-pleasing is a trauma response that impact on the setting of boundaries. They focus on developing awareness of their personal boundaries, identifying challenge of people-pleasing and boundary setting and explore understanding about how people-please Increasing awareness of how trauma impacts our boundaries.

Next Steps Partner Assault Response Program

The Next Steps program was offered both on site at our Chruuch Street location and online in this quarter. The onsite group has provided clients who prefer to participate in person to do so while the online groups continue to provide clients with the ability to access programming without the need to travel to programs. Groups continue to be offered at various times of the day, including three groups on the weekends, to enhance accessibility. In this quarter services were offered in English, Tamil and Farsi with interpreters providing support to clients in other languages.

Counselling, David Kelley Services, Families in Transition, Seniors and Caregivers Support Services

All four programs have continued to see high demand for counselling, including the Virtual Walk-in-Clinic (WIC). Victoria Park Hub opened up to staff and then clients and FIT joined the teams at the

HUB. Recruitment was active in all four of these teams during this quarter. The DKS team benefitted from specialized Narrative Therapy training and consultation in Responding to Trauma. The FIT team was part of bringing in a speaker for FIT, SAU and Options Children on Risk Management in working with Children whose families are going through separation/divorce. Groups were offered by all four teams this quarter.

Community Engagement

No report.

Social Action

The main focus for this quarter was the *Localizing Sustainable Development Goals Project*. In October, the team travelled to the Yukon – including Chris! – where we were hosted by the Yukon Anti-Poverty Coalition (YAPC) and Voices Influencing Change (Voices). Voices are a group of lived experts who are trained as self-advocates. We were there for their Homelessness and Poverty Action Week, which launched on the International Day for the Elimination of Poverty. We participated in numerous local activities and facilitated three community conversations. We hosted a virtual conversation with youth who aged out of care and into poverty in Winnipeg as well.

Social Action held a day of action for CERB Amnesty and End CCB Clawbacks campaigns on November 24th, the anniversary of the federal resolution to end child poverty by the year 2000.

The annual report card cycle started during this quarter. This year the report card will be enhanced with updated 2021 Census data. The report card launch is on February 14th, 2023.

Knowledge Building

Client Engagement Surveying-Building Inclusive Communities

Options and PDP programs – Report has been completed and shared with the team. Language accessible summaries are being developed for posting on the FST Internet

Client Engagement Surveying-Changing Lives/Family Violence Programs

Data collection is under way.

Due to the remote nature of service delivery, reaching out to clients/participants has been more challenging. Knowledge Building students have taken responsibility for phoning clients who do not use email.

Service and Program Indicators

First iteration of the organizational dashboard will be implemented starting Q1 2023-2024

Knowledge Building is working closely with staff in Finance to ensure a more streamlined alignment between staffing and service targets.

Building Inclusive Communities

Options Programs

Staff participated in a suicide prevention training for youth with Dual Diagnosis, Intellectual Disabilities, Autism Spectrum Disorders, and a Risk Management in complex family law training with Families In

Transition. We have also joined working group to support with planning for upcoming changes to Coordinated Service Planning program in Toronto region aimed at determining length of service, mental health supports and other program objectives. We have partnered with the Dovercourt Boys and Girls club to deliver holiday food and gift hampers to 20 clients. We have also submitted a grant to the Ontario Autism Program (OAP) to build and support mental health capacity for parents and services users.

FST continues to lead the Toronto Regions APSW-Housing Project despite being challenged with decreased APSW staffing this past quarter. Continuity of service to clients was managed by assigning clients to the rest of the team. Short-term case management project was extended until March 31, 2023. Case management working group advised of recommendations for changes to case management services and the selection of a lead agency to lead the project. The Options adult team continues to work on declaring vacancies to meet with service targets for FSW and APSW clients for the fiscal year.

Passport Program

The Passport program approved 237 new clients during this quarter. The team continues to reach out to clients with regards to orienting them to the program and reviewing files in the DSCIS database. A new website for the Passport program launched in October. It is user friendly, accessible and provides resources for Passport recipients and new clients. Flyers and new brochures are in the process of being developed and sent to Passport agencies. In December, new staff focused solely on working with individuals who have not utilized funding.

PassportONE

The PassportONE claims team processed 111,786 claims for \$102.81 million with an average processing time of 2.39 days. With the year-end in view, 12 contract staff have been hired to manage the inflow. As a step towards process improvement, we seamlessly implemented the automation of batch generation process in December 2022, which saved significant time for more valuable tasks, such as invoice and payment processing.

The PassportONE data team onboarded a new Process Analyst role dedicated to providing technical and analytical support to FST for the TREAT system. In addition, the data team have been working closely with MCCSS and PFI on a new system development project.

CORPORATE SERVICES

Technology, Communications, Facilities

Technology efforts through the Fall focused on deployment of Phase 1 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/October in preparation for the move to multi-factor authentication (MFA) for network connectivity. More than 200 staff and network users were trained, registered and equipped for MFA by early December. Phase 2 includes the Q4 rollout of a new security-enhanced Virtual Private Network to minimize the risk of potential data breaches, identity fraud and invasive assaults on core applications/systems.

Facilities managed renovations and redevelopment of our ground floor Café space into a “Commons” at 355 Church Street. It includes a Welcome Desk for FST and colleague agencies as well as seating for

informal conversations and retail/resource space for Hard Feelings, an innovative mental health social purpose business which has joined our Citywide Commons group of agencies.

Communications continued key messaging for external communications relating to the resumption of some services by appointment following pandemic operations. The department also co-ordinated FST's United Way staff fall campaign which wrapped in early November and raised more than \$30,000 –exceeding our target of \$28,000 by 7.5 per cent.

Human Resources and Volunteers

On December 15, we held our Winter Solstice Event. For the second consecutive year, the event was planned by a team comprised of front-line staff and HR. This was the inaugural year for our new staff recognition program, *The Fantastic Strategic Thinkers FST Awards*. Staff were recognized by their peers and management for significant achievements or exceptional contributions in achieving organizational/departmental goals while demonstrating core values and/or desired behaviors identified in FST's Culture Statement. We also recognized staff for their long service to FST.

Two pension education sessions were held for staff on December 7 and 8, by the team from Pace Consulting. The sessions were widely attended and reviewed the new changes to the pension plan (negotiated during bargaining), provided an overview of the plan design, the benefits of participation, selecting investments and other topics. A recording of the session was distributed to all staff.

On November 25th at the Church St location, FST HR Team participated in an in-person Job Fair/Hiring Event hosted by a member of the Citywide Commons, Newcomer Women's Services Toronto. We were able to obtain a number of candidates some of whom were hired by FST. We are looking forward to continued joint initiatives with our Citywide Commons members.

Finance

In Q2, the Finance team along with support from Building Inclusive Communities teams completed the Adult Developmental Services KMPG costing study contracted by MCCSS. The purpose of the study is to build a rigorous understanding of the current costs of the service delivery and a key input to future work in building a funding model.