



Q4 Executive Director's Report

Community Programs and Services

Changing Lives Family Violence

The Canadian Network for the Prevention of Elder Abuse, of which the Director is a Board member, has formed a working group of organizations operating safe havens like FST's Pat's Place. Called the Safe Spaces Working Group, this emerging network has met to share information about their respective operations across the country, developed a survey and fact sheet to profile the varied ways in which safe havens operate and has begun discussions on developing a webinar to profile this work and to work together to highlight the need for and successes of this type of support to older people experiencing abuse to funders.

Immigration, Refugee and Citizenship Canada (IRCC) has indicated to FST that they want to proceed to fund a proposal submitted two years ago by the Community Engagement team to work within the Ukrainian community. The Director worked closely with the IRCC staff person assigned to FST to revise the budget and submit the required activities to be conducted. If this proposal is approved, FST will engage with a new community over the next nine months, approximately. It is hoped that funding will be available for the following fiscal year, but this is not known at this time.

Counselling Services

Violence Against Women

The Women and Violence team successfully organized an in person International Women's Day event in March. The event brought together women from all walks of life to celebrate the achievements of women and address the challenges facing them, using therapeutic art and movement programs. The team also contributed to an external peer publication and is supporting Social Action with facilitating discussions and data on the cycle of poverty prevalent in communities in relation to gender-based violence. Further the team has made favourable impacts with addressing urgent needs of clients through the short-term delivery model, and the special priority housing initiatives, supporting external partnerships, referrals and expanding outreach. Their tireless efforts continue to bring about positive changes in the lives of women and drive systemic changes to address gender-based violence.

Next Steps Partner Assault Response Program

The Next Steps Partner Assault Response program received year end funding that allowed us to offer four additional groups and we continued to operate six groups during the time covered by this report. Most of our clients continue to request virtual groups. We are operating one on site group and will continue to poll clients regarding their preferences.

The courts are now back at full capacity and the number of referrals to the program are increasing. However, there are still significant lags in the required paperwork being sent to FST, resulting in many clients having to wait several months before they can be offered an initial assessment. This is a system wide issue that is being addressed at the Toronto Region level. FST, along with all other funded organizations, meets regularly with the Ministry to problem solve and flag issues.

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

Counselling continues in-person at Church St, Sterling Rd and Victoria Park Hub, as well as on Zoom and on the phone. DKS provided its first in-person group since the pandemic started. FIT continues to offer workshops and groups online to accommodate busy parents. All three teams received in-house professional development regarding trauma. The DKS team continued with specialized Narrative Therapy consultation in Responding to Trauma. The Core Walk-in Clinic Counselling team met with the Service Access Unit for a productive day long event facilitated by both managers to promote collaboration and to do a review the Walk-In Clinic and look towards the best model for service.

The Senior Care and Senior Support team has been diligently working towards reaching high risk seniors through direct intervention, community engagement and therapeutic groups. The team has also been supported by volunteers who have been assisting to address isolation among high-risk senior populations. The clinicians in the team continue to address the issue of elder abuse, combatting elder isolation, supporting caregivers of seniors, gender identity and belonging as well as seniors and parenting through various initiatives and dedicated community groups. Pat's Place continues to see referrals and be a temporary safe haven for seniors experiencing abuse. The teams' efforts have gone a long way in improving the quality of life of seniors in our community.

Service Access Unit (SAU)

During the past 3 months, the SAU team has handled 4,043 calls and over 500 emails, while focussing on two different initiatives: FST New Fee scale, informing callers about the new fee grid, asking them about access to third party benefits if available and assessing their fees; and piloting a new approach to wait list management. Historically FST has managed the waiting lists in a chronological way. This initiative anticipates moving from chronology to priority-based waiting lists.

Welcome Desk

On March 8 we had the soft launch of the Welcome Desk at 355 Church, for to the International Women' Day celebration lead by the Violence Against Women Team. We took the learnings from that day and made some changes before the official opening of the doors on April 11. Our visitors have commented positively on this change.

Community Engagement

The Community Engagement team as part of the **Call to Action #93** of the recommendations made by the **Truth and Reconciliation Commission**, has been very busy organizing an Indigenous Learning Circle that was held on April 28, 2023. For this event, Native Child and Family Services of Toronto welcomed the participants and Jared and Jessica Tailfeathers from Alberta to this territory and conducted a smudge and opening prayer. The Tailfeathers lead a day long learning and knowledge sharing event that focused on Canada's history with Indigenous Peoples. Examples of topics covered included a history of the land now called Canada, the Truth and Reconciliation report and the 94 calls to action, Residential Schools and the circle of relations. 39 Newcomers from the Afghan, Arabic, Iranian, Nigerian, Somali, and Spanish speaking communities participated in the event.

Social Action

On February 14, Campaign 2000 launched the annual report cards on child and family poverty on Parliament Hill. Senator Rosemary Moodie, child rights and anti-racist advocate, hosted a breakfast at the Senate, which was attended by parliamentarians from all parties including the Parliamentary Secretary for Families, Children and Social Development, the Conservative Shadow Critic, the NDP Finance Critic on behalf of their Families Critic, and the co-leader of the Green Party, Elizabeth May. Senator Moodie invited the Campaign 2000 staff to the Senate, where she recognized the work of the coalition and presented the national report card findings. This year, we released 8 report cards,

including one from Newfoundland and Labrador for the first time. The report cards were covered extensively by national and local media outlets across the country.

The Localizing Sustainable Development Goals project staff travelled to Alberta and Nunavut to hold two community conversations with people living in poverty and several conversations and roundtables with local organizations, government staff and elected officials. The project also coordinated a community conversation in the fly-in community Ulukhakhtok, Northwest Territories with a local Campaign 2000 Steering Committee member.

The Coordinator of Social Action wrote and submitted a provincial prebudget submission and response, which can be found on the Ontario Campaign 2000 website and social media pages.

Knowledge Building

Client Engagement Surveying-Building Inclusive Communities

Surveys have been developed for Passport Program for both clients labelled with a developmental disability and their caregivers and data collection is still under way.

Client Engagement Surveying-Changing Lives/Family Violence Programs

Data collection for all CL/FV programs was completed and data analysis and report development is fully under way and nearing completion.

An in-depth evaluation of the Afghan Newcomer program funded by IRCC is under way. Focus groups and or interviews were conducted with program participants and peer leaders. Data translation has been completed and data analysis and report development currently in progress.

Service and Program Indicators

First iteration of the organizational dashboard, reporting on the indicators for February 2023 has been drafted and will be posted in April 2023. In future, we hope to post the monthly dashboard 15 days post end of the month.

Building Inclusive Communities (BIC)

Options Programs

The Options Children team has been preparing for some program model changes with the Coordinated Service Planning and Urgent Response programs. Several of the staff are sitting on working groups and supporting with the implementation of these changes.

Options adult team has wrapped up the short-term case management and fulfilled the targets. FST as the Lead for the APSW-Housing Project facilitated the process for partner agencies to receive the referrals independently and complete the intake process.

Passport Program

MCCSS announced updates to the Passport guidelines effective April 1, 2023. The changes were sent to clients through email and mailout. We also emailed the e-platform options for people and will be sending this out to people who are new to the program. We approved 183 new clients in Q4 and approved a total of 1134 for the fiscal year (22-23). The team co-facilitated 2 information sessions with ODSP and DSO to the TDSB and one to the TCDSB. We also facilitated a session to CAMH and the OPGT office this quarter. The BIC managers held their first CPI training in February and another 2-day session offered in March. The team completed their First Aid training and the Managers completed Naloxone training online.

PassportONE

Amid various challenges in Q4, PassportONE successfully processed 154,067 claims totaling \$119,73 million with the processing time of 2.64 days with the assistance of contract staff handled the overflow of claims in the yearend.

Corporate Services

Technology, Communications, Facilities

Technology efforts focused on the second and final phase of deployment of Security First – our cyber security strategy to strengthen IT infrastructure in response to the increasing frequency, sophistication and severity of cyber attacks. The Q4 phase included the introduction of multi-factor network authentication with the 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 completed final modifications to our ground floor Café space and its transition to 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 and opened its doors in February.

Communications launched key external messaging relating to the resumption of in-person services in preparation for the doors to open at both 355 Church Street in April followed by 128 Sterling a few weeks later.

Human Resources and Volunteers

A Wellness Program has been developed for all staff in 2023/2024 using TELUS Health (EAP) resources. The HR Operations Manager completed Mental Health and Wellness in the Workplace Certificate program developed in partnership with TELUS Health, Bell Canada and Queens University. We provided training to leadership from FST and two Citywide Commons agencies, Madison Community Services and Newcomer Women’s Services, prior to implementation of the program for all staff. A grant application was submitted for a joint HR/Wellness program with Madison Community Services and Newcomer Women’s Services.

Finance

Work to complete the year end and preparations for the audit got under at the end of Q4.