



FY23-24 Q2 Executive Director's Report

Client Services and Partnerships

Programs and Services

In Q2, the Director, Clinical Services worked with managers in developmental services, mental health and gender-based counselling and the Chief Operating Officer to develop a pilot project designed to support individuals who are living with intellectual and/or developmental disabilities (I/DD) access counselling supports. As of September 2023, five clients were enrolled in the pilot with plans to enrol more clients.

In July 2023, the City of Toronto declared intimate partner violence (IPV) an epidemic. This was the first recommendation listed in the Renfrew County inquest, which investigated the femicide of three women by the same man. FST published a statement urging the province to take this step, which they declined. Olivia Chow, as the new mayor of Toronto, made a motion to this effect at the first counsel meeting under her tenure. FST submitted a letter of support regarding this declaration. Many thanks to the Clinical Manager of FST's Violence Against Women team, for their work on this.

Counselling Service

Staff have been planning for a new Male Survivors of Sexual Abuse group. For Toronto Community Crisis Service (TCCS) Counselling, we have been working with the Service Access Unit and Gerstein to ensure that TCCS clients have ease of access to counselling at FST. In collaboration with other teams across Client Services and Partnerships: Pathways to Counselling, a pilot project providing counselling for clients with Intellectual/Developmental Disabilities referred by Options got off the ground across teams. All teams providing counselling transitioned to in-person assessments.

As a result of feedback from clients and staff, the Virtual Walk-In Clinic (WIC) returned to being optional, rather than a step towards getting on a waitlist. Clients continue to make use of this highly accessible single-session support.

David Kelley Services

David Kelley Service has started to provide counselling out of Victoria Park Hub, in addition to Sterling Road and Church Street, and is working to promote the program in Scarborough. The DKS team has been working on building a partnership with the 519 and continues to sit on the HIV Mental Health Network and the Toronto HIV/AIDS Committee.

Families in Transition

Families in Transition has been working on forms and handouts for parents to support children's right to privacy and to avoid FST involvement in litigation.

Seniors and Care Givers Support Services (SCSS)

In the SCSS program, we have onboarded two students and one volunteer, enriching our team's capabilities. The seniors groups have also experienced great success with ongoing groups, and are looking forward to the MAiD Training to support rising client needs. Both our programs continue to evolve, ensuring the well-being of our clients and the communities we serve.

Violence Against Women (VAW)

In the VAW program, we have made significant strides in enhancing support. Two notable additions include the establishment of the VAW Women's Tamil Group; Lets Learn Together and the Art-Based Women survivors group; Caring for Self: Uncovering Resources through Expressive Arts, which have already begun making a positive impact. Furthermore, the PAR connect program is running smoothly, and the Quick Access Single session program has been instrumental in providing timely assistance to clients. The Transitional Housing Support Program (THSP) has seen remarkable success in prioritizing housing for survivors of VAW, particularly in situations where safety concerns, and accidental disclosures to perpetrators were present, thanks to our THSP advocacy efforts. Our commitment to safety and support is extended by providing anti-human trafficking training to help enhance teams' trauma informed approach to service delivery.

Next Steps Partner Assault Response Program (PAR)

The Next Steps Partner Assault Response Program (PAR) continues to see an increase in the level of complexity amongst clients referred by the courts to attend a PAR program. Clients continue to present with a range of mental health issues, and many are also using substances. The level of housing security varies significantly across the clients referred to the program, as does financial security. Staff are working hard to support clients to be able to enter the program and succeed. The number of referrals from the courts is picking up, as the new combined courthouse, consolidates varying processes used in five different courthouses into the new court.

Community Engagement

The Somali community completed a leadership training program for both female and male youth. The workshops aimed to equip participants with the knowledge to develop the skills and confidence needed to combat peer and social pressures while also learn to critically think and assess the relationships that they have and the impact on their overall well being. The Afghan men's support group enjoyed workshops on a variety of topics such as financial literacy and preparing for back to school. Significant outreach was undertaken by peer leaders in the Iranian community to forge new partnerships to provide women and youth programming. Connections were made: a partnership with a grassroots organization that works with Iranian women; discussion with the TDSB about forming a partnership to work with youth in a North York school where there is a heavy concentration of Iranian families. In the Arabic community, the senior women held their meetings in local parks to enjoy conversation together. The Nigerian community was deeply impacted by the number of Nigerian newcomers who were sleeping on the streets outside of 55 John Street, as they could not secure shelter supports. Staff met with members of the community and helped connect them to resources.

Welcome Desk

In Q2, our Welcome Desk at 355 Church Street welcomed 1,200+ visitors to FST and our Hub colleagues on FL3. The Sterling Road Welcome Desk received 130 visitors in September.

Social Action

On September 18th and 19th, the United Nations gathered for the 2nd SDGs Summit and 78th General Assembly marking the halfway point and renewing the global commitment to achieving the 2030 Agenda. We called on the federal government to accelerate efforts to eliminate poverty and meet its human rights obligations under the SDGs, and we published a [press release](#) and promoted it through our networks and on social media. The story was picked up by CBC Radio and we spoke to morning shows across the country with UNICEF Canada. We shared what we heard from lived experts through

the community conversations and reiterated Campaign 2000's recommendations for the federal government to meet these obligations. You can listen at [Ontario Morning](#) and [Edmonton AM](#).

Three submissions were prepared over the quarter to provide Campaign 2000's perspectives in areas related to poverty reduction. Knowledge gathered through the community conversations informed the development of the following submissions:

- Submission to the Comprehensive Review of the Official Poverty Line: <https://campaign2000.ca/wp-content/uploads/2023/08/C2K-Submission-to-the-MBM.pdf>.
- Pre-Budget 2024 Submission: <https://campaign2000.ca/wp-content/uploads/2023/08/Campaign-2000-pre-Budget-2024-submission.pdf>.
- Submission to the National Housing Council's review on the Financialization of Housing: <https://campaign2000.ca/wp-content/uploads/2023/09/Campaign-2000-submission-to-the-National-Housing-Council-review-of-the-financialization-of-housing.pdf>.

The Yukon Anti-Poverty Council released their second Campaign 2000 territorial report card:

https://campaign2000.ca/wp-content/uploads/2023/09/Yukon_Poverty_Report_Card_2022.pdf

Ontario Campaign 2000 Steering Committee met for the first time in over a year and re-confirmed their engagement and the importance of this coalition.

The SDGs project finalized and shared all of the community conversation summaries (see sdg.campaign2000.ca), completed an indicator framework scan and workshop with academic partners to guide the development of the community-driven SDG framework. Coding of qualitative data has begun.

Options and Person Directed Planning

The Options Children team worked on streamlining documents and processes. As school began, the work with the children, families and service providers increased to support the transitions back, while ensuring the children's needs are well supported in the classrooms. With the support of the team and the digital media specialist, the Options Children's program now has its own page on the FST website. This will further support the community in locating information about the program and getting connected to service.

The Options Adult Team Lead co-facilitated Effective Specialized Responses (ESR) training in partnership with Surrey Place. Pathways to Counselling pilot project is an internal collaboration with Options Program and counselling department to offer counselling to individuals with IDD and their caregivers. The pilot started in September and Options program staff made 8 referrals for counselling.

Passport

We approved 258 new clients in Q2, and the team is working on onboarding the new clients to the program. The team has also been working on creating an orientation package for new recipients. In Q2, there were 88 people who dropped into the Sterling location without an appointment to see a Duty Day Coordinator. The issues included questions around invoices and needing passport forms. The Passport team co-facilitated information sessions to 2 Transfer Payment agencies during this time.

Corporate Services

Technology, Communications, Facilities

The transformation of FST's aging intranet platform to a cloud-based platform continued through Q2. A new and expanded Intranet will launch in Q3 with improved and secure access to key organizational

documents and enhanced communications for staff working both onsite and remotely. Efforts also focused on the continuing transition to a new combined Technology and Business Intelligence Department resulting from FST's recent reorganization.

Facilities focused on development of a new space management application to provide online booking for offices, desks and meeting rooms. The app will launch in tandem with a new Intranet. Facilities also assisted additional expansion of Newcomer Women's Services to 128A Sterling Road and 355 Church. Work at Church Street also focused on a Q3 installation of new digital signage for improved site navigation for clients and visitors.

On the Communications front, development of a strategic communications plan continued collaboratively through three workshop sessions involving senior leadership. A draft plan and other deliverables are scheduled for delivery in Q3. Planning was also underway for the October launch of our annual staff campaign in support of United Way Greater Toronto.

Human Resources, Payroll and Volunteers

We successfully completed the first sessions of our "Wellness at Work" program with our Citywide Commons partners, Newcomer Women's Services (NEW) and Madison Community Services. These sessions averaged 30 attendees each, with an impressive 95% positive response rate.

In support of Newcomer Women's Services, our HR department formalized a partnership agreement. Our HR Operations Manager is now providing support, training and coaching to the Executive Director and Management team.

The Fall Volunteer Newsletter put the spotlight on FST's programs for children and adults with developmental disabilities and our ongoing advocacy for disability rights and alleviating poverty. This effort directly aligns with our operational goals of improving volunteer retention and raising the visibility of our Volunteer Resources program.