



FY24-25 Q3 Executive Director's Report

Client Services and Partnerships

Programs and Services

During this period, the Director, Clinical Services, continued to provide educational workshops regarding elder abuse, alongside other experts in the field, at North York General Hospital. This session was held in response to the increasing complexity of situations being seen in the field and the desire for professionals to learn more about community resources and best practices for supporting clients. Social workers, nurses, physiotherapists, police officers, lawyers and community workers attended this hybrid event. Approximately 60 people were on site while an additional 60 people participated by live stream.

Toronto Shelter and Support Services is in the midst of developing its 2025-2030 strategic plan. As part of this process, they invited the VAW sector to a consultation session which the Director participated in. During this session, it was strongly recommended that TSSS develop trainings to assist their staff in understanding the dynamics of gender-based violence and best practices for supporting women-identified individuals who are seeking supports in a city shelter.

Counselling Service, Families in Transition (FIT), David Kelley Services (DKS) and Walk-In Counselling

An education series for Clinical Students at FST called Student Connect was initiated. This weekly series allows staff an opportunity to share their expertise and support student education. Students have been supporting our in-person Single Session Walk-in Counselling, alongside volunteers and staff. Externally, we participated in a productive day long strategic planning session with other representative of the Toronto Walk-in Network (TWIN), including Yonge Street Mission, Catholic Family Services, Woodgreen, and Hong Fook. Counsellors in David Kelley Services and the Counselling Service continue to work with clients impacted by traumatic experiences, mental health struggles as well as marginalization (whether financial, housing, discrimination, etc.). The Families in Transition team continues to be creative in their approaches to working with children and youth and have been applying new approaches learned in Drama therapy training at FST. Counsellors continue to collaborate with Options, to work with clients with intellectual/developmental disabilities in the Pathways to Counselling program.

Violence Against Women (VAW) and Seniors and Care Givers Support Services (SCSS)

No report this quarter.

Next Steps-Partner Assault Response (PAR)

The Next Steps team attended a full day, on site planning day in December. They spent time getting to know new program support and Service Access Unit staff and renewing acquaintances with other members of the teams.

The team undertook a robust review of a workbook that they developed for client use. This workbook contains a variety of exercises, information sheets and other tools, which is tied to the nine required topics that all partner assault response programs are required to address over the course of 12

weeks. New materials were identified, as well as more up to date videos and information sheets. The goal is to have a revised workbook ready for use by the Spring of 2025.

Community Engagement

At the beginning of the quarter, the team participated in Treat training to ensure all were consistent in how data is being entered and analyzed. On November 15th, the Mosaic and Chit Chat groups (in the Arabic/Persian community) hosted a bazaar where clients and community members shopped and celebrated. The energy was felt through the entire building with music, dancing, fresh roasted coffee, henna, and lots of shopping done throughout the two days. The Spanish-speaking Seniors group, which has been meeting on Wednesdays for more than ten years, has worked over the last year collecting books and fixing their loose pages and covers. A simple database that today shows a collection of more than 150 books was created at the Sterling location. Between the above and several celebrations, workshops and peer support sessions, the Community Engagement team has been busy and excited about the coming new year.

Service Access Unit (SAU) and Program Administrative Assistants

During Q3, the intake team continued to provide access to programs and services. SAU staff handled 4871 phone calls and responded to 114 internal/external emails. The call classification report indicated that the main topics of the telephone interactions were related to Community Programs, mental health Passport and the Partner Assault Program. The team attended a presentation on the new Contract Centre Application that will be introduced in 2025. This new tool will merge phone/email/text communications and will enhance client service.

Program assistants continued to streamline and document processes for increased efficiency and alignment with organizational goals. A key highlight of Q3 was the successful implementation of the “Money in the Bank” project, which reviewed 276 client overpayment accounts using a standardized review process. This project deepened the team’s expertise in identifying areas related to both system and process improvement. The time required to assess accounts, process outstanding client payments was reduced and paved the way for improved financial management. The team will continue to refine processes into the next quarter.

Social Action and Campaign 2000

We hosted 2 report card launch events – one at the Citywide Commons for the Toronto and Ontario Child and Family Report Cards and one in Ottawa for the National and Nunavut Report Cards with 60 and 45 attendees respectively. Report cards were also released in New Brunswick, PEI, Nova Scotia, Manitoba and British Columbia. Newfoundland and Labrador and Alberta will launch early in the new year.

The report card releases received significant media coverage. The National and Nunavut report card launch was filmed by CBC News and we spoke to Global News, CPAC, and CBC, among others. We also spoke to CP24 after the Toronto/Ontario launch at the Citywide Commons.

Internally, we are strengthening the connections between our public policy capability and our programs. The second annual Disability Poverty Report Card was launched, in partnership with Disability Without Poverty, Campaign 2000 and Family Service Toronto. The section of developmental disabilities and poverty in the Ontario Child and Family Report Card was written by Options staff.

Options Program

The Options Children team has continued to expand their service offering through workshops and ad hoc sessions, reaching a whopping 889 community members, which include children, parents, caregivers, and other service providers. The team will be expanding the service to include 1:1 service

coordination session for individuals who are not yet registered to service and/or who are waiting for services. The team has had the opportunity to continue working with an Occupational Therapist who is volunteering for anonymous consults, as well as providing education sessions. The team explored the topics of Play and Sleep. A few members of the team attended the Ontario Association for Developmental Disabilities Conference in November, making connections and participating in lots of networking.

Options staff received the Direct Professional Service Award at the DS HR Forum on October 29, 2024. This award included a cash award of \$500 for FST. The Team Lead and a staff member developed a workshop related to Financial Literacy and delivered the workshop to twenty participants. The Food Market continues to flourish and attracts individuals and community members, allowing a space for community members and clients to hang out and socialize.

During Q3 the new case management model continues to pick up speed; the Program manager, Team Lead and Director, Clinical Services, worked with the consultant to develop forms, processes and parameters for the new case management service. We have initiated monthly meetings with the DS sector partners to update and inform them about the progress of our work. The communication about the new case management model will go out to clients and their families in January 2025.

Passport

No report this quarter.

Corporate Services

PassportONE

During Q3, PassportONE successfully processed 173,284 claims amounting to \$127M with average processing time of 2.89 days. PassportONE is part of 3 new workgroups that will work on a Risk based review, Passport Procedures manual and Client survey which aims to improve the effectiveness and delivery of the Passport program. KPMG completed the internal audit of PassportONE operations, and no high risk were flagged; KPMG noted low risk relating to vendor management and medium risk relating to mileage. PassportONE has initiated discussion with MCCSS to review these recommendations. To handle the surge in year-end inflow of claims, PassportONE hired 18 new client payment administrators in December to support claim processing.

Communications and Special Projects

Communications assisted the Campaign 2000 team with the production and November release of national and provincial report cards collectively marking the 35th anniversary of the 1989 all-party federal government resolution to end child poverty by the year 2000. Work also continued work on FST's PULSE intranet site, which launched in late 2023 as an enhanced platform for staff collaboration, engagement and connection to key resources including a revamped Staff Directory, Documents Centre and space booking tool and weekly Staff Update. Q3 analytics indicate the Staff Update was viewed weekly by an average 71 per cent of staff. Q3 external communications through FST's website and social media channels focused on several events including the annual 16 Days of Activism campaign for the elimination of Violence Against Women, launch of the 2nd annual Disability Poverty Report Card and FST's October public statement urging the Ontario government to revisit its decision to shut down at least five supervised consumption sites in Toronto by March 2025. The department also co-ordinated FST's successful United Way staff fall campaign which wrapped in early November and raised more than \$26,200 – just six per cent short of our \$28,000 target with 32 per cent of staff contributing.

Technology and Business Intelligence (BI)

No report this quarter.

Human Resources, Payroll and Volunteers

No report this quarter.

Finance and Facilities

During Q3 the Finance team along with management began work on the F25-26 Budget in preparation for the February Board meeting. External reports were prepared and submitted to various funders by the deadlines.

The Facilities team rolled out Maintenance Care a computerized maintenance management system (CMMS) to facilitate the processes of maintenance operations. FST staff and Citywide Commons Partners now have the availability to submit tickets for facility related issues at all locations. This will also assist in managing and maintaining the 355 Church Street location.