



## FY25-26 Q1 Executive Director's Report

### Client Services and Partnerships

#### Programs and Services

Family Service Toronto has been selected to participate in the Resilient Together Project which is designed to enhance risk assessment and case management services for survivors of gender-based violence (GBV) across Ontario. It includes training and direct support for partner agencies to pilot and test the Clinic's Risk Identification and Safety Assessment (RISA) Tool at their organization. Partner agencies will receive capacity-building resources along with customized support from project staff, including case management support, staff training, IT support, and ongoing enhancement of the tool based on user input. The Director, Clinical Services will be sitting on the Advisory Committee for this work and leading work to implement this tool internally.

A Dual Diagnosis Think Tank Day was held at CAMH which the Director and COO attended. A variety of organizations and disciplines attended from various parts of the province. Rich conversation and planning happened during this day, focused on developing and/or enhancing services and supports for individuals with a developmental disability who are concurrently experiencing mental health challenges.

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

Our partnership with YWCA housing on Church Street moved from theory to practice, as the Counselling Service successfully provided two therapeutic group sessions rooted in Drama Therapy. Our Children Impacted by Parental Separation and Divorce Community of Practice (CIPSD CoP) had a third meeting and a speaker from University of Toronto, Michael Saini, who previously provided consultation and training to our FIT and Options Children teams. David Kelley Services staff were instrumental in the Pride Committee in running two successful events. An educational, meaningful and fun pride event, with a speaker from The Toronto People with AIDS Foundation was held with all staff. A community craft afternoon was offered to the public and to clients, in partnership with Hard Feelings. DKS also hosted a booth at Centennial Pride in Scarborough. The Counselling, DKS, FIT manager completed instructor training in Non-Violent Crisis Intervention Training and staff on all three teams participated in refresher training. High quality individual, couple, family and group counselling continued to be provided.

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

The VAW team has concluded the planning for the Waitlist Webinar project and is launching starting July 2025. The objective of this pilot project is to provide bridging supports to clients who are waiting for individual counselling on the VAW program's waiting list. The team has also continued to partner with METRAC, and is in the process of finalizing an MOU, to collaboratively bring legal literacy workshops to clients. In addition, the VAW team restarted the DBT Spanish speaking group.

The SCSS team initiated, planned, and completed a month-long campaign for June 2025 during Seniors Month, and Elder Abuse Awareness Day on June 15, 2025. The campaign focused on bringing voice to

client's experiences and sharing opportunities for learning, using the hashtags *#HealthyAging* *#CelebrateSeniors* *#SeniorsMonth* on various social media platforms.

#### **Next Steps-Partner Assault Response (PAR)**

The Ministry of the Attorney General sponsored a two-day conference on PAR work. Held in Ottawa, this conference brought together leading experts in the field who gave presentations on a range of issues related to working with men who use violence in close relationships and the risk factors and impact on victim-survivors. A third day was held virtually. PAR providers across Ontario advocated for this type of training for many years, as it is so important to be up to date on current research and to provide a forum for staff to come together and discuss their work. An FST PAR case coordinator and the COO attended. We are using team meetings as opportunities to discuss what was learned and to think about the way in which service is delivered to our clients. PAR groups continue to be offered with as many as eight groups operating at any one time.

#### **Community Engagement**

The Community Engagement Team started the year supporting with variety of workshops and peer support sessions. With the ongoing turmoil in many of the communities the team supports, increased peer support has been provided, including reaching out to counselling partners for increased support. With the SALC program in the Afghan and Hispanic Communities, they have been working diligently on a writing project, where the two communities are writing a book about their personal stories of coming to Canada and how they got to where they are today. This project was made possible by the New Horizon grant from the Government of Canada. Stay tuned for a book launch later this year.

#### **Social Action and Campaign 2000**

No report this quarter.

#### **Options Program**

The Options Children Team is hosting a student through the Canada Summer Jobs grant, as well as a student completing their placement over the summer. Both have been a tremendous support to the program. The team has facilitated several workshops and 1:1 service navigation sessions, including a collaboration with the Ontario Autism Program and an Introduction to Developmental disabilities to several community agencies. The team also hosted a Children's Resource Day and welcomed several agencies from a variety of sectors, as well as colleagues from other FST programs. The day provided an opportunity to learn about the agencies in attendance, engage in networking activities, and hear from an excellent keynote speaker about self care within the service sector.

The Options Adult team successfully launched the new case management model on April 1, 2025, as scheduled. The transition was executed smoothly, and key stakeholders were engaged throughout the process. The Community of Practice (CoP) continued to provide regular updates on case management activities and implementation planning, which supported a collaborative approach to roll out the new case management model and integration across service areas.

A dedicated Community of Practice for Developmental Services (DS) sector case managers was established this quarter. This initiative supports knowledge sharing, peer learning, and training opportunities tailored to the unique needs of DS case managers. Staff training sessions were delivered to case management teams, with an emphasis on integrated approaches across Family Support Work, Adult Protective Service, and Urgent Response Clients. These initiatives were supported through partnerships (e.g., Lumenus/GCSN, Community Living Toronto, Surrey Place). Up-to-date information about case management implementation progress was provided to the DS Council, ensuring ongoing alignment with sector priorities and transparency.

## Passport

During this quarter, Passport had 259 new client approvals, and the team worked on onboarding them to the program and focusing on year-end work. The team also facilitated 5 information sessions to the following:

- Surrey Place Centre
- (In person) One high school, TDSB Info Fair, TDSB Post 21 Resource fair and to a (virtual) self-advocate group

## Corporate Services

### PassportONE

During the first quarter, PassportONE processed 193,363 claims, with total disbursements of \$144.09 million. The team maintained an average processing time of 3.46 days, demonstrating continued service efficiency.

Key achievements in Q1 included the successful implementation of Phase 1 changes to the RBR, optimizing the risk review model. PassportONE also collaborated with Community Living Toronto (CLT) to enhance the quality of MDP claims, resulting in improved processing efficiency while maintaining appropriate risk levels. Additionally, comprehensive training was delivered to the claims team in preparation for the CRM Cloud system migration, which went live in June 2025—marking a significant milestone in system modernization.

PassportONE also remains actively engaged in OPAN workgroups. In June, updates on Misuse of Funds guidelines were presented at the in-person OPAN meeting. Additionally, development is underway on a client survey, with rollout planned in the coming months.

### Communications and Special Projects

Communications led the creation of content and layout for the 2024-25 Annual Report for online release and printing in early Q2. The report highlights programs and client services and statistics on FST's work and community outreach. It also covers organizational highlights and changes over the previous year. The report highlighted our Violence Against Women (VAW) team's focus on alarmingly high rates of Intimate Partner Violence (IPV) 2024-25 and our efforts to have the provincial government declare IPV an epidemic.

The department also launched a membership drive to increase interest and boost attendance for September's annual virtual meeting. Cards promoting membership were available from mid-May through early July from reception staff at our three primary locations.

Q1 external communications through FST's website and social media channels focused on several events including Volunteer Week, Canadian Mental Health Week, Pride month and Seniors month.

### Technology and Business Intelligence (BI)

During Q1, the Tech & BI team, in collaboration with the Facilities team, successfully implemented TELUS Business Connect. This new communications platform supports our hybrid work model by enabling staff to make calls, send texts, and fax directly from the Microsoft Teams app, improving our ability to communicate with clients and partners. In addition, the team completed the long-anticipated upgrade to the PassportONE Cloud platform. This project, nearly two years in the making, delivers a more secure, scalable, and adaptable system. It also introduces several key enhancements to the user experience, marking a significant step forward in our digital infrastructure.

### **Human Resources, Payroll and Volunteers**

The Senior Director, Human Resources, continued to provide active support to Newcomer Women's Services throughout their collective bargaining process. In collaboration with FST's Clinical Manager, we provided a new supervision training initiative for clinical managers aimed at incorporating client consultation into supervision sessions. Succession planning training has been delivered to the leadership team at Family Services and Community Living York South, using FST's best practices. Phase 2 of the new Human Resources Information System (HRIS) has been implemented, introducing a learning management module accessible to all staff.

### **Finance and Facilities**

During Q1 the Finance team completed another successful audit for fiscal 24-25. FST received an unqualified opinion from the Deloitte auditors on the financial statements. In addition, there was no recommendations to management regarding internal controls. The financial statements were presented to members of the financial affairs committee and the board on June 25, 2025, and were subsequently approved. External reports were prepared and submitted to various funders by the deadlines.

The Facilities team installed public announcements speakers at both 355 Church Street and 128 Sterling Road in conjunction with the migration to the Telus phone system. The speakers will allow the citywide commons tenants at both locations to hear building wide communications.