

## FY25-26 Q2 Executive Director's Report

At their meeting in August, the Provincial Network on Developmental Services (PN) appointed Family Service Toronto (Executive Director) to become their new Chair. The Provincial Network is essentially a “network of networks” at the provincial level and is a key support to sector planning, resourcing, and communications. It is the organization leading both the Provincial Human Resources initiative and helping the sector to prepare for “Journey to Belonging”. This is a significant recognition and validation of the work of Family Service Toronto in the Developmental Services sector.

### Client Services and Partnerships

#### Programs and Services

The implementation of the Men's Counselling Link, a province wide helpline targeted to men and male identifying individuals 16 years or older who are seeking support to help prevent the risk of gender-based violence or intimate partner violence was a major focus of work in Q2. Callers supported through this project include individuals who are:

- experiencing escalating conflict in a relationship (past or present),
- seeking “anger management” or help managing stress, anxiety, or strong emotion
- dealing with the effects of witnessing or experiencing abuse earlier in life
- concerned about the previous use of harmful behaviours and want support to avoid harming their partner emotionally or physically, in the future
- reaching out on their own for counselling related to relationships and emotional health
- currently participating in, or have completed, the PAR (Partner Assault Response) program and are looking for additional support
- currently participating in, or have completed the Kizhaay Anishinaabe Niin, (I am a Kind Man) program offered through the Indigenous Friendship Centres and are looking for additional support

The program was soft launched in Q2, processes being developed and internal clients identified as eligible.

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

No report this quarter.

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

No report this quarter.

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

The Ministry of the Attorney General released updated standards for this program in Q2. While there are no significant changes to the program, the standards have been intentionally revised to be more trauma informed. This is an important move forward as it allows for a less punitive, more healing oriented approach to working with people who use violence or abuse in a close relationship. The team has been reviewing the updates, while work is ongoing to revise our database to incorporate updated forms etc. The standards have also shifted the language of working with those who are impacted by violence to victim/survivor, based on input from survivor groups. During this period, the team

continued to offer groups on four nights of the week and three groups on weekends. The composition of the client base continues to be complex with several clients living with mental health and substance use issues. Others come to the program with their own histories of abuse and trauma as children and/or as immigrants or refugees. Housing instability also impacts the lives of some clients.

### **Community Engagement**

The Community Engagement team had an exciting and busy summer, full of workshops, peer support and outings. Many of the groups took the opportunity to get their programs outdoors, including picnics, trips and exercising in the park. We welcomed many new group members, while also saying goodbye to our fabulous summer students, Mariam and Faiza. We are looking forward to the Fall with some new groups and outreach endeavors.

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

No report this quarter.

### **Options Program**

The Options Children Team has continued to develop new workshops and partnerships with out community partners, including Extend-a-Family and OAP to provide additional sessions to clients and community members. The Service Navigation and Consultation initiative has increased in popularity, resulting in several inquiries each week. The team is currently tracking the number of cases that can not be taken into service due diagnosis limitations of the program, to advocate for other service offerings in the near future. Through a wonderful partnership with Kids Up Front, and FST's Community Engagement program, we have been able to provide some tickets to community activities for youth with the programs, such as Toronto Argos, Mirvish shows and more. Big thank you to Kids Up Front!

During the second quarter, the Adult Options Program continued to strengthen community engagement and service delivery through a range of initiatives:

- Food Market: The Food Market engaged 90 community members, offering access to fresh produce as well as a welcoming space for social connection and community interaction.
- Person Directed Planner Outreach: The PDP Planner was invited to the UMS Health Care College to share insights about the PDP program. The workshop was well attended by 60 students, fostering awareness of our work in person directed planning.
- Peer Support Group: The Options Peer Support Group continued to provide a supportive environment for socialization and mutual learning among individuals with IDD, with 24 participants attending the monthly sessions during Q2.
- Case Management Triage Expansion: To expedite triage work, the team expanded from two staff to eight, significantly enhancing capacity and response times. The Program Manager conducted comprehensive orientation and onboarding training for all new staff, ensuring smooth integration into the triage process. Additionally, a Program Coordinator was hired to facilitate and oversee the triage operations.

Overall, Q2 marked a period of strong growth, collaboration, and improved service coordination within the Adult Options Program.

### **Passport**

During this quarter, we had 219 new approvals, and the team worked on onboarding them to the program.

The passport website (passportfunding.ca) sends out a quarterly newsletter to individuals who are signed up to receive alerts about the program, which is also posted on their website. In this update, one of our recipients shared their story in a client testimonial that was very powerful and moving. For more information, here is the link: [Passport program Newsletter - Quarterly Round-up](#)

## Corporate Services

### PassportONE

The PassportONE team successfully maintained service efficiency, processing around 205,443 claims, totaling \$144.75 million with an average processing time of 4.8 days. This reflects ongoing commitment despite a more than 19% increase in volume compared to Q2 2024-25.

During this period, PassportONE actively contributed to various OPAN Working groups to strengthen partnerships and improving compliance. September marked a key milestone with the finalization of the Process Procedures Manual, now available to all passport agencies. Additionally, RBR system controls were also implemented to enhance operational oversight and support the Claim Submission Deadline initiated by Ministry. Complementing this, comprehensive communication materials were developed to support families, thanks to the collaborative effort with the YSSN communication team.

New staff were onboarded expanding operational capacity and enabling us to manage the growing volumes with accuracy in Q2.

### Communications and Special Projects

- Application completed for \$5,000 grant from MCCSS VAW Capacity Building Initiative to provide specialized media training for senior staff to ensure both effective advocacy and ethical, trauma-informed communication. The opportunity to interact with journalists, participate in interviews and shape public narratives will advance FST's mission to influence policy, build knowledge, strengthen communities and advocate for system change. Funding approval received and training session scheduled for Q3 (October).
- Comms completed and released digital/printed versions of the 2024-25 Annual Report highlighting 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.
- Development completed for October 1 launch of new TechConnect section on PULSE intranet in collaboration with the IT/Business Intelligence team to provide regular technology tips, resources and best practices to support staff professional development and personal growth.
- Draft floorplan (355 Church Street, 4th floor) and costing completed and submitted to City of Toronto following Q1 partnership with Gerstein Crisis Centre to develop Crisis Training Centre. City Council scheduled to approve funding proposal in December.
- Q2 external communications through FST's website and social media channels focused on several events including pending closure of FIT program, improved access to client survey and National Day for Truth and Reconciliation on September 30.
- Planning also began for the October launch of our annual staff campaign in support of United Way Greater Toronto.

### Technology and Business Intelligence (BI)

No report this quarter.

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

Over the past quarter, we engaged the consultant who originally led our organizational re-evaluation two years ago, to conduct a follow-up review. This process included comprehensive interviews with all members of the management team to assess the outcomes of the re-organization and identify opportunities for continued improvement. Her insights will help inform ongoing refinements to our structure and support effective leadership development across the agency.

Additionally, the Director of People and Culture has joined the Developmental Services (DS) Workforce Initiative Taskforce, a sector-wide group focused on workforce sustainability and succession planning. Through this role, FST is sharing our best practices in talent management, leadership development, and organizational planning, while also contributing to collective strategies aimed at addressing workforce challenges across the DS sector.

### **Finance and Facilities**

No report this quarter.