



FY25-26 Q3 Executive Director's Report

Client Services and Partnerships

Programs and Services

In Q3, the Director, Clinical Services, attended several meetings of the governance committee of the VAW Service System Planning Table (SSPT) were held in Q3 to review and discuss the revamping of the VAW system in Toronto Region. The current system operates in silos with various funded services meeting to discuss their work but lacks cross over to other areas. A short, medium and longer terms series of shifts to re-align the system are under consideration.

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

It was a quarter of staffing changes and partnership building. The closure of FIT led to several colleagues shifting teams; DKS and COU staff were quick to welcome their new team members.

Through DS funding, we added a new full time Pathways to Counselling position. Getting this program off the ground is a great collaboration between Developmental Services and Mental Health Services at FST.

DKS started a new informal partnership with Blue Door Clinic, which provides primary care to people without status who are living with HIV, in order to make our services more accessible.

The Counselling Service began seeing clients from Covenant House.

Our participation in Women's College Hospital's research project has both allowed us to provide training for staff on working with trauma groups, as well as preparing us to offer three of these trauma groups in Q4 and Q1 of next year. A DKS Counsellor participated in University of Windsor's Roundtable on working with male survivors.

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

The VAW team launched their 16 Days of Activism Against Gender-Based Violence social media campaign. The theme for 2025 was "Things That Carried Me Through". From November 25th through to December 10th, posts from survivors regarding what helped to keep them going during their experiences of trauma were shared on our social media. In THSP, a high percentage of housing applications were approved by the city. In one example, a client contacted FST after being unable to obtain housing application support from other organizations. After her involvement with THSP, her priority housing application was accepted. Clients involved with THSP are offered and provided support in VAW SSS and on-going individual counselling in the VAW program. In PGBV, new partnerships, workshops, and involvement in community fairs have continued and have resulted in exposure of the program and FST.

On October 18th and 19th 2025, the Chit Chat and Mosaic Arabic-speaking women's group organized an annual community bazaar hosted and facilitated by the VAW and Community Engagement teams. The bazaar entitled **Together We Can Make It Bazaar** was located at Victoria Park Hub. There were tables featuring 24 vendors displaying homemade bags, artwork, beauty items, food, and other goods.

The Seniors and Caregivers Support Service (SCSS) team continued individual counselling and group services for seniors and caregivers. Pat's Place continues to house older adults seeking refuge from abusive situations. In November, a member of the Spanish speaking seniors' group, (Chat & Socialize/Chatear y Socializar), provided an amazing arts workshop for her peers. In December, SCSS team members provided a Lunch and Learn information workshop about SCSS services to students at the Brain Injury Society of Toronto (BIST).

Next Steps-Partner Assault Response (PAR)

Implementation of the Men's Counselling Link continued in Q3. The Director is a member of the advisory group for this project and has provided input into several aspects of this project. It officially went live in November, with media pick up in various parts of the province which the CEO of Family Service Ontario responded to. 211 is the central entry point to this program and FST is also able to directly enrol men in the program. Pick up has been slow, as often happens with new projects, but is being mitigated in part by the multiple referral channel approach.

Community Engagement

Community Engagement efforts during Q3 included the *Together We Can Make It Bazaar*, which brought community members together for an all-women owned vendor bazaar – 100 per cent powered by women from immigrant and refugee backgrounds. This is a celebration of their strength, creativity, and entrepreneurial spirit. In addition, a staff member, volunteer and client from the Arriving Together program represented the organization by presenting at an OCASI leadership forum, presenting on the partnership with Rainbow Railroad, contributing to the knowledge of the sector and strengthening our profile within newcomer-serving and community-based networks.

Social Action and Campaign 2000

No report this quarter.

Options Program

The Options Children team has continued to plan new workshops during Q3, while facilitating for community members, strengthening access to information and skill-building opportunities. This has included collaborative workshop series delivered in partnership with the Ontario Autism Program and Extend-a-Family, supporting families through shared learning, peer connection, and coordinated service pathways. The team is now chairing both the Special Needs Advisory Group, as well as the Children's Service System Review and Consultation table.

The Options Adult staff along with a colleague from the counselling program presented the Pathways to Counselling Program (PTC) at the Ontario Association of Developmental Disabilities (OADD) Conference held on November 13, 2025, in Kingston, Ontario. They presented to an audience of about 200 that included an engaging Q&A with the audience.

Two staff members from the Options program participated in the Pathways to Adulthood Fair hosted by the Toronto District School Board (TDSB). Staff delivered two presentations that were very well received and generated strong and positive feedback from participants.

Following the expansion of the triage team in Q2, Q3 focused on utilizing the standardized triage practices to support timely responses and consistent service pathways. The Program Manager works with partners the implementation of tracking tools and clear communication protocols and processes.

The Food Market remained a key point of access for nutritious food and social connection, engaging approximately 70 community members. The space continued to function as a welcoming environment that promotes informal peer connection and reduces social isolation among participants.

Passport

During this quarter we received 267 new approvals, and the team worked on onboarding them to the program. A representative from the Passport Program and one from the Service Access Unit (SAU) attended 2 sessions at the Toronto Reference Library where they shared resources with community visitors about Passport and FST services. The Passport team also facilitated a virtual information session to the CAMH Caregiver resource group. Staff also attended the TDSB Resource Fair on a Saturday from 10-2 at a high school and over 200 people attended. Both Passport and SAU teams met in person on December 15 for a joint team meeting and potluck, it was the first one together.

Corporate Services

During Q3 PassportONE processed 202,141 claims with a total value of \$143.04 million, maintaining an average processing time of 3.15 days, which reflects continued operational efficiency and the team's ability to manage sustained claim volumes while meeting service standards.

As part of PassportONE's active contribution to various OPAN working groups aimed at strengthening partnerships, a Passport client survey was launched in November with a strong response rate that included 1,659 submissions (1,640 in English and 19 in French). The feedback gathered will help with ongoing quality improvement efforts and support future service enhancements.

From a systems perspective, RBR automation to support automated pro-ration, budget creation, and CPS creation was launched and the seamless completion of the FST CRM system upgrade through collaboration between the Business Intelligence and Client Payment teams.

In preparation for anticipated higher claim volumes in Q4, year-end hiring has been finalized to ensure sufficient operational capacity and maintain service stability.

Communications and Special Projects

- Media training workshop for management and communications/C2000 staff delivered Oct. 28 thanks to \$5,000 grant from MCCSS VAW Capacity Building Initiative to ensure both effective advocacy and ethical, trauma-informed communication.
- Comms launched 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.
- Work continued to revise floorplan and drawings for 4th floor project to build out the vacant space for a landmark Community Crisis Service Training Centre at 355 Church Street. The department is providing project co-ordination and developed the project plan for City Council's approval at its Dec. 16-18 meeting. Construction is slated for Spring.
- The Director was invited to join the Communications Task Group of the Provincial Network's Developmental Services Workforce Initiatives and began attending bi-monthly meetings.
- Q3 external communications through FST's website and social media channels focused on several events including FST's role in the provincial launch of a new Men's Helpline to assist men who may be at risk of committing gender-based violence, the annual 16 Days of Activism campaign for the elimination of Violence Against Women and launch of the 3rd annual Disability Poverty Report Card.
- The department also co-ordinated FST's successful United Way staff Fall campaign in support of United Way Greater Toronto. The campaign wrapped in early November and raised \$25,210, slightly exceeding our target of \$25,000. We had staff participation of 29 per cent.
- The department produced and published 12 weekly Staff Updates for Q3.

Technology and Business Intelligence (BI)

In November, we successfully upgraded our legacy CRM system used for claim processing in the Options Program to a new, modern cloud-based CRM platform. This solution was fully developed in house by the Tech & BI team, marking a significant milestone in the growth and maturity of our internal capabilities.

In addition, we completed the migration from our legacy document management system to SharePoint. Together, these projects position us to phase out the remaining legacy systems identified in the FST risk report.

Human Resources, Payroll and Volunteers

- The Senior Director and the Passport One Manager presented on the *Wellness at Work* program at the HR DS Forum. The session was well attended and received strong positive feedback. This marked the third consecutive year we have been a key presenter at the event.
- HR conducted an Internal Supervision Audit for Q2, with results confirming 80% full compliance.
- HR partnered with NEW to deliver our third annual Passport One hiring event, resulting in the successful recruitment of 10 new Client Payment Administrators.
- The Senior Director collaborated with NEW to recruit three new leadership team members for their organization.
- PACE Consulting delivered three Retirement Information sessions for eligible employees.
- HR, with support from Facilities, completed all in-person emergency protocol training for FST staff and Citywide Commons employees across all three locations.
- The Senior Director and the Passport Manager delivered Service in Leadership training to all management staff, strengthening FST's culture of service-based leadership and its commitment to employee support, guidance, and inclusive growth.

Finance and Facilities

No report this quarter.