

Client Services Monthly Report: June 2024

Data and Research

- Conducted interviews for a summer research Student position and MSW student practicum placement from the University of Toronto.
- Finalized Housing Help Reports for City of Toronto.
- Conducted environmental scan for harm reduction best practices.
- Conducted environmental scan for upcoming centralized housing help worker program.
- Finalized organizational needs to identify software to replace agency's current client management information system.

Housing First Intensive Case Management

- Awarded TCHC Anchor Funding for 101-121 Kendletown Drive site, operated by TCHC.
 - Will be providing case management, food security, and programming supports.
- Facilitated on-site workshops by Service Canada to support senior residents with CPP, OAS and GIS benefits at 545 Lake Shore and Delta sites.
- Access to Housing clinics facilitated on a weekly basis through Co-ordinated Access at Pacewood and 545 Lake Shore sites.
- The Neighbourhood Organization (TNO) provided on-site housing and settlement supports through events at 101 Placer Ct and 5800 Yonge Sites.
 - Madison Community Services, The Career Foundation, The Housing Help Centre, Willowdale Community Legal Services, Working Women Community Centre all attended these events.
- Completed quarterly housing first data dashboard meetings with Shelter Operations and discussed action steps for both departments to further support clients in accessing housing and becoming housing ready.
- Facilitated Kaizen circles with Client Services staff from 22-Metro, 101 Placer sites and Health Navigation Supervisors to identify, analyze, and solve any concerns and to discuss ways to ensure continuous quality improvement.
- Increased MDOT case management supports for complex clients at St Clair and 101 Placer Ct sites.
- Identified workspaces for Centralized Housing Help Worker program at 75 Northcote and 22-Metro sites.
- Participated in Toronto Star interview surrounding refugee residents at shelter sites.
- Participated in Case Management Tool Focus Groups with Toronto Shelter and Support Services (TSSS).

Harm Reduction and Health

- Oxygen training offered to frontline staff at 4117 Lawrence, St Clair and Pacewood shelters.
- In collaboration with Shelter Operations, remodeled walk around and high-risk documents for congregate shelter sites to ensure that all spaces at the sites are being checked on a regular basis to ensure client and staff safety.
- Rolled out an updated Oxygen Response Form to replace individual Naloxone Use Reporting Form and Oxygen Usage Detailed Incident Reporting Form.
- Manager of Harm Reduction and Health Services participated in TVO interview on report they co-authored on 'Opioid related toxicity deaths in Ontario shelters'.
- Provided consultation on supervised consumption sites in shelters to Algoma Public Health in Sault Ste. Marie.
- Facilitated Hep B testing and vaccine clinics at 5800 Yonge St through ICHA.
- Identified and provided harm reduction support to All Saints housing site.
- Participated in study by St. Michael's Hospital Geriatric Outreach Program to Shelters (SMH GPS) seeking to understand the learning needs of shelter staff and residents regarding older adult health and well-being.
- Established Addictions Clinic at 224 Spadina with Physicians who support with Safe Supply.
- Facilitated Toronto Public Health Workshops at 545 Lake Shore site on 1) Birth control, reproductive health & sexually transmitted and blood borne infections (STBBIs) and 2) Consent, communication, and healthy relationships.