

## Client Services Monthly Report: February 2024

### **Data and Research**

- A Client Services Department Annual Impact Report was completed for the client services department illustrating 530 clients were housed in 2023. Important findings of the impact report included:
  - More than 1 client was housed per day in 2023.
  - The age of the most senior client housed was 79.
  - The age of the youngest client housed 19.
  - The client who had been in the shelter system longest was 3229 days which is approximately 9 years.
- Developed proposals to expand follow-up worker program.
- Completed 2023 Housing Outcome Dashboards for all sites and presented findings to each site.
  - Action steps created between departments to further support housing outcomes for 2024.
- Launched Environment Scan of Health and mental health Services offered to clients across sites in order to improve services
- Collected data on clients at 22 Metro and Willowdale refugee sites to further understand client housing needs.
  - Data collected presented to City of Toronto to advocate for further supports.

### **Housing First Intensive Case Management**

- Position title changed from Enhanced Services Supervisor to Enhanced Client Services Supervisor
- Job descriptions for Housing Help Workers and Intensive Case Management Workers have been updated in collaboration with Human Resources
- Triage system created for Delta shelter clients to support transition at the site and decommission in 2025
- Housing Help Workers and Enhanced Client Services Supervisors attended Housing Help Certificate Training facilitated by East York East Toronto Family Resources (EYET)
- Hosted a Workshop on Tenancy Rights for clients at Pacewood shelter facilitated by lawyers at Advocacy Centre for Tenants Ontario (ACTO)
- Hired and onboarded the Client Services Administrator
- Housing Documentation Clinics have been setup across shelter sites in partnership with Co-ordinated Access at the City of Toronto
- Supported refugee clients at shelter sites interested in relocating to other Ontario cities through the Immigration Refugee and Citizenship Canada (IRCC) programs
- Facilitated workshops on employment and training opportunities for refugee clients at 22-Metro and Willowdale sites through Progress Career Planning Institute (PCPI)

### **Harm Reduction and Health**

- Hired and onboarded two new Harm Reduction Supervisors
- Transitioned to site specific harm reduction advisory meetings for shelter sites to be in alignment with Toronto Shelter Standards
- Approved for Scarborough Addictions Services Partnership (SASP) grant funding for 2024-2025 to continue to support 4117 Lawrence and 702 Kennedy shelter sites
- Consulted with Friends of Ruby organization on Harm reduction best practices

- Facilitated vaccine clinic for RSV at Delta site for senior clients
- Harm Reduction Supervisors in process of completing trainings to be certified Oxygen trainers
- Health Navigation Supervisors attended Diabetes Foot and Wound Care training by Parkdale Queen West to support clients with diabetes across organization.
- Submitted application to partner with Red Cross Canada to have Health Navigation Supervisors become trainers in CPR and First Aid
- Facilitated trainings to refugee clients on naloxone administration and overdose response at 545 Lake Shore site
- Updated Medication log for shelter sites to align with new Toronto Shelter Standards directive
- Completed preliminary needs assessments to expand TrustCare pharmacy to All Saints housing site