

VICTIMS SERVICES- RESILIENT COMMUNITIES FUND

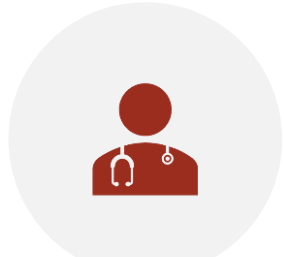
Reboot





**ONTARIO TRILLIUM
FOUNDATION :
RESILIENT
COMMUNITIES FUND**

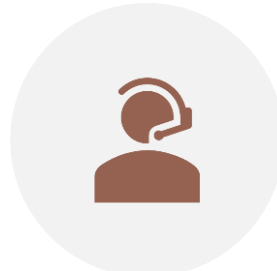
- Supports the non-profit sector recover and rebuild from the impacts emerging from COVID-19 so they can effectively meet the needs of communities across Ontario



**20-PERSON
VOLUNTEER CRISIS
TEAM SUSPENDED
DUE TO THE
PANDEMIC HEALTH
RISKS AND LACK OF
TRAINED
VOLUNTEERS.**



**INABILITY TO ADAPT
TO VIRTUAL
SERVICES AND A
LACK OF AN
ENGAGEMENT
STRATEGY**



**DIFFICULTIES IN
SECURING
VOLUNTEERS AS THE
WORK REQUIRES
NIGHTLY ON- CALL
SUPPORT, AND RAPID
DEPLOYMENT.**

IMPACT OF COVID-19 ON VSND



SERVICE IMPACT

- Decreased capacity to meet 72-hour response mandate to victims of intimate partner violence, violent crime, suicide and other tragic circumstances.
- Calls for sudden death and intimate partner violence greatly increased leaving our 3-person team working 24/7 to respond.
- Overwhelmed with service demands, a lack of equipment, and an overall lack of strategy to respond.
- Unable to meet the community needs without this investment in reshaping program





**Equip board members
and employees with
supports to implement
new approaches**

**Improve agency's ability
to access financial
resources**

THE PROJECT

- New strategic plan to address diminished capacity
- Build a staff/client training program to pivot to new virtual framework for increased staff/victim accessibility to address community access barriers and increase response time
- Engaging a consultant to research and develop an agency resiliency/recovery strategy to rebuild service models to address capacity, financial losses and service shortfalls due to the pandemic is required to maintain the service mandate



WHAT'S FIRST?

- **Hiring of a Program Modification Coordinator overseeing and implementing the recommendations from the needs study and strategic plan**
- **Both the role of the consultants and the Program Modification Coordinator is to ease the burden and support the rebuilding of strategies due to COVID and beyond.**
- **Engaging a consultant to research and develop an agency resiliency/recovery strategy to rebuild service models to address capacity, financial losses and service shortfalls due to the pandemic is required to maintain the service mandate.**

OPENING EXERCISE



Head- What to
Learn



Heart-How you want
it to feel



Hands-What you
want to get done



**WHAT DO YOU WANT TO LEARN FROM THIS
PROJECT/PARTNERSHIP**



WHAT KNOWLEDGE DO YOU WANT TO GAIN?

- How to Adjust to Remote Work: Being unable to connect with coworkers like before, challenges supporting people remotely (i.e.. lack of technology) of working at home (unreliable cell service, distance, internet)
- Community was not accessible as before due to service closures but how will it look reopening?
- Broader role required because of unavailable supports such as filling out applications - where does my job begin and end?
- When unable to refer to the outreach workers how are essential needs met?
- Greater impact on mental health, increased workload/situations are more complex due to situations caused by pandemic
- - After counselling - now what? Wait lists and barriers.





**HOW DO YOU WANT
THIS
WORK/PARTNERSHIP
TO FEEL?**

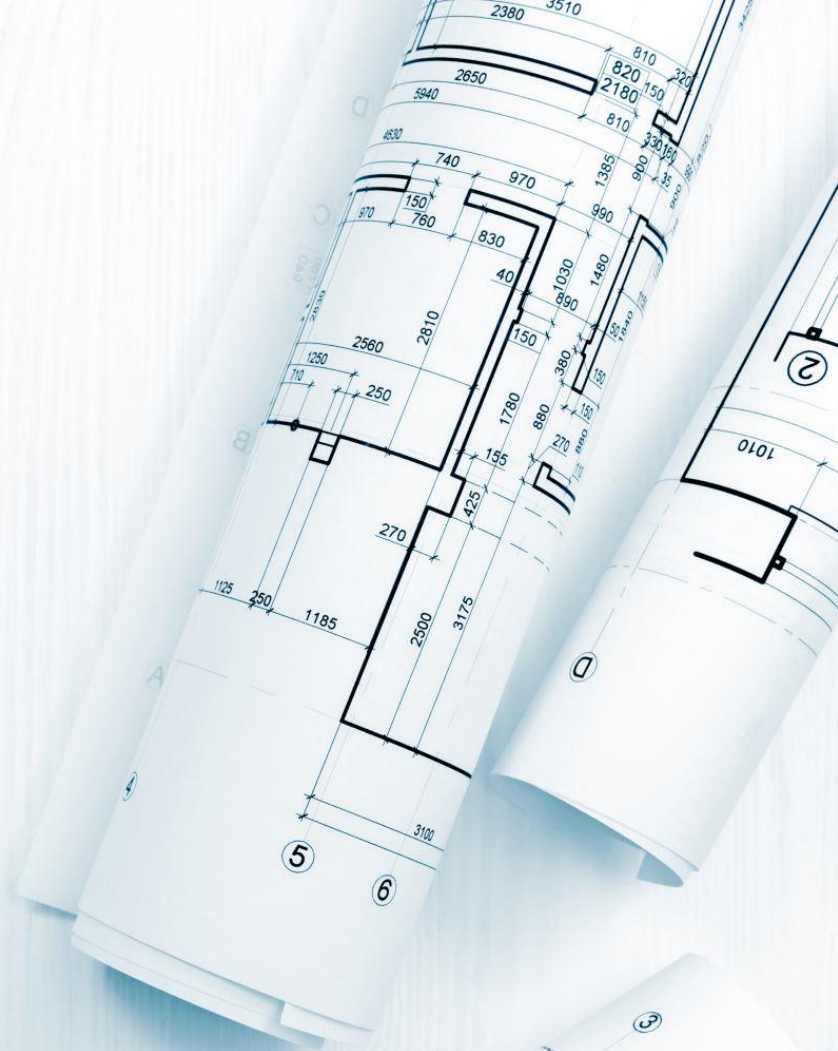
HOW DO YOU WANT THIS TO FEEL

Less frustrating for clients and staff

More cooperative with more referral options

Making sure home is less of a workplace
“knowing when to leave work”





**WHAT WORK DO
YOU WANT TO BE
THE LEGACY OF
THE PROJECT?**



WHAT WORK WOULD YOU LIKE TO TAKE PART IN



Proposal and fund development



Access to services beyond counselling (support groups, Mindfulness programs)



More services established with legal community



Generating solutions to geographical and transportation barriers



Ensure family court process is less traumatic and has resources available





HOW DO WE START?

WHAT ASPECTS OF SERVICES ARE MOST IN NEED FOR ADAPTATION?



ON SCENE SERVICES?



FOLLOW UP?



VOLUNTEER PROGRAM?



COUNSELLING AND ADDITIONAL SUPPORT?

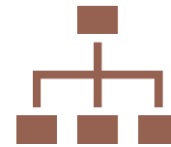
WHAT ASPECTS ARE MOST IN NEED FOR ADAPTATION?



Funding?



Staffing?



Policies?



Board?



SWOT ANALYSIS

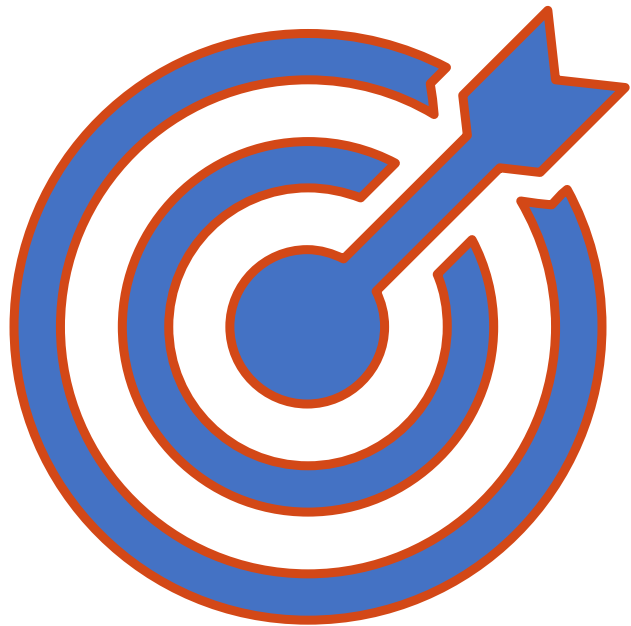
Strengths

Weaknesses

Opportunities

Threats





STRENGTHS

- Adapt to change, especially during pandemic
- Meet clients needs – innovative and agile
- Work hard to be timely in response to clients – passion and commitment
- Work well together and with EMS



WEAKNESSES

- Lack of time
- Lack of ongoing funding for counselling
- VQRP+ – gaps for specific funding
- Taking on additional roles to fill gaps
- Lack of connection to court house/bail/information related to safety planning (with regards to referrals)
- Accessibility – distance
- Safety
- Space



OPPORTUNITIES

- Upcoming Funding – looking at bridging gap with family court
- Create more positions
- Funding for trauma, counselling, technology, transportation, resources



**Staff
leaving/burnout**

**Lack of Essential
Services**

NEEDS ASSESSMENT



Who are the clients you are seeing most?



How do you want services prioritized?



What goals do you want to be targeting?



What long term changes are we focused on?





Suicides (number of
violent suicides)

Intimate Partner
Violence

Assaults-Non Domestic

Sudden Death (ODs)

COMMUNITY PROFILE

Increase

Increase awareness within Nipissing District

**Develop
and expand**

Develop and expand on approaches that increase the community profile of VSND

Grow

Grow into an authority on all community enterprises that effect VSND clients



PARTNERSHIP



Partnering internal candidate with program consultants



Selecting and ordering initial inventory of technology



Selecting initial prioritized service adaptation



Integrating policies and procedures into existing program





PRIORITIES



**EXPAND PROGRAMS TO
INCLUDE ADDITIONAL TARGET
GROUPS**



**ADDRESS LIMITATIONS IN
EXISTING HEALTH AND
SOCIAL SERVICES SYSTEM**



**FILL GAPS AND SERVICE
LIMITATIONS IN
SURROUNDING COMMUNITY**

PROGRAMS AND SERVICES





Identify new funding sources



Use evidence-based resources to expand program outcomes and services



Increase professional development opportunities for staff



Establish key partnerships in community and justice services

HUMAN RESOURCES



Ensure positive
employee/employer
relationships



Create and cultivate
opportunities for growth



Conducting Executive
Director and Board
Evaluations



INCLUSIVITY AND DIVERSITY

Ensuring board and staff team reflect cultural and geographic diversity in community

Expanding participation to surrounding communities

Increase connections with local Indigenous community



INNOVATION



Expand use of technology-based services



Increase client access to technology



Promote online activity and access to resources



PROGRAM NEEDS

TECHNOLOGY TO BE
UTILIZED

BOARD ENGAGEMENT
PLAN

PROGRAM/TRAINING
PROCEDURES AND
PROCESSES

**ESTABLISH
ACTION PLAN
FOR EACH
AREA**





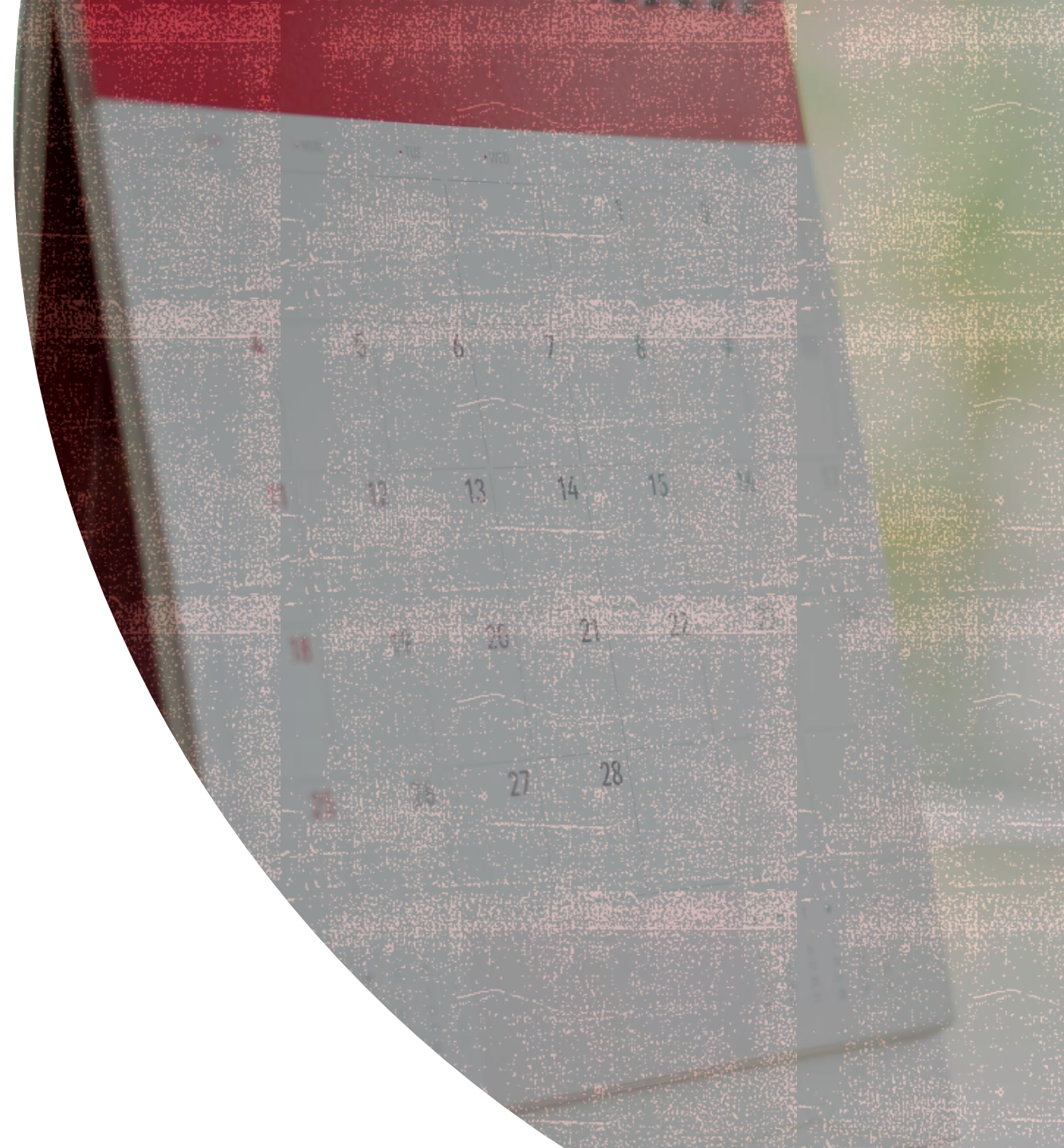
ACTION ITEMS / MEASURABLES- PROGRAMS AND SERVICES

- Create projects (5 per year) focusing on priority groups and service gaps (access to counseling, legal services, transportation, housing displacement,)
- Create new partnerships by collaborating on projects and initiatives (linking services to outside agencies and expanding geography of program)-3-5 per year
- Increase program resources and service diversity year over year (measuring increase year over year)
- Develop policy manual



ACTION ITEMS/MEASURABLES- SERVICE CAPACITY

- Increase funding yearly (drafting 5 project proposals per year)
- Survey potential new offices/options to expand space
- Create staff training portal and templated orientation process
- Create court navigation tool
- Service priority assessment completed in year one
- Expand base service hours(evening staff, on call staff)
- Expand 3rd party contractors for counselling services(expanding database, creating specificity)
- Fund therapy animal program





ACTION ITEMS / MEASURABLES: HUMAN RESOURCES

- Ensure yearly performance and compensation reviews take place for each member of staff team including Executive Director
- Standing agenda item created for staff review in yearly board meeting schedule
- Yearly compensation comparable review carried out
- Creating and updating performance review template
- Expand and develop staff training materials
- Develop Salary Table and benefits review



ACTION ITEMS/MEASURABLES: INCLUSION AND DIVERSITY



- Establish standing agenda item regarding program diversity and inclusion
- Engage in policy review ensuring diversity and inclusion policies are relevant and up to date
- Track and report statistics on services required outside city centre and seek board participation from individuals living in surrounding communities



ACTION ITEMS/MEASURABLES: TECHNOLOGY AND INNOVATION



Increase program budget
for technology and teaching
tools



Increase web based
resources available



Update website





NEXT STEPS



**SEND OUTLINE TO BOARD
FOR APPROVAL**



**PRESENT STRATEGIC PLAN
AT AGM**



POST PLAN OF WEBSITE



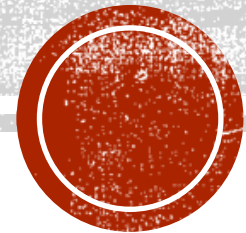
**ESTABLISH BOARD
AGENDAS FOR 2021-22
WITH ITEMS APPROVED IN
PLAN**

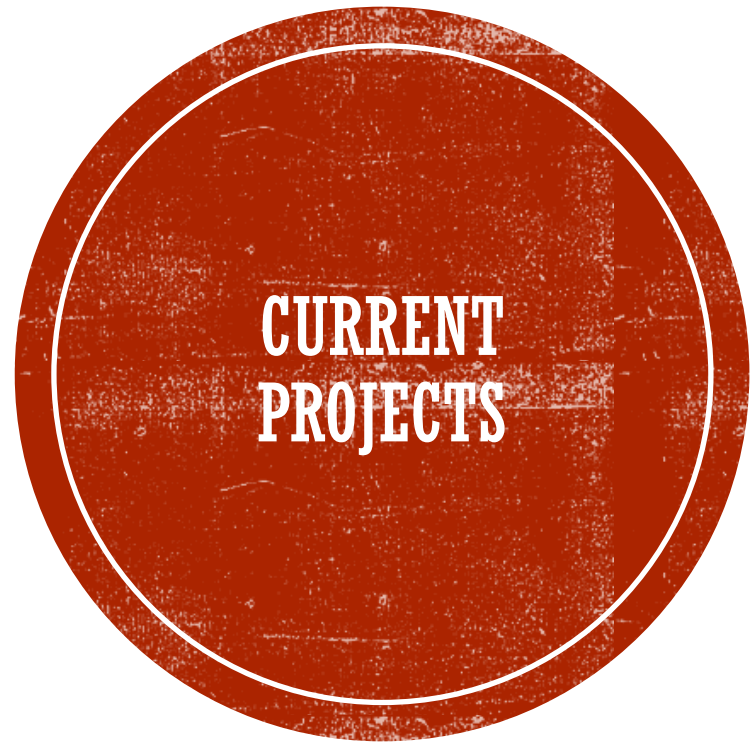


KEY AREAS OF DEVELOPMENT

PROGRAM EXPANSION

Projects





**Victims Week
Presentation: IPV
and Brain Injury**

**Canadian
Women's
Foundation**

- **Seniors Community Grant Program: Financial Abuse and Fraud**
- **Community Needs Grant, Canadian Women's Foundation: Counselling Support for Victims of Gender Based Violence**
- **Healthy Communities Fund: Technology Services**

PENDING PROJECTS



UPCOMING OPPORTUNITIES



**Resilient Communities Fund:
Remodeling Post Covid**

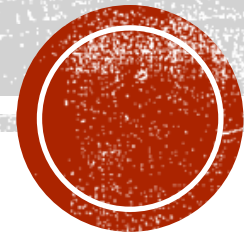
**Northern Heritage Grant: Workforce
Development Stream is to strengthen
and develop Northern Ontario.,**





STAFFING

Staff Compliment now 3 FTE, 1 contract, 8 casual



SPACE

Need access to more office
space



New Innovative models to
create home based work
spaces and workplace culture
culture



ONGOING SUPPORT AND MONTHLY UPDATE

- Troubleshooting individual client issues
- Statistical participation update
- Adjustments needed
- New funding opportunities/Ongoing Project Development
- Program Leads Update

