

Social Services Team at TPL

TPL Board Education
March 25, 2024

Social Services Team Background

- Service Development approach
- 2019 Needs Assessment
- Social Services Team model





Social Services Team Partner

Gerstein Crisis Centre provides crisis intervention, wellness and recovery activities, and training and education.



Crisis Services

Last year, we spoke with over 30,000 people in crisis, provided 2,600 mobile visits, and had 300 people stay with us.



Wellness and Recovery Activities

We provide numerous activities and groups and have had well over 1000 participants.



Training and Education

We offer Suicide Intervention, Crisis Intervention, and Mental Health Awareness workshops and have had over a thousand participants in the last year.



Toronto Community Crisis Service

Crisis Workers supporting community mental health, in your Toronto Public Library

What we do:

- Crisis Counselling
- Referrals
- Community Connection
- Peer-led recovery groups
- Connection to Harm Reduction services
- Crisis Intervention



Funded by: **tpl** toronto public library



Health Bus

Q. What is the Health Bus ?

tpl:

Ways to connect:



Service Statistics

June 2023 – January 2024

856
@ TRL

1,860
Individuals
Served

411
Outbound
Referrals

1,004
@ LHS

1,887
Interventions

2,520
Supports
Provided

74
Library
Referrals

10,195
Engagements

500
Consultations

177
W.R.A.P.
Attendees at
31 Info
Sessions

2,766
F.R.E.S.H.
Attendees at
422 sessions



Mark* was sleeping rough and identified he really wanted to get a job and find some stability. SST staff connected him with a local business for employment...



Engagements

SST staff connect with James* at Lillian H Smith, for almost daily check-ins. James is street homeless and SST have collaboratively supported him ...



Crisis Line

416-929-5200



- Crisis Worker experiences
- Customer feedback

Questions?

Donor recognition

We are grateful to the donors who are supporting this important initiative that is providing access and connection to social service and mental health supports to address challenges faced by our city's most vulnerable residents.

Lead donors:

Shawn Kimel and Kate Schatzky

Supporting donors:

Maytree Foundation

Haynes-Connell Foundation

The Rotary Club of Toronto

The Catherine and Maxwell Meighen Foundation