Provincial Community Safety and Well-Being Framework

Local Interventions and Tools for Healthier Communities: Key Themes

Collaboration and Partnership

Equity and Inclusion

Evidence-Based Practices

Truth and Reconciliation, Indigenous Perspectives

Prevention/Early Intervention/CSWB Framework

Integrated Service Delivery

Community Engagement and Empowerment

Monitoring and Evaluation
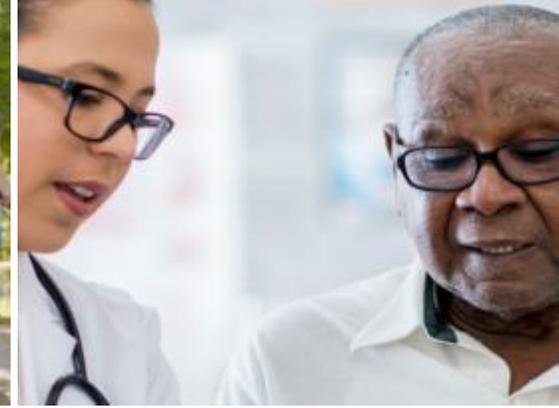
Community Safety and Well-Being Implementation: Insights from Halton Region

OMSSA Exchange Conference May 2024
Kendra Habing, Decision Support Advisor
Halton Region

About Halton
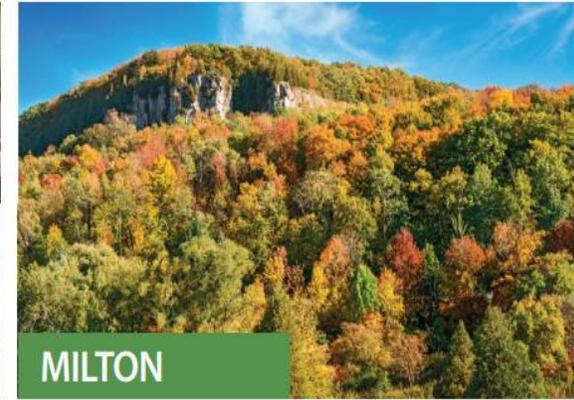
596,637 residents

Source: 2021 Census of Population

Population Growth (thousands)

624	820	1.1M
2021	2031 (forecast)	2051 (forecast)

Source: Halton Region 2021 Annual Financial Report

HALTON HILLS

MILTON

BURLINGTON

OAKVILLE
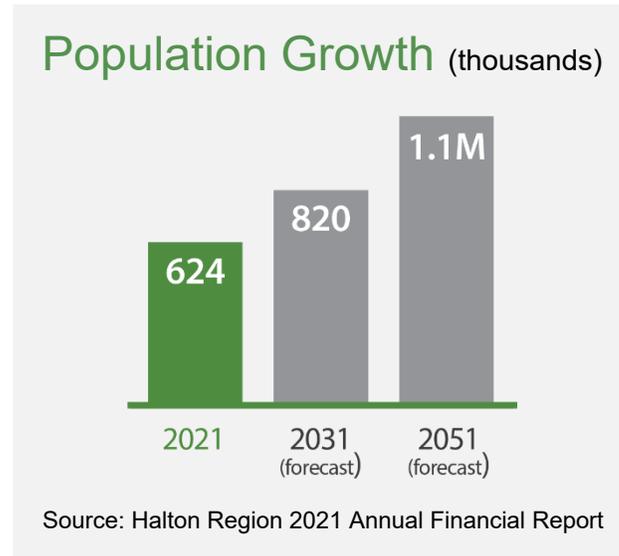
Treaty Lands of the Mississaugas of the Credit First Nation Traditional Territory of the Haudenosaunee, Huron-Wendat and Anishinabek

Halton's Approach


Community Safety & Well-Being in Halton

A Plan for Collaboration & Action
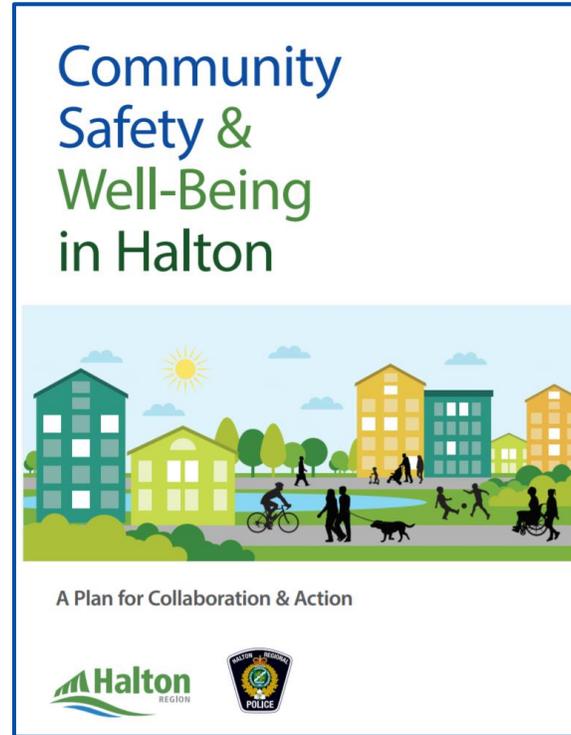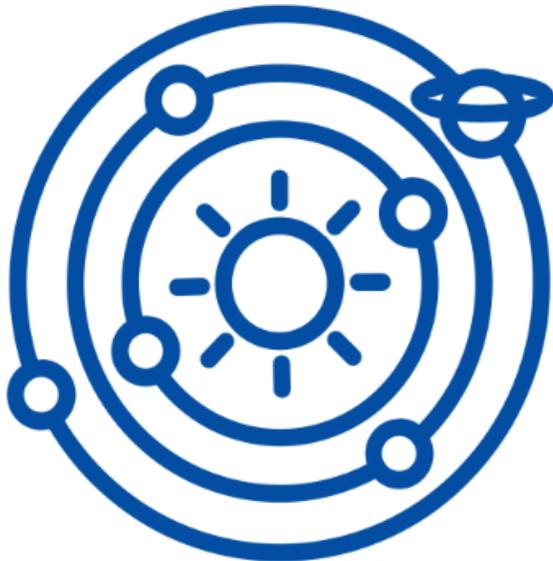
- Early Adopters
- Robust community consultation
- **Model** → Not just a plan
- Ongoing issue identification
- Continuous improvement
- Leadership at the highest level

Halton's CSWB Model

Evidence-Based Issue Identification

System Leadership Group
- Executive leadership with system planning accountabilities
- Issue identification
- Resources
- Partnership opportunities

Action Tables

Response to system planning priorities

Response to emergent issues

Halton Situation Table

Data Analytics and Decision Support

Key Outcomes

1. Increased coordination and collaboration between services
2. Improved access to services
3. Greater alignment on key safety and well-being issues
4. Reduced demand on emergency and crisis services
5. Enhanced systems planning

Action Table Phases

Community Safety and Well-Being issue identified in the community

Phase 1

- An issue is in the **investigative stage** where it is scoped, evidence of need documented and key partners engaged

- SLG endorses issues that warrant further CSWB response

- Key deliverable(s):
  - CSWB Action Brief
  - Presentation to SLG
  - Terms of Reference

Phase 2

- The Table is sanctioned by the SLG to address the well-defined CSWB issue and bring key partners together
- Table is **active** and making significant progress in **action** planning
- Regular updates to SLG on planning, implementation and impact

- Key deliverable(s):
  - Situational Assessment
  - Action Plan + Key Metrics
  - Presentations to SLG

Phase 3

- The Table has made significant progress towards its desired outcomes and/or met its mandate
- A summary presentation is provided to SLG
- Table can continue to meet and update SLG at their discretion
- Table may **integrate into community** and engage in sustainability planning, or may bring Table to a **close**

- Key deliverable(s):
  - Summary impact presentation

Community Safety and Well-Being Action Tables

Action Tables bring together the people, programs and services best positioned to develop and lead a response to specific CSWB priorities.

Supported Living for Adults with Complex Support Needs	Reducing Harmful Alcohol Consumption	Building Safer Communities	Community Wellness Hub Scale & Spread	Crisis Mental Health Services
Dual Diagnosis in Children & Youth	Homelessness & Encampments	Food Security	Intimate Partner Violence	Older Adult Isolation
Addressing Opioid Use & Related Harms	COVID-19 Coordination	Sexual Assault	Youth Mental Health	Youth Transitioning from Care

Phase 1   Phase 2   Phase 3

Halton REGION

Ongoing Engagement and Evaluation

In 2023, over **150** community partners across Halton were engaged with the purpose of:

1. Updating CSWB priorities

Validating existing priorities addressed through Action Tables and current CSWB planning

Identifying new priorities and emerging issues

Understanding system-level gaps in Halton

2. Reviewing CSWB model

Determining what is working well

Identifying opportunities for improvement and growth

Model Feedback

- **93%** of SLG and **77%** of Action Table respondents agree or strongly agree that their organization benefits from being involved in the CSWB initiative.

- **100%** of SLG and **75%** of Action Table respondents agree or strongly agree that the CSWB model provides a mechanism to bring community issues forward.

Identified Priorities (Top 5)

Mental Health   Homelessness   Housing   Substance Use and Addictions   Equity, Diversity, and Inclusion

Capacity Building Toolkits

Designed to enhance the skills, knowledge, and abilities of community partners to engage in CSWB Planning from start to finish

Community Safety & Well-Being in Halton

Action Brief Toolkit

Community Safety & Well-Being in Halton

Terms of Reference & Governance Toolkit

Community Safety & Well-Being in Halton

Evaluation Planning Toolkit

Community Safety & Well-Being in Halton

Logic Model Toolkit

Halton REGION
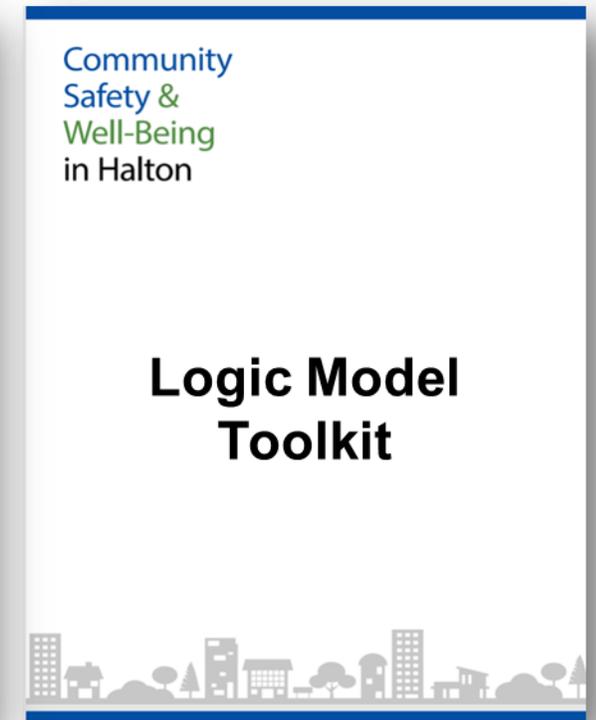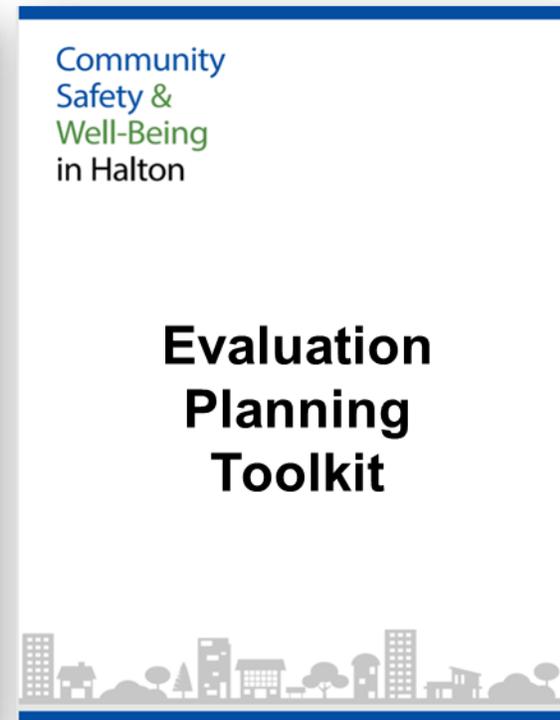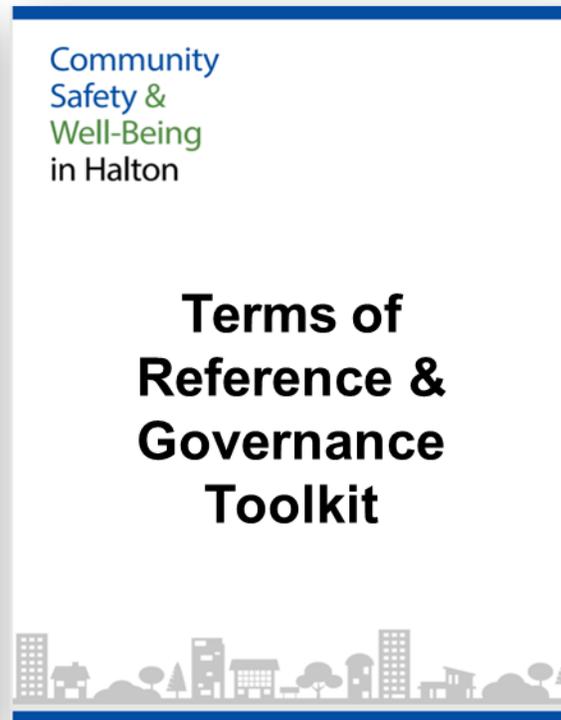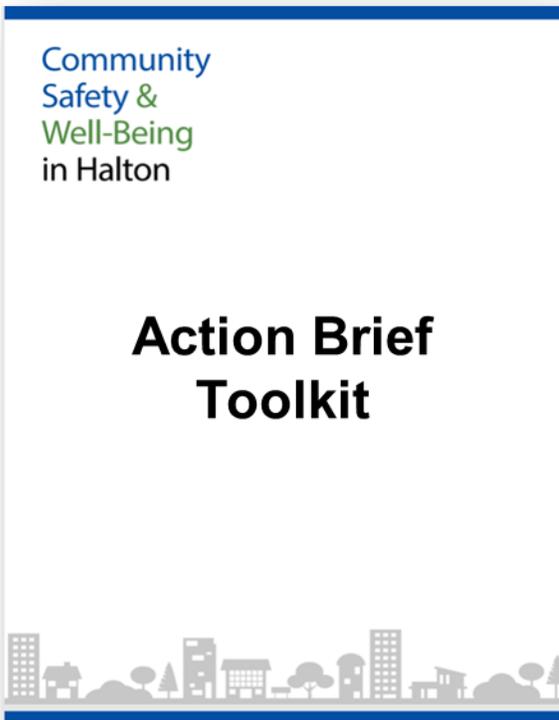
Data & Decision Support in CSWB

1 Ensure decisions are based in evidence and local context

2 Promote a broader climate of data and information sharing between partners

3 Identify evidence of emerging issues and trends that may impact the safety and/or well-being of the Halton community in issue identification

4 Develop and monitor indicators of CSWB

5 Measure outcomes of the CSWB initiative through working with Action Tables

Halton
REGION

Community Safety and Well-Being Dashboard

The interactive public CSWB Indicator Dashboard is now live!

Provides a dynamic and timely snapshot of the indicators within the CSWB Indicator Framework.

Includes provincial-level data, municipal-level data and trends over time where data is available.

Tracks 30 indicators across three domains of Health, Safety and Well-being to highlight areas where Halton is doing well and where there is room for improvement.

Click on each indicator icon to view more detailed information.

74.9% have a strong sense of community belonging

23% report high levels of neighbourhood cohesion

6.7% living with low-income

24.2% spend 30% or more of household income on shelter costs

293 individuals experiencing homelessness

28.4% of children are vulnerable on one or more of the Early Development Instrument domains

89.2% graduate high school within four years of starting grade 9

64.9% complete post-secondary education

59.5% are employed

21.4% of older adults live alone

Community Belonging

What is it?

The community belonging indicator shows the percentage of residents aged 12 and older who have a "somewhat strong" or "very strong" sense of community belonging to their local community.

Data Source

Canadian Community Health Survey (CCHS)

Data Notes

In 2020, the CCHS stopped data collection in March and resumed data collection in September. The 2019/2020 data set has a lower response rate than previous years. Differences in 2019/2020 data compared to previous years should be interpreted with caution. Survey weights are used to ensure that estimates from CCHS are representative of the population.

All Halton and Ontario statistics were obtained from an in-house analysis performed by Halton Public Health using CCHS data files shared by Statistics Canada. Data are self-reported.

**74.9%** Halton — of Halton residents aged 12+ had a 'very' or 'somewhat' strong sense of community belonging (2019/2020)

71.2% Ontario — of Ontario residents aged 12+ had a 'very' or 'somewhat' strong sense of community belonging (2019/2020)

Percent by Year

Region ● Halton ● Ontario

2017/2018
- Halton **76.7%**
- Ontario **70.7%**

Halton: 70.8%, 76.7%, 71.2%/74.9%
Ontario: 72.1%, 70.7%

Year axis: 2015/2016, 2017/2018, 2019/2020
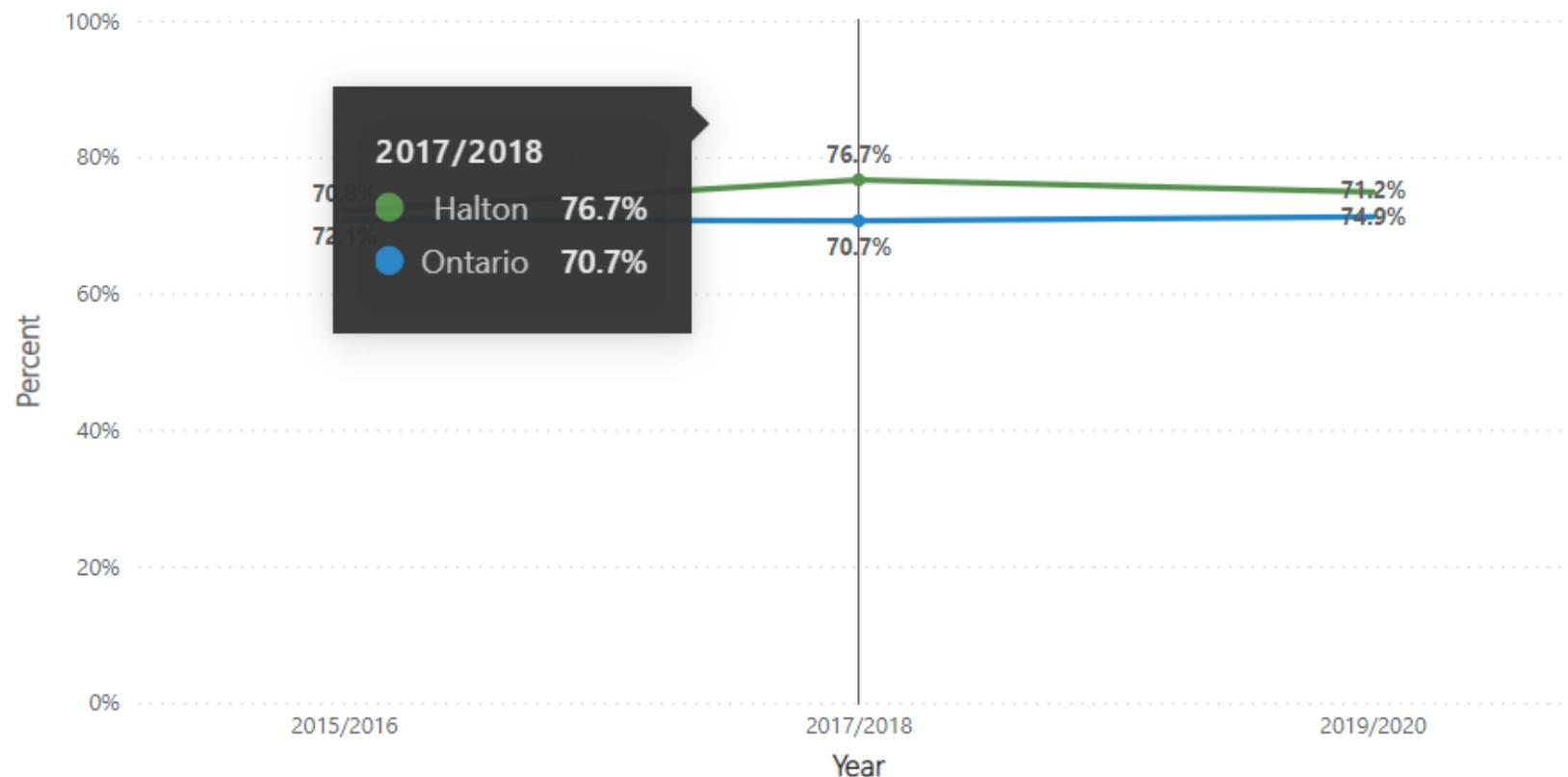
Why CSWB works…
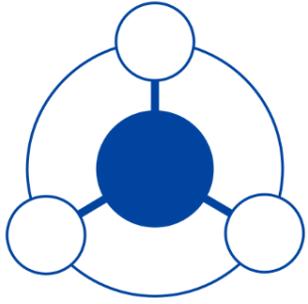
Existing mechanism for governance and coordination on human service issues

Alignment with provincial direction and increased accountability

CSWB Support (Backbone, Capacity Building, Data, Planning) and resource optimization
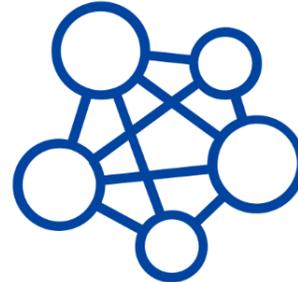
Increased partnerships and collaboration

Evidence-Informed Decision Making

Responsive and adaptable to community need and emerging priorities

Halton REGION

Thank You

CSWB@Halton.ca

Halton CSWB Website
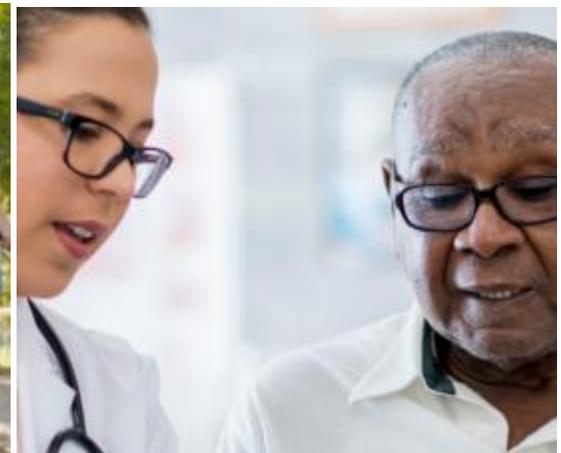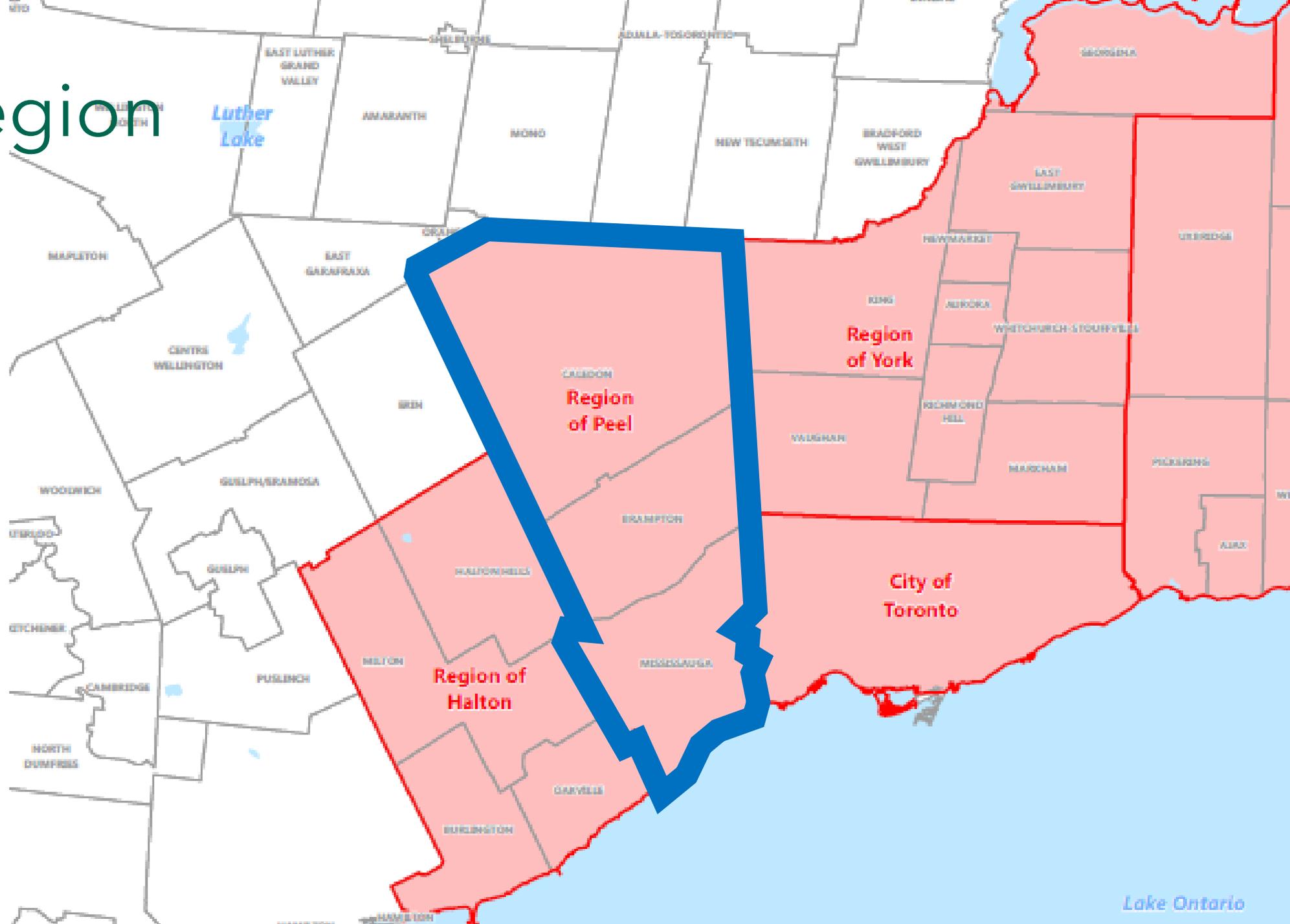
Peel's CSWB Plan 2020-2024

- Adopted by Regional Council on October 22, 2020.

- Over 40 organizations, representing emergency services, police, school boards, health and social service providers and local governments are working together on Peel's CSWB Plan.

- Peel's Plan has a 4-year focus with three focus areas:

Systemic Discrimination, Mental Health and Addictions, and Family Violence

- New focus areas were subsequently added including *Guns and Gangs* and *International Students*

Peel's Community Safety and Well-being Plan 2020-2024

Family violence · Mental health and addictions · Systemic discrimination
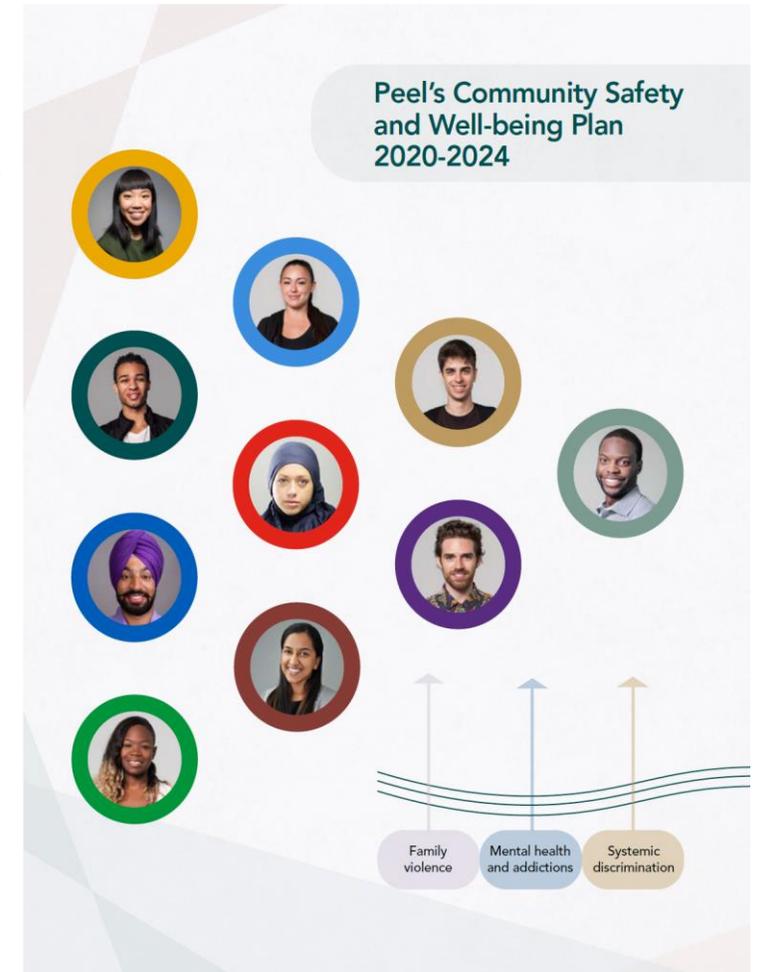
Vision

Peel is a safe, inclusive and connected community where all residents thrive.

Mission

We will work together to ensure access to services and supports that advance safety, connectedness, and well-being for all Peel residents.

Values

Inclusive
Equitable
Courageous
Accountable
Transparent
Kind

Peel's **Community Safety** and **Well-being Plan** 2020-2024

Governance Structure
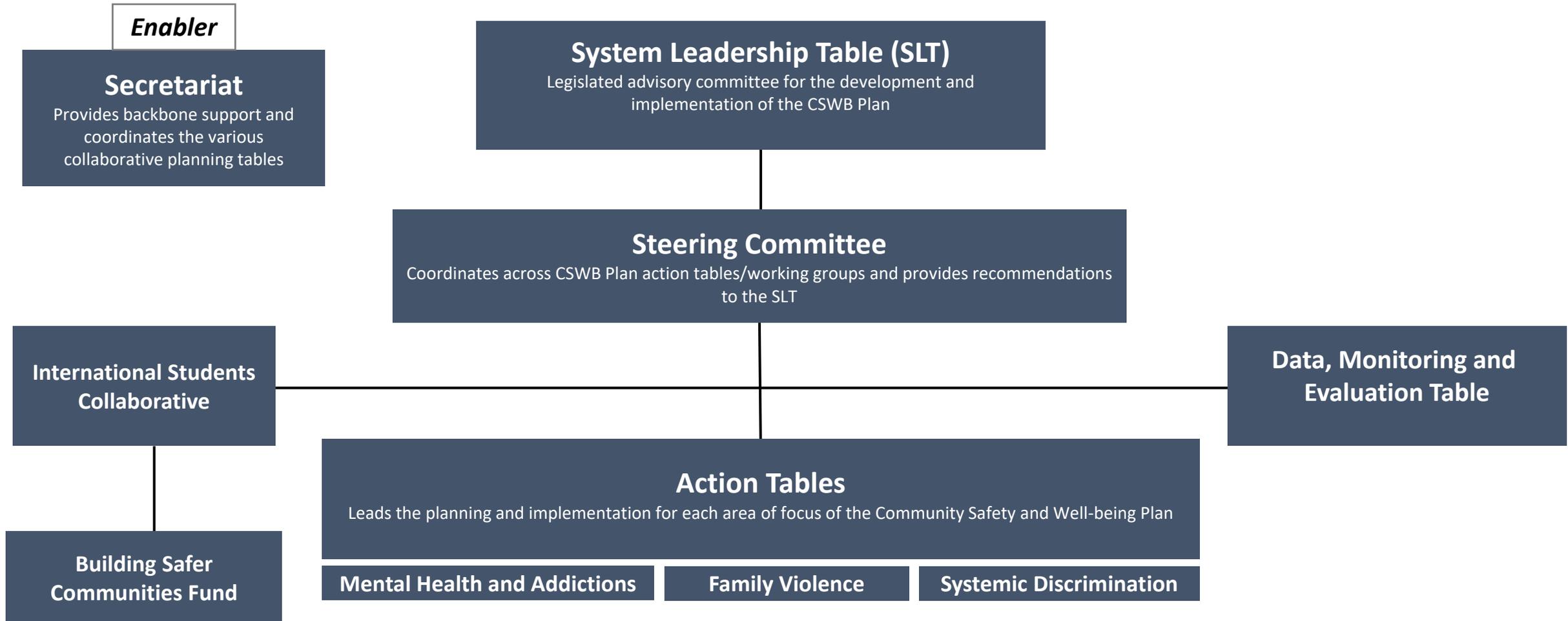
Community Engagement and Collaboration

- Collective ownership of the CSWB Plan is a key part of our work

- Over 400 participants including service providers and residents participated in engagement sessions to inform development of the CSWB Plan

- Co-chair model for Action Tables

- Action Tables have hosted collaborative forums to engage a broader network of community organizations and residents

- Emphasis on co-design principles

WHAT DOES "SAFETY" mean?
as expressed by participants

Having the ability to be yourself

Knowing how to navigate the system: having a plan, having support, knowing who you can go to, and who you can trust

Having trusting relationships that are consistent

Harm Reduction

Providing safe spaces where people are not judged

Peel's **Community Safety** and **Well-being Plan** 2020-2024

Equity Considerations

- Social determinants of health approach in how we understand CSWB in Peel

- Centring lived experiences and considering intersectionality

- Adjusting our approach to address emerging needs in community

- Supporting advocacy efforts to address inequities in funding for Peel

- Aligning and collaborating with internal health equity initiatives and other Regional plans/collaboratives

Peel's **Community Safety and Well-being Plan** 2020-2024
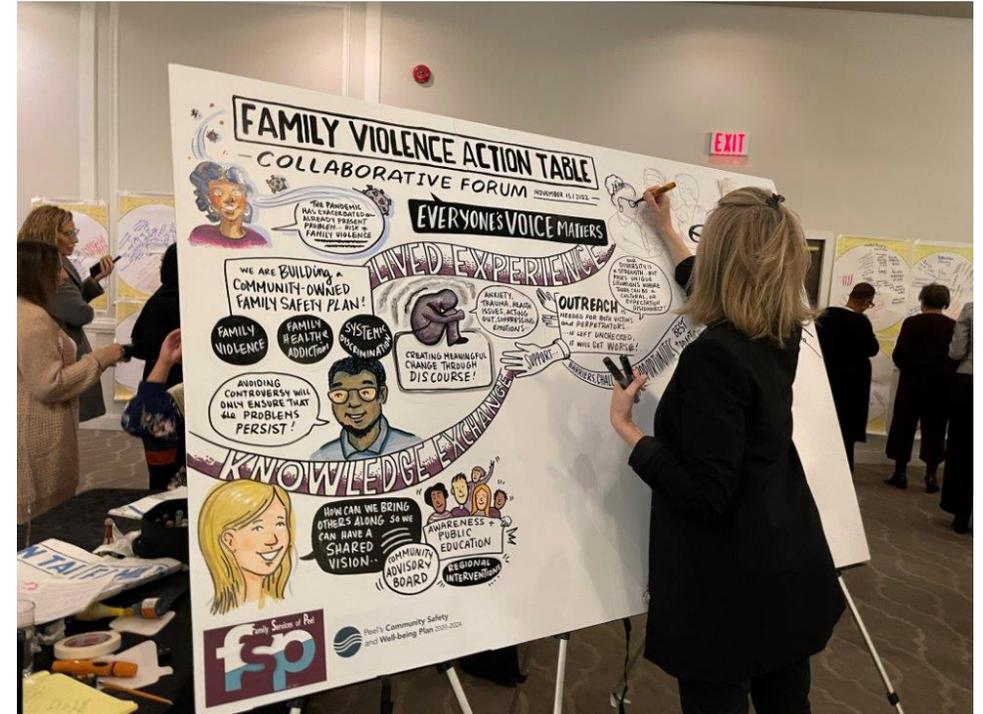
2020 – 2024 CSWB Plan Implementation

	Family Violence	Mental Health and Addictions	Systemic Discrimination
Goals	1. Create and strengthen Peel's pathways to safety 2. Increase awareness and public education of family violence	1. Promote mental wellness and positive relationships among youth and families 2. Improve access to MHA services and supports for youth by simplifying pathways and coordinating efforts	1. Publicly review, develop and sustain anti-oppressive and equity practices and policies in Peel 2. Implement effective data gathering and reporting practices to assess impact and respond to inequities as they emerge

Major Achievements	• Peel Regional Police intimate partner violence unit at Safe Centre of Peel
	• Annual family and intimate partner violence campaign
	• Forum to build sector partnership and improve coordination
	• Family Violence COVID response table
		• MHA Advocacy
		   • MHA Roundtable w/ Associate Minister of MHA
		   • AMO
		   • Pre-Budget Submission
		• Regional campaigns
		• Peel Situation Table evaluation
		• 24/7 Crisis Walk-In Business Case
		• Newcomer youth and international students' wellness project (in progress)
			• SD Collective Action Now Forum
			• Disaggregated Workforce Assessment Tool
			• SD Online Forum (in progress)

Recent Achievements	Fourth annual Family and Intimate Partner Violence campaign to support improved awareness and public education.	Coordinated advocacy to raise awareness of MHA needs and gaps in Peel, including Roundtable on Child and Youth MHA with Associate Minister Tibollo.	Exploring scope of work for remainder of Plan's iteration and looking to improve integration with relevant community collaboratives.

Spotlight Initiative: Newcomer youth and International Students' Wellness Project

Project led by Peel Newcomer Strategy Group to improve the experiences of newcomer youth and international students seeking mental health services

Project activities include:

- Collaborative learning forum and follow-up trainings for the staff across various sectors

- Collecting youth perspectives and co-designing wellness spaces

- Co-developing targeted mental health stigma reduction video trainings for youth and families

Peel's **Community Safety** and **Well-being Plan** 2020-2024

Lessons Learned and Moving Forward

- Value of CSWB in strengthening partnerships and building new relationships

- Greater flexibility and adaptability to respond to changing needs of Peel community

- Challenges measuring long-term impact in tackling systemic issues

- Intentional shift in processes and structures to address power imbalances and prioritize equity

- Enhancing integration and coordination with aligned initiatives

- Empower system and community partners to play an active role in shaping priorities and take the lead on initiatives

Peel's **Community Safety and Well-being Plan** 2020-2024

Thank You!

Visit peelregion.ca/cswb

Peel's **Community Safety and Well-being Plan** 2020-2024

Community Safety and Well-Being Plan for York Region

Ontario Municipal Social Services Association Conference

May 7, 2024

YORK REGION AT A GLANCE

- 9 local municipalities

- Chippewas of Georgina Island First Nation is our closest First Nation

- York Region is the fourth fastest growing region in the Greater Toronto and Hamilton Area

- In 2021, 55% of York Region population identified as visible minority

- The median household income in York Region was $112,000 in 2020, an increase of 7.7% since 2015

47,642
4.9% INCREASE
GEORGINA

2021 YORK REGION POPULATION
1,173,103
5.7% INCREASE SINCE 2016

34,637
44.4% INCREASE
EAST GWILLIMBURY

87,942
4.4% INCREASE
NEWMARKET

49,864
8.8% INCREASE
WHITCHURCH-STOUFFVILLE

62,057
11.9% INCREASE
AURORA

27,333
11.5% INCREASE
KING

202,022
3.6% INCREASE
RICHMOND HILL

338,503
2.9% INCREASE
MARKHAM

323,103
5.5% INCREASE
VAUGHAN

York Region has grown by **63,455 people or 5.7%** since 2016 to a population of **1,173,103** in 2021

York Region is the **seventh-largest** Census Division in Canada and the **third-largest** in Ontario

East Gwillimbury is the **fastest growing municipality in Canada** with a growth rate of **44.4%** since 2016

Vaughan had the **largest population growth** of **16,870 people**, followed by East Gwillimbury and Markham

York Region added **33,956 new occupied dwellings** between 2016 and 2021, **second** to Toronto in the Greater Toronto and Hamilton Area (GTHA)

YORK REGION'S APPROACH

- **Place-based approach**

  - Northern Georgina

  - Central Newmarket

  - South-Central Richmond Hill

  - South-Central Markham

- **Priority risks**

  - Mental well-being

  - Housing stability

  - Economic stability
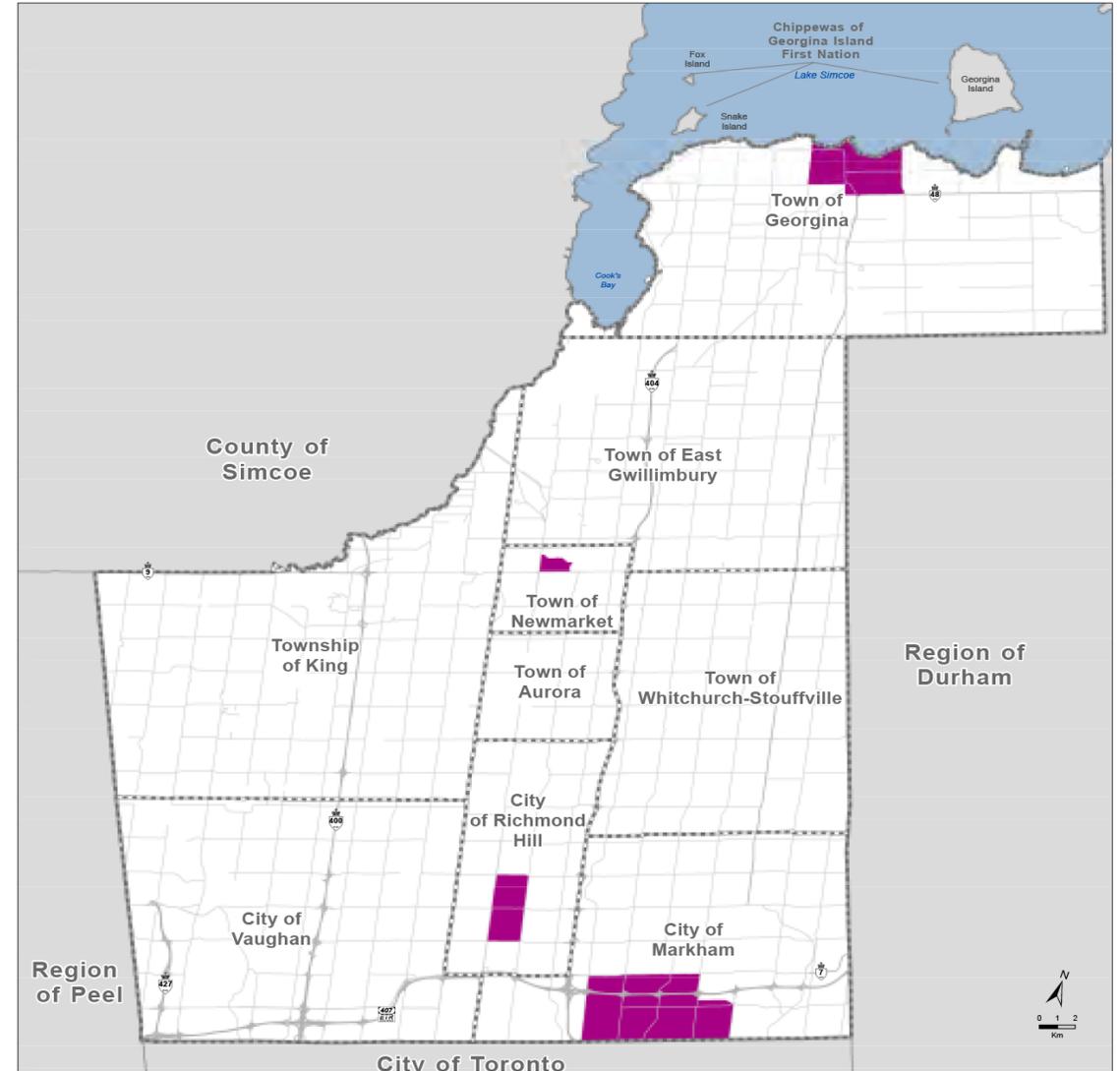
Central Newmarket
- Mental well-being
- Housing stability

Northern Georgina
- Mental well-being
- Employment and income

South-Central Richmond Hill
- Mental well-being
- Housing stability

South-Central Markham
- Mental well-being
- Housing stability

COMMUNITY ACTION TABLES

COMMUNITY ACTION TABLES

- CATs were established in each of four focus areas to bring partners together to develop targeted strategies that reflect local community needs and address specific service gaps

- CATs focus on communities that can benefit the most, leverage and enhance community assets, and strengthen local capacity to drive change

COMMUNITY ACTION TABLES: LOOKING FORWARD

- Expand and evolve CAT membership

- Implement local action plans with focus on workplans

- Seek opportunities to scale up successful projects to other York Region communities

- Promote CAT work and amplify messages of impact

- Breakdown silos within the community development sector and across the Region

Northern Georgina - Community Action Plan 2022 to 2026

Actions*	ST	MT	LT
Mental Well-Being			
1. Conduct a resident mental well-being survey to inform community projects and service delivery	●		
2. Create and maintain a community resource Asset Map	●		
3. Share resources to increase access to information and connections to mental health supports	●		
4. Improve coordination and integration of services with established community networks	●		
5. Build partnerships across the focus area for referrals and supports	●		
6. Build Resident-led Ambassador Groups to encourage resident participation in CAT actions	●		
7. Host social and cultural inclusion activities (e.g., community kitchens, free tax clinics, festivals, peer-support groups, and coffee chats for parents)	●		
8. Create Youth Peer Support Teams in local high schools		●	
9. Partner with school boards to explore opportunities to address mental well-being			●
10. Offer Mental Health First Aid Training in a variety of community settings		●	
11. Create more in-person Substance Use and Addiction Workshops		●	
12. Explore opportunities to increase access to the Parent Support Program		●	
13. Explore opportunities to offer Grief Counselling Training to community and grassroot organizations		●	
14. Explore options to increase Mental Health Workers in the community			●
15. Explore alternative funding and service models for mental health			●
16. Develop a Food Program model that adapts to cultures, offering diverse foods		●	
17. Partner with local farmers to address local food security			●
18. Find more accessible spaces for communities (e.g., community gardens)		●	
19. Explore expanding accessible transportation in Georgina			●
Economic Stability			
20. Work with local service providers to review and strengthen culturally-relevant services, including delivery in multiple languages	●		
21. Host Employment Readiness Workshops with a focus on transitional supports, coaching, interview skills, and resume writing	●		
22. Develop Employment Training and Support Program for people living with developmental/mental health issues	●		
23. Conduct Employer Workshops with a focus on preparing the workplace for a diverse range of workers (e.g., youth, women, Indigenous, newcomer, etc.) and job shadowing/coaching opportunities	●		

COMMUNITY INITIATIVES

COMMUNITY SAFETY AND WELL-BEING INITIATIVES

SOCIAL DEVELOPMENT

PREVENTION

RISK INTERVENTION

EMERGENCY RESPONSE

- **Community Action Tables**

  Collaborative tables that take a proactive approach to identify and respond locally to challenges that impact safety and well-being across the four focus areas

- **Community Violence Prevention Fund**

  Students, grassroots organizations, and agencies can apply for funding to undertake community-driven, proactive actions to reduce underlying risk factors that can lead to youth crime, harm and victimization

COMMUNITY SAFETY AND WELL-BEING INITIATIVES

HEALTHY COMMUNITIES
Key Social Determinants of Health

(Wheel segments: Social Inclusion/Exclusion, Housing, Income and Income Distribution, Employment and Job Security, Social Safety Net, Social Support Networks, Early Childhood Development, Education and Literacy, Health Services, Food Security, Personal Health Practices and Resiliency, Physical Environments)

- **Community Action Plans**
  Local action plans developed by CATs to address local needs

- **Mobile Youth Services Hub**
  Mobile services to vulnerable youth in identified high traffic areas to increase resource access, social inclusion and community safety though crisis intervention and prevention supports

- **Service Navigator Pilot**
  Service Navigators have cultural and community connections, and/or lived experience with priority risks to provide youth and other residents with service access and navigation

- **Traumatic Incident Response Protocol Pilot**
  Following a traumatic incident in the community, the pilot will identify and mobilize local municipalities and community partners

- **Youth Supporting Youth Pilot**
  Peer mentorship to support youth with strategies and coping mechanisms to increase protective factors and reduce underlying risk factors

- **Children, Youth, and Family Situation Tables**
  Brings together diverse, multi-sector service providers to resolve situations of acutely elevated risk and prevent negative outcomes from (re)occurring

RESPONSIVENESS TO COMMUNITY NEEDS

- Piloted programs and scaled up to other focus areas based on community feedback and program success

- Examples: mental health research project; Newmarket tenant housing pilot

- This approach promotes flexibility and responsiveness to community needs

- Common themes: community-driven, inclusive, flexible, ongoing engagement

- Localized approach is beneficial:

  - Collaboration across human services sector, community partners, and residents

  - Piloting and identifying projects to be scaled up

- Evaluating impact of this work in the four focus areas and sharing lessons learned

- Opportunities to get involved in CSWB work

Thank you

For more information:

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York Region

Durham Region Community Safety & Well-Being Planning
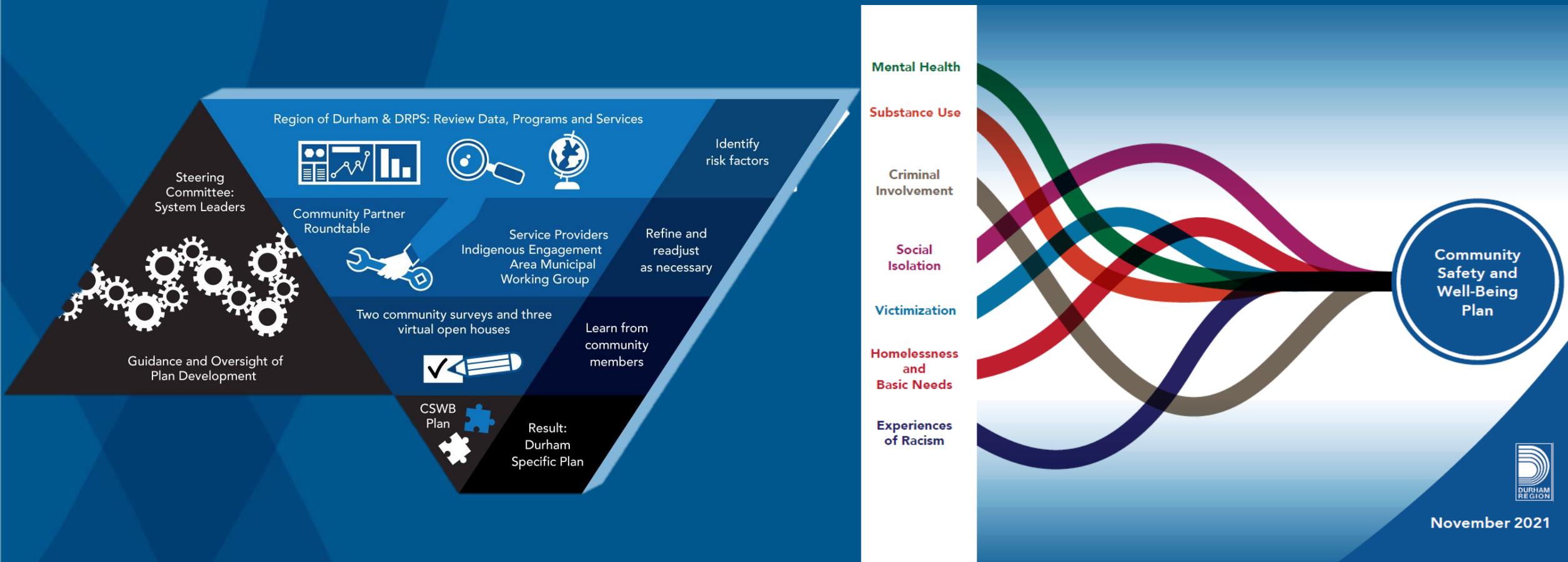
Durham Region Community Safety and Well-Being Plan Implementation

Monitoring and Evaluation

Coordination
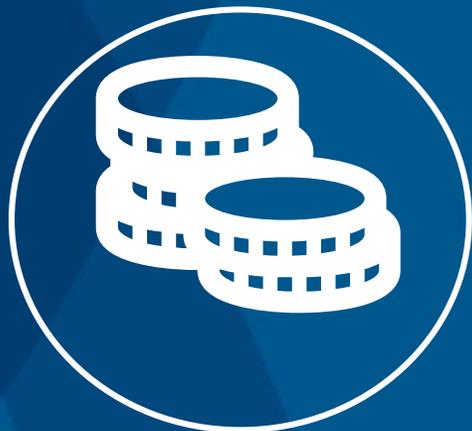
Program Funding

Systems Navigation

"Community safety and well-being planning is not about reinventing the wheel — it's about recognizing the great work already happening...and using collaboration to do more with local experience and expertise."

Source: Ontario Community Safety and Well-Being Planning Framework, Booklet 3

Pilot Program Reach

10 Projects

12 Weeks

4 Local municipalities

268 Children and youth

70 Skilled staff and volunteers

2 Key partnerships

Blessed Kutz

Phoenix Football Club

Senior Buddies

Dads Discuss

Phoenix Football Club

"We are a group of friends that want to teach youth sport skills and the importance of staying away from bad influences.

Our goal is to improve the skills and confidence of each of our kids while relieving the pressure of cost on the parents."

Senior Buddies

"We are a small group of teens who host events and activities in senior homes, hence our name Senior Buddies!

We believe that youth should get the opportunity to learn from and engage with seniors in our communities."

Blessed Kutz

"Our barbershop is a community hub that goes beyond haircuts. Our vision is to inspire young people, and equip them with skills, mentorship and opportunities beyond the typical job market.

We are here to shape futures and strengthen our community bonds."

Dads Discuss

"We are a group of fathers looking to create a safe space to support one another in the challenging journey of raising children.

Our mission is not only to be better fathers, but to redefine what it means to be a father in today's world."

Critical Elements

✓ Use a grassroots promotion strategy

✓ Integrate peer to peer coaching and mentorship

✓ Encourage trustee relationships

✓ Build a community of practice

Phoenix All-Stars Football Club

Thank You

Community Safety and Well-Being Secretariat

Regional Municipality of Durham

durham.ca
@RegionofDurham

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SafeTO

- The Ontario Police Services Act required all municipalities to develop a **Community Safety and Well-Being Plan by July 2021.**

- SafeTO is Toronto's **comprehensive Ten-Year Community Safety and Well-Being Plan** that reimagines core elements of community safety and well-being in order to shift our paradigm from a reliance on reactive emergency response to a culture of proactive prevention.

- The **TCCS is one of SafeTO's key priority actions** under year one efforts to reduce vulnerability through proactive mental health supports.

July 2021

SafeTO:
Toronto's Ten-Year Community Safety and Well-Being Plan

Reimagining crisis response

Residents, communities and organizations called on the City of Toronto to reimagine a non-police model for mental health crisis response that:

- ❏ is client-centred
- ❏ is trauma-informed
- ❏ and reduces harm

$ Underinvestment in mental health over several decades and lack of capacity in the community sector has resulted in many people not receiving timely or appropriate support and falling into distress

📈 Mental health and substance use related calls to the Toronto Police Service have increased by 42% over the last ten years.

🛡 Addressing health issues through a law enforcement lens creates service barriers and risks, particularly for Indigenous, Black and equity-deserving communities.

TORONTO

Community engagement in 2020

6,384 responses to two public surveys + public poll with a representative sample of 1,000+ Torontonians

500+ participants with lived and living experience in 33 community roundtables hosted by 17 community organizations

29 key subject matter experts interviewed, including legal and health experts, academics, activists and frontline workers

50+ community organizations guided development of the service through advice and participation in an accountability table

TORONTO

Guiding principles

Enable multiple coordinated pathways for people to access crisis and support services (i.e. a no-wrong-door approach)

Ensure service delivery is client-centric, culturally relevant, and allows for individualized support needs

Ensure harm-reduction principles and a trauma-informed approach are incorporated in all aspects of crisis response

Guarantee accountability to service users' voices and outcomes by establishing clear pathways for complaints, issues and data transparency

Develop a transparent, consent-based, care model of crisis response

TORONTO

What is the TCCS?

24/7 service

voluntary and consent-based

serves clients 16+

trauma-informed care and harm-reduction
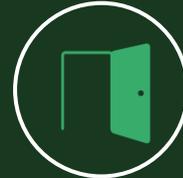
no-wrong-door approach that leverages multiple intake channels

mobile crisis teams

post-crisis follow-up, case management and service navigation

culturally relevant services and referral network

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How the service works

City's Role
Serves as backbone support, intergovernmental advocacy lead, develops public education campaigns, and identifies areas for increased community investments.

Governance
Community Advisory Table shapes and guides the service.

Evaluation
A third party leads monitoring, evaluation and knowledge mobilization, including developing a community of practice around crisis support.

Anchor Agencies
Anchored in a health service provider (e.g. Community Health Centre), anchor partners are funded to hire and manage the mobile crisis teams, as well as provide wrap-around supports and case management.

Crisis Teams
Multi-disciplinary, community-based crisis response teams comprise, at minimum, two crisis workers that respond to calls together to ensure mutual safety.

Access & Intake
FindHelp 211 dispatches calls to the appropriate team.

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Locally responsive implementation

Canadian Mental Health Association

- Anti-racist, anti-oppressive, and culturally safe approach

TAIBU Community Health Centre

- Afrocentric approach to mental health and wellbeing

2-Spirited People of the 1st Nations

- Indigenous-led approach with a focus on harm reduction and holistic health and wellness

Gerstein Crisis Centre

- Strengths-based, non-medical, trauma informed, harm reduction approach to crisis for over 30 years

Current Toronto Community Crisis Service Areas
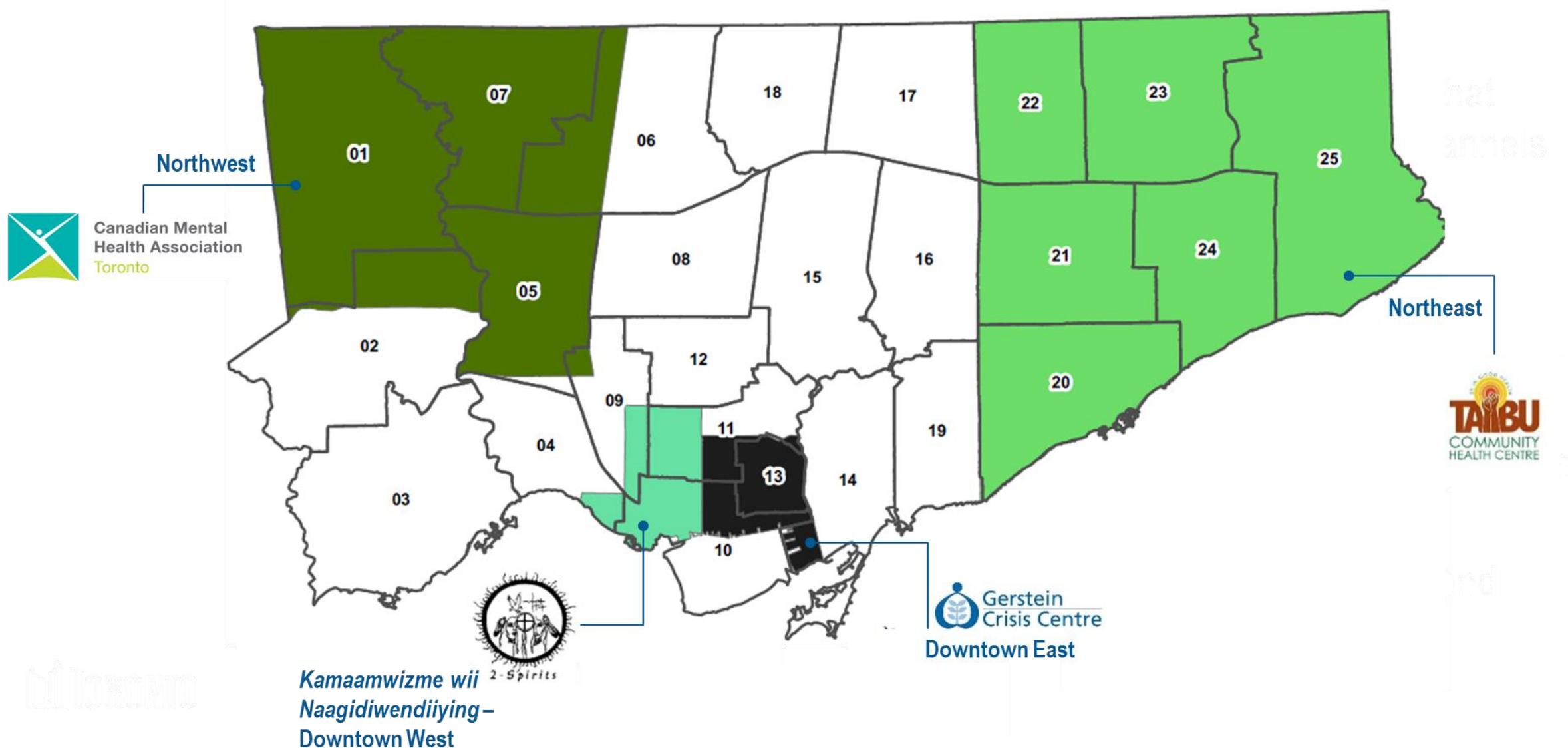
Toronto Community Crisis Service City-Wide Expansion

High-level service map

crisis → dispatch → mobile team → on-scene support → follow-up supports

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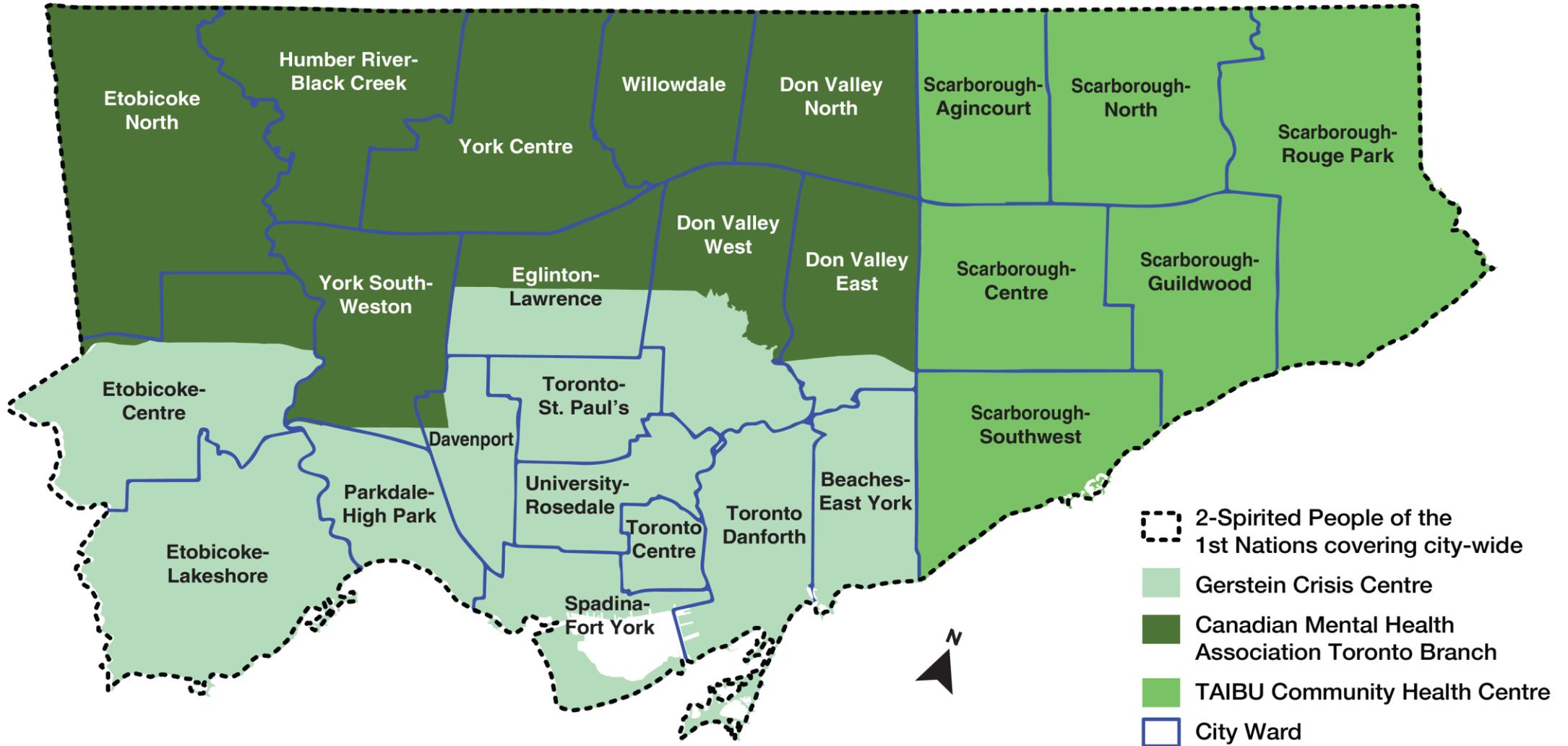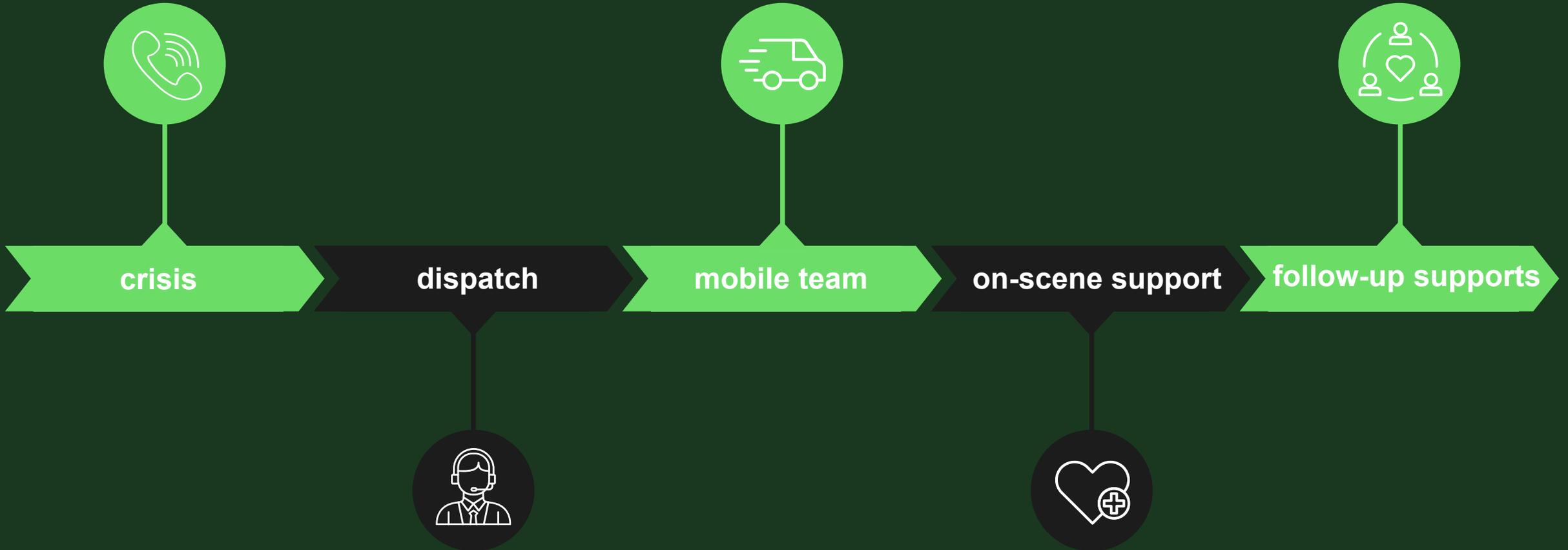
Outcomes

Service uptake from multiple doors

6,827
total calls received for service

5,868
number of times mobile teams were dispatched

55%
completed calls received from 911

46%
by 211 or community sources

Diverting crisis calls to TCCS

78%
of calls transferred from 911 handled by TCCS with no police involvement

8%
of total calls resulted in a visit to a hospital emergency department

4%
of calls attended resulted in a request for emergency services

Outcomes cont.

Connecting people to appropriate supports

2,407
referrals made onsite and during follow up visits

1,160
service users accepted a follow up within 48 hours

56%
of service users who agreed to follow-up enrolled in post-crisis case management and support

Culturally relevant supports

300
culturally relevant supports provided to service users

50%
Indigenous-specific (such as access to ceremony, traditional medicine, family and kinship care)

20%
Afrocentric and West Indian / Caribbean-centric supports (such as access to culturally appropriate foods, referrals to Black physicians and access to cultural programming)

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Positively impacting the lives of Torontonians

PROVIDING A POSITIVE SERVICE USER EXPERIENCE:

95%

of service users reported being very satisfied or satisfied with the TCCS service they received

INCREASING FEELINGS OF SAFETY AND WELLBEING:

90%

of service users indicated the TCCS very positively or positively impacts their perception of community safety and well-being

CONNECTING PEOPLE TO THE SUPPORTS THEY WANT:

95%

of service users indicated they agree or strongly agree that they decided what types of supports they wanted and felt emotionally safe receiving those supports

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> They helped me understand that I'm worthy and they wanted to see me go forward. They uplifted me and made me feel like I'm worthy.

> It's just such a feeling of comfort, and with that the element of safety is present, knowing that the service is there and it is safe.

> [TCCS] talked to me and they talked to my son and they talked to us all and I'm still used to people saying 'We're gonna do X Y and Z' and then nothing really happens, but oh my gosh, they went above and beyond.

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Additional Resources
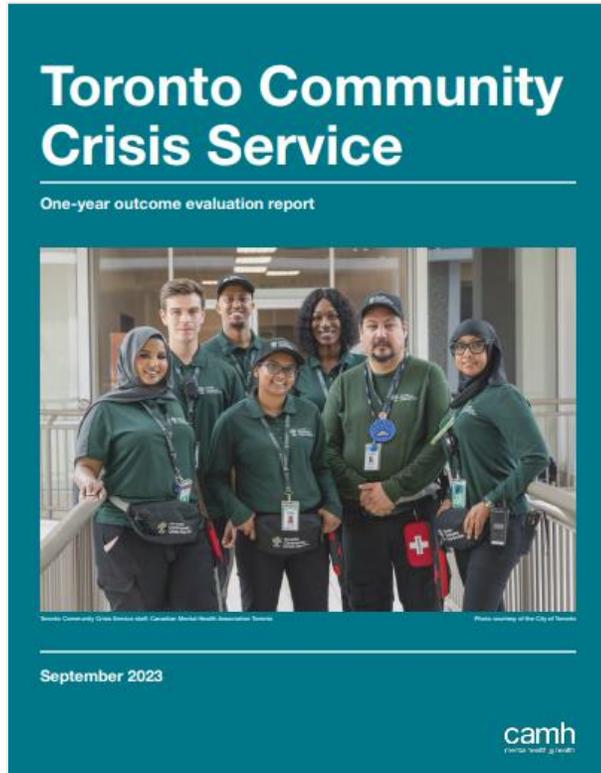
1 - Year Outcomes Evaluation Report

Toronto Community Crisis Service

One-year outcome evaluation report

September 2023

camh

Staff Reports and Council Decisions

City Council consideration on February 2, 2021

EX20.1	ACTION	Amended		Ward: All

Community Crisis Support Service Pilot

City Council Decision
City Council on February 2, 3 and 5, 2021, adopted the following:

1. City Council endorse the 2022 implementation of four community crisis support service pilots as outlined in Attachment 1, Framework to Pilot the Community Crisis Support Service and Attachment 2, Map of the Proposed Community Crisis Support Service, to the report (January 13, 2021) from the City Manager.

2. City Council direct that a guiding principle of the Community Crisis Support Service is that the Service will be the primary first responder to mental health crisis calls received during the pilot program and subsequent to full implementation.

3. City Council request the Federal and Provincial Governments to provide matching funds for the expansion of the Community Crisis Support Service Pilots.

4. City Council request that the Province commit to providing permanent and sustainable funding for:

   a. supportive housing for those experiencing mental health or substance use issues; and

   b. mental health services generally, including funding for community mental health service providers to support crisis response and wrap-around services, as well as funding to address the mental health impacts of the COVID-19 pandemic.

5. City Council request the Province of Ontario to financially support the implementation and

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Questions?

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