Community Safety and Well-Being Planning

December 4, 2019

Ontario Municipal Social Services Association

Session outline

1. Overview of provincial mandate/ framework

2. Halton's model for collaboration, planning and action

3. CSWB in practice – initiatives and alignment

4. Data and decision support for evidence informed CSWB planning

5. Insights from early adoption

About Halton

- Population of 583,000

- 8.9 million people in a one hour drive

- $893K average housing price

- $139K average household income

- 8.2 % low-income (after tax LIM)

- 63% with post secondary education

- 27.45 Crime Severity Index – lowest among Canadian municipalities with a population over 100,000

4

About YOU

- How familiar are you with CSWB planning?

- How has your DSAB/CMSM or social/human services area been engaged in CSWB to date?

- Is there something specific you're looking to get out of this session?

CSWB planning 101

- Multi-sector collaboration to address complex issues – a holistic approach to planning

- Upstream intervention to reduce downstream demand on emergency and crisis response

- Risk-driven and evidence based

- Leveraging our systems of human services more effectively to meet community needs

CSWB planning – a key role for CMSMs and DSABs

- "Service system management is about organizing the human services and other infrastructure to provide individuals and families with the easiest way to access the levels of support they need to keep themselves or their families at a minimum stable, and at the optimum, thriving."

- "By leveraging relationships and aligning supports within local communities, CMSMs and DSSABs make the best use of available resources, minimize duplication within the service system and optimize outcomes for people in need."

OMSSA
ONTARIO MUNICIPAL SOCIAL SERVICES ASSOCIATION

Integrated Human Service System Management
Connecting Need and Resources at the Local Level

May 2014

Ontario Municipal Social Services Association
1 Dundas Street West, Suite 2500
Toronto, Ontario M5G 1Z3
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Community Safety and Well-Being Planning in Ontario

Ontario Municipal Social Services Association Policy Conference

Presented by: Ministry of the Solicitor General

Wednesday December 4, 2019

Ontario

Purpose

- To provide an overview of the new legislative requirements related to mandating community safety and well-being (CSWB) planning under the current *Police Services Act.*

- To provide an overview of Ontario's modernized approach to CSWB, including:
  - ✓ the CSWB Planning Framework; and
  - ✓ the CSWB planning process.

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Mandating CSWB Planning

- New legislative amendments outlined under Part XI, Section 143 of the current *Police Services Act* (1990) mandates every municipal council to prepare and adopt a CSWB plan.
  - ✓ First Nation band councils are encouraged to engage in CSWB planning but will not be required to do so by legislation.

- This new legislative requirement for CSWB planning came into force on January 1, 2019, and municipalities have two years from this date to prepare and adopt a plan (i.e., by January 1, 2021) [s. 143 (3)].

- Under the legislation [s. 4 (1)], the responsibility to prepare and adopt a CSWB plan applies to:
  - ✓ single-tier municipalities;
  - ✓ lower-tier municipalities in the County of Oxford and in counties; and
  - ✓ regional municipalities, other than the County of Oxford.

- Municipalities have the discretion and flexibility to develop joint plans with surrounding municipalities or First Nation communities [s.143 (2)].

Ministry of the Solicitor General

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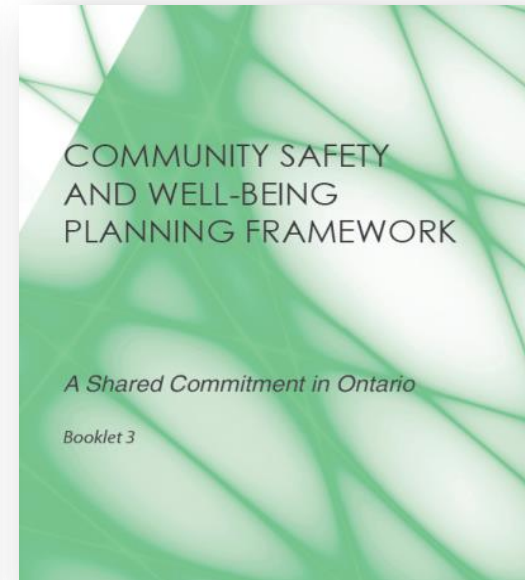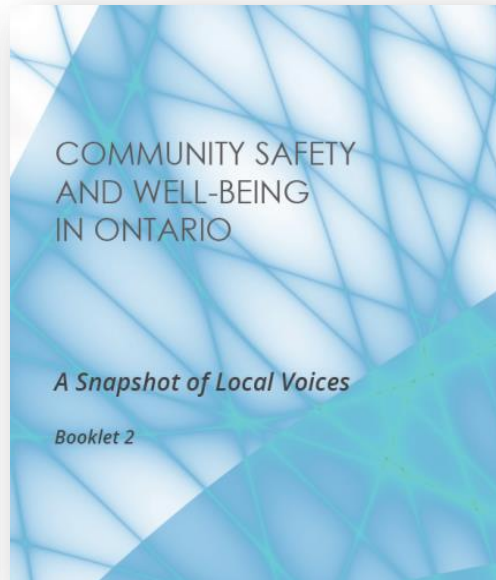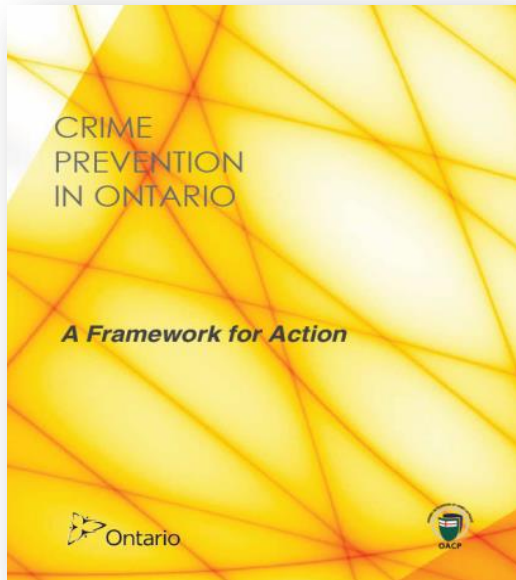# Mandating CSWB Planning (cont'd)

Additional legislative requirements related to CSWB planning include:

- Establishing a multi-sectoral advisory committee, including representatives from, but not limited to [s. 145 (3)]:
  - ✓ LHINs or health/mental health services;
  - ✓ Educational services;
  - ✓ Community/social services (if there is such an entity);
  - ✓ Community/social services to children or youth (if there is such an entity);
  - ✓ Custodial services to children or youth (if there is such an entity);
  - ✓ Municipal council member or municipal employee;
  - ✓ The police service board or a detachment commander (or delegate);
  - ✓ The chief of police of a police service that provides policing in the area (or delegate).
    - o New addition under the *Comprehensive Ontario Police Service Act, 2019*

- Conducting consultations with the advisory committee, members of public, including youth, members of racialized groups and of First Nations, Métis and Inuit communities, as well as community organizations that represent these groups [s. 145 (6)].

- Contents of the plan [s. 146]:
  - ✓ Identifying priority risk factors (e.g. without limitation, systemic discrimination and other social factors that contribute to crime, victimization, addiction, drug overdose and suicide);
  - ✓ Identifying strategies to reduce the prioritized risk factors (e.g. new services, changing/coordinating existing services);
  - ✓ Setting measurable outcomes.

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Mandating CSWB Planning (cont'd)

- Regulatory requirements related to CSWB planning include [s. 149 (2), O. Reg. 527/18]:

  - ✓ Publishing a completed CSWB plan within 30 days after adopting the plan in the following manner:
    - Online;
    - In print for review by anyone who requests it; and
    - In any other manner or form determined by the municipality.

- Additional regulations prescribing requirements related to monitoring, evaluating, reporting, and reviewing of the CSWB plan may be outlined at a later date.
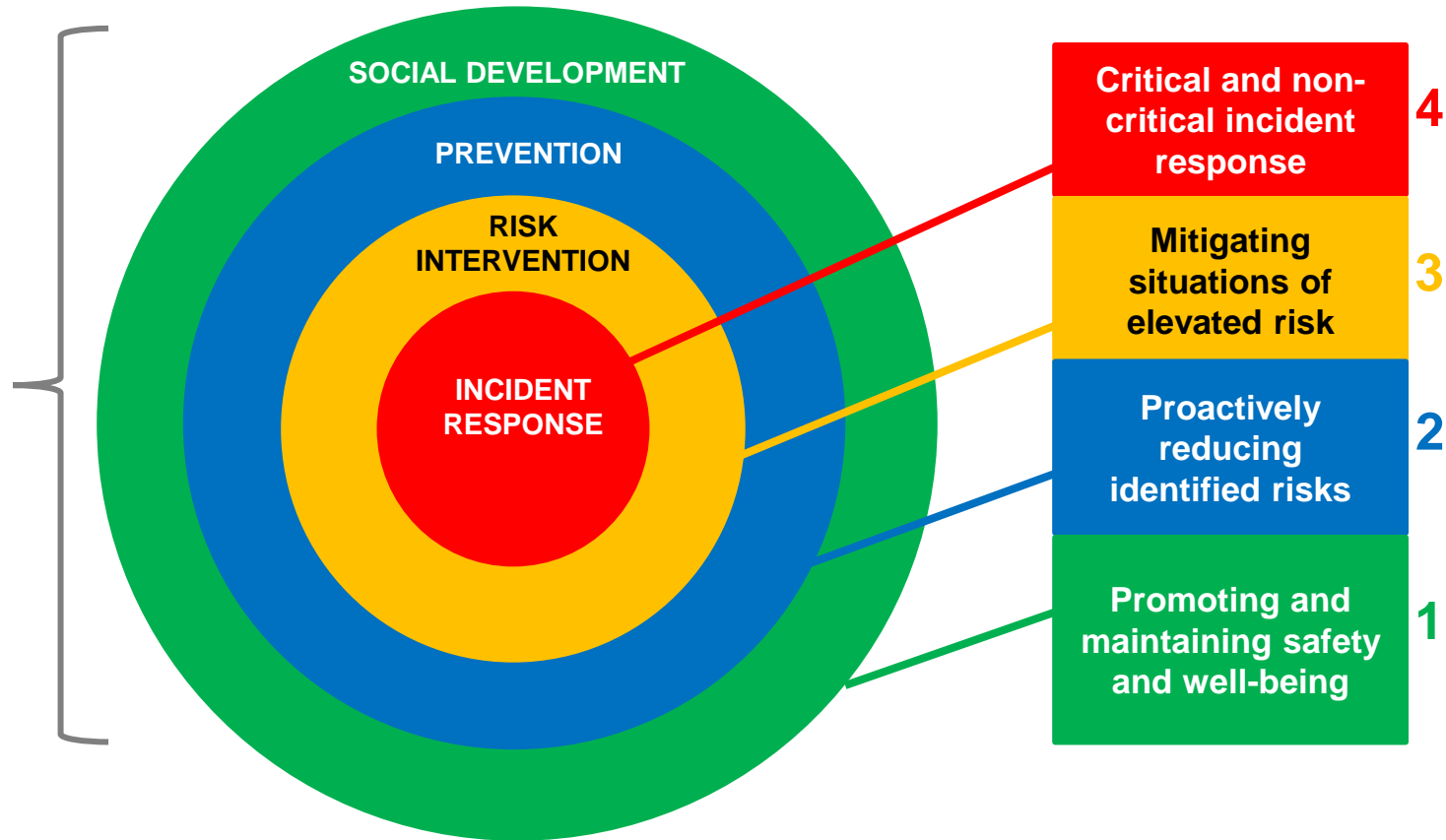
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Context

CRIME PREVENTION IN ONTARIO

A Framework for Action

Ontario

COMMUNITY SAFETY AND WELL-BEING IN ONTARIO

A Snapshot of Local Voices

Booklet 2

COMMUNITY SAFETY AND WELL-BEING PLANNING FRAMEWORK

A Shared Commitment in Ontario

Booklet 3

2012 → **2014** → **2017**

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CSWB Planning Framework

Areas of Focus:

Collaboration

Information Sharing

Performance Measurement

SOCIAL DEVELOPMENT

PREVENTION

RISK INTERVENTION

INCIDENT RESPONSE

4 Critical and non-critical incident response

3 Mitigating situations of elevated risk

2 Proactively reducing identified risks

1 Promoting and maintaining safety and well-being

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INCIDENT RESPONSE

- Critical and non-critical incidents requiring first responders (e.g., police, fire, EMS)

- Police as the primary response to persons in crisis, often non-criminal in nature

- Significant resources that could be better dedicated to reducing the number of incidents requiring enforcement/corrections (e.g., reactive vs. proactive)

- Limited information being shared about the incident at hand

- Focused on output measures (e.g., number of calls for service, number of complaints received, response times)

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RISK INTERVENTION

- Reduce harm before critical or non-critical response is required (e.g., situations of acutely elevated risk)

- Implement immediate multi-sector responses (e.g., Situation Tables, the Violent Threat Risk Assessment protocol) to address multiple risk factors

- Collaboration between acute care agencies (e.g., mental health, addictions, transitional housing)

- Collect risk-based data (e.g., Risk-driven Tracking Database)

- Outcomes focused on mitigating harm (e.g., reduction in emergency room visits and victimization rates)

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Proactively identify and address local risk factors before they escalate

Use evidence and data to inform programs/policies

Implement integrated programs that involve various sectors working together to address priority issues for vulnerable groups

Engage non-traditional groups in crime prevention efforts (e.g., local Business Improvement Areas, libraries)

Outcomes focused on the result of prevention efforts (e.g., increased feeling of safety)

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SOCIAL DEVELOPMENT

- Long-term investment to improve the social determinants of health and well-being (i.e., the underlying conditions shaping daily life)

- Address complex social issues (e.g., poverty, mental health, homelessness) using an integrated, multi-sectoral approach
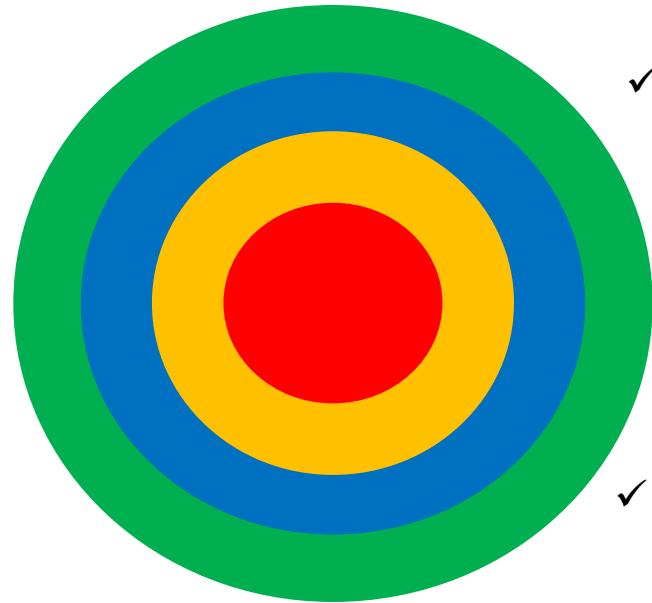
- Ensure awareness of/access to services in the community

- Challenge institutional boundaries and organizational culture at the systemic level

- Outcomes include quality of life indicators (e.g., health status, educational attainment rates)

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Critical Success Factors

✓ **Strength-Based -** Leverage existing resources, programs and services in the community

✓ **Risk-Focused -** Risk-based planning rather than incident-driven

✓ **Awareness & Understanding -** Ensuring all community members understand the benefits of, and their role in, CSWB planning

✓ **Highest Level Commitment -** Buy-in from individuals of influence (e.g., political leaders, decision makers) to champion the cause

✓ **Effective Partnerships -** Creating meaningful, integrated partnerships across multiple sectors

✓ **Evidence & Evaluation -** Using research and data to inform the planning process

✓ **Cultural Responsiveness -** Effectively interacting with, and responding to, the needs of diverse groups of people in the community

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Benefits of CSWB Planning

Better coordination of services

Enhanced collaboration among sectors
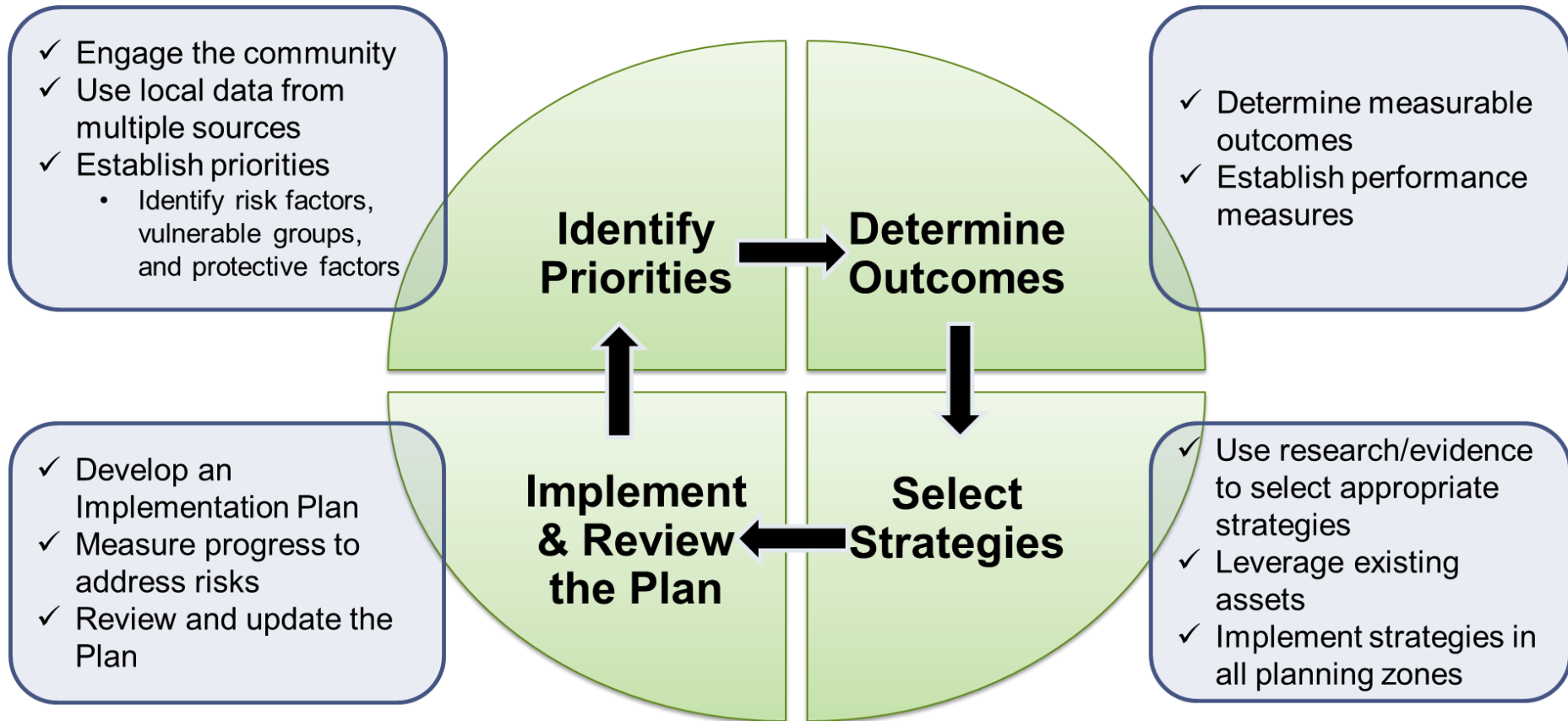
Significant cost-benefits

Increased understanding of risks & vulnerable groups
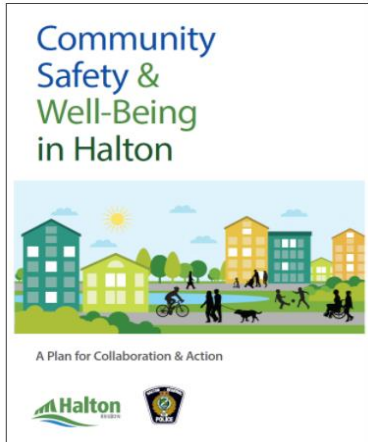
Transformation of service delivery

Individuals with complex needs receive appropriate services
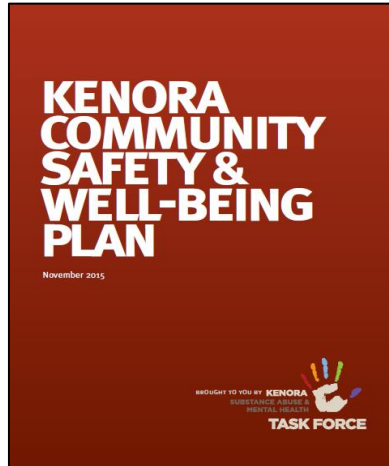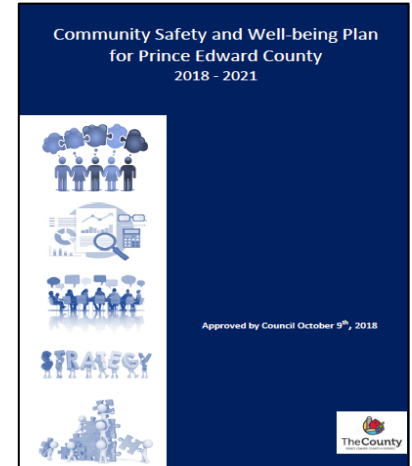
Increased awareness and access to services

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How to Plan

Engage the community
- ✓ Engage the community
- ✓ Use local data from multiple sources
- ✓ Establish priorities
  - Identify risk factors, vulnerable groups, and protective factors

- ✓ Determine measurable outcomes
- ✓ Establish performance measures

- ✓ Develop an Implementation Plan
- ✓ Measure progress to address risks
- ✓ Review and update the Plan

- ✓ Use research/evidence to select appropriate strategies
- ✓ Leverage existing assets
- ✓ Implement strategies in all planning zones

Identify Priorities → **Determine Outcomes** → **Select Strategies** → **Implement & Review the Plan** → (cycle back to Identify Priorities)

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Examples of Local CSWB Plans

Halton Region

Kenora

Prince Edward County

Thunder Bay

Bancroft

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Provincial Supports and Resources

Booklets #1, #2, and #3

Webinars hosted by the Ministry in Spring 2019

Ministry Grants

Guidance on Information Sharing in Multi-Sectoral Risk Intervention Models document

OPP Situation Table eModules

Risk-driven Tracking Database

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Questions?

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Appendix A: Additional Resources

Resource Booklets:

- Booklet 1 – *Crime Prevention in Ontario: A Framework for Action*

    ✓ http://www.mcscs.jus.gov.on.ca/sites/default/files/content/mcscs/docs/ec157730.pdf

- Booklet 2 – *Community Safety and Well-Being in Ontario: A Snapshot of Local Voices*

    ✓ http://www.mcscs.jus.gov.on.ca/sites/default/files/content/mcscs/docs/ec167634.pdf

- Booklet 3 – *Community Safety and Well-Being Planning Framework: A Shared Commitment in Ontario*

    ✓ https://www.mcscs.jus.gov.on.ca/sites/default/files/content/mcscs/docs/Booklet%203%20A%20Shared%20Commitment%20Final%20Dec%202018.pdf

Information Sharing:

- *Guidance on Information Sharing in Multi-Sectoral Risk Intervention Models*

    ✓ http://www.mcscs.jus.gov.on.ca/english/Policing/ProgramDevelopment/PSDGrantsandInitiatives.html

Situation Table E-Learning Package:

- http://www.wlu.ca/academics/faculties/faculty-of-human-and-social-sciences/centre-for-public-safety-and-well-being/situation-table.html.
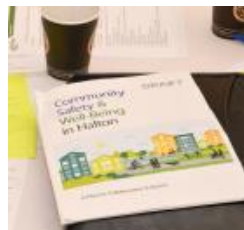
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Citations

[1] Jones, D et al. (2008). The Economic Return on PCCD's Investment in Research-based Programs: A Cost-Benefit Assessment of Delinquency Prevention in Pennsylvania. The Prevention Research Centre for the Promotion of Human Development.

[2] Institute for the Prevention of Crime (2009) Making Cities Safer: Action Briefs for Municipal Stakeholders. [Ottawa:ON]

[3] Public Safety Canada (2016). Tyler's Troubled Life: The story of one young man's path towards a life of crime. [Ottawa:ON]

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The Halton journey
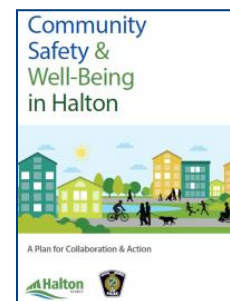

Community Safety & Well-Being in Halton

Situation Table
Launched in 2013

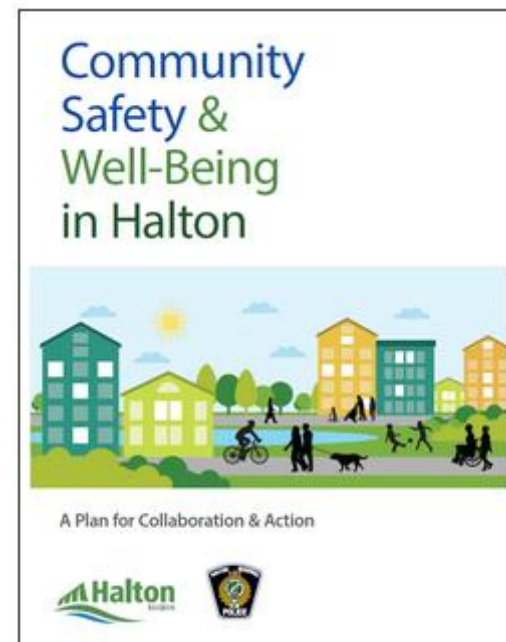Draft Plan approved
April 2017

Plan approved in
November 2017

Consultation
summer 2017

Implementation
January 2018

Legislation enacted
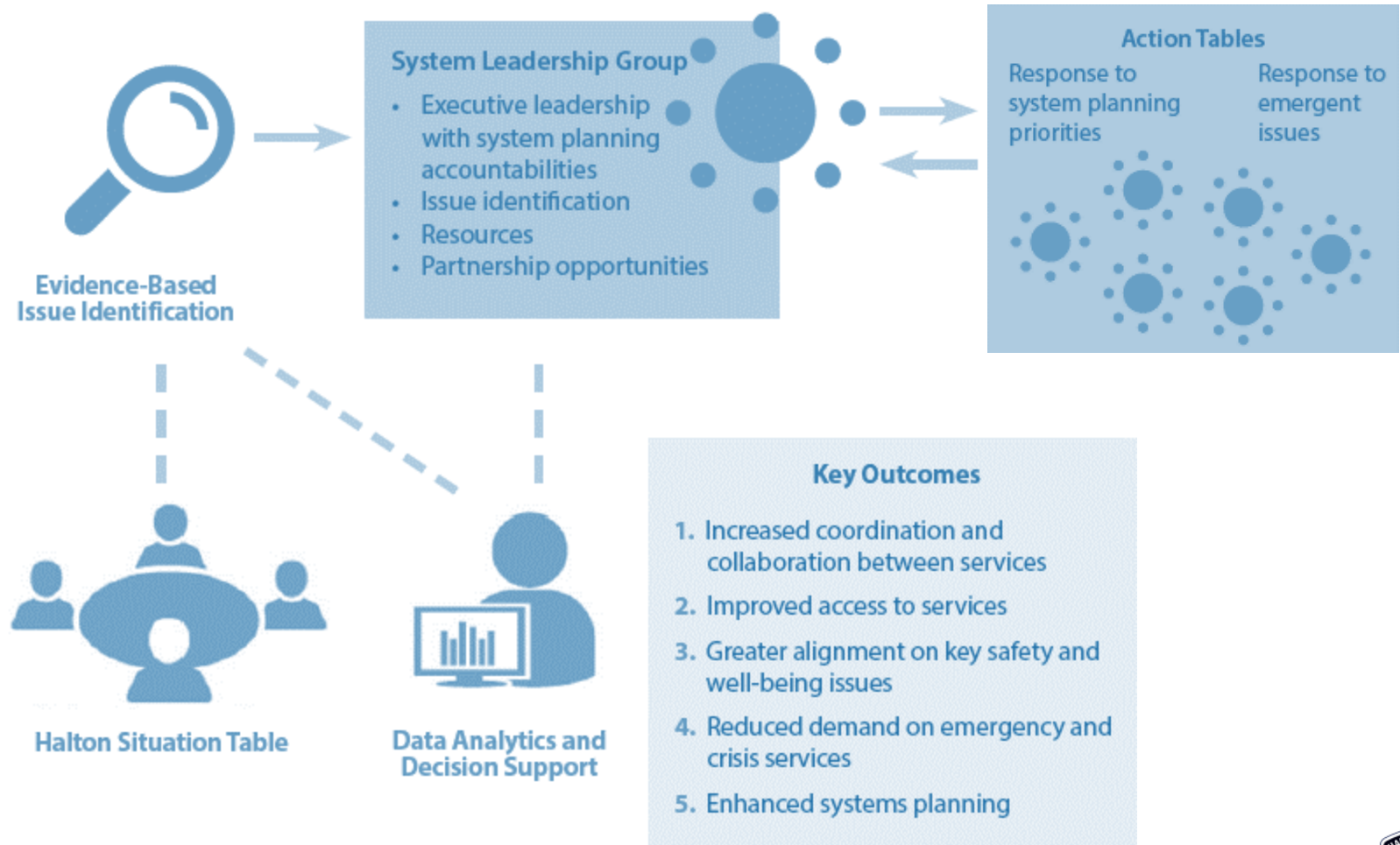January 2019

Plan launched
November 2017

CSWB Planning in Halton

- Living document – ongoing process of issue identification and planning

- Consistent vehicle for responding to system-level issues through multi-sector collaboration

- Emphasis on leveraging existing collaborative processes

- Grounded in provincial framework – promotes an upstream lens

Community Safety & Well-Being in Halton

A Plan for Collaboration & Action

The Halton 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

System Leadership Group (Advisory Council)

- Halton Region
- Halton Regional Police Service
- City of Burlington
- Town of Halton Hills
- Town of Milton
- Town of Oakville
- Conseil scolaire Viamonde

- Halton Catholic District School Board
- Halton District School Board
- Halton Healthcare
- Joseph Brant Hospital
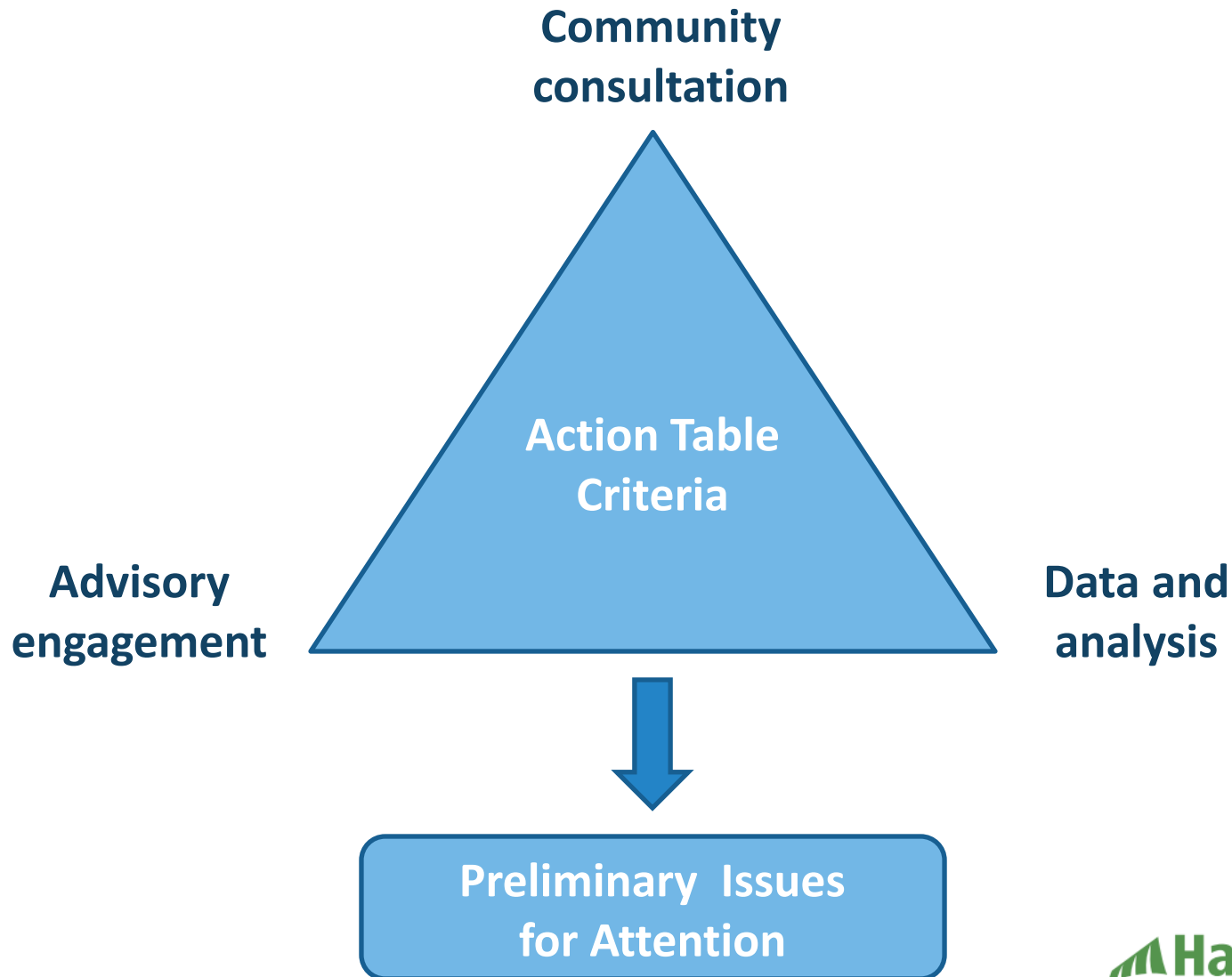- Hamilton Niagara Haldimand Brant LHIN
- Mississauga Halton LHIN

Community engagement

- Draft Plan as the basis of a multi-channeled community consultation:
  - Public meetings
  - Online survey
  - Targeted/emergent sessions
- *Began* the process of issue identification
- Wide range of issues brought forward

Setting priorities

CSWB initiatives

1. Access to mental health services for children and youth

   ▪ Designated point of contact and system navigation

2. Homelessness supports

   ▪ Coordinated access model

3. Police response to sexual assault

   ▪ Officer training and recommendations to PSB

4. Support for youth exiting care

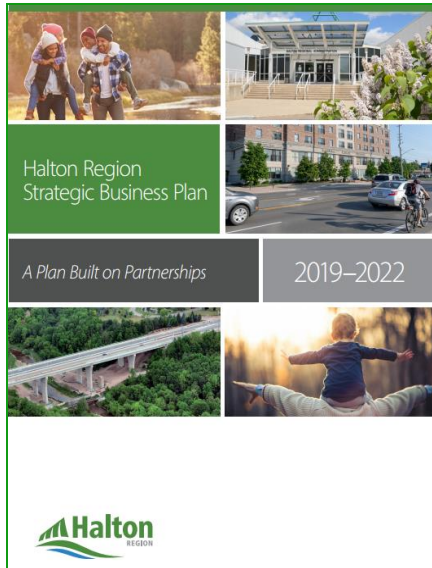   ▪ Pilot to connect youth exiting care to education, training and employment

CSWB initiatives

5. Population level approach to alcohol consumption

   ▪ Support policy response and develop community alcohol report

6. Proactive approach to isolation among older adults

   ▪ System navigation and community mobilization

7. Dual Diagnosis among youth

   ▪ Towards a Halton framework

8. Opioid misuse and related harms

   ▪ Towards a coordinated, community-based approach

Beyond the Plan – CSWB alignment

- *The Community Safety and Well-Being Plan model will guide strategic responses to community issues*

- *Leverage Halton Region Community Investment Fund to achieve Community Safety and Well-Being objectives*
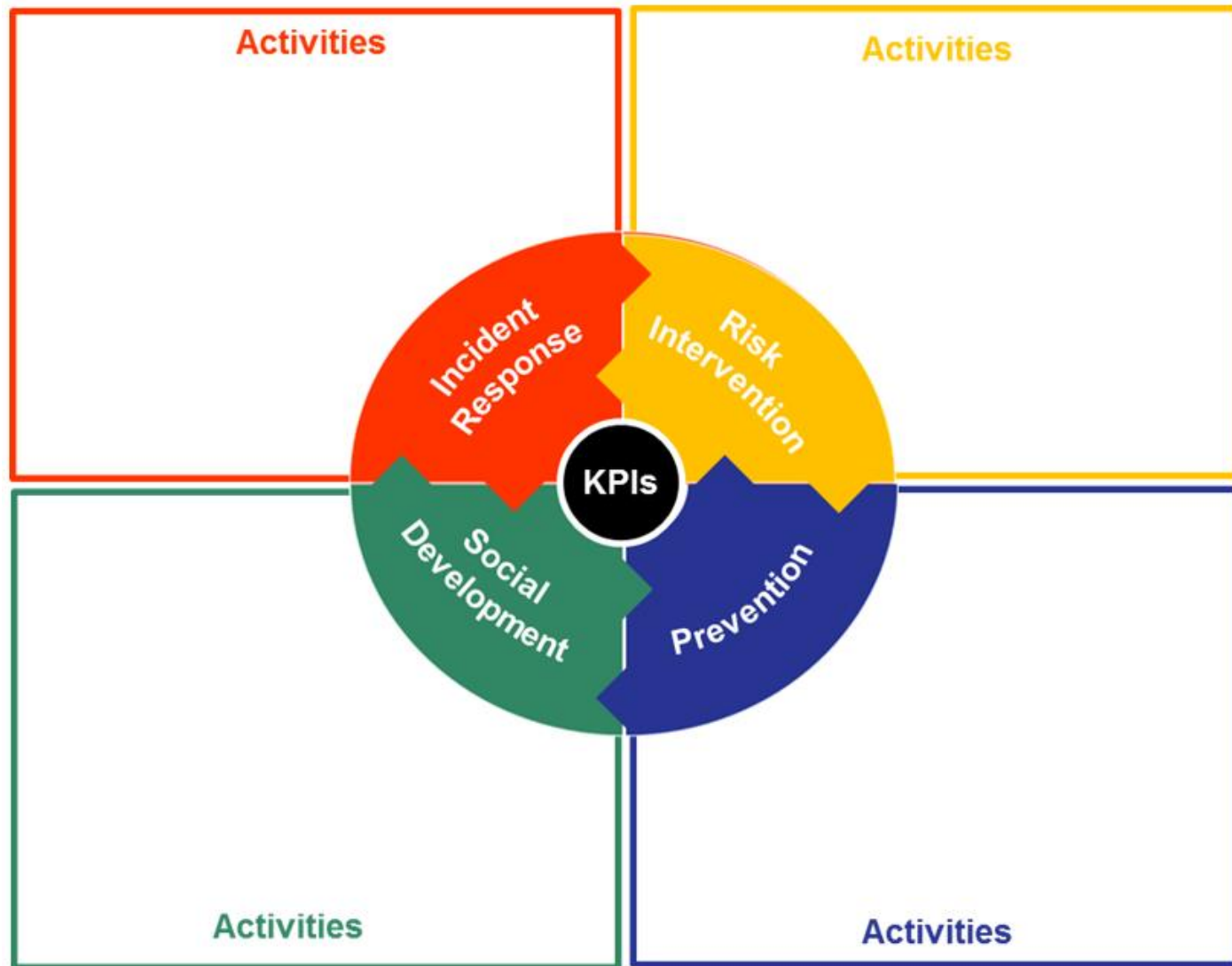

- *Community Safety and Well-Being is embedded in everyday decision-making and service delivery*

HRCIF-CSWB Alignment

Community Safety & Well-Being in Halton

- Engagement with System Leadership Group in development of funding recommendations

- Funding priorities realigned with Halton's CSWB planning objectives

- Alignment with provincial framework

- Tool to support Action Tables and emergent CSWB priorities (includes in-year flexibility)

- Issue identification and Action Table formation

CSWB alignment – Halton Regional Police objective setting

Data & Decision Support

Kendra Habing, Epidemiologist

Data & Decision Support

- Ensure decisions are based in evidence and local context

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

- Assist in issue identification

- Develop indicators of CSWB

- Measure outcomes of the CSWB initiative
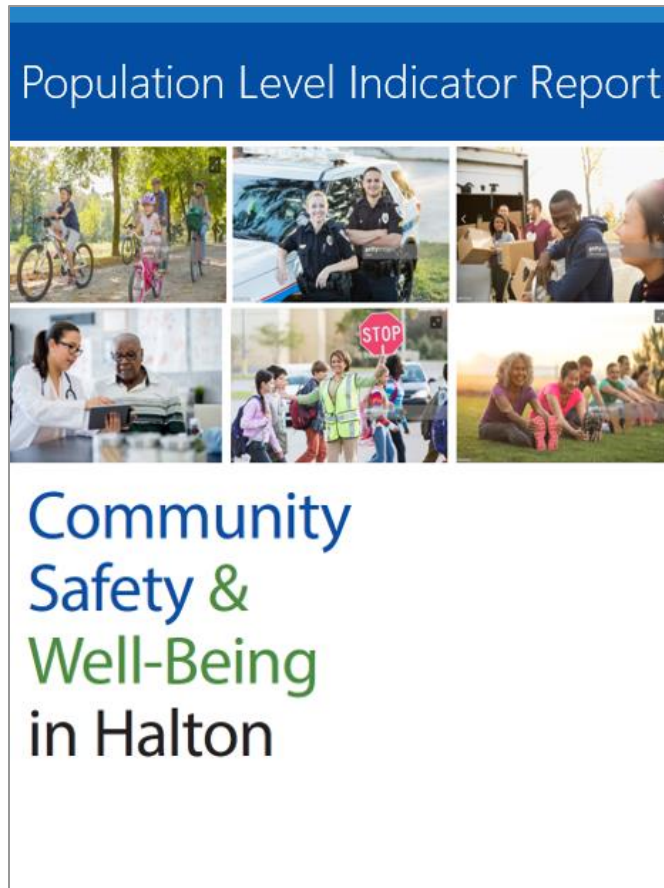
Community
Safety &
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Data & Decision Support Group

Comprised of data representatives from organizations that participate on the System Leadership Group and other data leaders in the community

Halton's CSWB Indicator Framework

Population Level Indicator Report

Community Safety & Well-Being in Halton

- Population level
- Baseline
- How are we doing?
- Where are we doing well? Where can we improve?
- How do we compare to the province?
- How are we changing over time?

Indicator Selection Criteria

Community
Safety &
Well-Being
in Halton

Existing and well-established

Regular collection

Geography

Valuable

Easy to communicate

Other Considerations:

- Representation of all Partners

- All 4 levels of intervention represented

Indicator Framework

The framework is organized into three domains:
Health, **Safety** and **Community Well-Being**.

Health

A community where everyone is supported to reach both physical and mental well-being.

Safety

A community where everyone can go about their daily activities without risk or fear of harm.

Community Well-being

A community where everyone is connected and engaged, with a vibrant, healthy environment and strong social supports.

Indicator Framework
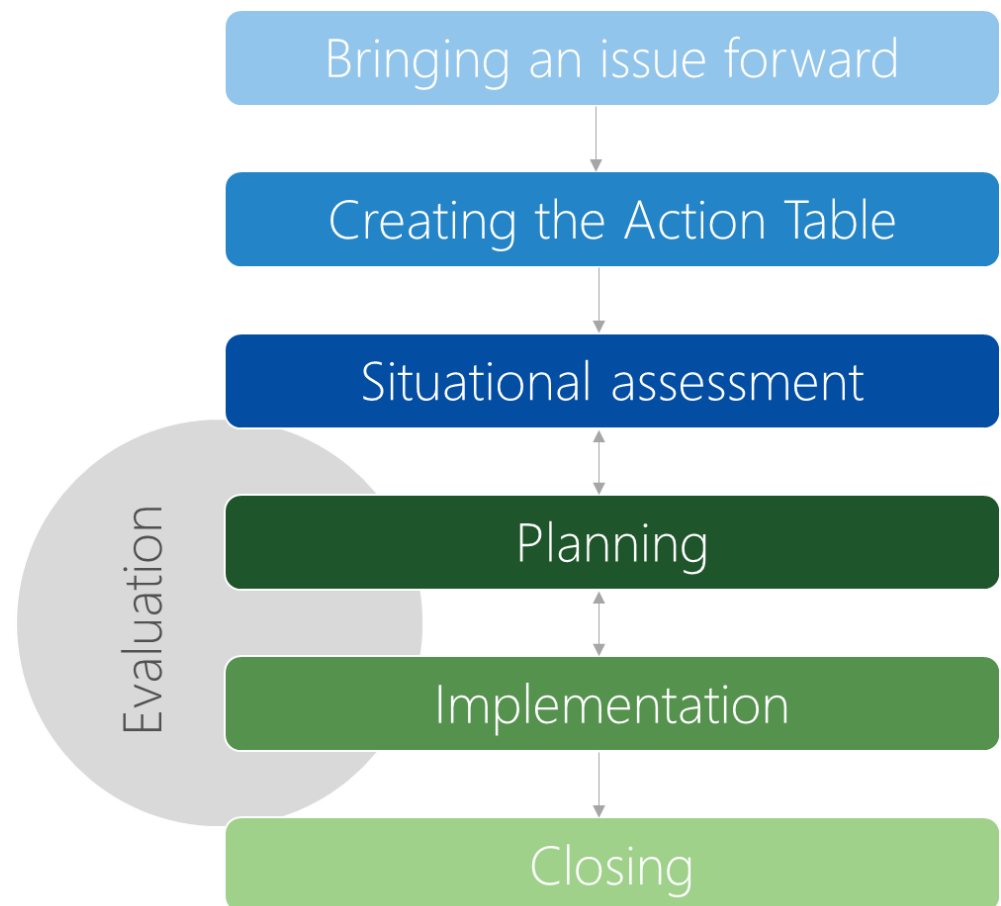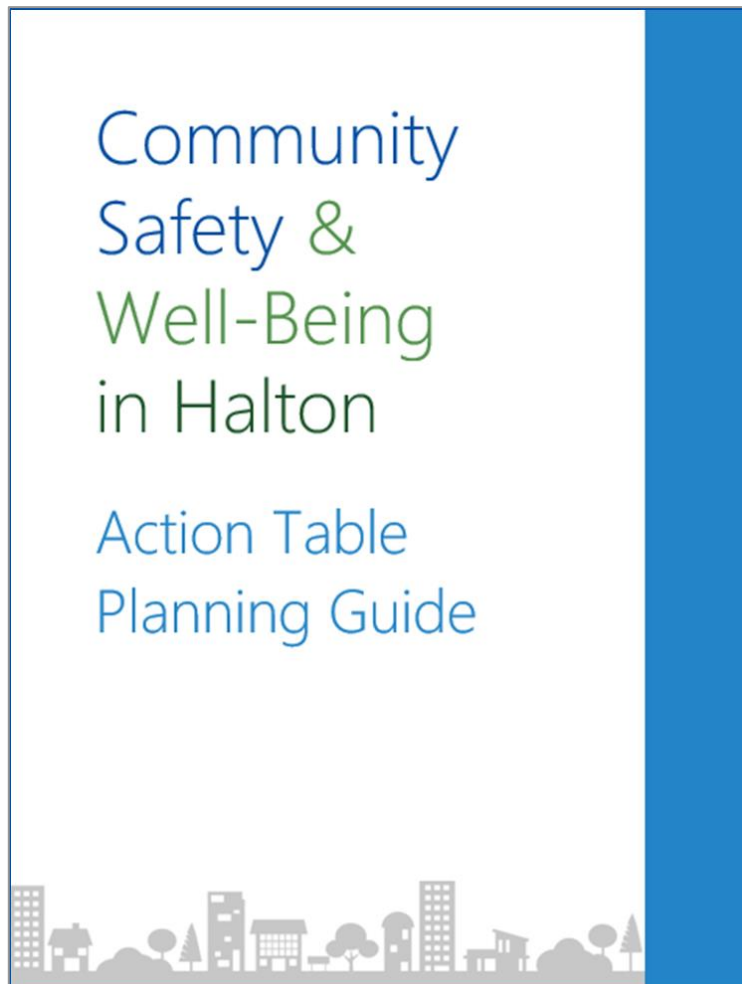
Community Safety & Well-Being in Halton

Health	Safety	Community Well-Being
Self-rated health	Crime Severity Index	Community belonging
Self-rated mental health	Violent Crime Severity Index	Neighbourhood cohesion
Emergency department visits for mental health conditions	Crime Rate	Living with low-income
Emergency department visits for substance misuse conditions	Situation table scenarios	Housing affordability
Mental Health Act apprehensions	Walking after dark	Homelessness
Alcohol consumption	Neighbourhood is a safe place to raise children	Early Development Instrument vulnerability
Smoking status	Safety at school	High school graduation
Physical activity	Falls in older adults	Post-secondary education
Food insecurity	Child injury	Employment status
Premature mortality	Motor vehicle collisions	Older adults living alone

Planning and Evaluation

Community
Safety &
Well-Being
in Halton

Action Table
Planning Guide

Bringing an issue forward

Creating the Action Table

Situational assessment

Planning

Implementation

Closing

Evaluation

Insights from implementation

- Validates critical success factors identified by Ministry of Solicitor General – e.g.
  - Commitment at the highest level
  - Asset based
- Dedicated backbone resource(s)
- Integrate data/planning supports early
- Important role of police services

Insights from implementation

- Governance and connectivity within the model

- Setting the scope/parameters of CSWB

- Navigating a wide range of policy environments and mandates

- Importance of strong community relationships

- Opportunity for a more cohesive, less siloed approach to community needs – leverage beyond the legislation

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