

Re: EX20.1

Policing Reform: ***Community Crisis Support Service***

Presentation to Executive Committee
January 27, 2021

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Policing Reform Themes



Alternative Community Safety
Response Models



Police Chief Selection Criteria



Police Budget and Budgetary
Transparency



Independent Auditing & Police
Service Accountability



Data Sharing & Information
Transparency



Police Conduct Accountability



Status & Implementation of
Recommendations

Re-Imagining Crisis Response



Underinvestment in mental health treatment over several decades & **lack of capacity in the community sector** has resulted in many people not receiving timely or appropriate support and **falling into distress as a result.**



32.4% increase in “person in crisis” calls received by the Toronto Police Service over the last 5 years.



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

Residents, communities and organizations have called on the City of Toronto to **reimagine a new non-police model of response** that is client-centred, trauma-informed, and reduces harm.

Engagements To Date



33 Community Roundtables

Hosted by 17 community orgs with 500+ participants



2 Public Surveys

Combined total of 6,384 responses



29 Key Subject Matter Experts Interviewed

Legal, health experts, front-line workers, academics, activists



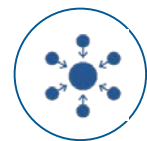
Public Opinion Poll

1000 person representative sample of Torontonians



Online Discussion Guide & Feedback Forms

- *Mitigate for COVID-19 restrictions*
- *5 community submissions received with 32 participants*



Alternative Community Safety Response Accountability Table

- *Representation from 50+ community organizations*
- *Ongoing*



Scan of 53 crisis response models from 50 jurisdictions

- *17 co-response models and 36 non-police led response models within Canada and internationally*

A Made-in-Toronto Approach

Pilot a community crisis support service led by community health partners that does not require the presence or intervention of the police in four areas across the City from 2022-2025, with a view to full scale city-wide implementation in 2026.

New Service Features:

Mobile Crisis Support Teams

- Multidisciplinary team (could include community nurses, crisis and harm reduction workers, people with lived-experience, case managers, Elders)
- Responds to non-emergency crisis calls involving “persons in crisis”, “wellness checks” and other calls to be determined.

Multiple Access Points

- “No wrong door” intake
- A non-police crisis line (potentially 211)
- Triage and call transfer to and from 911
- Direct line to service and outreach to and from service agency
- Available 24/7

Community-Based

- Grounded in anti-racism & anti-oppression
- Indigenous-led & Black-led anchor partners

Community Investment

- New funding stream to enable communities to support crisis prevention and post-crisis intervention (e.g. crisis beds)
- Intergovernmental advocacy for investment in mental health treatment system

How the Pilots Will Work

City's Role

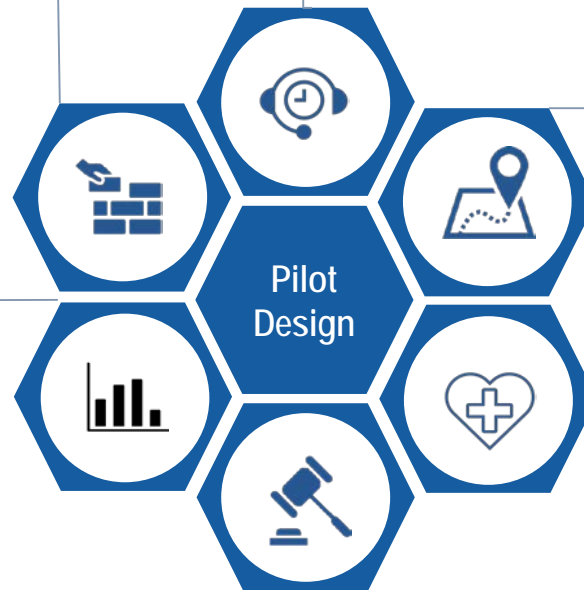
City will serve as **backbone support**, **intergovernmental advocacy lead**, develop **public education campaigns**, and identifying areas for **increased community investments**.

Evaluation

A **third-party** will lead **monitoring, evaluation and knowledge mobilization**, including developing a **community of practice** around crisis support.

Governance

Pilot Oversight Committee will shape and guide the pilot throughout implementation.



Access & Intake

Central intake partner will dispatch the calls to the appropriate pilot team.

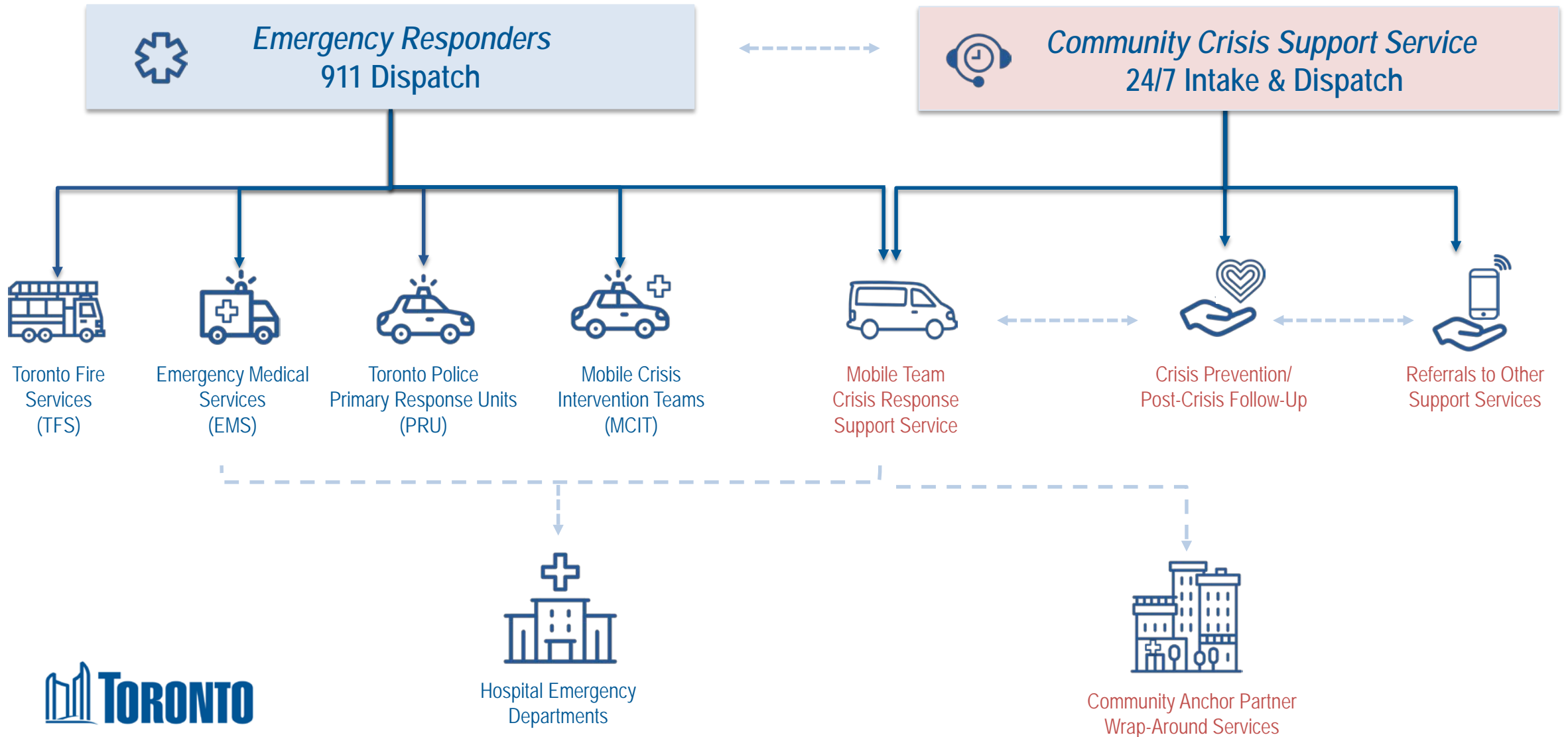
Anchor Agency

Anchored in a **health service provider** (e.g. Community Health Centre), the anchor partner would be funded to hire the mobile crisis teams.

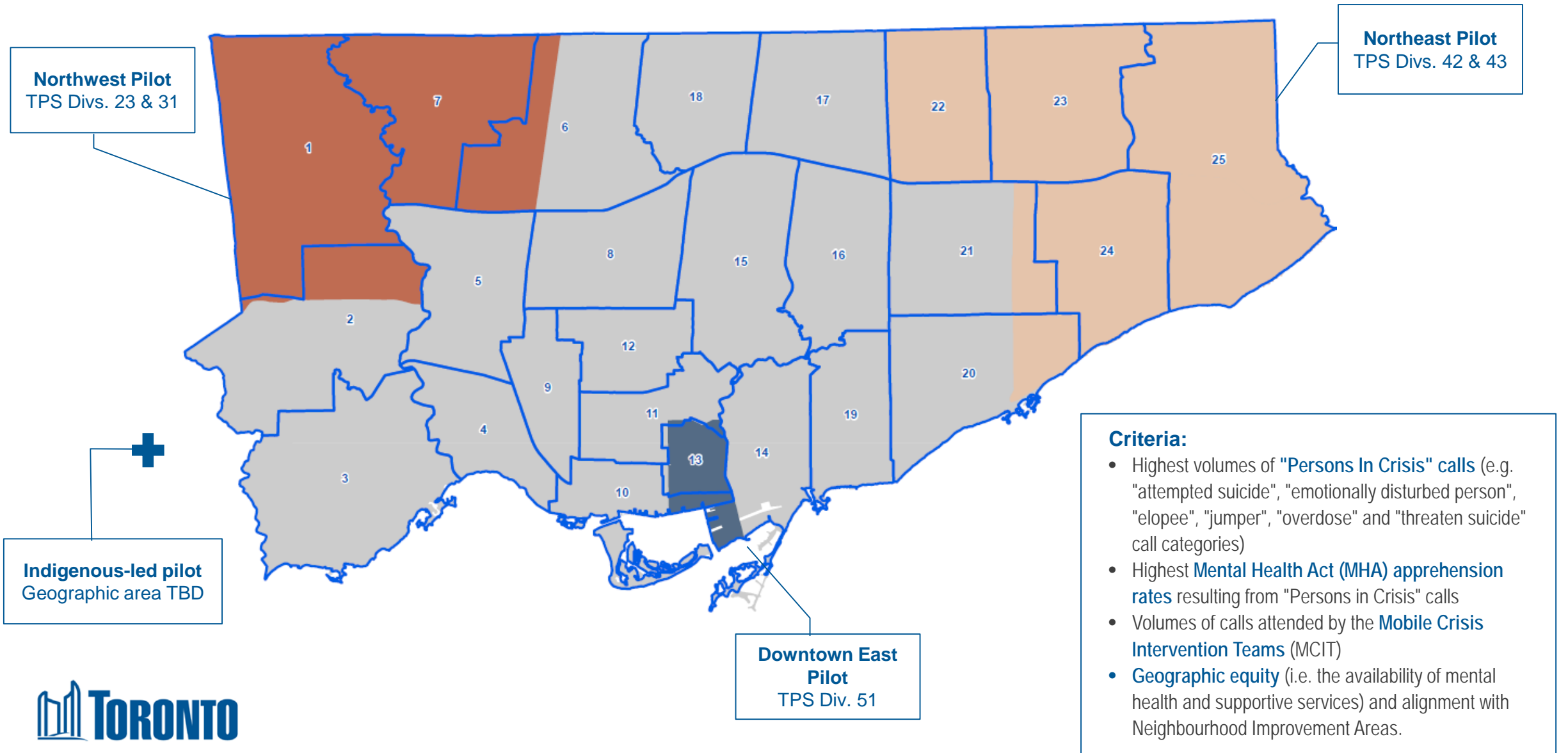
Pilot Teams

Each of the proposed **multi-disciplinary** community-based crisis response teams would comprise, **at minimum, two crisis workers** that respond to calls together to ensure mutual safety. Additional team members include a **case manager**, **holistic or culturally-specific mental health expert**, or other population-specific mental health or outreach worker to enable response to broad range of service calls.

Pathways to Response and Care



Proposed Pilot Geography



Budget Overview: A Starting Point

2021: Pilot development costs have been included in the Recommended 2021 Operating Budget for SDFA.

These include:

- building an evaluation framework,
- selecting anchor partners, and,
- organizing a public education to prepare residents to use the new service.

2022: Investment in the model will increase as all four pilots are launched.

Ongoing monitoring, evaluation and adjustment to pilots make impact successive annual budgets.

Pilot Component	2021	2022	2023	2024
Mobile Crisis Team	\$916,908.00	\$6,571,338.00	\$5,857,438.00	\$5,857,438.00
City Staff to support pilots	\$560,629.40	\$ 476,629.40	\$ 477,436.20	\$478,436.20**
Targeted Community Investment (for Preventative and Post-Crisis Interventions)	\$-	\$ 500,000.00	\$ 500,000.00	\$ 500,000.00
Crisis Call Intake & Triage	\$100,000.00	\$ 300,000.00	\$ 300,000.00	\$ 300,000.00
Public Education Campaign	\$ 74,213.00	\$ 50,000.00	\$ 50,000.00	\$ 50,000.00
Evaluation & Knowledge Mobilization	\$ 50,000.00	\$ 75,000.00	\$ 30,000.00	\$ 25,000.00
Pilot Oversight Committee Honoraria	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00	\$ 5,000.00
TOTAL	\$1,706,750.40	\$7,977,967.40	\$7,219,874.20	\$7,215,874.20

Next Steps

