

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

Presentation to Aboriginal Affairs Advisory Committee
February 10, 2021

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



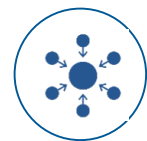
Public Opinion Poll

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

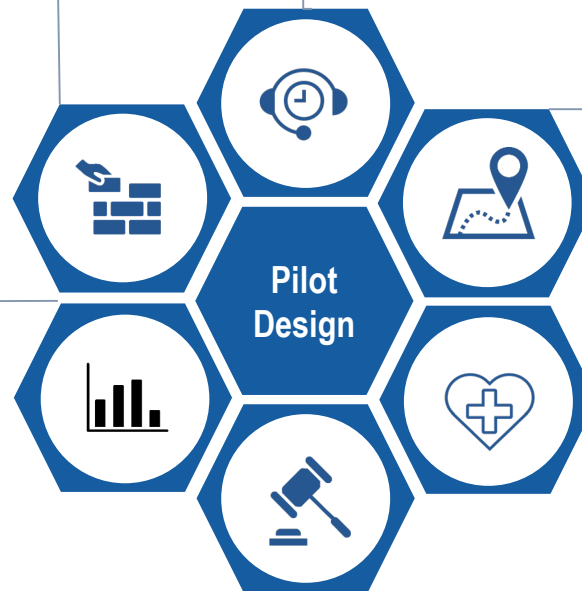
Central intake partner will dispatch the calls to the appropriate pilot team.

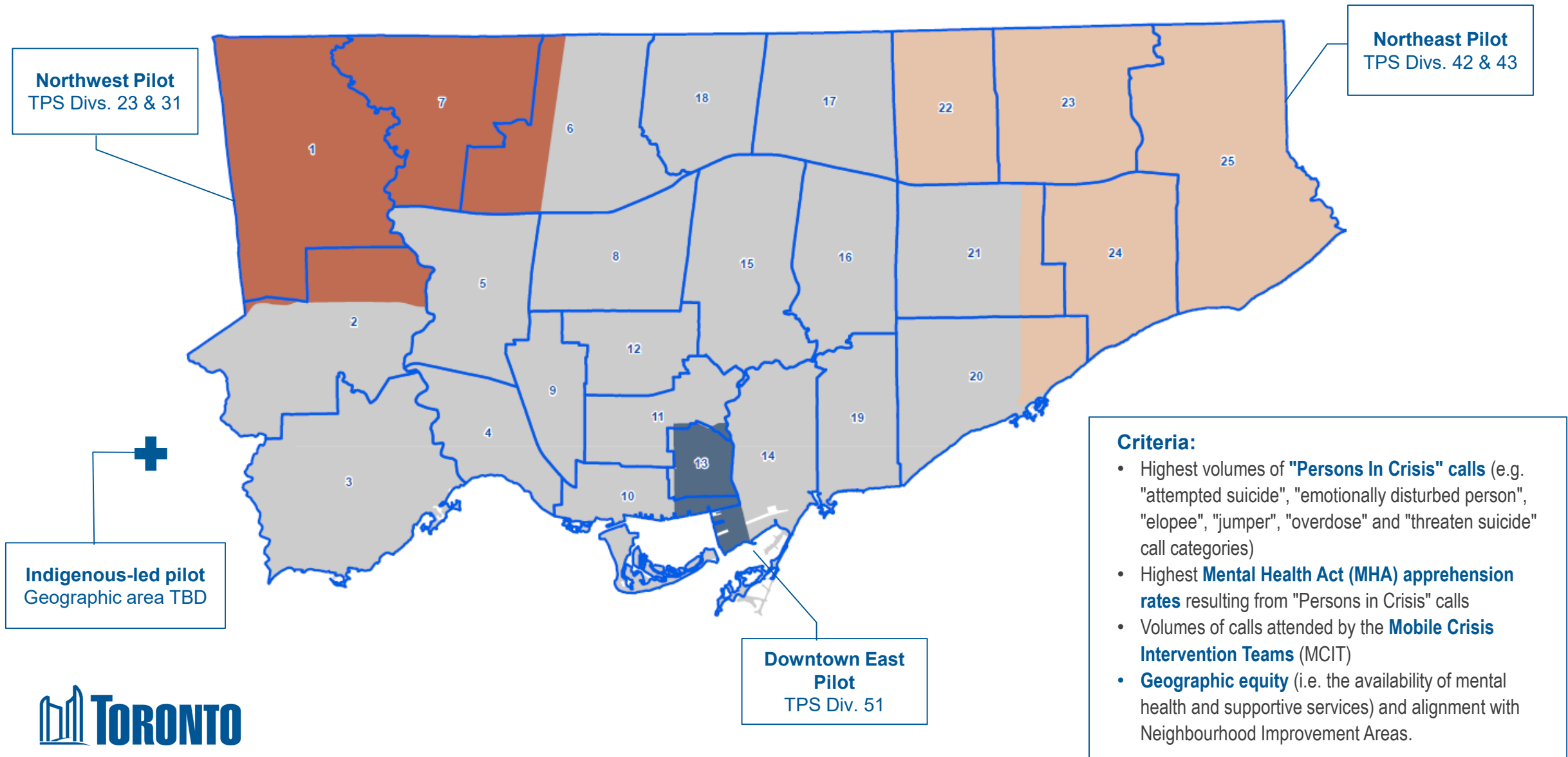
Anchor Agency

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.





Next Steps

