

## Attachment 2: Summary of Community Crisis Support Service Pilots



### Community Crisis Support Service Pilots Locally Responsive Implementation

Learnings from other jurisdictions nationally and internationally have demonstrated that approaches to serving the City's most vulnerable residents are most effective when they are community driven and locally focused. The pilots will be built with a consistent level of service standardization alongside unique place-based interventions as necessary. Some areas of overlap and divergence are outlined in the chart below:

	Service Approach	Case Management	Crisis Teams	Outreach Teams
<b>Core Service Offerings</b>	<ul style="list-style-type: none"> <li>All pilots will be grounded in harm-reduction, trauma informed and consent-based service.</li> </ul>	<ul style="list-style-type: none"> <li>All pilots will offer referrals for complex case management and follow-up supports.</li> </ul>	<ul style="list-style-type: none"> <li>All pilots have multidisciplinary crisis response teams available 24 hours per day, seven days per week to provide mobile crisis response.</li> </ul>	<ul style="list-style-type: none"> <li>All pilots will have community resource navigators who will provide access to ongoing support and follow-up within 48 hours of the initial visit. Local Community Advisory Tables will also be established in each pilot region.</li> </ul>
<b>Place-based Interventions</b>	<ul style="list-style-type: none"> <li>Each pilot will have a specific service delivery framework informed by the organizations approach to wellness.</li> </ul>	<ul style="list-style-type: none"> <li>Each pilot will feature different key partners and referral networks based on existing partnerships and collaborations.</li> </ul>	<ul style="list-style-type: none"> <li>The specific makeup of crisis teams will vary across each of the pilot regions.</li> </ul>	<ul style="list-style-type: none"> <li>The manner by which ongoing support and follow-up occurs will differ across pilot areas based on key referral pathways.</li> </ul>

Taking the above place-based interventions into consideration, the below chart highlights some of the key component of each of the four pilots as well as their approach to wellness:

Pilot Area & Lead Organization	Collaborative Partners	Approach to Wellness				TPS Division & Boundaries
<b>NORTHEAST</b> <b>TAIBU Community Health Centre</b> <i>Anticipated Launch Date: March 2022</i>	<ul style="list-style-type: none"> <li>Black Health Alliance</li> <li>Canadian Mental Health Association of Toronto</li> <li>Centre for Addiction and Mental Health</li> <li>Hong Fook Mental Health Association</li> <li>Scarborough Centre for Healthier Communities</li> <li>Scarborough Health Network</li> <li>Strides Toronto</li> </ul>	<b>Service Approach</b> <ul style="list-style-type: none"> <li>Offers service from an Afrocentric model of mental health and wellbeing.</li> <li>A collaborative governance model will ensure representation from community members with lived-experience</li> <li>Focus will be on providing well-coordinated, connected, comprehensive, timely, holistic service provision that address the impacts of underlying social determinants of health factors.</li> </ul>	<b>Case Management</b> <ul style="list-style-type: none"> <li>Key referral pathways include Canadian Mental Health Association of Toronto crisis beds, Hong Fook Mental Health Association and Centre for Addiction and Mental Health for specialized case management and peer support, Scarborough Centre for Health Communities for primary care, Scarborough Health Network for acute care, and Strides Toronto for post crisis follow-up for children and youth under sixteen, families and neurodiverse communities.</li> </ul>	<b>Crisis Teams</b> <ul style="list-style-type: none"> <li>Multidisciplinary teams of Community Crisis Specialists that include nurses, peer specialists, mental health clinicians, addictions or concurrent disorders specialists</li> <li>Staff experience and training will include but not be limited to crisis assessment and intervention, harm reduction, anti-oppressive practice, client-centred and recovery-oriented care, trauma-informed care, and culturally competent care.</li> <li>Case Managers will provide back-up support to the mobile team and coordinate access to post-crisis support.</li> </ul>	<b>Outreach Teams</b> <ul style="list-style-type: none"> <li>Pilot will incorporate strong outreach and community engagement to build positive relationships within the surrounding neighbourhood.</li> <li>Wellness Outreach Workers will conduct outreach in the community with the aim of promoting the mobile crisis and post-crisis services while also conducting assessment of needs and identifying challenges and barriers faced by community members in order to either prevent crises from occurring or coordinate early intervention services to support community members.</li> </ul>	<b>Division 43:</b> <ul style="list-style-type: none"> <li>West: Victoria Park Ave.</li> <li>North: Steeles Ave. E.</li> <li>East: Pickering Town Line, Scarborough limit, Little Rouge River, Rouge River</li> <li>South: Highway 401</li> </ul> <b>Division 42:</b> <ul style="list-style-type: none"> <li>West: Victoria Park Ave.</li> <li>North: Steeles Ave. E</li> <li>East: Pickering Town Line, Scarborough limit, Little Rouge River, Rouge River</li> <li>South: Highway 401</li> </ul>

**Attachment 2: Summary of Community Crisis Support Service Pilots**

Pilot Area & Lead Organization	Collaborative Partners	Approach to Wellness			TPS Division & Boundaries	
<p><b>DOWNTOWN EAST</b></p> <p><b>Gerstein Crisis Centre</b></p> <p><i>Anticipated Launch Date: March 2022</i></p>	<ul style="list-style-type: none"> <li>Centre for Addiction and Mental Health</li> <li>The Empowerment Council</li> <li>Family Services Toronto</li> <li>Health Access St. James Town</li> <li>Inner City Health Associates</li> <li>Parkdale Queen West Community Health Centre</li> <li>Regent Park Community Health Centre</li> <li>Sound Time Support Services</li> <li>Strides Toronto</li> <li>Toronto North Support Services</li> <li>Unity Health Toronto</li> <li>WoodGreen Community Services</li> </ul>	<p><b>Service Approach</b></p> <ul style="list-style-type: none"> <li>Operates from a strengths-based, non-medical, trauma informed, harm reduction approach that respects individuals' abilities to define their own identities, experiences, and goals. Sound Times Support Services and the Empowerment Council will act in advisory roles as a voice for people living with mental health and substance use needs.</li> </ul>	<p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>Key referral pathways include, access to Unity Health Toronto's Rapid Access Addiction Medicine clinic and emergency psychiatry care, access to crisis support services for individuals with complex needs through Griffin Community Support Network, access to short-term counselling (up to six session free of charge) through Family Services Toronto, and access to primary care and mental health and addictions services through Inner City Health Associates.</li> <li>The pilot teams will directly coordinate with the Here2Help team, a specialized community-based de-escalation and outreach team that provides a rapid response to immediate concerns of crisis or non-violent conflict in two neighbourhoods in downtown east Toronto</li> <li>Like the Northeast pilot, Strides Toronto will provide post crisis follow-up for children and youth under sixteen, while Toronto North Support Services will provide post-crisis follow-up for adults ages sixteen and older.</li> </ul>	<p><b>Crisis Teams</b></p> <ul style="list-style-type: none"> <li>The Mobile Crisis Team will be comprised of Community Crisis Intervention Workers who will have three to five years of work experience in the field and a broad range of experience and education, including lived experience.</li> <li>All workers will be trained in crisis intervention, de-escalation, suicide intervention, harm reduction, and work from a strengths-based, trauma informed, anti-oppressive, anti-racist perspective, and are also expected to be knowledgeable about community resources and system navigation.</li> </ul>	<p><b>Outreach Teams</b></p> <ul style="list-style-type: none"> <li>Will develop a community outreach and education strategy which may include community town Halls, focus groups, flyers, promotional materials and outreach in the local community (e.g. libraries, community centres, grocery stores)</li> </ul>	<p><b>Division 51:</b></p> <ul style="list-style-type: none"> <li>West-Yonge St., Dundas Sq., Victoria St., Dundas St. E, Yonge St.</li> <li>North-Bloor St. E, Prince Edward Viaduct</li> <li>East-Don River, Lakeshore Blvd. E, Don Roadway</li> <li>South-Toronto shoreline stores)</li> </ul>
<p><b>NORTHWEST</b></p> <p><b>Canadian Mental Health Association of Toronto</b></p> <p><i>Anticipated Launch Date: June 2022</i></p>	<ul style="list-style-type: none"> <li>Addiction Services Central Ontario (ASCO)</li> <li>Black Creek Community Health Centre</li> <li>Black Health Alliance</li> <li>CAFCAN Social Services</li> <li>Jane/Finch Centre</li> </ul>	<p><b>Service Approach</b></p> <ul style="list-style-type: none"> <li>Service founded on a commitment to anti-racist, anti-oppressive practice and culturally safe approaches.</li> <li>Pilot is founded on a model of collaborative governance that highlights the importance of Black-led, Black-serving and Black-mandated organizations</li> </ul>	<p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>Access to primary care will be provided by Black Creek and Rexdale Community Health Centres. Addiction Services Central Ontario will provide access to their Rapid Access Addiction Medicine (RAAM) clinic.</li> <li>Counselling will be provided by ASCO, CAFCAN,</li> </ul>	<p><b>Crisis Teams</b></p> <ul style="list-style-type: none"> <li>Interdisciplinary mobile teams will managed by the Canadian Mental Health Association of Toronto. While the follow-up and community resource navigation teams will be led by Jane/Finch Community and Family Centre and Yorktown Family Services.</li> </ul>	<p><b>Outreach Teams</b></p> <ul style="list-style-type: none"> <li>The Community Engagement Lead will manage community outreach and resident engagement with hard to reach segments of the community.</li> </ul>	<p><b>Division 23</b></p> <ul style="list-style-type: none"> <li>West: Highway 427, Renforth Rd.</li> <li>North: Steeles Ave. W, Etobicoke limit</li> <li>East: Humber River</li> <li>South: Eglinton Ave. W</li> </ul> <p><b>Division 31:</b></p> <ul style="list-style-type: none"> <li>West: Humber River</li> </ul>

**Attachment 2: Summary of Community Crisis Support Service Pilots**

Pilot Area & Lead Organization	Collaborative Partners	Approach to Wellness			TPS Division & Boundaries	
	<ul style="list-style-type: none"> <li>Rexdale Community Health Centre</li> <li>Yorktown Family Services</li> </ul>	<ul style="list-style-type: none"> <li>This pilot will seek to center those most at risk of experiencing psychosis due to systemic barriers including anti-Black racism, anti-Indigenous racism, language barriers, homophobia, transphobia and ableism.</li> </ul>	<p>Jane/Finch Centre, and Yorktown; access to Safe Beds will be provided by the Canadian Mental Health Association of Toronto.</p> <ul style="list-style-type: none"> <li>Black Health alliance will play an advisory role.</li> </ul>			<ul style="list-style-type: none"> <li>North: Etobicoke limit, Steeles Ave. W</li> <li>East: Canadian National Railway line</li> <li>South: Highway 401</li> </ul>
<p><b>DOWNTOWN WEST</b></p> <p><b>2-Spirited People of the 1<sup>st</sup> Nations</b></p> <p><i>Anticipated Launch Date: June 2022</i></p>	<ul style="list-style-type: none"> <li>ENAGB Indigenous Youth Agency</li> <li>Parkdale Queen West Community Health Centre</li> </ul>	<p><b>Service Approach</b></p> <ul style="list-style-type: none"> <li>Maawinizo-wiidookidaading Maanda Pii Mineskaag “Supporting Each Other in this Time of Need” is an Indigenous-led approach in which the individual is at the centre of the medicine wheel. The model seeks to support the individual to move outward in the circle through supporting the balance of their physical, spiritual, emotional and mental health and wellness.</li> <li>The approach is grounded in harm reduction to provide rapid, client-centered, trauma-informed, culturally grounded, anti-racist support to those experiencing crisis.</li> <li>Goals and objectives are to reduce the institutional harm and trauma experienced when going through a crisis and instead provide systems of support to help balance physical, mental, emotional and spiritual health and wellness based on the social determinants of health.</li> </ul>	<p><b>Case Management</b></p> <ul style="list-style-type: none"> <li>2-Spirited People of the 1<sup>st</sup> Nations will provide access to traditional ways of healing through, ceremonies and access to medicines, food sovereignty and land-based programming taking a harm reduction, trauma informed approach with access to counsellors, elders and supportive teams.</li> <li>ENAGB will provide space for ceremony and holistic supports for families and individuals in crisis who may have children and youth with an understanding of intergenerational trauma.</li> <li>Niiwin Wendaanimak / Four Winds Indigenous Health and Wellness Program, a part of Parkdale Queen West Community Health Centre, will support complex case management by providing access to primary care, harm reduction programs, advance care options and, when necessary, hospital admissions. They will coordinate with 2-Spirited People of the 1<sup>st</sup> Nations and ENGAB to ensure continuity of care for the service user.</li> </ul>	<p><b>Crisis Teams</b></p> <ul style="list-style-type: none"> <li>Crisis Response Workers will provide on-site crisis assessment and de-escalation, with the support of a Community Health Nurse, Harm Reduction Workers, Peers Support Workers and a Case Manager to provide post-crisis follow-up and referrals.</li> </ul>	<p><b>Outreach Teams</b></p> <ul style="list-style-type: none"> <li>A Community Resource Specialist will provide linkages to community services and perform routine follow-ups.</li> <li>The Community Advisory Council made up of Elders, youth, stakeholders, 2SLGBTQ+ individuals and people with lived or living experience of mental health and substance use concerns will also play a crucial role in ensuring community voices are continually heard.</li> </ul>	<p><b>Division 14:</b></p> <ul style="list-style-type: none"> <li>West: Dufferin St. south to Queen St., West to Roncesvalles; South from Roncesvalles to the shoreline</li> <li>North: Canadian Pacific Railway Line</li> <li>East: Spadina Avenue, Lower Spadina Avenue</li> <li>South: Toronto shoreline</li> </ul>