



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

Update 2SLGBTQ+ Advisory Committee | February 10, 2022

- Overview of SafeTO
- SafeTO Goals and Actions
- SafeTO Implementation Plan
- Community Crisis Support Service Pilots



*“A different type of Community Safety and Wellbeing Plan for a different time”
– Mayor John Tory*

*“The Toronto Police Service has never been more committed to meaningful community engagement and cross-sector collaboration with intervention and prevention as our top priorities. This aligns with the community safety mission of SafeTO”
– Chief Ramer*

SafeTO:

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

July 2021



SafeTO is a **comprehensive 10 year plan** that requires a fundamental shift in thinking and acting to achieve transformative change.

SafeTO provides a **roadmap** for how the City and social systems that serve Torontonians, such as community services, healthcare systems, education systems, justice systems, police and business, can **work collaboratively across different sectors and across governments** to support community safety and well-being.

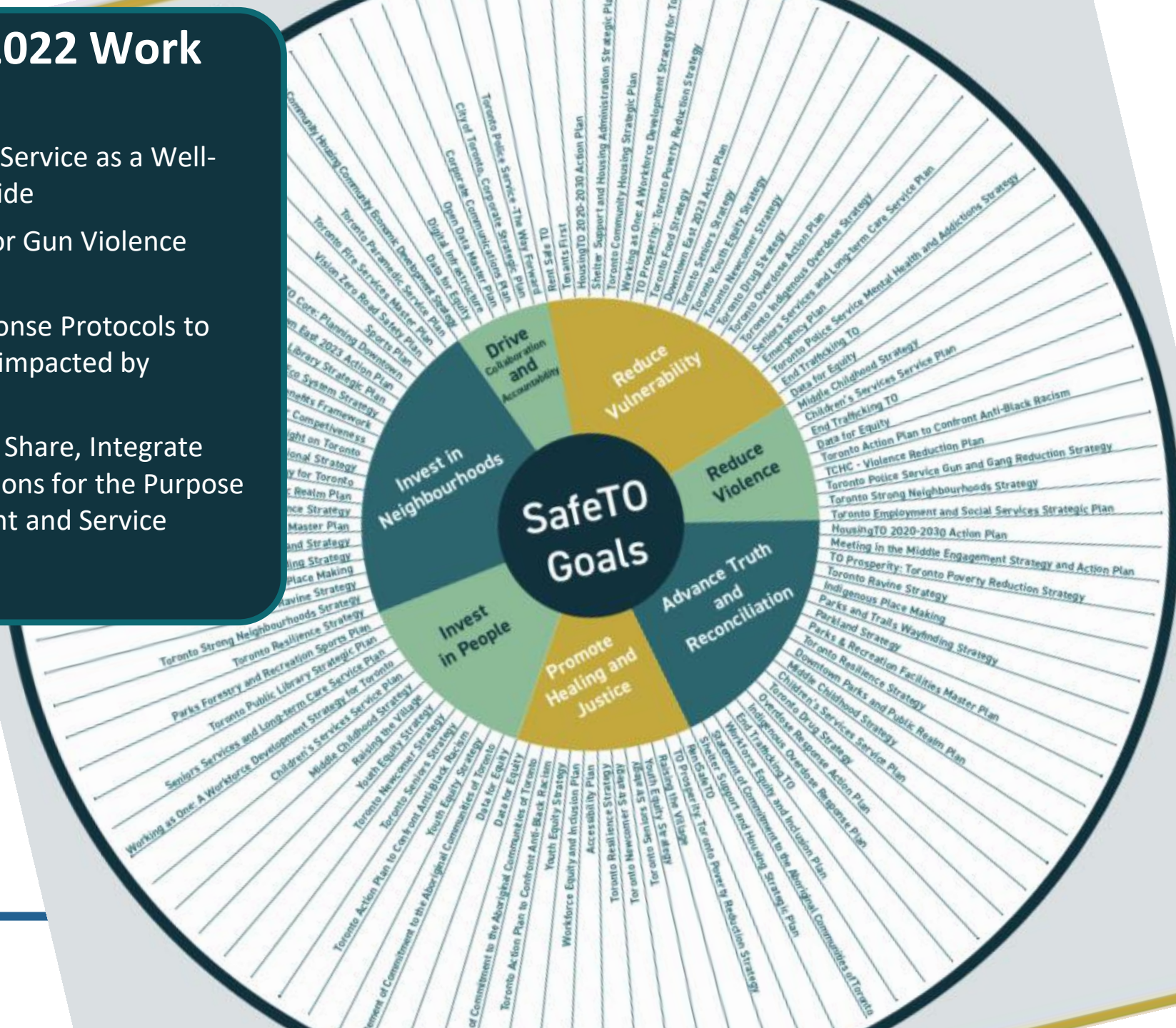
Year One: 2022 Work Plan

The recommended SafeTO 2022 Work Plan is organized into three sections:

1. **2022 Priority Actions:** Four multi-year actions that contribute to significant policy and service transformations.
2. **Initiatives:** Seven specific initiatives that are being enhanced or expanded to contribute to advancing SafeTO goals.
3. **Infrastructure Actions:** Two actions that build the back-end infrastructure required to drive SafeTO goals.

Recommended Year One: 2022 Work Priorities

- 1.3 Embed the Community Crisis Support Service as a Well-Resourced, First Response Service City-Wide
- 2.1 Develop a Comprehensive Multi-Sector Gun Violence Reduction Plan
- 2.3 Strengthening Community Crisis Response Protocols to Better Support Victims and Communities impacted by Violence
- 7.1 Develop a Comprehensive Strategy to Share, Integrate and Analyze Data Across Multiple Institutions for the Purpose of Informing Real-time Policy Development and Service Planning



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

- *Including: BlackCAP, 2-Spirited Peoples of the 1st Nation, Sherbourne Health Centre, and Toronto Trans Coalition*



2 Public Surveys

Combined total of 6,384 responses



29 Key Subject Matter Experts Interviewed

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



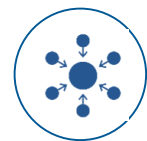
Public Opinion Poll

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*

How the Pilots Will Work

City's Role

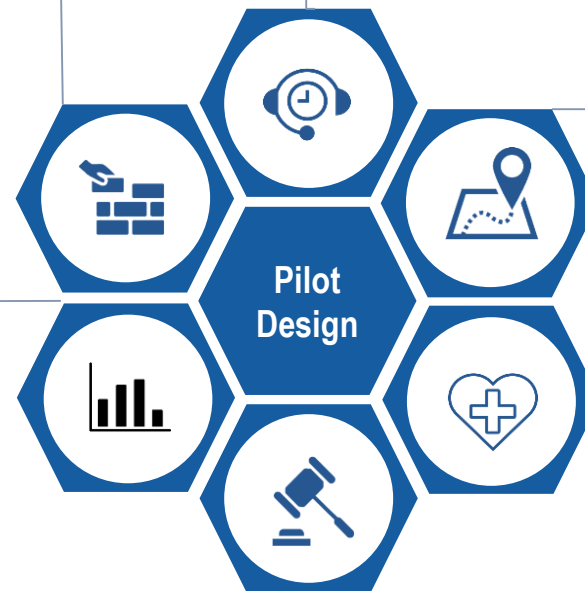
City will serve as **backbone support**, **intergovernmental advocacy lead**, develop **public education campaigns**, and identifying areas for **increased community investments**.

Evaluation

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

Governance

Community Advisory Tables 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.

Community Anchor Partners

The following partners were selected for their **experience** in service delivery, **robust engagement plans**, and **innovative approaches**:

- **Northeast Pilot (TPS Divs. 42 & 43):** TAIBU CHC
- **Northwest Pilot (TPS Divs. 23 & 31):** CMHA Toronto
- **Downtown East Pilot (TPS Div. 51):** Gerstein Crisis Centre
- **Downtown West Pilot (TPS Div. 14):** 2-Spirited People of the 1st Nations



Locally Responsive Implementation

Est. Launch

N.E.



- **Afrocentric approach** to mental health and wellbeing
- Network of **7 local partners**: Hong Fook Mental Health Association, Strides Toronto, CMHA Toronto, CAMH, Scarborough Health Network, Scarborough Centre for Healthy Communities, Black Health Alliance

**March
2022**

D.T.E.



- **Strengths-based, non-medical, trauma informed, harm reduction** approach to crisis for over 30 years
- Network of referral pathways: Strides Toronto, Toronto North Support Services, Unity Health Toronto, WoodGreen Community Services, Health Access St.James Town, Inner City Health Associates, Regent Park CHC, Parkdale Queen West CHC

**March
2022**

D.T.W.



- *Maawinizo-wiidookidaading Maanda Pii Mineskaag* ("Supporting Each Other in this Time of Need") **Indigenous-led approach** with a **focus on harm reduction and holistic health and wellness** that centres the individual at the centre of the medicine wheel.
- Network of **2 local partners**: ENAGB Indigenous Youth Agency, Parkdale Queen West CHC

**June
2022**

N.W.



- **Anti-racist, anti-oppressive, and culturally safe** approach
- Network of **8 local partners**: Yorktown Family Services, Jane and Finch Centre, CAFCAN, Rexdale CHC, Black Creek CHC, Addiction Services Central Ontario, Black Health Alliance

**June
2022**

Toronto Office to Prevent Gun Violence

Systematically Coordinate Gun Violence Prevention, Intervention Response and Recovery

Systematically integrate gun violence reduction investments

Empower Locally Driven Community-Based Violence Intervention

Prioritize Data to Inform Operations and Decision Making

Effective Communication

**Toronto
Office to
Prevent Gun
Violence**

Executive Leadership Team

- Building on the Short-term Community Safety ELT

**Lived Experience Advisory Committee
10 – 12 Individuals**

Staff Composition

- Dedicated Institutional Staff
- Embedded Community Ambassadors
- Policy Development
- Researcher

Network of existing committees, funded programs and community partners

Enhanced Community Crisis Response and Well-being & Recovery Supports

- The Community Crisis Response Program will be enhanced to increase program staffing and community investment over a 2-year period to enable 7-day a week service delivery that supports communities impacted by traumatic violent incidents and exposure to gun violence.
- To streamline referrals and provide a continuum of community wellbeing and recovery supports, the Community Crisis Response Program (CCRP) partnered with 7 community-based agencies on the implementation of the Community Violence, Wellbeing, and Recovery Pilot. The Pilot has successfully supported over 600 individuals since April 2021.
- Enhancements will streamline referrals to residents to a range of strengthened mental health and trauma-specialized services, enable more manageable workloads for staff, and provide trauma-based training and support for staff to ensure wellness across the program.

SafeTO Multi-Sector Data Centre

What will it do?

Integrated/Linked Data

- Bring together the most relevant data sets with multi-sector experts jointly conducting analysis

Analytics

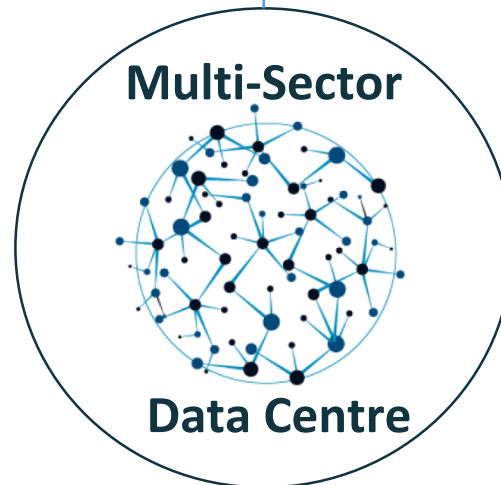
- Move beyond description to more advanced analytics and action

Research and Evaluation

- Conduct monitoring and evaluation using evolving SafeTO Indicators and Outcomes

Reporting, Data Insights and Story Telling

- Transform flat data into meaningful stories that are accessible and useful to communities



Who is Involved?

- Toronto Public Health
- Toronto Police Service
- City of Toronto
- Population Health Analytics Lab – Dalla Lana School of Public Health
- Statistics Canada
- Community Advisory Panel TBD
- Other partners to be confirmed

What will make it work?

- Leadership
- Community Engagement
- Data Governance
- Partnerships
- Translation
- Capacity Building

Driven by Data for Equity and Data for Action Principles

An Inter-governmental Approach

- For the City to be successful, a **whole-of-governments approach** consisting of effective partnerships with and investments from other orders of government is critical. Intergovernmental alignment on policy and investment decisions is critical to advancing deep community safety and wellbeing. An Intergovernmental Strategy will drive collaboration and accountability

Operating and Governance Structure

- City staff will launch a multi-sector **SafeTO Advisory to guide and support the implementation** by ensuring the plan is collaborative, transparent, effective, and actions are co-designed with and accountable to Torontonians.
- The Year One Implementation will include a robust **communication plan** that advances Community Safety and Wellbeing



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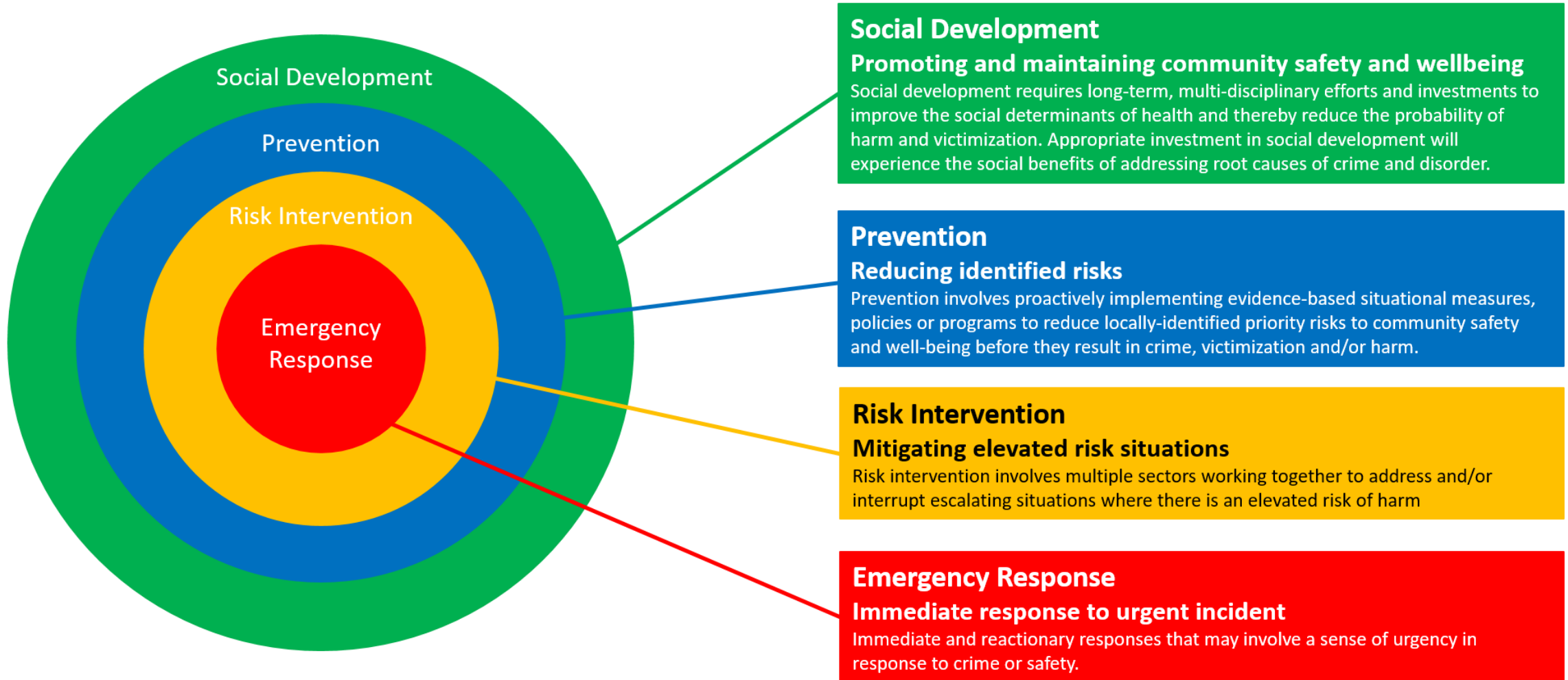
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Appendices

- Community Safety and Well-being Planning Framework
- What We Heard
- Guiding Principles

Community Safety & Well-Being Planning Framework



What We Heard

“The City needs to do better at listening to the community, both community agencies doing front line work and people with lived experience. The City often holds consultations but then never follows through with the suggestions people give.”

“People in crisis outside of our space have no proper infrastructure for interventions outside of criminalizing the person. Someone inevitably calls the police, there needs to be a safe alternative for everyone involved.”

“Vulnerable People go from the hospital to police, then to the streets, or police to the hospital then to the streets, or service agency to police, to jail, from jail back to the streets, then back to police.”

“Decriminalize all drugs and provide safe supply immediately!”

“Implement trauma informed practices at every level, in every department.”

“Access to health care is justice, access to education, is justice and access to City services is a form of justice, stop focussing on criminal justice”

“Economic stability is the long-term plan. If everybody is on the same playing field then there is no desperation for money and compromising to earn money from crime.”

“My Indigenous identity should not be defined by programs and services rooted in colonialism. Indigenous identity matters, our children, elders, ancestors, brothers, sisters and 2-spirited peoples matter. Our identity and culture should be celebrated and embraced through voluntary actions and considerations. Not because they asked.”

“Safety and Well-being is for people to see me and accept me for who I am...I just want to belong.”

Guiding Principles

ENSURE TRUST,
TRANSPARENCY AND
ACCOUNTABILITY



EMBED AN EQUITY
AND HUMAN RIGHTS
APPROACH



BUILD COMMUNITY
CAPACITY TO LEAD



DUTY OF CARE



DO NO HARM



BE RESPONSIVE AND
ADAPTABLE



TORONTO ACTION PLAN TO CONFRONT ANTI-BLACK RACISM

