

## Attachment 2: Downtown East Action Plan Progress Update, July 2022 – December 2023

This document captures the actions from the Downtown East Action Plan from July 2022-December 2023. The action statuses are divided into three Action Status Categories:

<b>COMPLETE</b> Indicates that resources have been assigned and deployed, activities completed, outputs produced and desired short-term outcomes achieved.	<b>CONTINUING</b> Indicates that resources have been identified and deployed, activities are underway, resulting in some outputs and short-term outcomes.	<b>PENDING</b> Indicates that resources may have been identified but not secured, activities may have been identified, but no outputs or short-term outcomes have been produced at the moment.
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Outcome Theme	Item #	Action	Detail	Lead Divisions	Status and Summary	Key Metrics or Performance Indicators (As Applicable)
Safe, Inclusive Communities	1.0	Community Engagement Team Pilot at Dundas and Yonge	Community Engagement Team led by the Downtown Yonge BIA providing timely response to calls for social disorder in the area.	Social Development, Finance and Administration	<b>Action Complete and Continuing:</b> The Community Engagement Team is a unique, business-led outreach team that provides rapid-response support and intervention for non-violent crisis situations, as well as traditional street outreach services. What began in 2018 as a pilot program funded through the City of Toronto BIA Innovation Fund has become a fully-integrated BIA program, and – since 2020 - funded by a partnership between the Downtown Yonge BIA and the City of Toronto's Downtown East Action Plan. The goal of the Community Engagement Team is to provide an alternative that uses a client-centred, trauma-informed approach to crisis intervention – by providing on-site counselling, referrals to services or access to other resources as needed.	Available 8-hours a day, 5 days a week, the priority of the Community Engagement Team is to respond to calls from storefront businesses for people in crisis in their stores. The Community Engagement Team has a response time of less than 10 minutes to crisis calls, and in the Fall of 2020, expanded its offerings with weekly partnered outreach sessions with a variety of stakeholders.
Safe, Inclusive Communities	1.1	Training of City Staff and Agencies	Provide training on mental health, overdose prevention, suicide prevention and de-escalation to frontline City and community agency staff in the Downtown East	Social Development, Finance and Administration	<b>Action Complete:</b> Resources have been invested to ensure trainings are delivered in partnership with community agencies free of charge. Trainings equip frontline staff to better support people experiencing marginalization. Trainings have included Introduction to Traumatic Brain Injury, Mental Health First Aid for frontline staff.	22 trauma-informed trainings reaching over 1200 people have been provided since 2020.
Safe, Inclusive Communities	1.2	Continuation of 12-month Actions	i. Ongoing enhanced cleaning service level in streets	Transportation Services	<b>Action Complete and Continuing:</b> Street Sweeping: Arterials are currently swept overnight 5 times per week. All local roads are swept once per season (spring, summer and fall) for a total of 3 times per year. Litter Receptacles: Litter receptacles are cleaned and inspected once per week and twice weekly in high-density areas. Construction Activity: Enhanced review and enforcement of construction infractions.	<ul style="list-style-type: none"> <li>Arterial roads are swept overnight 5 times per week.</li> <li>Local roads are swept once per season (spring, summer and fall) for a total of 3 times per year</li> <li>Over 58,000 cleaning/inspection work orders completed on litter receptacles between July 2022 and December 2023.</li> <li>1,895 litter receptacles repaired between July 2022 and December 2023.</li> </ul>
			ii. Enhanced cleaning service level in laneways	Solid Waste Management Services	<b>Action Continuing:</b> Enhanced cleaning service levels in select laneways continues with high service standard achieved. Service requests are promptly responded to, actioned, and closed within 24 hours.	Reliability rate for meeting laneway cleaning service levels: <ul style="list-style-type: none"> <li>Victoria Street. 97%</li> <li>Dundas/Sherbourne: 97%,</li> <li>Queen/Sherbourne: 98%</li> </ul> <u>Service Requests July 2022 to December 2023:</u> <ul style="list-style-type: none"> <li>Litter Bin overflows: 1058</li> </ul>

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						<ul style="list-style-type: none"> <li>Laneway Clean-up: 402</li> <li>Sidewalk Clean-up: 789</li> <li>Illegal Dumping: 1520</li> <li>Discarded Sharps: 729</li> <li>Bike Removal Inquiries: 426</li> </ul>
			iii. Enhanced cleaning service level in parks	Parks, Forestry and Recreation	<b>Action Continuing:</b> 2024 base operating budget was approved to add 2.5 staff to support year-round enhanced cleaning of parks, inclusive of the Downtown East catchment.	<ul style="list-style-type: none"> <li>9,216 needles removed from parks in Downtown East catchment in 2022</li> <li>8,025 needles removed from parks in Downtown East catchment in 2023</li> </ul>
Safe, Inclusive Communities	1.3	Inclusive and Safe Community Spaces	i. Continuation of community safety tables and completion of projects underway in 2019 (laneway art project and traffic calming project at Dundas and Sherbourne)	Social Development, Finance and Administration and Transportation Services	<b>Action Continuing:</b> The Church Wellesley Safety Network is active and continues to meet monthly with participation from residents, community agencies and City staff. The Dundas - Sherbourne / Moss Park Network have been reengage on safety issues and critical incident response. The Regent Park Safety Network, led by TCHC, is active and continues to meet monthly with participation from residents, community agencies and City staff.  StreetARToronto in collaboration with SDFA discussed the feasibility to facilitate a StART Laneway Project for the local community and residents of the Oskenonton Lane (located east of Sherbourne Street, between Gerrard Street East and Dundas Street East). The project was put on hold in 2021-2022 due to the challenges in the neighbourhood. Transportation Services will engage with SDFA to explore the feasibility of a mural laneway project, contingent on community interest.	Church Wellesley Safety Network and Regent Park Safety Network have been meeting monthly with mixtures of in person and virtual meeting - 10 meeting each in 2022, 10 meeting each in 2023. The Dundas - Sherbourne / Moss Park Network have quarterly check in however frequent engagement on critical incident response.
			ii. Increased capacity for PFR and Library staff to accommodate marginalized people in their spaces	Parks, Forestry and Recreation	<b>Action Continuing:</b> At the Regent Park Community Centre, there is an open and welcoming space for individuals to rest and socialize. Parks, Forestry and Recreation continues to identify opportunities to enhance access to services and programs for Downtown East populations. Space at Regent Park Community Centre will be expanded by 12,000 square fee due to the vacating of Toronto Employment and Social Services, previously co-located building. Services in this space will be dedicated to enhancing youth services. In 2024 we plan on adding additional furniture to common spaces to encourage socialization, we will be adding charging stations that will be available for public use.	
Cross-Sectoral Trust and Collaboration	2.0	Coordinated Response to Properties in Downtown East	i. Establish coordinated response to properties working group, with quarterly meetings to proactively address issues in Downtown East	Municipal Licensing and Standards	<b>Action Continuing:</b> MLS monitors the Downtown East area to identify, investigate and ensure compliance with by-laws, including Chapter 629, Property Standards, Chapter 632, Vacant and Hazardous Properties, Chapter 591 Noise and others. MLS staff conducted regular patrols in the Downtown East Area together with staff from other City divisions, such as Parks, Forestry and Recreation, Solid Waste Management Services and from the BIA to regularly identify concerns and work to resolve bylaw violations quickly and effectively.	Between July 1, 2022 and May 23, 2024, MLS received 6,947 service requests related to property standards, temporary signs, public spaces and waste issues. MLS issued 666 notices of violation and 144 charges related to these issues.

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Cross-Sectoral Trust and Collaboration	2.1	Dundas and Yonge Leadership Table and Operations Table	i. Establishment of shared outcomes for partners at the Leadership Table	Social Development, Finance and Administration	<b>Action Continuing:</b> The Downtown East - Yonge Dundas Leadership Table provides oversight and advances strategic issues by enabling new collaborations, proposing new responses to chronic issues, escalating issues when required, as well as providing broader oversight and authorization of response.	The table is currently comprised of 13 City divisions and 5 external, institutional-based stakeholders who meet every 2 months to address comprehensive and proactive responses to ongoing and emerging issues.
			ii. Assessment completed to understand the opportunity to expand this model to other neighbourhoods	Social Development, Finance and Administration	<b>Action Complete:</b> An evaluation was conducted by Social Planning Toronto in late 2021 to understand if the Action Plan has achieved success in building cross-sectoral trust and collaboration. The Leadership Table and related Operations Table were found to be successful models that facilitate dialogue between stakeholders across sectors and disciplines. Supported by these findings, staff are using the model to establish a table in the Dundas Sherbourne area. Recognizing that concerns and needs differ across issue and geographic areas, engagement with community members will be part of the process to advance this new table. Work is underway to expand the Leadership Table to include participants from the larger Downtown East geography to better align with the objectives of the Action Plan, area-wide issues management, and stakeholder participation.	<ul style="list-style-type: none"> <li>Continued bimonthly meetings of the Leadership Table.</li> <li>Continued biweekly meetings of the Operations Table.</li> </ul>
Cross-Sectoral Trust and Collaboration	2.2	Sherbourne Corridor Coordinated Plan	i. Development and roll out of neighbourhood-based plan to address safety and stability issues in the area surrounding Dundas and Sherbourne	Social Development, Finance and Administration; Toronto Public Health; Toronto Shelter Support Services	<b>Action Complete and Continuing:</b> Immediate actions in the plan have been advanced through the launch of the 4 funded intervention pilots providing harm reduction clean up, outreach and de-escalation supports. The roll-out of the plan will continue including deeper engagement with community with the development of the Dundas-Sherbourne Neighbourhood Revitalization Plan.	
Cross-Sectoral Trust and Collaboration	2.3	Collaborate with OHT and MAG	i. Continued collaboration with MAG to support implementation of pilot Justice Centre	Social Development, Finance and Administration	<b>Action Continuing:</b> Downtown East Justice Centre is operated by the Ministry of Attorney General in partnership with the Ontario Court of Justice, the City of Toronto and community partners to prevent high-needs individuals at the intersection of poverty, homelessness, isolation, mental health and addictions from cycling through the criminal justice system by addressing risk factors with on-site, wrap-around supports.	
			ii. Continued coordination with OHT and other provincial health partners on strategic and operational partnerships to improve health and mental health outcomes in the Downtown East	Social Development, Finance and Administration	<b>Action Continuing:</b> SDFA has been engaged with the Ontario Health Team, and they are a partner at the Downtown East - Yonge Dundas Leadership Table. In addition, relationships were established and deepened during the pandemic through SDFA's role in mobilizing an equity focused COVID-19 response.	The OHT continues to participate in bimonthly meetings of the Downtown East - Yonge Dundas Leadership Table. The OHT provides seamless access to inclusive, high quality, and responsive care through one connected system of diverse providers and community members who embody holistic approaches to improving population and individual health and well-being.

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Cross-Sectoral Trust and Collaboration	2.4	Community-Based Research and Evaluation	i. Identify priority topics, location and scope for community-based research	Social Development, Finance and Administration; Toronto Shelter and Support Services	<p><b>Action Complete:</b> In 2023, The Yonge and Dundas Evaluation and Measurement Project assessed the data collection methods and outcomes of the Downtown Yonge Business Improvement Area Community Engagement Team and the Streets to Homes Outreach Teams. It evaluated effectiveness, focusing on metrics such as 311 and 911 calls, highlighting challenges in measuring their impact, particularly concerning follow-up on referrals. The report underscored the complexity of addressing issues like opioid overdoses and homelessness, noting a decrease in 911 responses for overdoses coinciding with increased team activities. It acknowledged the need for additional data, such as from Toronto Police Services and EMS, to provide a comprehensive understanding of the situation. The report emphasizes strengths in collaboration with other agencies and their relationships with street-involved individuals while recognizing the enormity of the task given the uncertain homeless population estimates in Toronto.</p> <p>Toronto Shelter and Support Services undertook an independent third-party evaluation of the STARS (Service Triage, Assessment, and Referral Support) Evaluation with the Canadian Observatory on Homelessness (York University) in 2023-2024. The evaluation assessed the effectiveness of the STARS support assessment tool in supporting effective matching of individuals experiencing homelessness with housing and support opportunities that meet their needs, goals and preferences.</p>	The Canadian Observatory on Homelessness (COH) at York University submitted a draft report on the evaluation of the STARS Supports Assessment tool. Edits are underway. The evaluation findings will be used to improve the structure and content of the STARS Supports Assessment tool and strengthen homelessness service provider capacity.
			ii. Engage partner with participatory community-based research expertise in launching research initiative	Social Development, Finance and Administration; Toronto Shelter and Support Services	<p><b>Action Continuing:</b> Toronto Metropolitan University is currently undertaking research on engagement and service provision to people experiencing complex and overlapping vulnerabilities in the Downtown East. The final report is expected in May 2025.</p> <p>The research by the Canadian Observatory on Homelessness (York University) includes the perspectives and feedback from people with lived experience of homelessness, who had transitioned from homelessness to housing. The final report is expected in Spring 2024.</p>	Toronto Shelter and Support Services staff contacted 49 people with lived experience of homelessness to invite them to participate in the evaluation of the STARS Supports Assessment tool. Of this group, 27 participated in interviews with the Canadian Observatory on Homelessness.
Cross-Sectoral Trust and Collaboration	2.5	Downtown East Communication Strategy	i. Website updated with centralized resources for community and information about the implementation of the plan	Social Development, Finance and Administration	<p><b>Action Complete and Continuing:</b> Public-facing website is regularly updated with information on the Downtown East Action plan, including funded initiatives, information about implementation, key contacts, and related initiatives. Website will continue to be updated with progress highlights.</p>	



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			ii. Quarterly community updates provided	Social Development, Finance and Administration	<b>Action Pending:</b> This is a priority action for the 2025-2030 Action Plan. Community engagement has allowed for education on the Action Plan and its status, and moving forward community updates will ensure the community is aware of ongoing developments.	
Cross-Sectoral Trust and Collaboration	2.6	Continuation of 12-month Collaboration Actions	i. Roll out and quarterly reporting from multi-divisional data tool to inform response to public realm concerns in the Downtown East	Social Development, Finance and Administration	<b>Action Pending:</b> Work is underway to develop a public facing dashboard that will include data from different divisions and be updated quarterly. This is a priority action for the 2025-2030 Action Plan.	
			ii. Continued bimonthly meetings of the Street Outreach committee	Toronto Public Health	<b>Action Continuing:</b> The Street Outreach Committee, led by Toronto Public Health brings together staff from groups conducting outreach in the Downtown East to share situational update and resources. These bi-monthly meetings are continuing.	
Stability for People Experiencing Marginalization	3.0	Renewed comprehensive strategy to address the Dan Harrison Complex	i. Report back to council in October 2019 with phased plan for response to the Dan Harrison Complex and impacts on the surrounding area ii. Report back to Council in May 2022 regarding the Dundas-Sherbourne Neighbourhood Revitalization, including direction to report back on master planning and visioning for the Dan Harrison Community Complex and approval of the Downtown East Housing Strategy Development Framework	Housing Secretariat; Social Development, Finance and Administration	<b>Action Continuing:</b> The public engagement component of the community visioning and master planning exercise for the neighbourhood, together with the Downtown East Housing Strategy, is anticipated to begin in Q3 2024. A report back to Council on the results of this work is anticipated for Q1 2025.	
Stability for People Experiencing Marginalization	3.1	Increase housing outcomes and address housing gaps	i. Engagement with faith and non-profit groups in the Downtown East completed to identify potential sites for affordable housing	Housing Secretariat	<b>Action Continuing:</b> To advance the work in developing a Downtown East Housing Strategy, Housing Secretariat, together with the vendor selected through a competitive RFP process, will engage with community members, including tenants, residents, faith and non-profit groups and support service operators, in Q3 2024.	
			ii. Opening of 2 Supportive Housing properties in Downtown East	Housing Secretariat	<b>Action Complete and Continuing:</b> Housing Secretariat is working to increase the supply of supportive homes in all neighbourhoods across the city including in the Downtown East area.  In 2022, two housing projects completed construction in the Downtown East, creating 59 new rent-geared-to-income and supportive homes for people experiencing or at risk of homelessness, including women, families, and older adults. The City anticipates an additional 92 supportive homes will be completed at a third project in summer 2024.  In Summer 2023, the City secured capital funding under the federal Rapid Housing Initiative to create new rent-geared-to-income and supportive homes. This included funding for a 12-unit supportive housing project in the Downtown East, to be led	Supportive housing project completions: Two projects and 59 homes  Affordable, supportive and rent-geared-to-income housing projects under construction in 2024: Six projects representing over 420 homes

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					<p>by St. Jude's, which is expected to complete construction in 2025.</p> <p>In November 2023 Council directed staff to advance a City-led development model at 405 Sherbourne Street. This development will contain an estimated 310 rent-controlled homes.</p>	
Stability for People Experiencing Marginalization	3.2	Continuation of 12-month Stability Actions	i. Continuation of enhanced service level from TPH outreach	Toronto Public Health	<p><b>Action Continuing:</b></p> <p>The Works Outreach team at Toronto Public Health continues to provide harm reduction support to people who use drugs in the Downtown East. Outreach teams are highly visible in the area in The Works branded clothing and working in groups of two from the hours of 10am to 10 pm Monday to Saturday and 10am to 7 6pm on Sundays. The teams provide harm reduction supply distribution, safer drug use education and needle pick up, counselling and support, overdose education and Naloxone distribution as well as referrals to supervised injection services and other internal or external services. The Works has also been performing paired outreach with other agencies and departments that work with people who use drugs with the goal to increase safety in the Downtown East core. These paired groups include members from The Works, Downtown Yonge BIA outreach, and the safety team at the Toronto Metropolitan University. The Works is contributing to the interdivisional table responding to violence on the TTC and have contributed an outreach team concentrating on Downtown TTC Stations. There are 2 paired outreach shifts per week. A new partnership was also created for community outreach in hotspots at Toronto Metropolitan University and Moss Park.</p>	The Works outreach team has approximately 100-150 client interactions per week.
			ii. Continuation of enhanced service level from Park Ambassadors	Parks, Forestry and Recreation	<p><b>Action Continuing:</b></p> <p>2024 base operating budget was approved to add 3 staff to support an increased number of Parks Ambassadors for outreach inclusive of the Downtown East Action Plan catchment.</p>	<p>Jul 1 – Dec 31, 2022: 725 referrals were made to connect unhoused people to street outreach services (634 referrals for encampments, 91 for overnight sleepers)</p> <p>Jan 1- Dec 31, 2023: 1024 referrals were made to connect unhoused people to street outreach services (908 referrals for encampments, 116 for overnight sleepers)</p>
			iii. Continuation of itinerant service provision through TESS ARCs to OW clients and walk-in residents	Toronto Employment, and Social Services	<p>Wellesley Place ESS currently provides direct access to several service providers for OW and City residents including: TSSS Streets to Homes, CultureLink, Employment Ontario Access Employment and Progress Place (Peer Navigator).</p>	
Stability for People Experiencing Marginalization	3.3	Monitor 24-hour Respite Sites	i. Quarterly reporting on compliance to respite standards City-wide	Toronto Shelter and Support Services	<p><b>Action Continuing:</b></p> <p>Assessment designed with key, observable indicators related to specific respite standards. As this assessment process and tool are newly developed and implemented, they are under review for continuous improvement.</p> <p>2023, being the first year of the process, provides a baseline for future reference. In 2024, all active respite sites are being assessed quarterly. In Q1 2024, items that were found to be non-compliant in Q1-Q3 2023 were re-assessed to monitor remediation by service providers.</p>	Of the 8 active respite sites in 2023, 3 are within the Downtown East area. Toronto Shelter and Support Services conducted 32 total Infection Prevention and Control (IPAC) assessments at respite sites in 2023, with 12 of these assessments at respite sites specifically in the Downtown East area. Additionally, Toronto Respite Standards assessments were carried out at the 3 respite locations for compliance with the Toronto 24-Hour

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						Respite Site Standards (TRS). Each active site was assessed once per quarter in 2023, with each assessment focusing on different sections of the TRS.
			ii. Indicators developed to measure outcomes of Community and Client Engagement Coordinator roles	Toronto Shelter and Support Services	<b>Action Continuing:</b> Assessment designed with key, observable indicators related to specific respite standards. As this assessment process and tool are newly developed and implemented, they are under review for continuous improvement. 2023, being the first year of the process, provides a baseline for future reference. In 2024, Community and Client engagement will continue to be assessed in all active respites. An evaluation framework to measure impact of community engagement is also currently being co-developed by Toronto Shelter and Support Services and the Community Liaison Worker (CLW) Network. The evaluation will be piloted in Q3/Q4 2024, and also added to the Community Engagement Business Process for new shelter services.	Quality Assurance assessed community/ neighbourhood and client engagement at all respite sites (including the 3 sites in the Downtown East area) in the 2023 respite assessments. Six (6) client engagement indicators were assessed in Q1, and five (5) community/ neighbourhood engagement indicators were assessed in Q2 2023.
<b>Stability for People Experiencing Marginalization</b>	3.4	Mental Health Capacity Building	i. Conversations convened with Toronto Drop-In Network and partners to identify sector-led solutions for mental health and response to conflict	Toronto Shelter and Support Services	<b>Action Continuing:</b> Toronto Shelter and Support Services is working with the Toronto Drop-In Network as a member of the Homelessness Health Services Steering Committee. This committee is developing a framework across three streams – primary care, harm reduction and mental health case management. The objective of this approach is to ensure that people accessing homeless supports are part of a well-coordinated and integrated system of health and homelessness services, both within the shelter or drop-in programs, and as they transition to permanent housing.	The 24-hour women's drop-in service in 67 Adelaide will be relocating to 233 Carlton St. in 2024. Additional project partners will be brought on board once the service is moved to 233 Carlton St. based on client and service need.
			ii. Pilot implementation of recommendations in 2020	Toronto Shelter and Support Services		In 2023, the Homelessness Health Services Framework implementation approach was revised based on the engagement that took place in 2022 with sector partners, including drop-in providers.
<b>Stability for People Experiencing Marginalization</b>	3.5	George Street Revitalization	i. Seaton House transition	Toronto Shelter and Support Services	<b>Action Continuing:</b> Originally planned as a Public Private Partnership (P3) model with Infrastructure Ontario acting as procurement lead for the City, in February 2024 Council approved recommendations that the City and Infrastructure Ontario end their agreement to deliver the George Street Revitalization project through the Design-Build-Finance alternative financing and procurement model, and instead move the GSR to a City-delivered framework. The inter-divisional project team will work together to recalibrate project requirements and programming, so it continues to be aligned with Council-adopted priorities and meets the needs of the local community. An updated project scope will be reported back to the Executive Committee in the third quarter of 2024 with community consultations tentatively scheduled for summer of 2024. Program models at new shelters continue to be informed by consultations with clients, staff, community partners as well as emergency shelter research and best practices. Offering enhanced program models and services at these shelters allow staff to develop meaningful working relationships with clients to break down barriers to accessing services and supports. The interdivisional project team continues to maintain website with project updates that can be shared with the public.	76 Church St. transitioned from a COVID response site to a George Street Revitalization site, leaving only one GSR shelter site which remains open. • This site is 2299 Dundas St. W. Construction on this last site is expected to begin in Q2 2024 and take ~ 12-18 months to complete, with an estimated opening date in Summer 2025 • In late 2023, another housing provider was secured via our partnership with Habitat Services. This provides access to 20 units of housing with supports to Seaton House clients • In addition, to-date, 46 of the 53 housing units secured via our partnership with the Housing Secretariat have been tenanted by former Seaton House clients

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Stability for People Experiencing Marginalization	3.6	Overdose Prevention Action	i. Work with City and community partners to implement new actions recommended in the Toronto Overdose Action Plan: Update 2019 and the Toronto Indigenous Overdose Strategy	Toronto Public Health	<b>Action Continuing:</b> In 2023, the Board of Health endorsed Our Health, Our City: A Mental Health, Substance Use, Harm Reduction and Treatment Strategy for Toronto, with recommended actions to address the drug toxicity crisis. The Works continues to offer its iOAT program. TPH is currently in the process of establishing a stakeholder implementation panel, who will help guide the implementation of key actions in Our Health, Our City. The Board of Health requested the Medical Officer of Health to report back to the Board of Health in 2024 on the establishment of an Indigenous Wellness Committee and co-developed action plan, and recommendations on options to resource the action plan, as requested by Indigenous service providers. The development of Indigenous-specific mental health and substance use related recommendations for Toronto is currently underway.	
Stability for People Experiencing Marginalization	3.7	Review of Workplace Practices and Protocols	i. Identify any existing specifications within City funding agreements or guidelines with agencies related to workplace practices and staffing.	Social Development, Finance and Administration; Toronto Shelter and Support Services; Toronto Public Health	<b>Action Pending:</b> Engagement for phase 2 of action plan was prioritized. Potential next phase of work has been identified for the Action Plan.	
Implementation of Plan	4.0	Staffing and resources	i. Staffing and resources to support service coordination and plan implementation including the extension of a temporary full-time position	Social Development, Finance and Administration	<b>Action Continuing:</b> One full-time position has been in place, dedicated to advancing service coordination and plan implementation. SDFA has also provided additional staffing from existing divisional resources to support the project management and evaluation of the Downtown East Action Plan.	
			ii. lived experience advisory group	Social Development, Finance and Administration	<b>Action Complete and Continuing:</b> In 2023 Street Health was contracted to lead the development of an initial Lived Experience Advisory Group (LEAG) with the goal of co-creating a fulsome and sustainable engagement strategy that centres the experiences of people with lived experiences in meaningful ways. Street Health led the recruitment, training, and orientation for 7 community members. Street Health provides ongoing training and engagements to enhance the capacity of committee members to provide the City of Toronto with information about the needs of DTE residents.	Quarterly meetings with the Lived Experience Advisory Group
Implementation of Plan	4.1	Plan Monitoring and Evaluation	i. Resources required to continue evaluation and monitoring for the Action Plan	Social Development, Finance and Administration	<b>Action Continuing:</b> Existing project staff will prioritize the development of a data-based monitoring and evaluation system. Staff will also develop a dashboard outlining current initiatives, outcomes/responses, and impact metrics.	



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<b>ADDITIONAL COUNCIL DIRECTIONS REPORT BACK</b>						
<b>Safe, Inclusive Communities</b>	A	Investigate Vacant Building Compliance	Investigate all vacant buildings in the Downtown East area that they are made aware of to confirm compliance with the applicable municipal by-laws	Municipal Licensing and Standards	<b>Action Continuing:</b> MLS investigates all vacant buildings that they are made aware of in the Downtown East area to confirm compliance with applicable municipal bylaws, such as Chapter 632, Properties, Vacant and Hazardous, and to attempt to identify the property owner to address property issues. MLS works closely with other divisional partners, such as Toronto Fire to share information about known vacant or hazardous properties within the Downtown East area.	
<b>Safe, Inclusive Communities</b>	B	Moss Park Community Officer Positions	Park neighbourhood on the need for Community Officer positions	Social Development, Finance and Administration; Toronto Police Services	<b>Action Complete:</b> There are now 7 Neighbourhood Officers serving this area.	
<b>Stability for People Experiencing Marginalization</b>	C	Mental Health Roundtable	Based on the roundtable discussions, develop a report detailing the policy changes required for those experiencing mental health or addiction crises to obtain robust supports and housing solutions appropriate to their long-term wellbeing	Toronto Public Health	<b>Action Complete:</b> In June 2023, Toronto Public Health supported the Deputy Mayor's Office in conducting the Mental Health Roundtable. Input from this meeting was used to directly inform the development of Our Health, Our City: A Mental Health, Substance Use, Harm Reduction and Treatment Strategy for Toronto that was endorsed by the Board of Health in November 2023.	
<b>Safe, Inclusive Communities</b>	D	Enhanced cleaning	Expand Action 1.0 to include the establishment of a morning and afternoon cleaning schedule for the public realm on the Dundas Street and Victoria Street frontages of the  than the start of the third quarter 2019, including a plan to address community members' discarded belongings that may have been	Solid Waste Management Services	<b>Action Complete and Continuing:</b> Enhanced Laneway Cleaning regularly takes place at the following locations: Victoria St. Lane and Dundas Square,	Laneway cleaning service levels are being achieved 97.3% of the time.
<b>Stability for People Experiencing Marginalization</b>	E	Enhanced Stability Actions	In addition to the continuation of outreach services in Action 3.0, the Executive Director, Social Development, Finance and Administration review service gaps and identify resource requirements, to be submitted through the 2020 Budget Process, to ensure regular outreach is taking place at Ryerson University and in priority hotspots in the Garden District and Moss Park neighbourhoods	Social Development, Finance and Administration	<b>Action Complete and Continuing:</b> Multiple intervention initiatives, COAST, Here to Help (H2H), and the Harm Reduction Community Care Project provide intensive supports to people experiencing marginalization and support communities with alternative responses to issues. The funded initiatives which received funding of \$1.1M, cover the Downtown East area with COAST coverage focused on Regent Park, Moss Park and surrounding downtown east neighbourhoods. H2H coverage is specific to the Church-Wellesley corridor and Moss Park. Outreach shifts for the funded initiatives range from 8-10 hours, 4-5 days per week.	

Outcome Theme	Item #	Action	Detail	Lead Divisions	Status and Summary	Key Metrics or Performance Indicators (As Applicable)
Cross Sectoral Trust and Collaboration	F	Sherbourne Corridor Coordinated Plan	Assess the scale and type of operations taking place at City-funded community agencies as part of Action 2.4, the Sherbourne Corridor Coordinated Plan; and report back in the fourth quarter 2019 with recommendations on programming, funding, collaboration, and enforcement actions necessary to maintain a clear and safe pedestrian thoroughfare on both sides of Sherbourne Street and Dundas Street at all times of day	Toronto Shelter Support Services, Social Development, Finance and Administration; Municipal Licensing and Standards	<b>Action Complete and Continuing:</b> Toronto Shelter Support Services implemented Community Safety Teams patrol areas of high activity (Allen Gardens, Yonge/Dundas) with a 24-hour presence, engaging with shelter residents and community members to address safety concerns and discard biomedical waste.	TSSS currently funds four (4) CSTs in the DTE. This includes: one team of 2 CSTs (2 staff total) supporting the Allen Garden encampments, and one team of 2 CSTs (2 staff total) around Yonge/Dundas by the Bond Hotel.
Safe, Inclusive Communities	G	Public Health and Shelter Indicator	Publish key health indicators bi-annually for the Downtown East catchment area, including City-wide availability of addiction treatment services and rehabilitation spots for those seeking assistance, supportive housing waitlist times, and Downtown East-specific rates of overdoses, the number of individuals sleeping on streets or in shelters who have been successfully housed, sharps collection data, and other relevant statistics	Toronto Public Health; Toronto Shelter Support Services	<b>Action Complete and Continuing:</b> The Toronto Overdose Information System provides <a href="#">bi-annual geographic data</a> on Calls to Paramedic Services for Suspected Opioid Overdose that is broken down by neighbourhood, including areas in the Downtown East.  The <a href="#">Shelter System Flow Data</a> provides data about the number of people experiencing homelessness and who is entering and leaving the shelter system each month. This data provide a more comprehensive picture of people using the shelter system than traditional measures, such as <a href="#">the Daily Shelter Occupancy Reports</a> , which focus on nightly occupancy and capacity.	
Stability for People Experiencing Marginalization	H	Expand Action 3.3, Mental Health Capacity Building, to request the Executive Director, Social Development Finance and Administration to work with the Medical Officer of Health	Include an exploration of options to convene a mental health and addictions roundtable with the federal and provincial government, including participation from community partners, that would meet quarterly and provide a focused opportunity to discuss successes and service gaps in communities like the Downtown East which can be addressed through deeper collaboration and program changes	Toronto Public Health	<b>Action Continuing:</b> Toronto Public Health continues to work with ThriveTO on the implementation of their mental health plan and on developing a mental health report card for the city. In June 2023, Toronto Public Health helped to facilitate the Deputy Mayor's Office Mental Health Roundtable that included representation across governmental partners and other leaders in the mental health sector. This work directly informed the recommendations in the new strategy, Our Health, Our City: A Mental Health, Substance Use, Harm Reduction and Treatment Strategy for Toronto. Toronto Public Health leadership sits on several tables and working groups with provincial partners on matters relevant to mental health and substance use.	
Stability for People Experiencing Marginalization	I	Health Literature Review, Overdose and Addiction	Review the existing literature to determine the possible health impacts of surviving an overdose including a review of the health and addiction services available to survivors. This review will include data on overdose reversals estimated using existing paramedic naloxone administration data, data from the existing supervised consumption services on overdose reversals and Toronto Public Health naloxone distribution data	Toronto Public Health	<b>Action Continuing:</b> Partnerships with research studies at St. Michael's Hospital (T-DOT and iOAT) contribute toward the literature in this area.	

Outcome Theme	Item #	Action	Detail	Lead Divisions	Status and Summary	Key Metrics or Performance Indicators (As Applicable)
Safe, Inclusive Communities	J	Dundas Sherborne Community Development Plan	Ensure ongoing consultation with neighbours and resident groups in the Dundas-Sherbourne corridor to identify key health and safety concerns for interdivisional and coordinated responses	Social Development, Finance and Administration	<b>Action Continuing:</b> Staff will be establishing a Community Development Plan for the Dundas - Sherbourne area. The roll out of the plan and this work will in commence in 2024 and will include community engagement.	
Implementation of Plan	L	Plan Monitoring and Evaluation	Include resident and business associations' feedback as part of the measures of success for the Action Plan	Social Development, Finance and Administration	<b>Action Continuing:</b> Feedback from resident and business associations has been included as measures of success from the plan. This feedback will continue to be sought as part of the monitoring of the funded initiatives and through the evaluation of the Action Plan in the next phase of implementation.	