

### Attachment 3:

## IMPACT SNAPSHOT OF FOUR FUNDED INTERVENTION PILOT INITIATIVES

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Launched in 2020, four initiatives were piloted through the Downtown East Action Plan: Here to Help, Community Outreach and Support Team (COAST), the Harm Reduction Community Care Project and Equitable Action for Change. Initiatives are maintained with funding of \$1.1 million to provide intensive support to people experiencing marginalization. The initiatives provided essential support to marginalized individuals, enhancing community safety and support for those experiencing crisis through distinct yet complementary approaches.

Community Outreach and Support Team	
<b>Service Description</b>	Low barrier, outreach based intensive case management services for individuals with multiple barriers to supports
<b>Timeframe</b>	March 1, 2021 – December 2023
<b>Coverage Area</b>	Dundas-Sherbourne, and since January 2022, Church-Wellesley and Yonge-Dundas
<b>Outreach Activities</b>	Referrals Case management Harm reduction services Distribution of supplies
<b>Outcome Measures</b>	Increased timely and appropriate responses to local concerns; Reduced barriers to access and navigate local resources; Increased number of marginalized people connected to appropriate supports and moving out of vulnerability
<b>Data Highlights</b>	<ul style="list-style-type: none"><li>• 4,580 Harm reduction equipment packages distributed to date</li><li>• Almost 90% of clients surveyed indicate they have increased access to healthcare and social service supports</li><li>• 100% of clients engaged are being actively supported in accessing basic needs and services</li><li>• 90% of all referrals have been placed in a more stable housing situation</li><li>• Since project inception, only 3 out of 268 clients in intensive case management have had new charges</li></ul>

Here to Help	
<b>Service Description</b>	Multi-disciplinary team providing timely de-escalation and crisis intervention in response to calls from concerned community members
<b>Timeframe</b>	April 1, 2021 – December 2023
<b>Coverage Area</b>	Dundas-Sherbourne / Moss Park, Church-Wellesley
<b>Outreach Activities</b>	Referrals Practical and substance abuse supports Responding to crisis calls and visits
<b>Outcome Measures</b>	Increased timely and appropriate responses to local concerns; Increased public awareness of appropriate and available responses for safety issues; Increased impactful collaborations among stakeholders
<b>Data Highlights</b>	<ul style="list-style-type: none"> <li>• 40 local businesses actively supported</li> <li>• 3,612 harm reduction equipment packages distributed</li> <li>• Almost 80% (11) of businesses, identified calling police less often and 93% know when to call Here to Help instead of police</li> <li>• 100% (20) of clients agree they had an increased connection to follow-up supports</li> <li>• Over 5,850 community referrals, practical supports and partnership connections provided</li> <li>• Over 100 after hour calls to 24/7 phone line launched in November 2022</li> <li>• Delivering over 1,200 meals since January 2023 through food security program in collaboration with Dixon Hall Neighbourhood Services</li> <li>• Bi-monthly subway checks beginning summer 2022</li> <li>• Twice daily checks of Barbara Hall Park, Moss Park and Allan Gardens</li> </ul>

Harm Reduction Community Care Project	
<b>Service Description</b>	Peer employment program providing clean up and safe disposal of harm reduction supplies
<b>Timeframe</b>	February 1, 2021 – December 2023
<b>Coverage Area</b>	Downtown East
<b>Outreach Activities</b>	Street canvassing for used and discarded harm supplies for safe disposal; Responding to collection and safe disposal of discarded requests from the community
<b>Outcome Measures</b>	Increased timely and appropriate responses to local concerns; Decreased number of improperly disposed sharps/drug use supplies
<b>Data Highlights</b>	<ul style="list-style-type: none"> <li>• Over 117,200 drug use supplies collected since inception</li> <li>• More than 1,707 community cleanups taking place</li> <li>• 38 peer workers involved in the project to date</li> </ul>

Equitable Action for Change	
<b>Service Description</b>	Black-led and serving agency providing low barrier harm reduction, crisis support and referral services, weekend and evening outreach, particularly for individuals who identify as Indigenous, Black, racialized, 2SLGBTQ+
<b>Timeframe</b>	February 3, 2022 – December 2022
<b>Coverage Area</b>	Downtown East
<b>Outreach Activities</b>	Referrals Harm reduction services Distribution of supplies
<b>Outcome Measures</b>	Increased timely and appropriate responses to local concerns; Reduced barriers to access and navigate local resources
<b>Data Highlights</b>	<ul style="list-style-type: none"> <li>• Over 1000 people engaged;</li> <li>• Over 1000 referrals;</li> <li>• Over 3000 people provided with supplies (e.g., personal hygiene supplies, harm reduction kits)</li> </ul>