

## EXECUTIVE SUMMARY

### Community Crisis Support Service: Northwest Pilot

The Northwest pilot is set to launch by June 2022 and will provide an alternative to the presence of police at mental and behavioural health calls and wellness checks in the pilot catchment area. Torontonians located in the pilot area will be able to request the new service by calling 911 and 211. The Northwest pilot teams will be dispatched through 211 and provide crisis support services that will integrate cultural safety protocols and holistic care options. Mobile multidisciplinary teams of crisis workers will be available 24 hours a day, 7 days a week and will be trained in areas such as mental health and crisis management, de-escalation, advanced first aid, overdose response, situational awareness, etc.

The pilot will offer multi-disciplinary services, such as primary health care, referrals to specialized services, housing advocacy, follow-up support, and case management as needed.

The Northwest Community Crisis Support Service pilot will operate alongside the three other City of Toronto Community Crisis Support Service (CCSS) pilots being implemented as per the direction of Toronto City Council. The pilot's design was informed by community consultations conducted in the fall of 2020 and was further developed through collaboration with community members and subject matter experts. The resulting guiding principles should inform the design of the proposed Northwest Community Crisis Support Service pilot.

### Guiding Principles

- Enable multiple coordinated pathways for clients to access crisis services;
- Ensure a transparent and consent-based service of care;
- Incorporate a harm-reduction and trauma-informed approach in all aspects of the service;
- Ground the service in the needs of the service-user, while providing adaptive and culturally relevant individual support needs;
- Guarantee accountability to service users' voices and outcomes by establishing clear pathways for complaints, issues and data transparency

### What are the REOI components?

There are eight documents related to the submission that can all be found online on the Policing Reforms website: <https://www.toronto.ca/community-people/get-involved/community/policing-reform/>

- **Part 1 – Overview of Work**
  - Provides general information, background, and a detailed scope of work for the services requested.
- **Part 2 – Submission Instructions and Evaluation**
  - Provides detailed instructions for structuring the application as well as information on how the applications are scored and evaluated.

## Request for Expressions of Interest: Community Crisis Support Service Northwest Pilot

- **Appendix A: Submission Form**
  - Fillable form required to be completed and signed as part of the submission.
- **Appendix B: Summary Community Engagements**
  - Provided for reference, this document summarizes the feedback received from community roundtable conversations and key subject matter expert interviews about the design of the Community Crisis Support Service.
- **Appendix C: Community Crisis Support Service Pilot Areas**
  - Provided for reference, this document summarizes the geographic catchment area of the Northwest pilot as well as the other Community Crisis Support Service pilots and provides additional information on Toronto Police Service call volumes and divisional boundaries.
- **Appendix D: Agreement Terms and Conditions**
  - Provided for reference, this document lays out the terms and conditions of the agreement that would follow upon notification of the award.
- **Appendix E: Budget Form**
  - Excel document that should be filled and submitted alongside a written proposal.

### How do I submit an application?

The mandatory submission requirements include the following:

1. **Submission Form (Appendix A), completed and signed**
2. **Written Proposal, completed**
  - A. **Letter of Introduction**
  - B. **Executive Summary**
  - C. **Organizational Profile**
  - D. **Relevant Experience and Qualifications**
  - E. **Proposed Staff Team and Resources**
  - F. **Proposed Program Delivery Model**
3. **Budget Form (Appendix E), completed**

Please submit the completed REOI application and required documents attached in **one email** using your organization's business email to [policingreform@toronto.ca](mailto:policingreform@toronto.ca). In accordance with public health measures, applications and required documents are only accepted by email at this time.