



MEMO / NOTE DE SERVICE

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TO: Community Services Committee and Council

DESTINATAIRE : Comité des services communautaires et Conseil

FROM: Clara Freire
General Manager, Community and
Social Services

Contact
Sarah Taylor
Director (A), Community Safety, Well-
Being, Policy and Analytics, Community
and Social Services Department
Phone number: 613-580-2424
sarah.taylor@ottawa.ca

EXPÉDITEUR : Clara Freire
Directrice générale, Services sociaux et
communautaires

Personne ressource :
Sarah Taylor Directrice, Sécurité et
Bien-être dans les collectivités,
Politiques et Données analytiques,
Services sociaux et communautaires
613-580-2424
sarah.taylor@ottawa.ca

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FILE NUMBER: ACS2025-CSS-GEN-001

SUBJECT: **COMMUNITY SAFETY AND WELL-BEING PLAN 2023-24 PROGRESS
UPDATE**

OBJET : **PLAN DE SÉCURITÉ ET DE BIEN-ÊTRE DANS LES
COLLECTIVITÉS – MISE À JOUR SUR LES PROGRÈS 2023-2024**

PURPOSE:

The purpose of this memo is to provide the Mayor and Council an update on the Community Safety and Well-Being Plan's priorities for the years 2023-2024.

BACKGROUND

The City's first Community Safety and Well-Being Plan ([ACS2021-EPS-PPD-0003](#)) was approved on October 27, 2021 and updated on October 3, 2024 ([ACS2024-CSS-GEN-012](#)).

Following the consultative process with residents, seven priority areas as well as goals, strategies, and outcomes to address these priorities were identified and approved by Council:

1. Discrimination, marginalization, and racism
2. Financial security and poverty reduction
3. Gender-based violence and violence against women
4. Housing
5. Integrated and simpler systems
6. Mental well-being
7. Youth Social Development

DISCUSSION

Last year, the Community Safety and Well-Being Office (CSWB Office), made significant progress towards the goals of the plan, implementing strategic actions across all priority areas:

Discrimination, Marginalization and Racism (DMR):

This priority was integral to the following key milestones in 2023-2024:

- **The Poverty Reduction Strategy** undertook a strategic prioritization process to meaningfully engage Black, racialized communities and People with Lived and Living Experience (PWLLE) and ensure their unique needs were addressed in specific priorities and sub-priorities.

- **The Alternate Neighbourhood Crisis Response (ANCHOR) prototype** was rooted in an equity framework to ensure diverse hiring, anti-racism and trauma-informed service training, and engagement of PWLLE. In addition, equity indicators were integrated into the prototype's evaluation framework to ensure progress against equity targets are achieved.
- **The Downtown Safety Outreach Partnership proposal** prioritized culturally appropriate and inclusive wrap around supports for priority populations, especially people experiencing unsheltered homelessness, mental health and substance use health challenges.

Financial Security and Poverty Reduction priority:

- As a result of 18-month period of extensive engagement with residents, community partners and community experts, Council approved the city's first Poverty Reduction Strategy in October 2024.
- The Poverty Reduction Strategy contributes to the Term of Council strategic objective to advance poverty reduction and sets a common agenda for City departments to align and create efficiencies in the work already underway to address poverty in Ottawa.
- In the City's 2025 Budget, Council approved \$150,000 in one-time funding for a tax-clinic coordination opportunity to support and establish effective coordination among local actors providing tax filing support and creating sustainable solutions through work with provincial and federal government.

Gender-Based Violence (GBV) and Violence Against Women (VAW):

- In 2023, the City funded the GBV sector to conduct the first high-level, systematic study of the GBV sector in Ottawa. The study rendered valuable findings related to GBV service needs and gaps with specific focus on Black, Racialized and newcomer communities.
- An Advisory Group (AG) co-chaired by the Ottawa Coalition to End Violence Against Women (OCTEVAW) and Unsafe at Home Ottawa (Interval House Ottawa) was established in 2024. The AG continues to oversee the work under the Community Safety and Well-Being Plan (CSWB) GBV priority and work through the CSWB office with several City departments to integrate a GBV lens in City services and plans.

- The CSWB Office supported and funded the first VAW/GBV sector wide forum on April 12, 2024, to identify sector priorities. The forum was attended by 70 participants representing more than 50 organizations and People with Lived and Living Experience.
- Based on Forum consultations, four key recommendations were identified by the sector to guide the development of a three-year action plan 2025-2027.
- Council approved \$100K in the City's 2025 Budget, for three years, to develop and implement the GBV/VAW action plan. The CSWB Office will continue to provide backbone and technical support to the process.
- The CSWB Office supported the AG to design and submit a proposal to the Ministry of Children, Community and Social Services for Ontario's Action Plan to End Gender Based Violence call for proposals. The outcome of the proposal will be announced in Q1 2025.

Housing priority:

The Social Policy, Research and Analytics (SPRA) branch played a significant role in advancing the Housing priority through key initiatives:

- Digitization of survey data collection for the Point-in-Time count resulting in 2,395 surveys collected across 141 locations with the support of 75 community partner agencies.
- SPRA's work on the Rapid Rehousing Pilot Program Evaluation, provided valuable data to inform the ongoing and future services benefiting single individuals experiencing homelessness.
- SPRA played a vital role in ensuring Ottawa's Housing Needs Assessment was data informed and the needs of key priority groups were included. In addition to fulfilling important Federal funding programs, the Housing Needs Assessment will serve to inform the City's 10-Year Housing and Homelessness Plan mid-term review.

Mental Well-Being:

- In collaboration with the Guiding Council and in partnership with Somerset West and Centretown Community Health Centres and Community Navigation of Eastern Ontario (CNEO-211), the CSWB Office launched [ANCHOR](#) on August 15, 2024, in Centretown.
- In the 11 weeks post launch ANCHOR has received over 1,300 calls resulting in over 600 dispatches to the crisis team in the field.
- CSWB Office completed a formative evaluation of the first 11 weeks of ANCHOR service delivery. The progress of this program will be continually monitored to better understand its impact on the client and the community at large.
- The City through the efforts of the CSWBP Office, and in partnership with the Ottawa Police Service, secured \$9M from the Ministry of the Solicitor General to deliver ANCHOR over 3 years (2024-2027).

Integrated and Simpler Systems priority:

- The City through the efforts of the CSWBP Office, and in partnership with the Ottawa Police Service, secured \$7.6M over 3 years (2024-2027) from the Ministry of the Solicitor General to deliver the Downtown Safety Outreach Partnership.
- Through the Human Services Integration team, digital solutions were explored to improve the integrated consent form and additional client solutions to improve complex administrative navigation and reduce services barriers for clients.
- A Silo-Buster Advisory Group comprised of cross departmental management representatives was established in 2023 and continues to coordinate among City departments and service areas to achieve systems integration and efficiencies.

Building Safer Neighborhoods/Youth Development priority

- Through the Building Safer Communities Fund (BSCF) by Public Safety Canada, the Community Safety and Well-Being Office will be receiving \$6M from April 01, 2023, to March 31, 2026 for the Priority Neighbourhood Youth Initiative, which aims to deter youth involvement in risky behaviors through the development of community-based prevention and intervention strategies.
- This strategy - is supporting the development and delivery of culturally relevant and responsive prevention intervention initiatives addressing risk factors associated with gun and street violence, in partnership with three organizations-

programs: BGC Ottawa – Neighbourhood Ambassador Program, Centre for Resilience and Social Development – RAJO Project, and Social Planning Council of Ottawa - Culturally Based Social Programs By and For Racialized Families, Children and Youth.

Performance Measurement Framework

- The CSWB Office developed the Performance Measurement Framework as a tool to enhance transparency and support regular progress assessments against CSWBP objectives.
- The framework is guided by three pillars: (1) evidence-based; (2) activity and (3) performance and priority-specific projects.
- Additional digital applications and dynamic dashboards are also underway to advance analytics and reporting for the CSWB Plan.

Community Safety and Well-Being Fund

- Last November, the CSWB Office completed the Community Safety and Well-Being Fund (CSWB Fund) evaluation for 2022-2023 – which was shared [via memo](#).
- To facilitate data collection efforts, the CSWB Office will leverage the Impact Evaluation Platform (IEP) created by Context Research Group. IEP is an interactive tool designed to capture, monitor and report on all CSWB Fund as well as Community Funding requirements. This tool also supports the advancement of the Integrated and Simpler Systems goal #2 to promote data sharing.

CityStudio Project

CityStudio Ottawa, founded in 2022, brings together students, faculty and City staff with the goal of exploring municipal challenges from a variety of different perspectives.

To date, CityStudio Ottawa has participated in the following activities:

- Engaged over 1,000 students from the three institutions - Algonquin College, Carleton University and the University of Ottawa.
- Held over 70 projects between various City departments

- Interacted with over 50 courses from the three institutions.
- On April 11, 2024, held HUBBUB, a project showcase event at City Hall to exhibit student projects from participating institutions.
- CityStudio partnerships were able to provide City staff with innovative ideas related to planning, strategizing and improving service delivery across departments.

CONCLUSION

Last year, the CSWB Office made significant progress towards achieving the goals of the plan, including implementing strategic actions in key priority areas. The CSWBP Office will continue to use the collective impact approach to advance the implementation of all CSWBP priorities and ensure that the diverse voices of our community are reflected in its plans and strategies.

Clara Freire
General Manager
Community and Social Services