




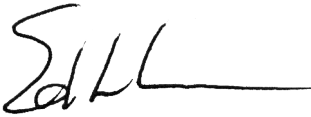
Report Title
Homelessness Consultation in Greater Sudbury

Resolution		Relationship to the Strategic Plan/Health Impact Assessment	
For information only.		This report supports Council's Strategic Plan in the area of Quality of Life and Place as it aligns with the Population Health Priorities of Indigenous Youth, Mental Health, Housing, and Healthy Streets by reporting on persons who are homeless or at risk of homelessness.	
	Resolution Continued		Background Attached

Report Summary	Financial Implications
<p>Homelessness, mental health and addiction issues have grown considerably and have become much more evident in the community over the past number of years, and specifically since the onset of the Covid-19 pandemic. This is a trend that has also been recognized on a national and global scale.</p> <p>This report provides information in response to a request by Council at the meeting of November 24, 2020, for staff to produce a community engagement strategy inclusive of; the general public, local businesses, grassroots agencies, service providers and those with lived experience of homelessness. Council would like the opportunity to obtain feedback from all community members with regards to homelessness, identify gaps in services, safety concerns, local needs and potential solutions.</p>	<p>There are no financial implications at this time.</p>

Report Prepared By	Division Review
 Name Sherri Moroso Title Community Initiatives & Engagement Coordinator	<p>n/a</p>

Recommended by the Department	Financial Implications
 Name Steve Jacques Title General Manager of Community Development	 Name Steve Facey Title Manager of Financial Planning

Recommended by the C.A.O.
 Ed Archer Chief Administrative Officer

Executive Summary

Awareness of, and sensitivity to, homelessness, mental health and addiction issues have grown considerably over the past number of months. This report provides information in response to a request by Council on November 24, 2020. Council informally directed staff to prepare a community engagement strategy. Council indicated they would like an opportunity to obtain feedback on this issue to be able to consider service gaps, safety concerns, local needs and possible solutions.

Background

Mental health, addictions, homelessness and marginalized persons have been at the forefront of community concerns since the start of the Covid-19 pandemic. The City's downtown core, businesses and public areas are experiencing the greatest impact due to systemic issues. Although additional services for the vulnerable population are in place to meet basic needs and provide safe shelter, a service gap remains. Housing and other health and social services are needed.

Council would like to better understand homelessness in our community. Staff will be using the framework outlined in this report for community engagement to provide Council the opportunity to hear the public's views. This will address myths that exist about homelessness, inform the community on the services that exist (such as the Off the Street Shelter, Cedar Place Women and Family Shelter, Samaritan Centre and Rapid Mobilization Table,) and what has been implemented for this population during the Covid-19 pandemic (such as the Homelessness Network Day Centre, YMCA Overnight Warming Centre, Temporary Youth Shelter, and Parkside Dining services) providing nearly 24/7 coverage. It will also be used to identify service gaps, barriers and actions that can be taken by various stakeholders, as well as short- and long-term solutions.

Engagement Strategy Key Stakeholders

Engaging about homelessness requires the support of multiple stakeholders in the community. **Appendix A** provides a list of agencies that support homelessness services in Greater Sudbury. These agencies and frontline staff have already established, trusting relationships with persons who have lived/living experiences. Leveraging these community partnerships is essential to the success of the community engagement process. There are a number of collaborations that exist among these agencies, for example, but not limited to:

- The Homelessness Network: a partnership of six community-based agencies with hired staff dedicated to assisting those who experience episodic and chronic homelessness. It is funded by the City of Greater Sudbury and is part of its Housing and Homelessness Plan and Housing First Strategy.
- Mental Health and Addictions Priority System Priority Table: a forum to share cross-sectoral priorities to improve mental health outcomes, mental health and addictions services across the continuum (promotion, prevention and intervention) and across the lifespan. It includes nearly 50 agencies. The Chair is currently Steve Jacques, General Manager of Community Development.
- Downtown Task Team: a task team created by Mayor Bigger to bring together service providers and community partners to focus on issues in Sudbury's downtown.

- Urban Indigenous Sacred Circle (Ngo Dwe Waanzizjik): facilitates the mobilization of Indigenous governed organizations within the city to provide a shared-approach to programs, services and policy development required to support individuals and families within community.

Since the Council meeting on November 24, 2020, a number of community partners working to end homelessness, along with the collaborative tables in place to address mental health and addictions, expressed the need for a carefully planned public engagement approach, given the vulnerability of homeless persons and the sensitivity of sharing experiences. The process described in this report reflects this advice while achieving Council's desire to better understand the barriers, gaps, opportunities, and possible solutions to improve the homelessness situation.

Engagement Strategy Key Principles

The engagement process incorporates the following principles to provide a safe, supportive and meaningful environment for all to share their stories:

1. Follow International Association for Public Participation (IAP2) Protocol (Appendix B) to ensure consultation is meaningful and clear, with respect for the trauma experienced by individuals and families. Levels used will range from inform through to collaborate depending on the session format and participant type.
2. Leverage community partnerships with established supports for people experiencing homelessness. These community partnerships are essential to the success of the community engagement process. These agencies and frontline staff have already established trusting relationships with persons who have lived/living experiences.
3. Conduct consultation with Indigenous community partners to ensure the process is sensitive to the Truth and Reconciliation Commission's Calls to Action.
4. Educate the public as part of the engagement process. There are a variety of myths and stigmas about homelessness. In order to ensure that informed and open-minded conversations can take place, education is important to ensure participants have accurate information.

Engagement Tactics and Timelines

The overall goal of this consultation process, in line with Council direction, is to listen to ideas in order to determine service gaps, barriers, and short and long-term actions to affect positive change in the community. In order to achieve the goal as described above, the following community engagement timelines and tactics are recommended, over an approximate six-week period (December 17 to January 29):

December 17 to January 30: Survey

A survey will be available for the public to submit ideas and share stories. It will be available online (Over to You) and printed (Libraries/CSC and service provider locations). The survey will be developed in consultation with key stakeholders. The Over to You page will include educational materials to inform participants.

December 17 to January 30: Stories/Testimonials

Throughout the engagement process, service providers will gather stories, testimonials and ideas from people with lived/living experiences. These comments will likely be anonymous to protect the privacy of individuals, and will be gathered using a format the participant is most comfortable with (recorded or written).

January: Council Site Visits

Throughout January, members of Council will be offered the opportunity to visit different locations in the community to gain first-hand perspectives. These include shelters, warming stations, unofficial gathering areas, the downtown and more.

January (date to be determined): Public Input Meeting on Homelessness

Given the desire for all Members of Council to participate, it is recommended that the public input meeting be scheduled through the Clerks section as a Special Meeting of Council in accordance with the City's Procedure By-law. To ensure sufficient opportunity for feedback and to maintain a safe and inclusive environment for all groups, two sessions are recommended:

1. Community, Business and Agencies/Grassroots Organizations session: Three-hour session, with 1.5 hours for public and 1.5 hours for Agencies/Grassroots organizations.
2. Indigenous and Lived Experience session: Three-hour session, with 1.5 hours for Indigenous and 1.5 hours for Lived Experience Stories shared by service providers.

Given that the meeting would occur electronically via Webex, speakers would need to pre-register with the Clerk's Section in order to receive the link required to access the electronic meeting, and would allow participants five-minute timeframes to present, in line with the City's Procedure By-law. These would be three hour sessions, with the opportunity to add additional sessions and extend feedback timelines if registrations surpass allocated timeframes.

Anticipated Output

Staff will assemble comments received and assess the issues raised. This will include circulating draft information among stakeholders to confirm understanding and completeness. In preparation for further direction from Council, staff will prepare a report that analyzes potential options to address the issues and, if appropriate, recommend direction(s).

Next Steps

Staff from the Communications and Engagement Division and Community Development Department will lead the facilitation of the engagement process, following the framework contained in this report. Staff will collaborate closely with key stakeholders of the Homelessness Network, Mental Health and Addictions Table, Downtown Task Force, Urban Indigenous Sacred Circle (Ngo Dwe Waanzizjik), and grassroots agencies. The process will ensure that all interested parties are provided an opportunity to voice their concerns and ideas.

Resources

2019 Homelessness Report Card, Community Services Committee Report, August 10, 2020
<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&id=1501&itemid=18741&lang=en>

Housing First Presentation, August 10, 2020
<https://agendasonline.greatersudbury.ca/index.cfm?pg=agenda&action=navigator&lang=en&id=1501&itemid=18746>

Appendix A – Homelessness Agency Listing

Behavioural Support Ontario

Canadian Mental Health Association
(CMHA)

Centre de santé communautaire du Grand
Sudbury

Children's Aid Society

Circle's Program

Collège Boréal

Compass

Conseil scolaire de district catholique du
Nouvel-Ontario

Conseil scolaire public du Grand Nord de
l'Ontario

Dr. Alex Anawati

Dr. Laura Piccinin

Dr. Rayudu Koka

Greater Sudbury Police Services

Health Sciences North

Homelessness Network

Mental Health & Addictions Table (50+
Members)

Monarch Recovery

Multi-Cultural Association

Myths & Mirrors

Northern Initiative for Social Action (NISA)

Ontario Health (OH – Former NELHIN)

Planet Over Profit

Public Health Sudbury & Districts

Rainbow District School Board

Réseau ACCESS Network

Samaritan Centre

Sudbury Catholic District School Board

Shkagamik-Kwe Health Centre

Sudbury Action Centre for Youth (SACY)

Sudbury Counselling Centre

Sudbury Restorative Justice Board

Spark Employment Services

Sex Workers Advisory Network (SWANs)

SWEAC

Urban Indigenous Sacred Circle (Ngo Dwe
Waanizizjik)

Violence Threat Risk Assessment Steering
Committee (VTRA)

IAP2 Spectrum of Public Participation

IAP2's Spectrum of Public Participation was designed to assist with the selection of the level of participation that defines the public's role in any public participation process. The Spectrum is used internationally, and it is found in public participation plans around the world.

INCREASING IMPACT ON THE DECISION					
	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.