CITY OF WINDSOR MINUTES 10/04/2023

Community Services Standing Committee Meeting

Date: Wednesday, October 04, 2023
Time: 9:00 o'clock a.m.

Members Present:

Councillors
Ward 2 - Councillor Fabio Costante
Ward 4 – Councillor Mark McKenzie
Ward 5 - Councillor Ed Sleiman (Chairperson)
Ward 6 - Councillor Jo-Anne Gignac

PARTICIPATING VIA VIDEO CONFERENCE ARE THE FOLLOWING FROM ADMINISTRATION:

Ward 3 - Councillor Renaldo Agostino
Sandra Gebauer, Council Assistant

ALSO PARTICIPATING IN COUNCIL CHAMBERS ARE THE FOLLOWING FROM ADMINISTRATION:

Andrew Daher, Commissioner, Human & Health Services
Ray Mensour, Commissioner, Community Services
Kirk Whittal, Executive Director Housing & Children Services
Jennifer Tanner, Manager Homelessness & Housing Support
Jen Knights, Executive Director Recreation & Culture
Alena Sleziak, Manager, Customer Contact Centre
Jason Moore, Senior Manager, Communications & Customer Service
Tanya Antoniw, Executive Director Employment & Social Services
Kelly Goz, Manager Homelessness & Housing Support
Sumar Jasey, Emergency Planning Officer
Linda Higgins, Manager of Inter-Governmental Subsidies & Financial Administration
Samantha Magalas, Executive Initiatives Coordinator
Doran Anzolin, Executive Initiatives Coordinator

1. CALL TO ORDER

The Chair calls the meeting of the Community Services and Parks Standing Committee to order at 9:00 o'clock a.m.

2. DISCLOSURE OF PECUNIARY INTEREST AND THE GENERAL NATURE THEREOF

None Disclosed.

3. ADOPTION OF THE MINUTES

3.1. Adoption of the Community Services Standing Committee minutes of its meeting held September 6, 2023

Moved by: Councillor Jo-Anne Gignac
Seconded by: Councillor Mark McKenzie

THAT the minutes of the Community Services and Parks Standing Committee meeting held September 6, 2023 **BE ADOPTED** as presented.
Carried

Report Number: SCM 240/2023

4. REQUEST FOR DEFERRALS, REFERRALS OR WITHDRAWALS

None presented.

5. COMMUNICATIONS

None presented.

6. PRESENTATIONS AND DELEGATIONS

See Item 8.1.

7. COMMITTEE MATTERS

None presented.

8. ADMINISTRATIVE ITEMS

8.1. Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide

Joyce Zuk, Executive Director, Family Services Windsor-Essex and Barb Iacono, Director of Housing and Community Programs, Family Services Windsor-Essex

Joyce Zuk, Executive Director, Family Services Windsor-Essex and Barb Iacono, Director of Housing and Community Programs, Family Services Windsor-Essex appear before the Community Services Standing Committee regarding the administrative report "Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide" and provide a brief summary of their operation including the following:
Outreach Role: Find individuals experiencing homelessness, Assess/add to BNPL, Support accessing services in the community; Why outreach is different, Know people by name, Know their needs and who they are connected to, Re-find or reconnect, Establish long-term relationships; Details about the Outreach Team, which includes 5 staff that have designated routes that they conduct daily, also conduct follow-up meetings with individuals on the street, respond to 311 calls and encampment referrals; 2 teams of 2 workers in the City and 1 worker in the County; New outreach schedule is provided, Team A: Mon – Fri 7:30am to 3:30pm, Team B: Wed – Sun 10:00am to 6:00pm, County: Mon – Fri 9:00am to 5:00pm, On call: Mon – Sun 9:00pm to 12:00am; Outreach Response, Referrals through 311 system, All other referrals will be logged into 311 system by FSWE staff, All calls triaged and best/most appropriate response determined.

Jennifer Wilson, PMP Society of Saint Vincent de Paul Windsor Essex Central Council VP of Finance / Society of Saint Vincent de Paul Windsor Essex Street Outreach Chair and Roxanne Anger, Society of Saint Vincent de Paul Windsor Essex Street Outreach Steering Committee, available for questions

Jennifer Wilson, PMP Society of Saint Vincent de Paul Windsor Essex Central Council VP of Finance / Society of Saint Vincent de Paul Windsor Essex Street Outreach Chair and Roxanne Anger, Society of Saint Vincent de Paul Windsor Essex Street Outreach Steering Committee appear before the Community Services Standing Committee regarding the administrative report "Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide" and are available for questions.

Councillor Jo-Anne Gignac inquires about the current programming and what is being proposed, and the funding source for the 5 outreach workers, are they funded by the County and the City. Ms. Iacono indicates that all 5 are funded by the City.

Councillor Jo-Anne Gignac inquires about the financial compensation annually that is provided for those workers. Ms. Zuk indicates that they have a combined contract for several homelessness services under the homelessness partnership program. Jennifer Tanner, Manager, Homelessness and Housing Support appears before the Community Services Standing Committee regarding the administrative report "Response to CQ 20-2023 – Feasibility of Expanding Outreach Services and 311 Operating Hours– City Wide" and indicates that the total funding for outreach workers is $366,000.00 which is funded by both the City of Windsor and the Provincial Homelessness

Prevention Program. The City's contribution is $138,000.00 which is for the 4 City outreach workers.

Councillor Jo-Anne Gignac inquires about the one individual that services the county and whether they are funded by the county. Ms. Tanner responds no and they are funded through the provincial allocation.

Councillor Jo-Anne Gignac inquires whether there is a matching municipal contribution related to the Provincial allocation. Ms. Tanner indicates that the City receives approximately $ 20 million in funding from the Province.

Councillor Jo-Anne Gignac requests details regarding the outreach workers. Ms. Zuk indicates that the after hours service will only have one on call outreach worker, depending on the call received the situation is assessed to see if they are able to go on their own or if support is needed from Police or the nurse and police team. Ms. Zuk adds that the workers are trained and able to triage the calls and are able to recognize the situations where police intervention would be required.

Councillor Jo-Anne Gignac inquires about the outreach workers qualifications. Ms. Zuk indicates that the outreach workers are skilled communicators, have experience working with vulnerable populations, and have a university or college degree.

Councillor Jo-Anne Gignac inquires to Jennifer Wilson and Roxanne Anger of the Society of Saint Vincent de Paul in terms of numbers, how are these individuals making connections. Ms. Wilson indicates that they have been in the Windsor-Essex community since 1896, and the current volume of homelessness hasn't been seen since the great depression. Ms. Wilson indicates that recently, a mobile outreach team has been developed and there are over 35 active volunteers and 7 fully trained deployment teams that go out Wednesday evenings and Sunday mornings actively searching for individuals who have been lost to the system. They educate them on the services available, bring them food, basic necessities, etc. to try to gain and build trust to begin to get them help.

Councillor Jo-Anne Gignac inquires about the strategy on the street to make the connections. Ms. Anger provides details and indicates that the non-emergency police service line dispatches police officers as needed.

Councillor Jo-Anne Gignac inquires about the number of teams in the county. Ms. Wilson indicates that they have seven fully trained teams.

Councillor Jo-Anne Gignac inquires as to how they are trained. Ms. Wilson indicates that they have Safeguard training, vulnerable police sector training, social worker training program, and de-escalation.

Councillor Jo-Anne Gignac inquires as to how their teams are connecting affected individuals with the appropriate programs. Ms. Anger indicates that they provide the contact information for the available programs and allow the affected individuals to reach out on their own terms.

Councillor Jo-Anne Gignac inquires in terms of groups like Saint Vincent de Paul, how connected is the City to them. Ms. Tanner indicates that they are most connected to the organizations that they provide funding to. There is a community outreach table chaired by Family Services Windsor-Essex and many of the outreach services meet and regularly communicate in order to make sure that their services complement each other to be able to make a network of outreach services.

Councillor Jo-Anne Gignac inquires whether there is an opportunity to have a formalized discussion with the involved outreach groups to streamline the available services in order to have a bigger impact. Ms. Tanner indicates that there are existing relationships that connect one group to the other.

Councillor Jo-Anne Gignac comments that if the City, can get them all around the table to bring them together to discuss the needs of this vulnerable group, we can draw out their strengths to really accomplish something bigger.

Councillor Renaldo Agostino inquires whether this is a 6 month trial of the new program. Ms. Tanner indicates that they are making some immediate improvements to the outreach schedule, the accessibility through 311 and that they have been given some time to make sure that they have the processes in place and that they are able to deliver on the services. Administration will review the number of calls coming in and the impact it is really having on visible homelessness before deciding if expansion of the program is required.

Councillor Renaldo Agostino inquires about the provincial funding and what amount would be needed to make the impact we want to see in the City. Administration indicates that tens or hundreds of millions more in order to see significant progress within our community. Administration adds that this should be funded by the Province, and is not the responsibility of the municipality. Although we have received additional funding in recent years, we will continue to advocate for more as we see that it is needed.

Councillor Renaldo Agostino inquires as to the plan for educating the community about the steps to take when a situation arises. Ms. Tanner indicates that once the soft-launch of the new program is in place, communication work that is under development will let the public know how to access the 311 app and phone line, including information cards, website information, and various other resources.

Councillor Renaldo Agostino inquires about timelines for the soft-launch and whether 30 days is a reasonable amount of time. Ms. Tanner indicates that she agrees that 30 days is a fair amount of time.

Councillor Fabio Costante inquires whether Family Services Windsor Essex has enough complement on the streets to address the need that is out there right now. Ms. Zuk indicates that when the workers are on the street, the primary goal is to put individuals on the pathway to housing. The first step is to get them to shelter. Community groups are a critical part of outreach as

an all hands on deck approach. Available housing is the missing link in all of this, more housing has to be built.

Councillor Fabio Costante indicates that when it comes to emergency shelters, there are individuals choosing not to be housed and the reasons why. Ms. Zuk indicates that privacy is lacking and shared accommodation is a challenging situation to be in due to their traumas, addiction, mental health issues. Most of our shelters are shared accommodation. There are rules that must be followed in order to stay in shelter which can be an added stressor.

Councillor Mark McKenzie inquires about the process of calling 311, and who will the caller be connected with. Ms. Tanner indicates that the Family Services outreach team will receive a service request, triage, assess, action and document the outcome of the request in the 311 system.

Councillor Mark McKenzie inquires as to how the City is connecting them to other non-profit volunteer organizations outside of 311 operating hours. Ms. Tanner indicates that the Family Services Homeless Outreach Team has the most comprehensive hours compared with other community outreach services currently available in the community. 211 services are available 24/7 which is an information and referral line. Coordinating the services offered by various community organizations would take a significant amount of time and resources.

Councillor Mark McKenzie responds that coordinating the available services would be the most effective route. Some community groups are already coordinating with each other to pool resources and create a network.

Administration provides details regarding the Homeless Individuals and Family Information System which is a database that agencies use to create client files and track supports that the clients are provided with. It is about the client's journey towards housing. There are about 15 organizations using the database which allows them to provide notes about the services provided to the individual. The system provides us with data about many factors. It is required in order to receive federal funding.

Moved by: Councillor Mark McKenzie
Seconded by: Councillor Jo-Anne Gignac

Decision Number: **CSSC 208**
THAT the report of the Manager, Homelessness and Housing Support in response to CQ 20-2023 Feasibility of Expanding Outreach Services and 311 Operating Hours **BE RECEIVED** for information; and,

THAT City Council **ENDORSE** recent improvements made to the Homelessness Street Outreach team's schedule and improved access to such services through the 311 Contact Centre as outlined in this report; and,

THAT City Council **DIRECT** Administration to report back to Council with more data and information about the impact of recent improvements to the Homelessness Street Outreach team's

schedule and after-hours homelessness response initiated through 311, before deciding if further expansion is needed; and,

THAT City Council continue to **SUPPORT** programs and services that advance the goals of the 10-year Housing and Homelessness Master Plan, and the creation and expansion of affordable and supportive housing.

That administration **BE REQUESTED** to report back to the Community Services Standing Committee, as to how the City will attempt to draw the various organizations together in an effort to collaborate and capitalize on the programs that they are prepared to offer.
Carried.

Report Number: S 118/2023
Clerk's File: GM/7755

9. QUESTION PERIOD

None presented.

10. ADJOURNMENT

There being no further business the meeting of the Community Services Standing Committee is adjourned at 10:21 o'clock a.m. The next meeting of the Community Services Standing Committee will take place on Wednesday, November 1, 2023.
Carried.

Councillor Sleiman (Chairperson)

Deputy City Clerk / Supervisor of Council Services