

Municipality Of Chatham-Kent
Community Human Services
Employment and Social Services

To: Mayor and Members of Council
From: Chantal Perry, Program Manager, Employment and Social Services
Date: May 25, 2021
Subject: Chatham-Kent Community Safety and Well-Being Plan

Recommendations

It is recommended that:

1. The priorities, activities, and outcomes of the provincially mandated Chatham-Kent Community Safety and Well-Being Plan (Appendix A) be adopted and supported by Council.
2. A request for dedicated staffing resources to implement and monitor the Chatham-Kent Community Safety and Well-Being Plan progress, to be presented and finalized with Council at a later date, be supported by Council.

Background

On January 1, 2019, Section 143 (Part XI) of the Police Services Act came into effect. Section 143 is titled Community Safety and Well-Being Plans and deals with matters related to preparation, adoption, reporting, and revisions of the plans. The legislation requires each Municipality to prepare and adopt, by resolution, a Community Safety and Well-being Plan (CSWP) by July 1, 2021. Plans are required to be prepared by a multi-sectoral advisory committee comprised of representation from the police service board and other local service providers in health/mental health, education, community/social services and children/youth services.

During a consultation process that occurred between 2013 and 2016, the Ministry of the Attorney General sought local level input with policing stakeholders and multi-sectoral government partners to identify necessary changes to the way services are delivered to ensure community safety and well-being. The driving forces behind this legislative change are captured in two documents: [Crime Prevention: A Framework for Action](#) and [Community Safety and Well-being in Ontario: Snapshot of Local Voices](#). The Ministry identifies the following benefits from the development and implementation of a community safety and well-being plan:

- Enhanced communication and collaboration among sectors, agencies, and organizations;
- Stronger families and improved opportunities for healthy child development;
- Healthier, more productive individuals that positively contribute to the community;
- Increased understanding of and focus on priority risks, vulnerable groups, and neighborhoods;
- Transformation of service delivery, including realignment of resources and responsibilities to better respond to priority risks and needs;
- Increased engagement of community groups, residents, and the private sector in local initiatives and networks;
- Enhanced feelings of safety and being cared for, creating an environment that will encourage newcomers to the community;
- Increased awareness, coordination of and access to services for community members and vulnerable groups;
- More effective, seamless service delivery for individuals with complex needs;
- New opportunities to share multi-sectoral data and evidence to better understand the community through identifying trends, gaps, priorities, and successes; and
- Reduced investment in and reliance on incident response.

This planning framework is detailed in [Community Safety and Well-being Planning Framework: A Shared Commitment in Ontario](#). The province identified four areas that are critical for developing community safety and well-being plans (please refer to Figure 1). Understanding these areas ensure local plans are as efficient and effective as possible in making communities healthier and safer.

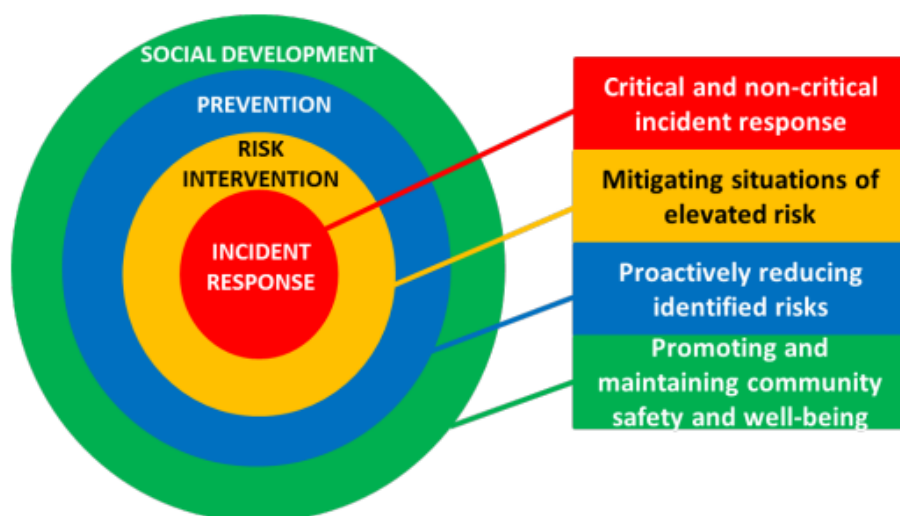


Figure 1

According to the province, the goal of community safety and well-being planning is “to achieve sustainable communities where everyone is safe, has a sense of belonging, opportunities to participate, and where individuals and families are able to meet their needs for education, health care, food, housing, income, and social and cultural expression.” To achieve this, the intent is to develop plans that redirect stakeholder efforts and resources towards proactive investments while avoiding, where possible, reactionary, incident-driven responses. As per the Police Services Act, a community safety and well-being plan is required to:

- Identify risk factors in the municipality or First Nation, including, without limitation, systemic discrimination and other social factors that contribute to crime, victimization, addiction, drug overdose and suicide, and any other prescribed risk factors;
- Identify which risk factors the municipality or First Nation will treat as a priority to reduce;
- Identify strategies to reduce the prioritized risk factors, including providing new services, changing existing services, improving the integration of existing services or coordinating existing services in a different way;
- Set out measurable outcomes that the strategies are intended to produce;
- Address any other issues that may be prescribed; and
- Contain any other information that may be prescribed.

Once adopted, the plan must be published, monitored, and reviewed, and the municipality must take “any actions that the plan requires” to implement the plan.

In October 2020, Chatham-Kent’s Community Safety and Well-Being Plan Steering Committee assigned internal municipal staff from Police Services, Fire and Emergency Services, Public Health, and Employment and Social Services to form a CSWP Working Group to develop a local CSWP for Chatham-Kent. It was acknowledged that significant community planning and consultation had recently been completed in the community and the local CSWP should leverage already existing community plans and priorities, as well as existing partnerships and financial resources.

Comments

In developing Chatham-Kent’s Community Safety and Well-Being Plan, data analysis from the FIRST Strategy’s Intervention Risk Tracking Database, confirmed that the primary factors for risk intervention in the Chatham-Kent community were:

- Mental Health
- Housing and Homelessness
- Substance Use

Data confirms that Chatham-Kent residents are experiencing increasing socio-economic inequality, homelessness, rising mental health issues, and substance use disorders. The COVID-19 pandemic has exacerbated these issues. Continued review and assessment of numerous existing Chatham-Kent community plans, previous reports to Council and

extensive stakeholder engagement confirmed these risk factors, however the work also highlighted that lack of community awareness and service integration continued to be a barrier for people accessing the assistance they need, when they need it.

Chatham-Kent's Community Safety and Well-Being Plan is the culmination of numerous community strategic plans, reports, and community consultation. It outlines three main priority areas of focus, with defined outcomes, for improved community safety and wellbeing in the community:

Priority	Outcome
Community Awareness and Integration	People know where to go to get the services they need, when they need them
Mental Health and Substance Use	People can access local mental health and substance use supports and services
Housing and Homelessness	People have a safe place to call home

While the Community Safety and Well-Being Plan is a legislated requirement, it also has the opportunity to encourage transformational change within the community, with a particular focus on those groups and individuals who are most vulnerable. Over time, the overarching goal is to reduce the burden on emergency services through proactive collaborative responses. The Community Safety and Well-Being Plan framework is designed to implement “up-stream” activities as a method of early crime prevention, and improve the quality of life of residents and the community.

As Chatham-Kent's Community Safety and Well-Being Plan is implemented, priorities, activities, and outcomes will continue to progress and evolve as performance management progress is tracked and monitored. Communities are mandated to undertake ongoing holistic, proactive, collaborative initiatives to address local needs in new and innovative ways. The province recommends that dedicated staffing and resources will be beneficial to the community safety and well-being implementation process. Firstly, a champion of the plan is important as that person would likely have the ability and/or authority to create community momentum, action, and motivation.

Secondly, considering the number of stakeholders involved, a coordinator role is critical in ensuring that plan objectives are being met, the process is moving forward, and is on track. The province recommends that the coordination should be from an area that has knowledge or authority over community safety and well-being, such as social services.

Given the consultation and collaboration required, dedicated staff resources will play a fundamental part in organizing the CSWP activities, tracking outcomes, measuring and driving progress, as well as, distributing information between those involved. This type of community plan requires dedicated resources from an entity, such as social services, that is well-connected with the stakeholders, understands the opportunities and

challenges each bring to the table and has knowledge or authority over community safety and well-being. Community Human Services will bring a report to Council within the next three months outlining the recommended plan implementation and staff resource costs.

Areas of Strategic Focus and Critical Success Factors

The recommendations in this report support the following areas of strategic focus:

☐ Economic Prosperity:

Chatham-Kent is an innovative and thriving community with a diversified economy

☒ A Healthy and Safe Community:

Chatham-Kent is a healthy and safe community with sustainable population growth

☐ People and Culture:

Chatham-Kent is recognized as a culturally vibrant, dynamic, and creative community

☐ Environmental Sustainability:

Chatham-Kent is a community that is environmentally sustainable and promotes stewardship of our natural resources

The recommendations in this report support the following critical success factors:

☐ Financial Sustainability:

The Corporation of the Municipality of Chatham-Kent is financially sustainable

☐ Open, Transparent and Effective Governance:

The Corporation of the Municipality of Chatham-Kent is open, transparent and effectively governed with efficient and bold, visionary leadership

☐ Has the potential to support all areas of strategic focus & critical success factors

☐ Neutral issues (does not support negatively or positively)

Consultation

The members of the Chatham-Kent Community and Safety Well-Being Steering Committee consulted on the development of the Chatham-Kent Community Safety and Well-Being Plan.

Financial Implications

The province provided no project specific funding to municipalities to develop the Community Safety and Well-Being Plan. There is no direct financial impact, other than internal staff resources, associated with the development of this plan. There may be opportunities to apply for grants in the future. Staff will continue to monitor any opportunities for funding from other levels of government that might arise. Community Human Services will bring a report to Council within the next three months outlining the recommended plan implementation and staff resource costs.

Prepared by:

Chantal Perry, B.A.
Program Manager, Employment and Social Services

Reviewed by:

Polly Smith, B.A. Dipl. MM
Director, Employment and Social Services

April Rietdyk, RN, BScN, MHS, PhD PUBH
General Manager, Community Human Services

Attachment: Appendix A - Community Safety and Well-Being Plan 2021

c. Chatham-Kent Community and Safety Well-Being Steering Committee

P:\RTC\Community Human Services\2021\ESS\June 14\Chatham-Kent Community Safety And Well-Being Plan.Doc



Community Safety and Well-Being Plan 2021

Municipality of
Chatham-Kent



Chatham-Kent

Message from the Mayor of Chatham-Kent



We have much to be thankful for here in Chatham-Kent. Among our many first-class attributes is that of living in a safe community.

I am proud of what Chatham-Kent has achieved so far but we still have work to do.

The Community Safety and Well-Being Plan is the next step to making Chatham-Kent an even better place to live, work and play.

The issues of addiction, homelessness and mental health that affect our society as a whole are also found in Chatham-Kent.

Our community cannot be truly safe until the needs of all of our residents are met. We all deserve basic human needs of shelter, understanding and aid in times of crisis.

Partnerships such as this, which work together collaboratively towards these important goals serve to strengthen our community.

Please lend your support and effort toward making these goals a reality.

*Darrin Canniff, Mayor
Municipality of Chatham-Kent*

Mission:

The Corporation of the Municipality of Chatham-Kent is a proud, proactive, progressive team committed to innovation and leadership through the provision of services enhancing the quality of life in our community.

Vision:

A welcoming, healthy, prosperous community that is culturally rich and naturally innovative.

Message from the Steering Committee Co-Chairs



In January of 2019, the province of Ontario legislated municipalities, under the Ontario Police Services Act, to develop and adopt a community-based approach to address root causes of complex social issues. By that time, Chatham-Kent, known for its long-standing efforts to engage multi-sector community partners in a common cause of caring, was well on its way to identifying and documenting issues affecting some of its most vulnerable citizens.



In this report, you will read about the planning framework adopted by the local Steering Committee, along with the priority issues and potential solutions that were identified through collaborative efforts in the areas of social development, prevention and risk intervention. This CSWB plan involves taking an integrated approach to service delivery across a wide range of sectors, agencies and organizations including police, local government, education, social services and fire to name but a few. Our plan concentrates on connecting the marginalized in our community to the essential services surrounding the three key social risks of Mental Health, Addictions and Homelessness, identified by our Standing Committee as priorities for Chatham-Kent.

It has been our pleasure to serve as Co-Chairs in supporting and advocating for a shared commitment towards caring community connections, which continue to make a positive impact on the lives of our Chatham-Kent residents.

Gary Conn, Chief of Police

Karen Kirkwood-Whyte, Municipal Councillor (Ward Six)

Co-Chairs, Community Safety and Well-Being Committee

Table of Contents

Section Heading	Page #
Acknowledgements	5
Chatham-Kent CSWP Working Group	5
Executive Summary	6
Chatham-Kent on the Map	7
Welcome to Chatham-Kent	8
CK Plan 2035 - Chatham-Kent's Community Strategic Plan	9
The Evolution of Community Safety & Well-Being in Ontario	11
The Ontario Community Safety Framework	12-13
F.I.R.S.T. Strategy	14
A Foundation for Improved Community Safety & Well-Being	15
Local Risk Factors	16-17
CSWP Priority Areas for Action	18
Chatham-Kent CSWP Priority: Community Awareness	19
Chatham-Kent CSWP Priority: Mental Health & Substance Use	20
Chatham-Kent CSWP Priority: Housing & Homelessness	21
Next Steps on Chatham-Kent's CSWP Pathway	23
Appendix A: Leadership Committee	24
Appendix B: F.I.R.S.T. Strategy Participating Agencies	25
Appendix C: Chatham-Kent CSWP	26
Appendix D: Citations and References	31

Acknowledgements

The Chatham-Kent Community Safety and Well-Being Plan was overseen by the Community Safety and Well-Being Steering Committee (Appendix A) and developed by a joint working group led by Chatham-Kent Police Services and Community Human Services of the Municipality of Chatham-Kent. The Working Group would like to thank the community agencies, stakeholders and non-profit organizations that shared reports, plans, data and community consultation results. This Plan is the culmination of numerous and ongoing community strategic plans, reports and community consultation.

Chatham-Kent Community Safety and Well-Being Plan Working Group

Chantal Perry • Program Manager, Employment & Social Services

Sarah Fraleigh-Bulckaert • Evaluation & Planning Specialist, Employment & Social Services

Joanne McGee • Administration Assistant, Employment & Social Services

Teresa Bendo • Director, Chatham-Kent Public Health

Whitney Burk • Public Educator, Chatham-Kent Fire & Emergency Services

Sergeant Doug Cowell • Community Mobilization, Chatham-Kent Police Service

Constable Renee Cowell • Public Information Officer, Chatham-Kent Police Service

Marjorie Crew • F.I.R.S.T. Strategy Coordinator, Family Service Kent

Rashoo Brar • Director - Mental Health Addictions, Complex Continuing Care and Chronic Disease, Chatham-Kent Health Alliance

Brian K. French • Graphic Design & Print Production

Executive Summary

Chatham-Kent's Community Safety and Well-being Plan consists of three priority focus areas encompassing clearly defined actions and activities.

COMMUNITY AWARENESS AND INTEGRATION

People know where to go to get the services they need, when they need them

Strengthen collaboration and integration of mental health, substance use, housing and homelessness services

Improve service navigation

Improve community understanding of the impacts and intersection of mental health, substance use, and homelessness

MENTAL HEALTH AND SUBSTANCE USE

People can access local mental health and substance use supports and services

Increase health funded community Mental Health and Substance Use supports and services

Develop and maintain a municipal drug strategy

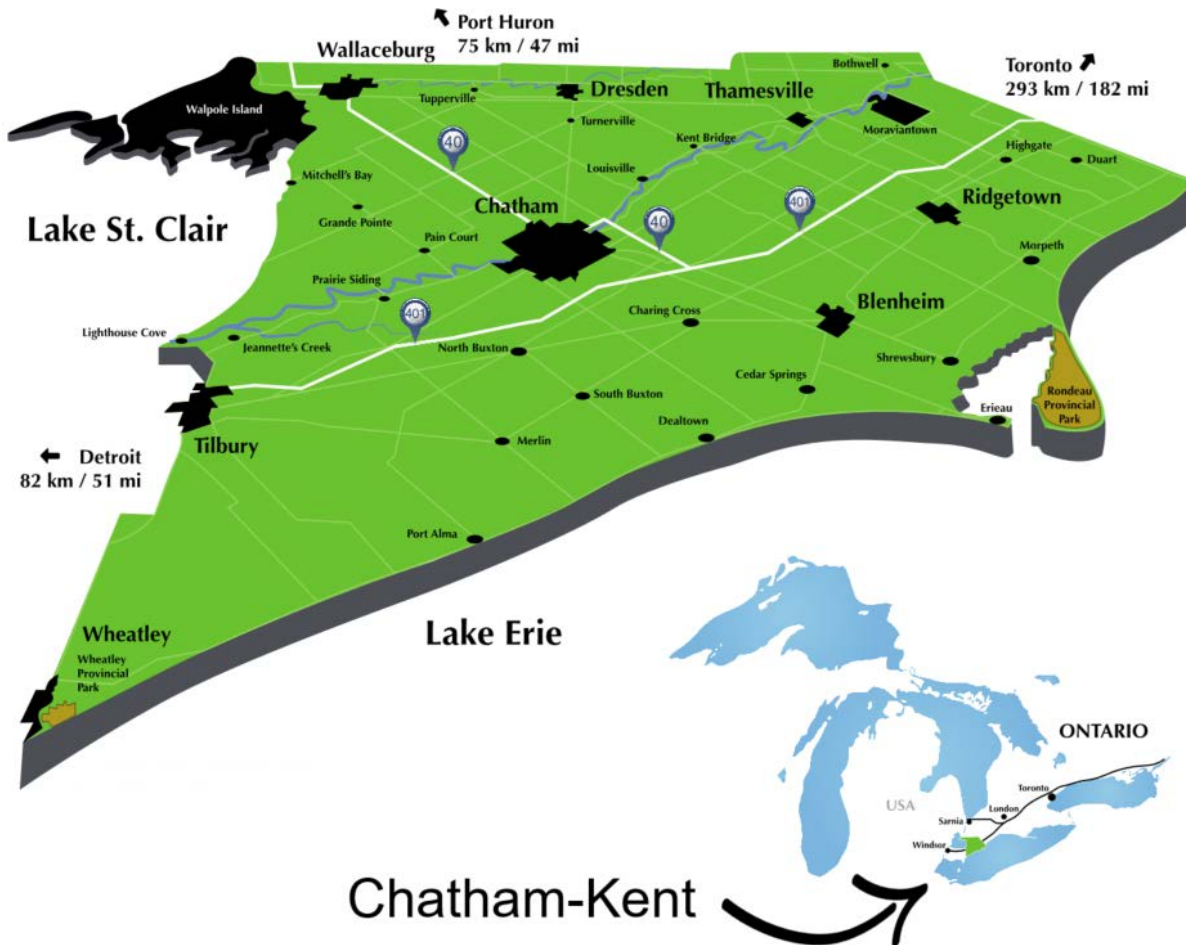
HOUSING AND HOMELESSNESS

People have a safe place to call home

Increase access to affordable & supportive housing

Decrease homelessness

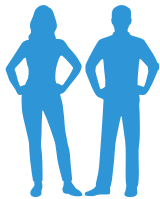
Chatham-Kent on the Map



Chatham-Kent is a single-tier Municipality with a population of 102,042 located in the heart of Southwestern Ontario. Mostly rural, Chatham-Kent is a blend of twenty-three communities, each with their own rich history and unique character. Chatham-Kent grows food for the world, with an economy historically centred around agriculture, manufacturing, retail and services.

Chatham-Kent provides a high quality of life in safe and affordable communities. With access to both rural lifestyle and urban amenities, it is a great place to work, live, and play. In recent years however, financial disparity, mental health, substance use, and homelessness have become increasingly concerning, and amplified by the impacts of poverty. The development of an integrated Community Safety and Well-Being Plan will be essential in ensuring long-term health and safety for our residents.

Welcome to Chatham-Kent



POPULATION
102,042



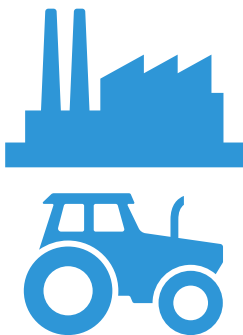
GEOGRAPHIC AREA
2,500 km²



UNEMPLOYMENT RATE
6%



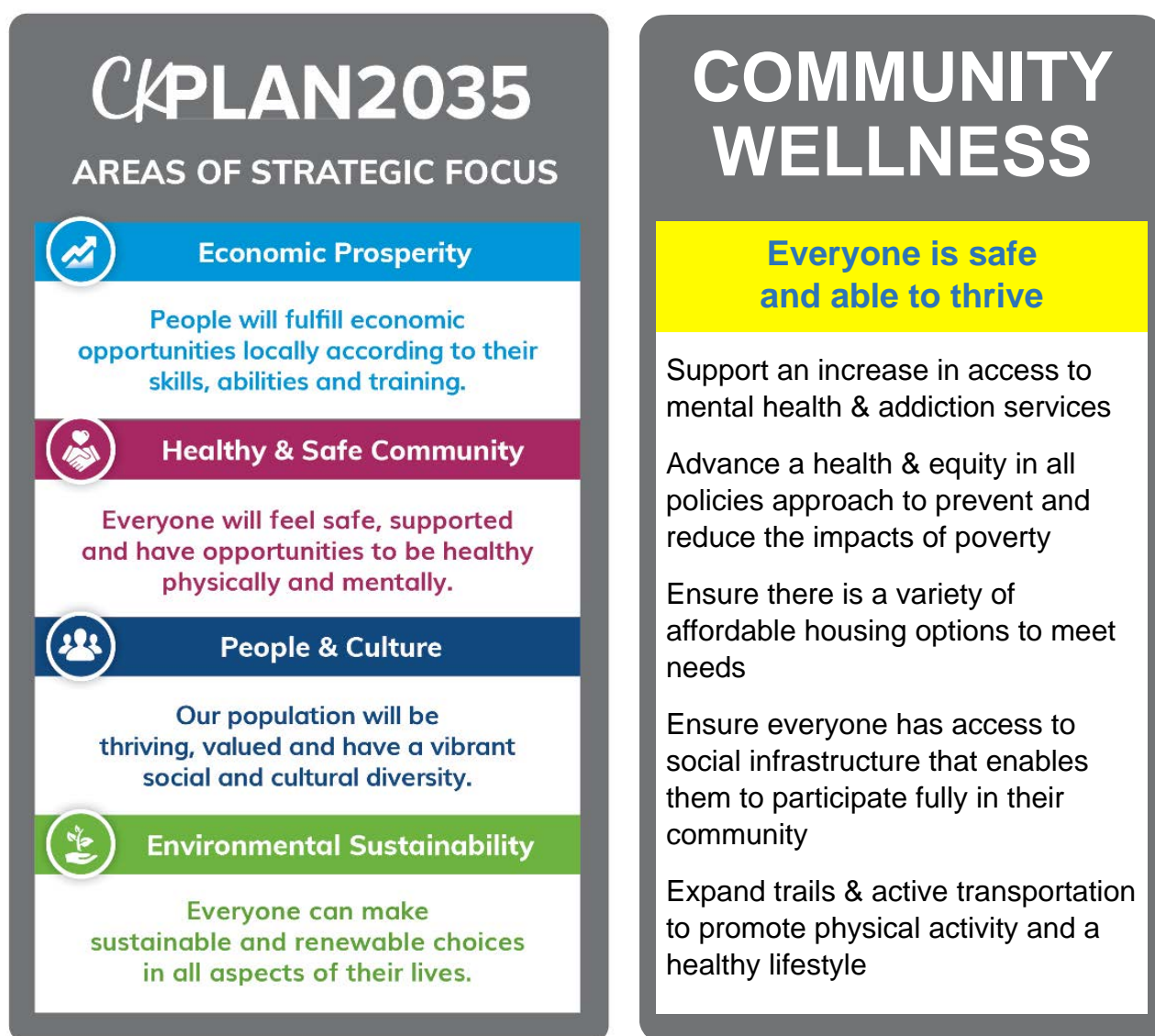
COMMUNITIES INCLUDED
More than 23



MAIN INDUSTRIES
Manufacturing
Agriculture
Retail & Small Business

CK Plan 2035 - Chatham-Kent's Community Strategic Plan

A healthy and safe community is a central priority in Chatham-Kent's long-term community strategic plan - **CK Plan 2035**. This plan is an ongoing growth and sustainability framework that identifies the most important priorities for local municipal council, administration, and the community.





The Evolution of Community Safety & Well-Being in Ontario

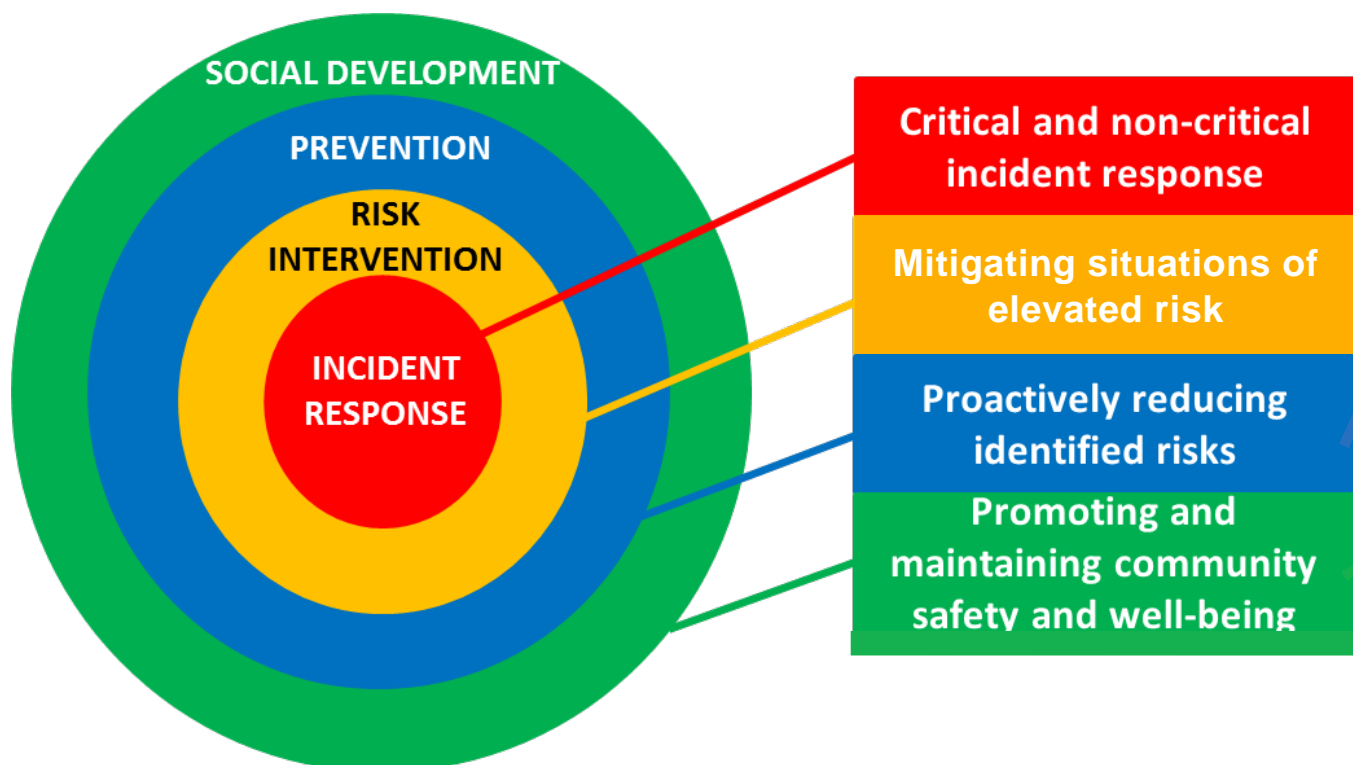
Community Safety and Well-Being planning began in 2009 with a partnership between the Ministry of the Solicitor General and the Ontario Association of Chiefs of Police (OACP). Together, these two groups initiated the development of a provincial response to crime and victimization. In 2019, new legislative amendments of the Police Services Act mandated that every municipality prepare and adopt a Community Safety and Well-Being Plan (CSWP). This enables communities to take the lead in defining and addressing specific local needs and proactive solutions. A CSWP requires an integrated collaborative approach by community sectors, agencies and organizations to improve community safety by enhancing front-line support responses.



The Ontario Community Safety Framework

In 2014, the Ontario Working Group released the report *New Directions in Community Safety*. This report outlined a new framework consisting of four levels of Community Safety Planning intervention:

- **Social Development:** Reducing the probability of harm and victimization proactively through upstream community investment. This includes investments to improve the social determinants of health such as opportunities for employment, income, adequate housing, access to education and social and economic inclusion.
- **Prevention:** Applying proactive strategies to known and identified risks that are likely to result in harm to individuals or communities if left unmitigated.
- **Risk Intervention:** Identifying and responding to situations of acutely elevated risk and mobilizing immediate interventions before a crisis-driven response is required.
- **Incident Response:** Immediate intervention by first responders such as police, paramedics and other crisis-driven services in the human services system. The approach is intended to be holistic and requires planning at all levels of intervention.



Local Examples of the Community Safety Framework

Risk Intervention

CKPS / CKHA Mobile Crisis Team

The Mobile Crisis Team (MCT) started as a pilot in 2006. A plain clothed Chatham-Kent Police Constable and a Chatham-Kent Health Alliance Psychiatric Assessment Nurse are paired together to help respond to incidents involving individuals in mental health crisis. The MCT network provides guidance to numerous community agencies in the community. Since inception we have seen a steady increase of calls for service ranging from 5% to 10% annually. This proactive partnership helps deliver the right service and support, at the right time, for people experiencing mental health crisis.

Prevention

Chatham-Kent Shelter Solutions

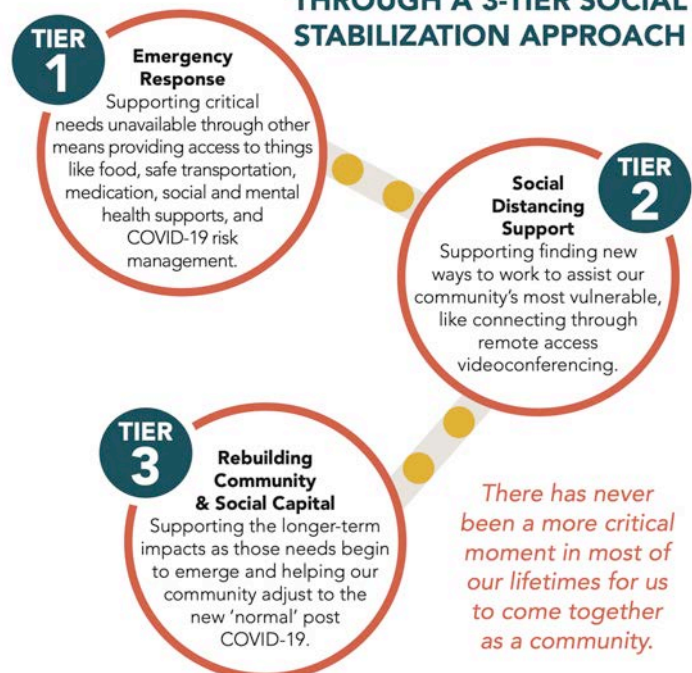
Chatham-Kent Shelter Solutions, offered through Employment and Social Services, encompasses a range of homeless prevention and rapid rehousing programs and support services. On average this program assists over 2000 households annually with re-housing, case management support, tenant education, advocacy and financial assistance to keep people safely housed.

Social Development

Chatham-Kent COVID-19 Social Planning and Action Tables facilitated by United Way Chatham-Kent

When the COVID-19 pandemic began, United Way took the lead in providing a collaborative forum for action. Government sectors, businesses, front-line workers and community groups came together to coordinate community recovery responses for the most vulnerable in our community. Priority needs included support for seniors, food security, homelessness, mental health, poverty reduction and priority population interventions.

AS NEEDS EMERGE, THEY WILL BE PRIORITIZED THROUGH A 3-TIER SOCIAL STABILIZATION APPROACH

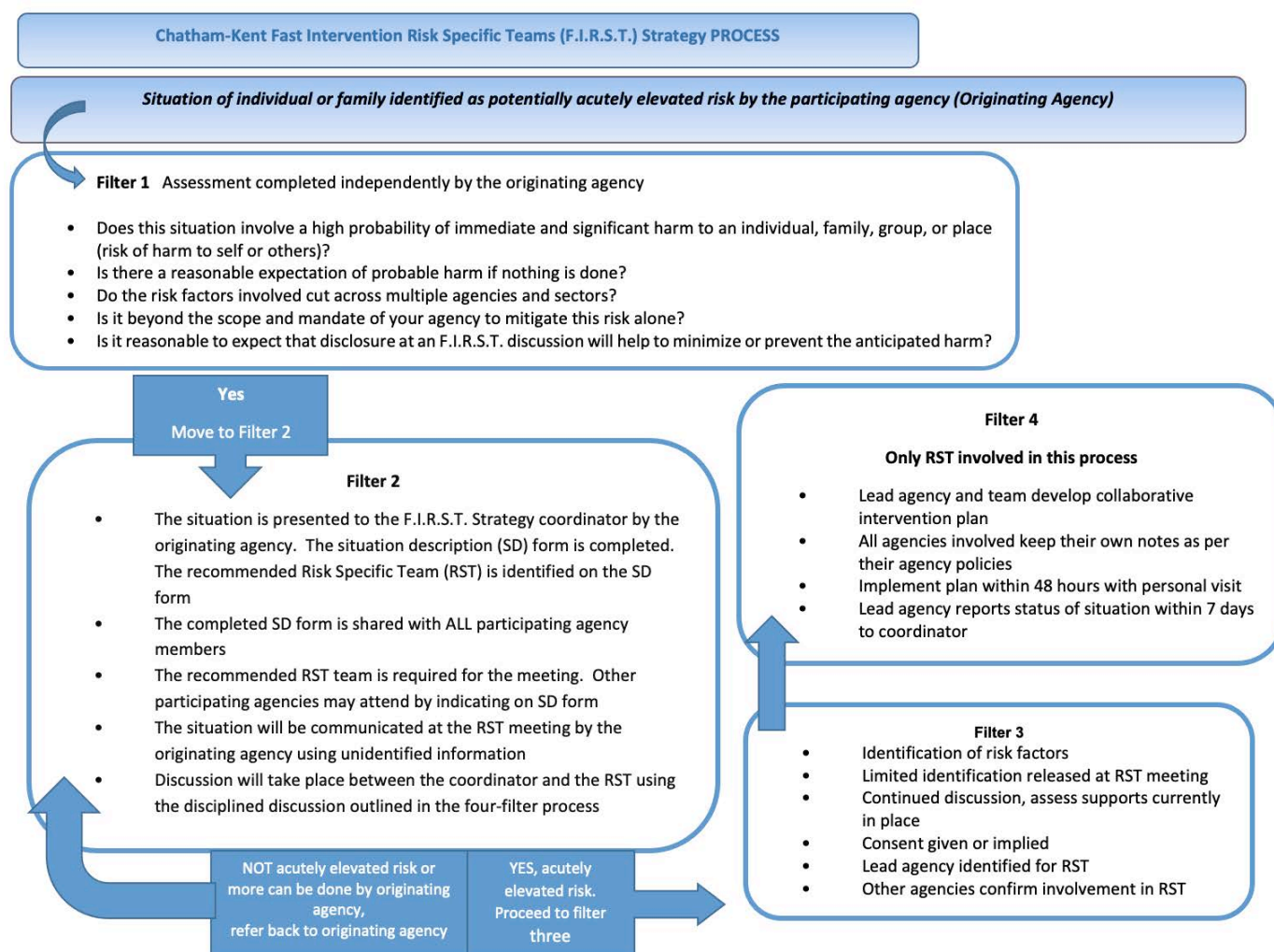


F.I.R.S.T. Strategy: Fast Intervention Risk-Specific Teams

In 2015, a local collaborative risk driven intervention program called the **F.I.R.S.T. Strategy** was developed and piloted in Chatham-Kent using the Community Safety and Well-Being framework. This is a unique hybrid situational table model, that focuses on risk intervention zones of the framework by proactively mitigating risk factors and resolving situations of elevated risk before they require emergency incident response. This is a multi-sectoral table consisting of 27 community stakeholders and service providers (Appendix B).

The purpose of Chatham-Kent's F.I.R.S.T. Strategy is to:

- Provide a process for the collaborative identification of acutely elevated risk.
- Provide a process for the mobilization of customized, timely, coordinated, caring responses to situations of acutely elevated risk, involving multiple community partners and sectors.
- Gather data related to situations of acutely elevated risk to improve human service systems and community safety and well-being in Chatham-Kent.



A Foundation for Improved Community Safety & Well-Being

As a "community of communities", Chatham-Kent municipal government and community stakeholders have an established history of working together to maximize resources and build community capacity.

Chatham-Kent has numerous existing social development, prevention and risk intervention programs and services that are a foundation for continued and improved community safety and well-being.

Social Development	Prevention	Intervention
CK Drug Awareness Council CK Public Health Programs Lambton-Kent Canadian Mental Health Association Family Service Kent Prosperity Roundtable Chatham-Kent COVID-19 Social Planning and Action Tables CK Community Health Centre CKPS Crime Prevention & Community Safety Section CK Community Health Teams	CK Shelter Solutions CMHA ACT Program Patch for Patch Pharmacy Pgm Hope Haven Drop In Centre Community Navigators CKPS HELP Team Access Open Minds Homes 4 Youth Program Vulnerable Person Registry CKPHU Harm Reduction Pgm Community Paramedics CHiRP (Home Alarms) RentSmart CKPS Community Mobilization Salvation Army Housing Support Mental Health Network of CK	Westover Treatment Centre House of Sophrosyne Neighbourlink Wrap-Around Services Chatham-Kent Women's Centre Chatham-Kent Emergency Rapid ReHousing Program Rapid Access to Addiction Medicine (RAAM) Clinic CKPS Mobile Crisis Team F.I.R.S.T. Strategy R.O.C.K. (Reach Out Chatham-Kent) Missions Chatham Outreach for Hunger
Urgent / Critical		
Chatham-Kent EMS Chatham-Kent Fire Dept Chatham-Kent Police Service Victim Services Pandemic Response		

Health & Well-Being Risk Factors in Chatham-Kent

HOUSEHOLD INCOME

Chatham-Kent **\$62,623**
Ontario **\$80,322**

WHO IS LOW INCOME?

14% Seniors 65+

22% Households
with Children

33% Single-Person
Households

40% are Single Parent
Households

AGING POPULATION

21% are Seniors 65+
*(Above Provincial
Average of 16%)*

INCREASING HOUSING COSTS

21% Spend > 30%
of Income on Housing

2,230 Households
Spend > 50%
of Income on Housing

INCREASING RENTAL RATES

48% Increase
2015 - 2020

373 HOUSEHOLDS

Experienced
Homelessness in 2020

Stats from 2016 Census

Mental Health & Substance Use Interventions in Chatham-Kent

Emergency department visits for mental health and substance use treatment continue to increase year over year. Police calls for mental health interventions are also increasing annually.



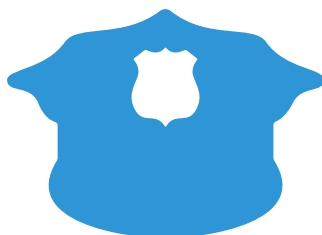
CKHA EMERGENCY DEPT VISITS FOR MENTAL HEALTH

2018	-	1,569
2019	-	2,075
2020	-	1,660



CKHA EMERGENCY DEPT VISITS FOR SUBSTANCE USE

2018	-	507
2019	-	500
2020	-	563



CKPS MENTAL HEALTH CALLS FOR SERVICE

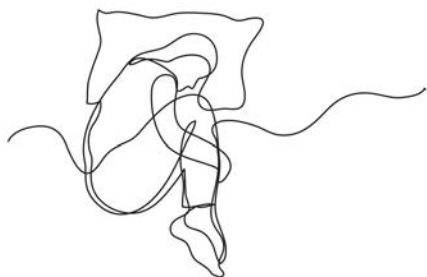
2018	-	1,084
2019	-	1,191
2020	-	1,467

Local CSWP Priority Areas for Action

In developing a CSWP for Chatham-Kent, data analysis from the F.I.R.S.T. Strategy's Intervention Risk Tracking Database confirmed that the following primary factors for risk intervention in our community are:

- **Mental Health**
- **Housing and Homelessness**
- **Substance Use**

Investigation and review of stakeholder data, plans, reports and community consultation (Appendix D) confirmed these priority areas of action, however they also identified key opportunities for increased Community Awareness and Integration.



30% of adults in CK report feeling their mental health has been adversely affected by the COVID-19 Pandemic

Chatham-Kent CSWP Priority: Community Awareness

People know where to go to get the services they need, when they need them

Extensive community consultation with residents consistently highlighted that individuals do not always know where to go for help, or, struggle to access help. In 2019, The CK Prosperity Roundtable's Listening Report reported that navigating and accessing services is a significant barrier to mental health and substance use treatment. Specifically, service systems are complex and programs and services are not coordinated. Community feedback suggested increasing the availability of services and service coordination between healthcare and social services, as well as peer navigation support, navigation service assistance, and service mapping as ways to improve access.

Indigenous people continue to encounter barriers to accessing and using health services both on- and off- reserve. Off-reserve mental health and substance use health services are often culturally and holistically incongruent, which limits sustained engagement with health support. New Indigenous-led partnerships can ensure provision of culturally informed and holistic mental health and substance use services. Indigenous-led health partnerships can improve access to care, adherence to care plans and health outcomes, as demonstrated by the hiring of an Indigenous Patient Manager at CKHA.

COMMUNITY AWARENESS & INTEGRATION	STRATEGY	ACTION
	Strengthen collaboration and integration of mental health, substance use, and housing & homelessness services	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming
		Continue to increase partnerships between healthcare, emergency services, and community support agencies
	Improve Service Navigation	Expand existing partnerships with Indigenous communities to provide and expand culturally-appropriate mental health and substance use services
		Increase access to service navigation support for individuals and families including increased peer support, professional navigation services, and service mapping
	Improve community understanding of the impacts and intersection of mental health, substance use and homelessness	Establish a community awareness campaign on accessible mental health, substance use, and housing services
		Implement stakeholder training and education on best practices in supporting individuals with complex needs

Chatham-Kent CSWP Priority: Mental Health & Substance Use

People can access local Mental Health and Substance Use supports & services

The incidence of mental health and substance use continues to increase in Chatham-Kent, and homelessness correlates with increased risk for mental illness and substance use. Strengthening collaboration between mental health, substance use and homelessness services and supports is critical to providing holistic life stabilization services that lead to improved health outcomes. Increased local healthcare funded programs such as supportive housing, withdrawal-management, rehabilitation programs and rapid access to mental health and addiction services are critical in supporting people with complex health and homelessness issues and improving health and well-being outcomes.

Additionally, community engagement completed by the Chatham-Kent Public Health Unit (CKPHU), the Housing and Homelessness Steering Committee, the CK Prosperity Roundtable and United Way Chatham-Kent found that both service providers and service users identified a need for improved community education in evidence-based practices including trauma-informed care, harm reduction, and recovery-focused care. Providing this training sector-wide will improve consistency of service delivery, reduce stigma and improve the understanding of the impacts and intersection of mental health, substance use and homelessness issues.

MENTAL HEALTH AND SUBSTANCE USE	STRATEGY	ACTION
	Increase health-funded community Mental Health and Substance Use services and supports	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming
	Develop and maintain a Municipal Drug Strategy	Expansion of existing Mental Health and Substance Use services including Rapid Access Addiction Medicine, CKHA Psychiatric services, and CKHA-CMHA Geriatric services Fund, develop, and implement a municipally-supported Community Drug Strategy

Chatham-Kent CSWP Priority: Affordable & Supportive Housing

People have a safe place to call home

Safe, adequate and affordable housing is a key Social Determinant of Health indicator. Preserving, improving and increasing affordable housing, along with expanding supportive options for priority populations, are primary areas of focus for improving equitable access to housing and positive health outcomes in Chatham-Kent.

A primary gap identified in Chatham-Kent's Community Housing and Homelessness Plan is a lack of affordable supportive housing, health care interventions and long-term care support services for mid to high need individuals. Over 50% of chronically homeless individuals in Chatham-Kent have concurrent mental health and substance use disorders. Supportive housing combines rental or housing assistance with individualized support services for people and has proven to be an effective and efficient long-term housing solution for people with complex health issues.

In March 2021, 115 individuals were experiencing homelessness in Chatham-Kent, an 18% reduction from a high of 140 individuals in December 2020. As a committed Built for Zero Canada community, Chatham-Kent uses a structured and supportive data-driven approach that focuses on system improvements and proven best-practices to end homelessness and improve housing stability. Chatham-Kent continues to make reductions in homelessness through appropriate diversion, rapid rehousing programming and homelessness prevention services.

HOUSING AND HOMELESSNESS	STRATEGY	ACTION
	Increase access to affordable and supportive housing	Increase the number of affordable and supportive housing units built
		Improve access to supportive housing for individuals with persistent mental illness and/or substance use issues that require high-intensity supportive housing
	Decrease homelessness	Decrease the number of people experiencing chronic homelessness



Next Steps on Chatham-Kent's CSWP Pathway

The goal of this Community Safety and Well-Being Plan is to improve how our community works together to reduce reliance on reactive emergency responses, and ensure the safety and well-being of community members through social development, prevention and risk intervention. As we develop a deeper understanding and awareness of the risks faced by vulnerable groups in our community, we continue to work collaboratively to respond to the community's needs using an evidence-informed, coordinated, and strengths-based approach.

As a cohesive and collaborative community, we can leverage already existing plans and priorities (CK Plan 2035; Chatham-Kent Community Housing and Homelessness Plan; Prosperity Roundtable Opportunities Plan). We can mobilize existing partnerships, financial resources and poverty reduction efforts to improve community awareness and the integration of mental health, substance use and homelessness programs and services. Moving forward, the CSWP Leadership will designate a municipal lead to be responsible for data collection, regular monitoring, evaluation and updates to achieve the goals of this community safety and well-being plan. As we move from planning to implementation, community engagement and consultation will continue to inform and strengthen our efforts in making Chatham-Kent a safe and healthy community to live, work and play.



Appendix A: Chatham-Kent Community Safety and Well-Being Plan Leadership Committee

**Chief Gary Conn
(Co-Chair)** Chatham-Kent Police Service

**Karen Kirkwood-Whyte
(Co-Chair)** Municipality of Chatham-Kent Council
Representative

April Rietdyk Chatham-Kent Community Human Services

Lindsay Boyd Local Health Integration Network

Brad Davis Family Service Kent

Deb Crawford St. Clair Catholic District School Board

Polly Smith Chatham-Kent Employment & Social Services

Phillip Mock Chatham-Kent Prosperity Round Table

Chief Chris Case Chatham-Kent Fire & Emergency Services

Lori Marshall Chatham-Kent Health Alliance

Alan Stevenson Chatham-Kent Health Alliance;
Canadian Mental Health Lambton-Kent

Don Shropshire Municipality of Chatham-Kent

Sgt Doug Cowell Chatham-Kent Police Service

Marjorie Crew Coordinator - F.I.R.S.T. Strategy

Appendix B: F.I.R.S.T. Strategy Participating Agencies

Adult Language and Learning
Alzheimer's Society Chatham-Kent
Community Development, Municipality of Chatham-Kent
Canadian Mental Health Association: Lambton-Kent
Chatham-Kent Children's Services
Chatham-Kent Community Health Centres
Chatham-Kent Fire and Emergency Services
Chatham-Kent Health Alliance
Chatham-Kent Community Legal Clinic
Chatham-Kent Police Service
Chatham-Kent Public Health
Chatham-Kent Community Living
House of Sophrosyne
Erie St. Clair Local Health Integration Network
NeighbourLink
Chatham-Kent Victim Services
Chatham-Kent Women's Centre
Employment and Social Services, Municipality of Chatham-Kent
Family Service Kent
Housing Services, Municipality of Chatham-Kent
Lambton-Kent District School Board
Medavie Health Services, Chatham-Kent
The Salvation Army, Chatham-Kent Ministries
St Clair Catholic District School Board
United Way Chatham-Kent
Pet and Wildlife Rescue
Ministry of the Solicitor General - Probation and Parole Chatham-Kent
R.O.C.K. (Reach Out Chatham-Kent) Missions

Appendix C: Chatham-Kent CSWP Plan

COMMUNITY AWARENESS & INTEGRATION: People know where to go to get the services they need, when they need them	STRATEGY	ACTION
	Strengthen collaboration and integration of mental health, substance use, and housing & homelessness services	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming Continue to increase partnerships between healthcare, emergency services, and community support agencies
	Improve Service Navigation	Expand existing partnerships with Indigenous communities to provide and expand culturally-appropriate mental health and substance use services Increase access to service navigation support for individuals and families including increased peer support, professional navigation services, and service mapping
	Improve community understanding of the impacts and intersection of mental health, substance use and homelessness	Establish a community awareness campaign on accessible mental health, substance use, and housing services Implement stakeholder training and education on best practices in supporting individuals with complex needs

OUTCOME	PERFORMANCE INDICATOR(S)
Increased funding for integrated services and supports	Amount of funding secured; Percentage change in funding over baseline; Number of increased service partnerships/programs
Increased outreach service partnerships; Improved rural outreach	Number of outreach partnerships; Number of outreach locations
Improved access to culturally-appropriate services; increased collaboration with Indigenous partners	Number of services offered; Number of collaborations with Indigenous stakeholders
Individuals and families are able to access and connect with appropriate services and supports	Number of peer support and dedicated service navigation staff; Number of times service map is accessed
Individuals and families know what services and supports are accessible	Percentage of survey respondents that know where to access mental health, substance use, and/or housing services
Improved understanding and consistent application of best practices in serving individuals with complex needs; reduced stigma	Number of training sessions; Number of attendees; Percentage increased awareness and knowledge

Appendix C: Chatham-Kent CSWP Plan

MENTAL HEALTH & SUBSTANCE USE: People can access local mental health and substance use supports and services	STRATEGY	ACTION
	Increase health-funded community Mental Health and Substance Use services and supports	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming Expansion of existing Mental Health and Substance Use services including Rapid Access Addiction Medicine (RAAM), CKHA Psychiatric services, and CKHA-CMHA Geriatric services
	Develop and maintain a Municipal Drug Strategy	Fund, develop, and implement a municipally-supported Community Drug Strategy
HOUSING & HOMELESSNESS: People have a safe place to call home	STRATEGY	ACTION
	Increase access to affordable and supportive housing	Increase the number of affordable and supportive housing units built Improve access to supportive housing for individuals with persistent mental illness and/or substance use issues that require high-intensity supportive housing
	Decrease homelessness	Decrease the number of people experiencing chronic homelessness Increase the number of people prevent from becoming homeless

OUTCOME

Decreased ED visits for mental health;
Decreased police MHA apprehensions

Expanded service hours, coverage,
and specialization

Community Drug Strategy is supported and adopted
by Council, then developed and implemented

PERFORMANCE INDICATOR(S)

Number of MCT hours - partners;
Number of ED visits for mental health;
Number or percentage change in apprehensions

Percentage change in service hours;
Geographical coverage services;
Percentage change in number of Geriatric Mental
Health Outpatient Treatment users

Date of municipal support and adoption;
Amount of funding committed;
Duration of funding

OUTCOME

The number of affordable and supportive housing
units being built increases

The range of supportive housing options and
appropriate supports & services for individuals
facing complex barriers to housing is increased

The number of people experiencing chronic
homelessness each month decreases

The number of people prevented from becoming
homeless each month increases

PERFORMANCE INDICATOR(S)

Number of new affordable & supporting units;
Percentage of affordable rental units;
Percentage of supportive rental units

Change in the number of individuals supported in
supportive housing programs

Change in the number of individuals on the
By-Name List

Change in the number of people housed
or diverted from homelessness



Appendix D: Citations & References

- Bendo, T.** (2019). *Harm reduction strategy program update: Information report to the Municipality of Chatham-Kent council*. Chatham-Kent Public Health.
- Bendo, T.** (2019). *Resources for a municipal drug strategy: Information report to the Municipality of Chatham-Kent council*. Chatham-Kent Public Health.
- Canadian Institute for Health Information.** (2019). *Opioid prescribing in Canada: How are practices changing?* Ottawa, ON: CIHI.
- Chatham-Kent Health Alliance.** (2020). *Mental health/substance abuse related emergency department (ED) visits*. National Ambulatory Care Reporting System (NACRS).
- Chatham-Kent Police Service.** (2020). *Community safety and well-being Chatham-Kent: A community approach*.
- Chatham-Kent Police Service.** (2017). *F.I.R.S.T Strategy risk database information report*.
- Chatham-Kent Prosperity Roundtable.** (2019). *Listening report: Building a poverty strategy together*
- Chatham-Kent Prosperity Roundtable.** (In draft). *Chatham-Kent opportunity strategy*.
- Chatham-Kent Public Health.** (2017). *Chatham-Kent community mental health survey*. Ipsos Public Affairs.
- Chatham-Kent Public Health.** (n.d.). *Mental health promotion situational assessment: Summary document*.
- Cowell, D.** (2021) *Mental health-related incident statistics*. Chatham-Kent Police Service.
- Fay, L. & Gillespie, A.** (2020). *Human and social impacts of COVID-19: Information report to the Municipality of Chatham-Kent council*. Chatham-Kent Public Health.
- Freleigh-Bulckaert, S.** (2015). *Networks of communication in situations of elevated risk: A report to the Chatham-Kent Community Safety Plan's implementation committee*. Chatham-Kent Police Service
- Guerin, E. & Lindsay, J.** (2018). *Opioid use and related harms in Chatham-Kent: Situational assessment summary*. Chatham-Kent Public Health.
- Municipality of Chatham-Kent.** (2015). *CK Plan 2035*.
- Municipality of Chatham-Kent.** (2020). *Chatham-Kent housing and homelessness community plan, 2020-2024*. Vink Consulting



Chatham-Kent

© 2021



Community Safety and Well-Being Plan 2021

Municipality of
Chatham-Kent



Chatham-Kent

Message from the Mayor of Chatham-Kent



We have much to be thankful for here in Chatham-Kent. Among our many first-class attributes is that of living in a safe community.

I am proud of what Chatham-Kent has achieved so far but we still have work to do.

The Community Safety and Well-Being Plan is the next step to making Chatham-Kent an even better place to live, work and play.

The issues of addiction, homelessness and mental health that affect our society as a whole are also found in Chatham-Kent.

Our community cannot be truly safe until the needs of all of our residents are met. We all deserve basic human needs of shelter, understanding and aid in times of crisis.

Partnerships such as this, which work together collaboratively towards these important goals serve to strengthen our community.

Please lend your support and effort toward making these goals a reality.

*Darrin Canniff, Mayor
Municipality of Chatham-Kent*

Mission:

The Corporation of the Municipality of Chatham-Kent is a proud, proactive, progressive team committed to innovation and leadership through the provision of services enhancing the quality of life in our community.

Vision:

A welcoming, healthy, prosperous community that is culturally rich and naturally innovative.

Message from the Steering Committee Co-Chairs



In January of 2019, the province of Ontario legislated municipalities, under the Ontario Police Services Act, to develop and adopt a community-based approach to address root causes of complex social issues. By that time, Chatham-Kent, known for its long-standing efforts to engage multi-sector community partners in a common cause of caring, was well on its way to identifying and documenting issues affecting some of its most vulnerable citizens.



In this report, you will read about the planning framework adopted by the local Steering Committee, along with the priority issues and potential solutions that were identified through collaborative efforts in the areas of social development, prevention and risk intervention. This CSWB plan involves taking an integrated approach to service delivery across a wide range of sectors, agencies and organizations including police, local government, education, social services and fire to name but a few. Our plan concentrates on connecting the marginalized in our community to the essential services surrounding the three key social risks of Mental Health, Addictions and Homelessness, identified by our Standing Committee as priorities for Chatham-Kent.

It has been our pleasure to serve as Co-Chairs in supporting and advocating for a shared commitment towards caring community connections, which continue to make a positive impact on the lives of our Chatham-Kent residents.

Gary Conn, Chief of Police

Karen Kirkwood-Whyte, Municipal Councillor (Ward Six)

Co-Chairs, Community Safety and Well-Being Committee

Table of Contents

Section Heading	Page #
Acknowledgements	5
Chatham-Kent CSWP Working Group	5
Executive Summary	6
Chatham-Kent on the Map	7
Welcome to Chatham-Kent	8
CK Plan 2035 - Chatham-Kent's Community Strategic Plan	9
The Evolution of Community Safety & Well-Being in Ontario	11
The Ontario Community Safety Framework	12-13
F.I.R.S.T. Strategy	14
A Foundation for Improved Community Safety & Well-Being	15
Local Risk Factors	16-17
CSWP Priority Areas for Action	18
Chatham-Kent CSWP Priority: Community Awareness	19
Chatham-Kent CSWP Priority: Mental Health & Substance Use	20
Chatham-Kent CSWP Priority: Housing & Homelessness	21
Next Steps on Chatham-Kent's CSWP Pathway	23
Appendix A: Leadership Committee	24
Appendix B: F.I.R.S.T. Strategy Participating Agencies	25
Appendix C: Chatham-Kent CSWP	26
Appendix D: Citations and References	31

Acknowledgements

The Chatham-Kent Community Safety and Well-Being Plan was overseen by the Community Safety and Well-Being Steering Committee (Appendix A) and developed by a joint working group led by Chatham-Kent Police Services and Community Human Services of the Municipality of Chatham-Kent. The Working Group would like to thank the community agencies, stakeholders and non-profit organizations that shared reports, plans, data and community consultation results. This Plan is the culmination of numerous and ongoing community strategic plans, reports and community consultation.

Chatham-Kent Community Safety and Well-Being Plan Working Group

Chantal Perry • Program Manager, Employment & Social Services

Sarah Fraleigh-Bulckaert • Evaluation & Planning Specialist, Employment & Social Services

Joanne McGee • Administration Assistant, Employment & Social Services

Teresa Bendo • Director, Chatham-Kent Public Health

Whitney Burk • Public Educator, Chatham-Kent Fire & Emergency Services

Sergeant Doug Cowell • Community Mobilization, Chatham-Kent Police Service

Constable Renee Cowell • Public Information Officer, Chatham-Kent Police Service

Marjorie Crew • F.I.R.S.T. Strategy Coordinator, Family Service Kent

Rashoo Brar • Director - Mental Health Addictions, Complex Continuing Care and Chronic Disease, Chatham-Kent Health Alliance

Brian K. French • Graphic Design & Print Production

Executive Summary

Chatham-Kent's Community Safety and Well-being Plan consists of three priority focus areas encompassing clearly defined actions and activities.

COMMUNITY AWARENESS AND INTEGRATION

People know where to go to get the services they need, when they need them

Strengthen collaboration and integration of mental health, substance use, housing and homelessness services

Improve service navigation

Improve community understanding of the impacts and intersection of mental health, substance use, and homelessness

MENTAL HEALTH AND SUBSTANCE USE

People can access local mental health and substance use supports and services

Increase health funded community Mental Health and Substance Use supports and services

Develop and maintain a municipal drug strategy

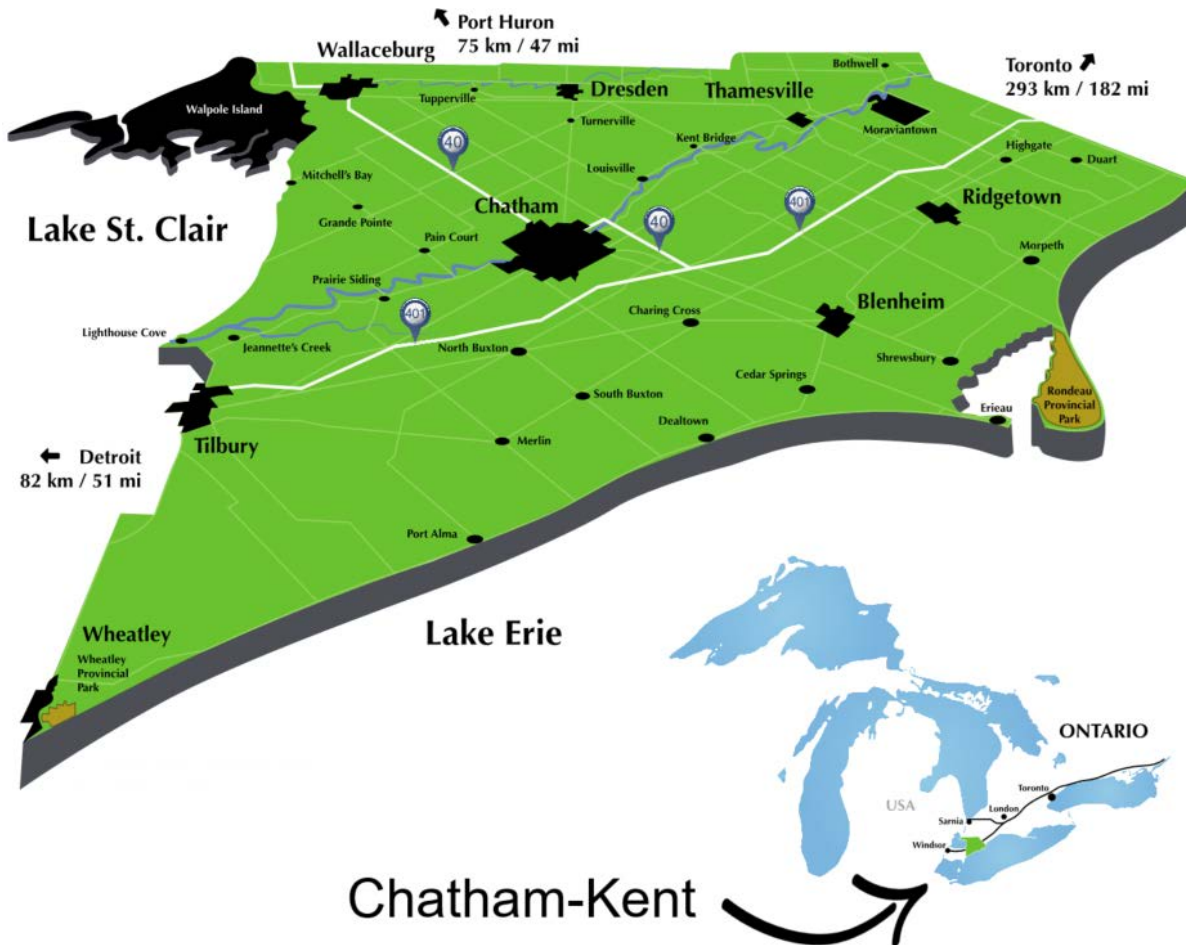
HOUSING AND HOMELESSNESS

People have a safe place to call home

Increase access to affordable & supportive housing

Decrease homelessness

Chatham-Kent on the Map



Chatham-Kent is a single-tier Municipality with a population of 102,042 located in the heart of Southwestern Ontario. Mostly rural, Chatham-Kent is a blend of twenty-three communities, each with their own rich history and unique character. Chatham-Kent grows food for the world, with an economy historically centred around agriculture, manufacturing, retail and services.

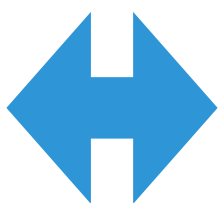
Chatham-Kent provides a high quality of life in safe and affordable communities. With access to both rural lifestyle and urban amenities, it is a great place to work, live, and play. In recent years however, financial disparity, mental health, substance use, and homelessness have become increasingly concerning, and amplified by the impacts of poverty. The development of an integrated Community Safety and Well-Being Plan will be essential in ensuring long-term health and safety for our residents.

Welcome to Chatham-Kent



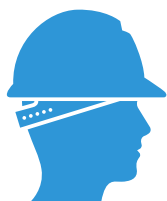
POPULATION

102,042



GEOGRAPHIC AREA

2,500 km²



UNEMPLOYMENT RATE

6%



COMMUNITIES INCLUDED

More than 23



MAIN INDUSTRIES

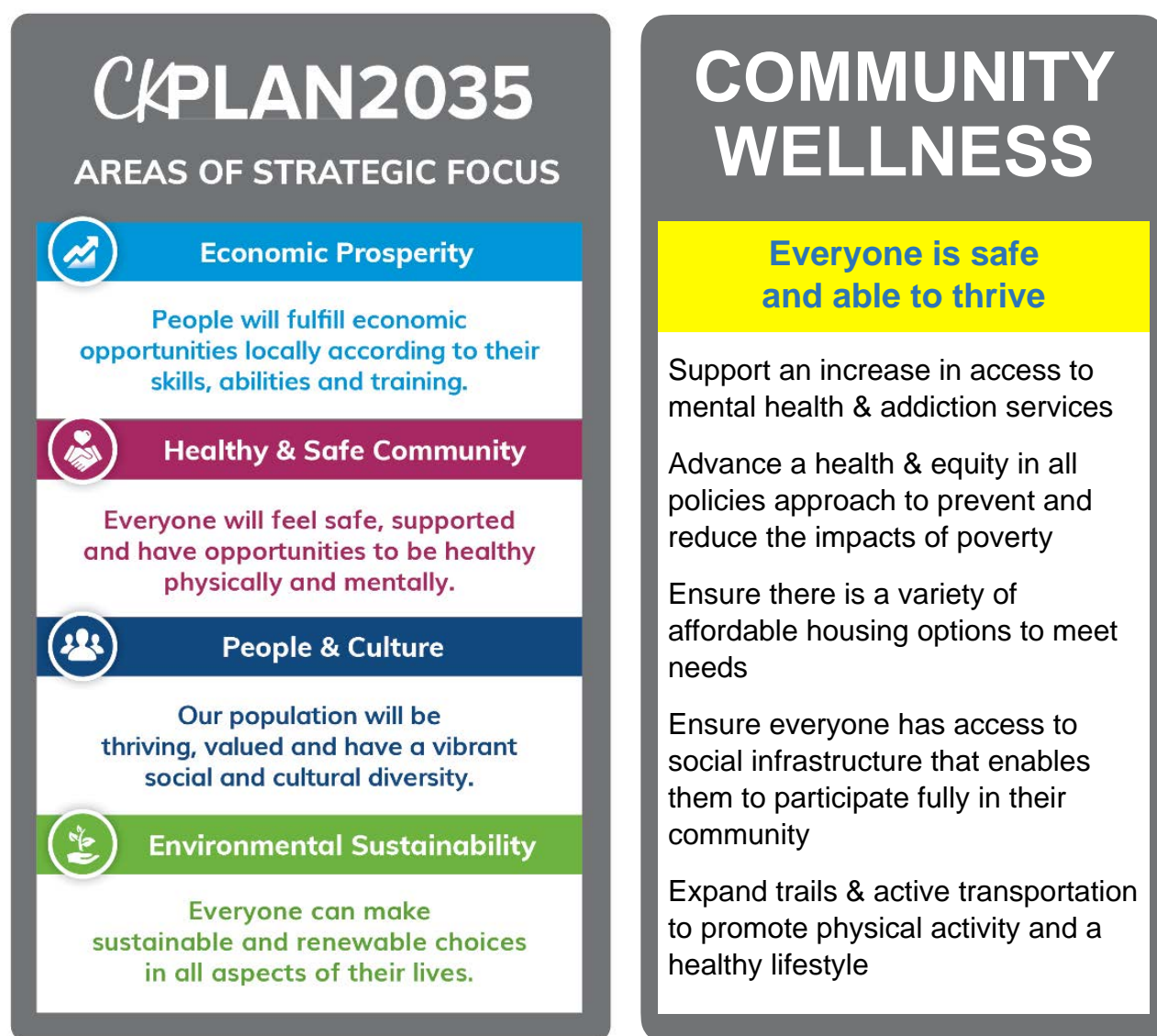
Manufacturing

Agriculture

Retail & Small Business

CK Plan 2035 - Chatham-Kent's Community Strategic Plan

A healthy and safe community is a central priority in Chatham-Kent's long-term community strategic plan - **CK Plan 2035**. This plan is an ongoing growth and sustainability framework that identifies the most important priorities for local municipal council, administration, and the community.





The Evolution of Community Safety & Well-Being in Ontario

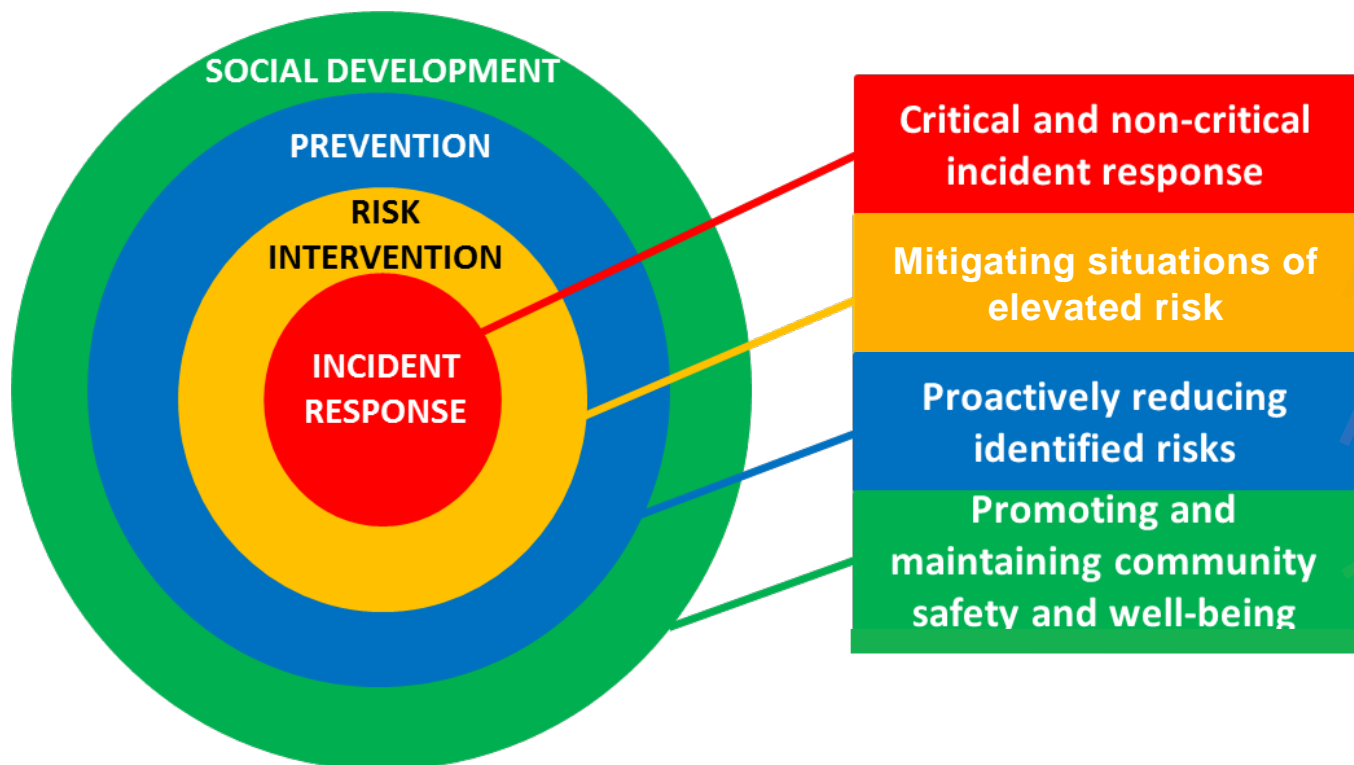
Community Safety and Well-Being planning began in 2009 with a partnership between the Ministry of the Solicitor General and the Ontario Association of Chiefs of Police (OACP). Together, these two groups initiated the development of a provincial response to crime and victimization. In 2019, new legislative amendments of the Police Services Act mandated that every municipality prepare and adopt a Community Safety and Well-Being Plan (CSWP). This enables communities to take the lead in defining and addressing specific local needs and proactive solutions. A CSWP requires an integrated collaborative approach by community sectors, agencies and organizations to improve community safety by enhancing front-line support responses.



The Ontario Community Safety Framework

In 2014, the Ontario Working Group released the report *New Directions in Community Safety*. This report outlined a new framework consisting of four levels of Community Safety Planning intervention:

- **Social Development:** Reducing the probability of harm and victimization proactively through upstream community investment. This includes investments to improve the social determinants of health such as opportunities for employment, income, adequate housing, access to education and social and economic inclusion.
- **Prevention:** Applying proactive strategies to known and identified risks that are likely to result in harm to individuals or communities if left unmitigated.
- **Risk Intervention:** Identifying and responding to situations of acutely elevated risk and mobilizing immediate interventions before a crisis-driven response is required.
- **Incident Response:** Immediate intervention by first responders such as police, paramedics and other crisis-driven services in the human services system. The approach is intended to be holistic and requires planning at all levels of intervention.



Local Examples of the Community Safety Framework

Risk Intervention

CKPS / CKHA Mobile Crisis Team

The Mobile Crisis Team (MCT) started as a pilot in 2006. A plain clothed Chatham-Kent Police Constable and a Chatham-Kent Health Alliance Psychiatric Assessment Nurse are paired together to help respond to incidents involving individuals in mental health crisis. The MCT network provides guidance to numerous community agencies in the community. Since inception we have seen a steady increase of calls for service ranging from 5% to 10% annually. This proactive partnership helps deliver the right service and support, at the right time, for people experiencing mental health crisis.

Prevention

Chatham-Kent Shelter Solutions

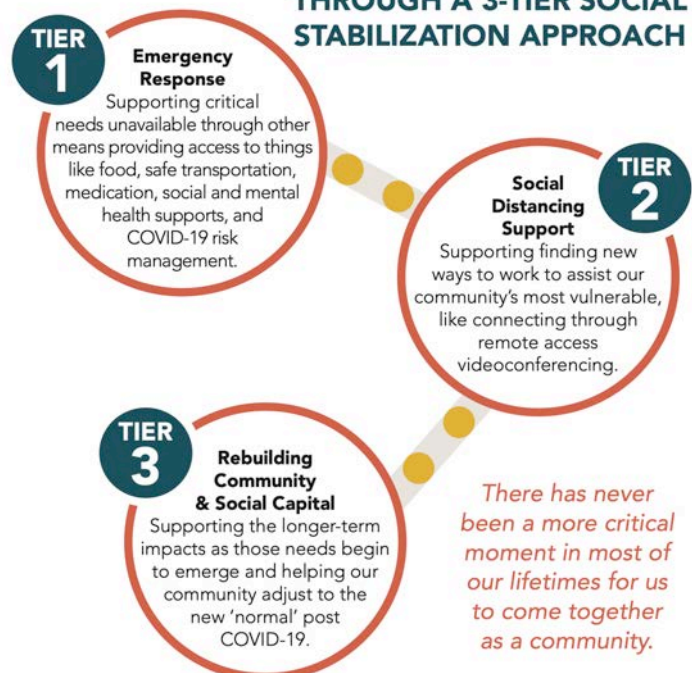
Chatham-Kent Shelter Solutions, offered through Employment and Social Services, encompasses a range of homeless prevention and rapid rehousing programs and support services. On average this program assists over 2000 households annually with re-housing, case management support, tenant education, advocacy and financial assistance to keep people safely housed.

Social Development

Chatham-Kent COVID-19 Social Planning and Action Tables facilitated by United Way Chatham-Kent

When the COVID-19 pandemic began, United Way took the lead in providing a collaborative forum for action. Government sectors, businesses, front-line workers and community groups came together to coordinate community recovery responses for the most vulnerable in our community. Priority needs included support for seniors, food security, homelessness, mental health, poverty reduction and priority population interventions.

AS NEEDS EMERGE, THEY WILL BE PRIORITIZED THROUGH A 3-TIER SOCIAL STABILIZATION APPROACH

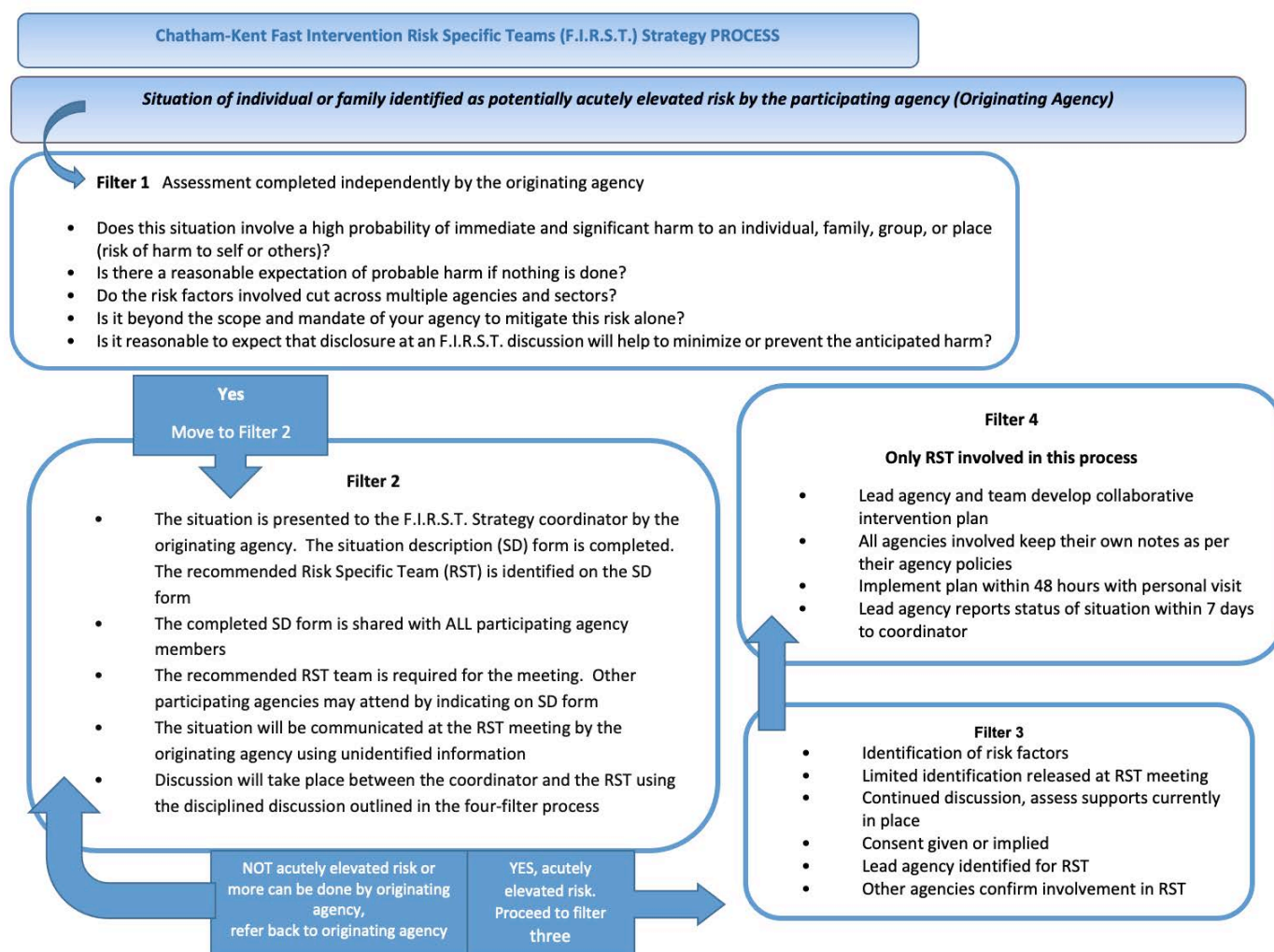


F.I.R.S.T. Strategy: Fast Intervention Risk-Specific Teams

In 2015, a local collaborative risk driven intervention program called the **F.I.R.S.T. Strategy** was developed and piloted in Chatham-Kent using the Community Safety and Well-Being framework. This is a unique hybrid situational table model, that focuses on risk intervention zones of the framework by proactively mitigating risk factors and resolving situations of elevated risk before they require emergency incident response. This is a multi-sectoral table consisting of 27 community stakeholders and service providers (Appendix B).

The purpose of Chatham-Kent's F.I.R.S.T. Strategy is to:

- Provide a process for the collaborative identification of acutely elevated risk.
- Provide a process for the mobilization of customized, timely, coordinated, caring responses to situations of acutely elevated risk, involving multiple community partners and sectors.
- Gather data related to situations of acutely elevated risk to improve human service systems and community safety and well-being in Chatham-Kent.



A Foundation for Improved Community Safety & Well-Being

As a "community of communities", Chatham-Kent municipal government and community stakeholders have an established history of working together to maximize resources and build community capacity.

Chatham-Kent has numerous existing social development, prevention and risk intervention programs and services that are a foundation for continued and improved community safety and well-being.

Social Development	Prevention	Intervention
CK Drug Awareness Council CK Public Health Programs Lambton-Kent Canadian Mental Health Association Family Service Kent Prosperity Roundtable Chatham-Kent COVID-19 Social Planning and Action Tables CK Community Health Centre CKPS Crime Prevention & Community Safety Section CK Community Health Teams	CK Shelter Solutions CMHA ACT Program Patch for Patch Pharmacy Pgm Hope Haven Drop In Centre Community Navigators CKPS HELP Team Access Open Minds Homes 4 Youth Program Vulnerable Person Registry CKPHU Harm Reduction Pgm Community Paramedics CHiRP (Home Alarms) RentSmart CKPS Community Mobilization Salvation Army Housing Support Mental Health Network of CK	Westover Treatment Centre House of Sophrosyne Neighbourlink Wrap-Around Services Chatham-Kent Women's Centre Chatham-Kent Emergency Rapid ReHousing Program Rapid Access to Addiction Medicine (RAAM) Clinic CKPS Mobile Crisis Team F.I.R.S.T. Strategy R.O.C.K. (Reach Out Chatham-Kent) Missions Chatham Outreach for Hunger
Urgent / Critical		
Chatham-Kent EMS Chatham-Kent Fire Dept Chatham-Kent Police Service Victim Services Pandemic Response		

Health & Well-Being Risk Factors in Chatham-Kent

HOUSEHOLD INCOME

Chatham-Kent **\$62,623**
Ontario **\$80,322**

WHO IS LOW INCOME?

14% Seniors 65+

22% Households
with Children

33% Single-Person
Households

40% are Single Parent
Households

AGING POPULATION

21% are Seniors 65+
*(Above Provincial
Average of 16%)*

INCREASING HOUSING COSTS

21% Spend > 30%
of Income on Housing

2,230 Households
Spend > 50%
of Income on Housing

INCREASING RENTAL RATES

48% Increase
2015 - 2020

373 HOUSEHOLDS

Experienced
Homelessness in 2020

Stats from 2016 Census

Mental Health & Substance Use Interventions in Chatham-Kent

Emergency department visits for mental health and substance use treatment continue to increase year over year. Police calls for mental health interventions are also increasing annually.



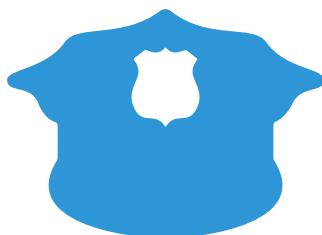
CKHA EMERGENCY DEPT VISITS FOR MENTAL HEALTH

2018	-	1,569
2019	-	2,075
2020	-	1,660



CKHA EMERGENCY DEPT VISITS FOR SUBSTANCE USE

2018	-	507
2019	-	500
2020	-	563



CKPS MENTAL HEALTH CALLS FOR SERVICE

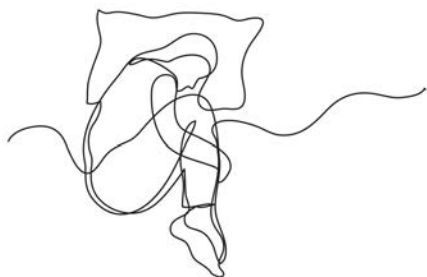
2018	-	1,084
2019	-	1,191
2020	-	1,467

Local CSWP Priority Areas for Action

In developing a CSWP for Chatham-Kent, data analysis from the F.I.R.S.T. Strategy's Intervention Risk Tracking Database confirmed that the following primary factors for risk intervention in our community are:

- **Mental Health**
- **Housing and Homelessness**
- **Substance Use**

Investigation and review of stakeholder data, plans, reports and community consultation (Appendix D) confirmed these priority areas of action, however they also identified key opportunities for increased Community Awareness and Integration.



30% of adults in CK report feeling their mental health has been adversely affected by the COVID-19 Pandemic

Chatham-Kent CSWP Priority: Community Awareness

People know where to go to get the services they need, when they need them

Extensive community consultation with residents consistently highlighted that individuals do not always know where to go for help, or, struggle to access help. In 2019, The CK Prosperity Roundtable's Listening Report reported that navigating and accessing services is a significant barrier to mental health and substance use treatment. Specifically, service systems are complex and programs and services are not coordinated. Community feedback suggested increasing the availability of services and service coordination between healthcare and social services, as well as peer navigation support, navigation service assistance, and service mapping as ways to improve access.

Indigenous people continue to encounter barriers to accessing and using health services both on- and off- reserve. Off-reserve mental health and substance use health services are often culturally and holistically incongruent, which limits sustained engagement with health support. New Indigenous-led partnerships can ensure provision of culturally informed and holistic mental health and substance use services. Indigenous-led health partnerships can improve access to care, adherence to care plans and health outcomes, as demonstrated by the hiring of an Indigenous Patient Manager at CKHA.

COMMUNITY AWARENESS & INTEGRATION	STRATEGY	ACTION
	Strengthen collaboration and integration of mental health, substance use, and housing & homelessness services	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming
		Continue to increase partnerships between healthcare, emergency services, and community support agencies
	Improve Service Navigation	Expand existing partnerships with Indigenous communities to provide and expand culturally-appropriate mental health and substance use services
		Increase access to service navigation support for individuals and families including increased peer support, professional navigation services, and service mapping
	Improve community understanding of the impacts and intersection of mental health, substance use and homelessness	Establish a community awareness campaign on accessible mental health, substance use, and housing services
		Implement stakeholder training and education on best practices in supporting individuals with complex needs

Chatham-Kent CSWP Priority: Mental Health & Substance Use

People can access local Mental Health and Substance Use supports & services

The incidence of mental health and substance use continues to increase in Chatham-Kent, and homelessness correlates with increased risk for mental illness and substance use. Strengthening collaboration between mental health, substance use and homelessness services and supports is critical to providing holistic life stabilization services that lead to improved health outcomes. Increased local healthcare funded programs such as supportive housing, withdrawal-management, rehabilitation programs and rapid access to mental health and addiction services are critical in supporting people with complex health and homelessness issues and improving health and well-being outcomes.

Additionally, community engagement completed by the Chatham-Kent Public Health Unit (CKPHU), the Housing and Homelessness Steering Committee, the CK Prosperity Roundtable and United Way Chatham-Kent found that both service providers and service users identified a need for improved community education in evidence-based practices including trauma-informed care, harm reduction, and recovery-focused care. Providing this training sector-wide will improve consistency of service delivery, reduce stigma and improve the understanding of the impacts and intersection of mental health, substance use and homelessness issues.

MENTAL HEALTH AND SUBSTANCE USE	STRATEGY	ACTION
	Increase health-funded community Mental Health and Substance Use services and supports	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming
	Develop and maintain a Municipal Drug Strategy	Expansion of existing Mental Health and Substance Use services including Rapid Access Addiction Medicine, CKHA Psychiatric services, and CKHA-CMHA Geriatric services
		Fund, develop, and implement a municipally-supported Community Drug Strategy

Chatham-Kent CSWP Priority: Affordable & Supportive Housing

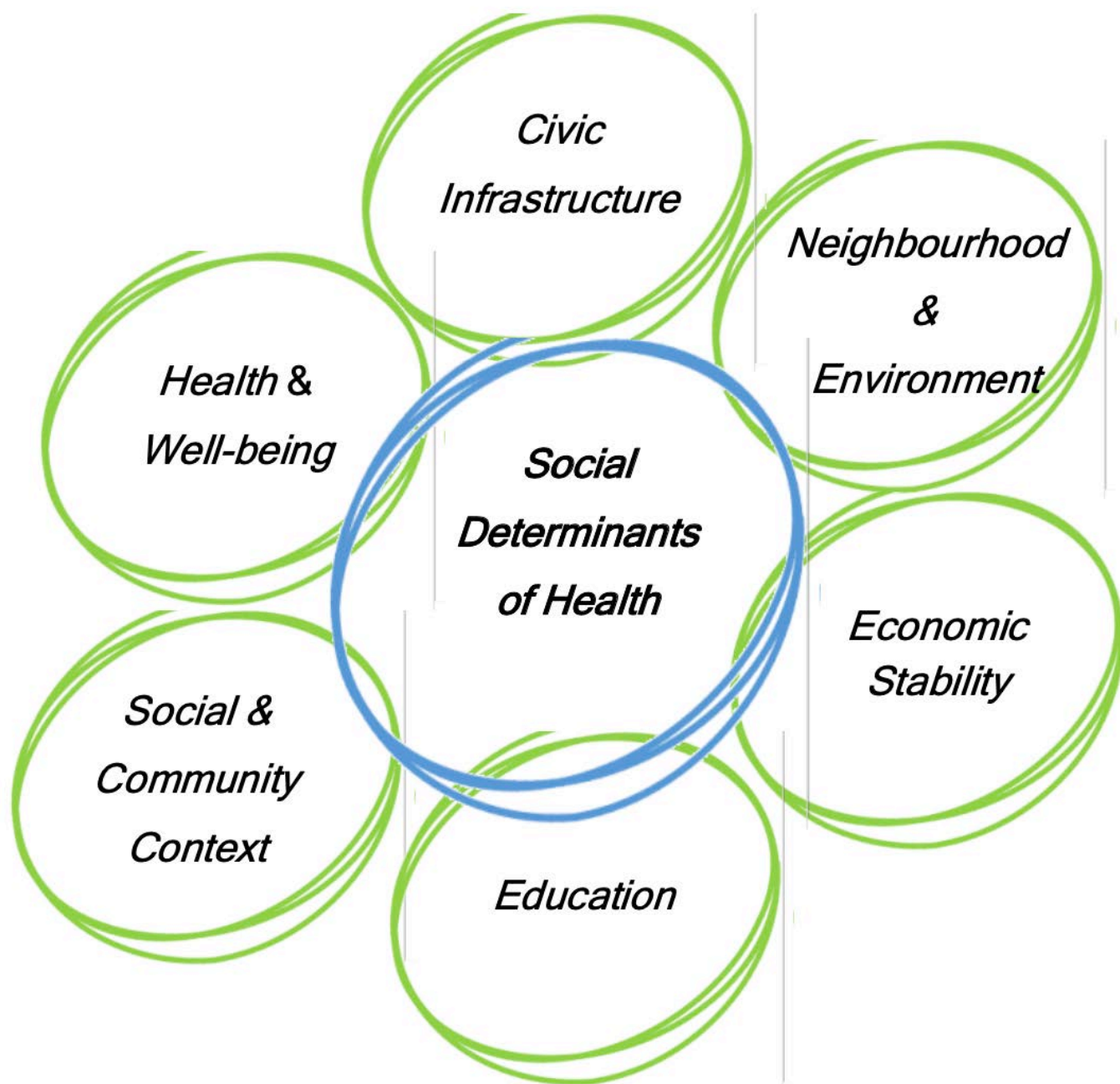
People have a safe place to call home

Safe, adequate and affordable housing is a key Social Determinant of Health indicator. Preserving, improving and increasing affordable housing, along with expanding supportive options for priority populations, are primary areas of focus for improving equitable access to housing and positive health outcomes in Chatham-Kent.

A primary gap identified in Chatham-Kent's Community Housing and Homelessness Plan is a lack of affordable supportive housing, health care interventions and long-term care support services for mid to high need individuals. Over 50% of chronically homeless individuals in Chatham-Kent have concurrent mental health and substance use disorders. Supportive housing combines rental or housing assistance with individualized support services for people and has proven to be an effective and efficient long-term housing solution for people with complex health issues.

In March 2021, 115 individuals were experiencing homelessness in Chatham-Kent, an 18% reduction from a high of 140 individuals in December 2020. As a committed Built for Zero Canada community, Chatham-Kent uses a structured and supportive data-driven approach that focuses on system improvements and proven best-practices to end homelessness and improve housing stability. Chatham-Kent continues to make reductions in homelessness through appropriate diversion, rapid rehousing programming and homelessness prevention services.

HOUSING AND HOMELESSNESS	STRATEGY	ACTION
	Increase access to affordable and supportive housing	Increase the number of affordable and supportive housing units built
		Improve access to supportive housing for individuals with persistent mental illness and/or substance use issues that require high-intensity supportive housing
	Decrease homelessness	Decrease the number of people experiencing chronic homelessness



Next Steps on Chatham-Kent's CSWP Pathway

The goal of this Community Safety and Well-Being Plan is to improve how our community works together to reduce reliance on reactive emergency responses, and ensure the safety and well-being of community members through social development, prevention and risk intervention. As we develop a deeper understanding and awareness of the risks faced by vulnerable groups in our community, we continue to work collaboratively to respond to the community's needs using an evidence-informed, coordinated, and strengths-based approach.

As a cohesive and collaborative community, we can leverage already existing plans and priorities (CK Plan 2035; Chatham-Kent Community Housing and Homelessness Plan; Prosperity Roundtable Opportunities Plan). We can mobilize existing partnerships, financial resources and poverty reduction efforts to improve community awareness and the integration of mental health, substance use and homelessness programs and services. Moving forward, the CSWP Leadership will designate a municipal lead to be responsible for data collection, regular monitoring, evaluation and updates to achieve the goals of this community safety and well-being plan. As we move from planning to implementation, community engagement and consultation will continue to inform and strengthen our efforts in making Chatham-Kent a safe and healthy community to live, work and play.



Appendix A: Chatham-Kent Community Safety and Well-Being Plan Leadership Committee

**Chief Gary Conn
(Co-Chair)** Chatham-Kent Police Service

**Karen Kirkwood-Whyte
(Co-Chair)** Municipality of Chatham-Kent Council Representative

April Rietdyk Chatham-Kent Community Human Services

Lindsay Boyd Local Health Integration Network

Brad Davis Family Service Kent

Deb Crawford St. Clair Catholic District School Board

Polly Smith Chatham-Kent Employment & Social Services

Phillip Mock Chatham-Kent Prosperity Round Table

Chief Chris Case Chatham-Kent Fire & Emergency Services

Lori Marshall Chatham-Kent Health Alliance

Alan Stevenson Chatham-Kent Health Alliance;
Canadian Mental Health Lambton-Kent

Don Shropshire Municipality of Chatham-Kent

Sgt Doug Cowell Chatham-Kent Police Service

Marjorie Crew Coordinator - F.I.R.S.T. Strategy

Appendix B: F.I.R.S.T. Strategy Participating Agencies

Adult Language and Learning
Alzheimer's Society Chatham-Kent
Community Development, Municipality of Chatham-Kent
Canadian Mental Health Association: Lambton-Kent
Chatham-Kent Children's Services
Chatham-Kent Community Health Centres
Chatham-Kent Fire and Emergency Services
Chatham-Kent Health Alliance
Chatham-Kent Community Legal Clinic
Chatham-Kent Police Service
Chatham-Kent Public Health
Chatham-Kent Community Living
House of Sophrosyne
Erie St. Clair Local Health Integration Network
NeighbourLink
Chatham-Kent Victim Services
Chatham-Kent Women's Centre
Employment and Social Services, Municipality of Chatham-Kent
Family Service Kent
Housing Services, Municipality of Chatham-Kent
Lambton-Kent District School Board
Medavie Health Services, Chatham-Kent
The Salvation Army, Chatham-Kent Ministries
St Clair Catholic District School Board
United Way Chatham-Kent
Pet and Wildlife Rescue
Ministry of the Solicitor General - Probation and Parole Chatham-Kent
R.O.C.K. (Reach Out Chatham-Kent) Missions

Appendix C: Chatham-Kent CSWP Plan

COMMUNITY AWARENESS & INTEGRATION: People know where to go to get the services they need, when they need them	STRATEGY	ACTION
	Strengthen collaboration and integration of mental health, substance use, and housing & homelessness services	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming Continue to increase partnerships between healthcare, emergency services, and community support agencies
	Improve Service Navigation	Expand existing partnerships with Indigenous communities to provide and expand culturally-appropriate mental health and substance use services Increase access to service navigation support for individuals and families including increased peer support, professional navigation services, and service mapping
	Improve community understanding of the impacts and intersection of mental health, substance use and homelessness	Establish a community awareness campaign on accessible mental health, substance use, and housing services Implement stakeholder training and education on best practices in supporting individuals with complex needs

OUTCOME	PERFORMANCE INDICATOR(S)
Increased funding for integrated services and supports	Amount of funding secured; Percentage change in funding over baseline; Number of increased service partnerships/programs
Increased outreach service partnerships; Improved rural outreach	Number of outreach partnerships; Number of outreach locations
Improved access to culturally-appropriate services; increased collaboration with Indigenous partners	Number of services offered; Number of collaborations with Indigenous stakeholders
Individuals and families are able to access and connect with appropriate services and supports	Number of peer support and dedicated service navigation staff; Number of times service map is accessed
Individuals and families know what services and supports are accessible	Percentage of survey respondents that know where to access mental health, substance use, and/or housing services
Improved understanding and consistent application of best practices in serving individuals with complex needs; reduced stigma	Number of training sessions; Number of attendees; Percentage increased awareness and knowledge

Appendix C: Chatham-Kent CSWP Plan

MENTAL HEALTH & SUBSTANCE USE: People can access local mental health and substance use supports and services	STRATEGY	ACTION
	Increase health-funded community Mental Health and Substance Use services and supports	Leverage health-related funding opportunities to increase and expand mental health, substance use and homeless prevention services and support programming
		Expansion of existing Mental Health and Substance Use services including Rapid Access Addiction Medicine (RAAM), CKHA Psychiatric services, and CKHA-CMHA Geriatric services
	Develop and maintain a Municipal Drug Strategy	Fund, develop, and implement a municipally-supported Community Drug Strategy
HOUSING & HOMELESSNESS: People have a safe place to call home	STRATEGY	ACTION
	Increase access to affordable and supportive housing	Increase the number of affordable and supportive housing units built
		Improve access to supportive housing for individuals with persistent mental illness and/or substance use issues that require high-intensity supportive housing
	Decrease homelessness	Decrease the number of people experiencing chronic homelessness
		Increase the number of people prevent from becoming homeless

OUTCOME

Decreased ED visits for mental health;
Decreased police MHA apprehensions

Expanded service hours, coverage,
and specialization

Community Drug Strategy is supported and adopted
by Council, then developed and implemented

PERFORMANCE INDICATOR(S)

Number of MCT hours - partners;
Number of ED visits for mental health;
Number or percentage change in apprehensions

Percentage change in service hours;
Geographical coverage services;
Percentage change in number of Geriatric Mental
Health Outpatient Treatment users

Date of municipal support and adoption;
Amount of funding committed;
Duration of funding

OUTCOME

The number of affordable and supportive housing
units being built increases

The range of supportive housing options and
appropriate supports & services for individuals
facing complex barriers to housing is increased

The number of people experiencing chronic
homelessness each month decreases

The number of people prevented from becoming
homeless each month increases

PERFORMANCE INDICATOR(S)

Number of new affordable & supporting units;
Percentage of affordable rental units;
Percentage of supportive rental units

Change in the number of individuals supported in
supportive housing programs

Change in the number of individuals on the
By-Name List

Change in the number of people housed
or diverted from homelessness



Appendix D: Citations & References

- Bendo, T.** (2019). *Harm reduction strategy program update: Information report to the Municipality of Chatham-Kent council*. Chatham-Kent Public Health.
- Bendo, T.** (2019). *Resources for a municipal drug strategy: Information report to the Municipality of Chatham-Kent council*. Chatham-Kent Public Health.
- Canadian Institute for Health Information.** (2019). *Opioid prescribing in Canada: How are practices changing?* Ottawa, ON: CIHI.
- Chatham-Kent Health Alliance.** (2020). *Mental health/substance abuse related emergency department (ED) visits*. National Ambulatory Care Reporting System (NACRS).
- Chatham-Kent Police Service.** (2020). *Community safety and well-being Chatham-Kent: A community approach*.
- Chatham-Kent Police Service.** (2017). *F.I.R.S.T Strategy risk database information report*.
- Chatham-Kent Prosperity Roundtable.** (2019). *Listening report: Building a poverty strategy together*
- Chatham-Kent Prosperity Roundtable.** (In draft). *Chatham-Kent opportunity strategy*.
- Chatham-Kent Public Health.** (2017). *Chatham-Kent community mental health survey*. Ipsos Public Affairs.
- Chatham-Kent Public Health.** (n.d.). *Mental health promotion situational assessment: Summary document*.
- Cowell, D.** (2021) *Mental health-related incident statistics*. Chatham-Kent Police Service.
- Fay, L. & Gillespie, A.** (2020). *Human and social impacts of COVID-19: Information report to the Municipality of Chatham-Kent council*. Chatham-Kent Public Health.
- Freleigh-Bulckaert, S.** (2015). *Networks of communication in situations of elevated risk: A report to the Chatham-Kent Community Safety Plan's implementation committee*. Chatham-Kent Police Service
- Guerin, E. & Lindsay, J.** (2018). *Opioid use and related harms in Chatham-Kent: Situational assessment summary*. Chatham-Kent Public Health.
- Municipality of Chatham-Kent.** (2015). *CK Plan 2035*.
- Municipality of Chatham-Kent.** (2020). *Chatham-Kent housing and homelessness community plan, 2020-2024*. Vink Consulting



Chatham-Kent

© 2021