

Calgary



COMMUNITY SAFETY INVESTMENT FRAMEWORK

C2020-1215 Supplemental Attachment 3
ISC: UNRESTRICTED





Context

CALGARY'S "TRIPLE THREAT"

COVID-19, mental health/addictions crisis, economic downturn

- CPS – 24 calls per day
- Distress Centre –  in suicide-related calls

Lessons Learned

- EUGENE, OREGON: Cahoots Model
- VANCOUVER: Assertive Outreach Team
- MEMPHIS MODEL





Community Safety Investment Framework

Long-term Outcome
Improved wellbeing of Calgarians through an equitable and effective crisis response system.



Mid-term Outcomes



CRISIS RESPONSE
Improved service to Calgarians in crisis situations.

RESILIENCE TO CRISIS
Increasing Calgarians' ability to prevent future crises.



Short-term Outcomes



Improved crisis triage

Integrated case management

Increased availability of 24/7 non-emergency support and outreach services

Increased capacity of support networks

Increased access to community and peer support programs

Increased access to court diversion options

Principles
Transformative — Equity-based — Person-centred — Coordinated — Evidence-based — Trauma-informed



Community Safety Investment Strategy Plan

Dec 2020

Q1 2021

Q2 2021

Q3 2021

Q4 2021

STRENGTHENING EXISTING CRISIS SUPPORTS

Investing in Current Community Crisis Response Infrastructure: expanding existing programs

TRANSFORMING CALGARY'S APPROACH TO PERSONS IN CRISIS

Building an Evidence Base: best practice research, analysis & stakeholder engagement to identify opportunities to transform crisis prevention & response

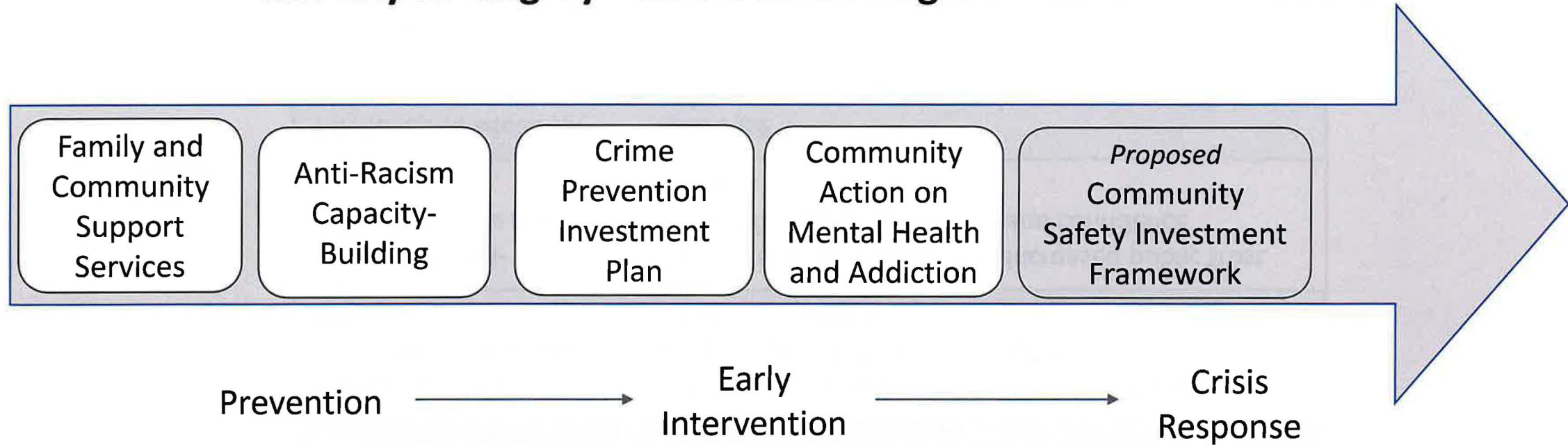
Investing in Sustainable Solutions: development & implementation of funding plan for system transformation.

QUESTIONS



Back up Slides

The City of Calgary's Social Wellbeing Investment Continuum





Indicators of Success

Short-term	Mid-term	Long-term
Number of calls diverted to non-patrol responses	Decrease in overall proportion of 911 calls diverted to police	Increased feeling of safety
Decreased non-criminal calls to police	Decrease in recidivism among frequent system users	Increased public trust and confidence
Increased caseload for outreach services	Decrease in police use of force incidents	
Decrease in calls to 911		