

Attachment-3: Temporary Community Benefit Agreement (CBA) Summary Report

The following is a brief snapshot of the impact of temporary Community Benefit Agreements (CBAs). These temporary CBAs received one-time funding in 2022 with approval from Council, and therefore are shorter term agreements than a typical CBA. These temporary agreements were renewed by Council in 2022. Staff reviewed the agreements based on work done in 2022, and proposed work going forward. The stories shared in the summary are done so with permission from the organization and participants where applicable and names have been changed to protect their privacy.

Since 2022, the Guelph Community Health Centre – Welcoming Streets Initiative has been made a regular CBA, and the Guelph Police Record Checks CBA was not continued.

Guelph Community Health Centre – Welcoming Streets Initiative (WSI)

Shared Purpose

Together with the WSI, we aim to ensure downtown businesses are supported and receive information related to managing challenging situations involving vulnerable individuals; vulnerable individuals in the downtown core receive support and are connected to the services they need; and the Guelph downtown core feels safe and welcoming for everyone.

Investment from the City 2022: \$91,000, and an additional \$50,000 in one-time funding late in 2022.

Indicator Outcomes 2022

1. Number of client contacts: 647
2. Number of business calls responded to: 125
3. Number of workshop and presentation participants: 97

Impact of Investment

Funding supported general operations and an outreach position of the Welcoming Streets Initiative. Part of the work of the WSI is to support businesses in supporting vulnerable residents in the downtown core. WSI believes they have connected with nearly all of downtown businesses with storefronts about the program. WSI supported businesses around crisis de-escalation with in-person response to calls within 24 hours, and by offering workshop opportunities.

The WSI supported nearly 100 unique individuals through providing crisis de-escalation, system navigation, referrals to needed services, advocacy and emotional support. In 2022, WSI developed the Clean Team program in partnership with the

Downtown Guelph Business Association to hire WSI clients to clean high-traffic areas in downtown Guelph.

WSI is a partnership between the City of Guelph, and the Downtown Business Association. Through the City's investment, WSI is able to leverage an additional \$20,000 from partner organizations. Without City support, the WSI would likely cease to exist leading to less support for vulnerable residents in the downtown core and less support for businesses to navigate challenging situations.

In 2022, the WSI experienced challenges with staff turnover and with some data collection as a result. The indicators above are primarily for the period between June and December 2022 and actual numbers are potentially double what is presented above.

Story of Impact

"The Welcoming Streets Initiative (WSI) Outreach team has worked closely with many of Guelph's most vulnerable and marginalized individuals. Many of these individuals have been visible in the downtown core to patrons and business owners and viewed by the public as appearing to be unwell and/or unstable. For periods of time, many of these individuals have been unconnected from services, and agencies that would provide them access to support and resources that could ultimately provide them with the stability and assistance to live more autonomous and healthy lives.

The WSI outreach team, recalls one individual in particular whom they have seen a significant difference in their well-being since beginning their work with them. WSI workers recall receiving numerous calls and would be constantly flagged down by business owners and community members for an unwell individual near the water fountain downtown. This individual was consistently having police interactions as well as altercations with other community members that made the area feel unsafe and unapproachable at times.

Once connected with our WSI team and rapport was built amongst the client and workers we were able to identify triggers that were causing problematic behaviour and begin connecting this client to appropriate services and agencies such as psychiatry, primary health, and social support agencies. Following building this relationship and further connection to other resources, the WSI team still remains connected to this client, however, we have received no further calls of concern from businesses and community members and instead, the client now reaches out in moments of need and expresses their ability to navigate their challenges on their own or with our support."

Story shared by Director of Integrated Programs

Guelph Police Services (GPS) – Police Records Checks

Shared Purpose

Together with Guelph Police Services, funds allowed them to continue to offer free Police Records Checks (PRCs) to community volunteers.

Investment from Guelph 2022: \$120,000

Indicator Outcomes 2022

1. In 2022, the City supported \$120,000 in police records checks were done at no expense to the volunteer
2. Number of Police Records Checks supported: 3,428

Impact on Investment

In 2022, the City covered the costs of volunteer PRCs up to \$120,000 with actual costs of \$120,000 with demand exceeding the City's contribution. Free PRCs helped reduce barriers to volunteering in the community. For some people, the cost of police records checks can be the difference between being able to volunteer or not. The experience of volunteering can be rewarding for the individual and can also lead to employment and economic opportunities. Volunteer PRCs can also be a cost-barrier to smaller not-for-profits in Guelph, many of which are experiencing challenges in recruiting volunteers.

Without City support, volunteers and organizations would need to cover the cost of PRCs. This could lead to a financial barrier for some individuals and some organizations and a broader reduction in volunteerism in the community.

Story of Impact

"[Free PRCs] was a huge win for volunteerism in 2021 and 2022, reducing barriers and supporting Community Benefit Organizations in Guelph. It was an essential and highly valued support which enabled the sector to continue to offer services and programs throughout the community while ensuring appropriately screened volunteers were able to assist their cause."

Story shared by PIN Volunteer Program Coordinator