



PUBLIC AGENDA

STREET ACTIVITY STEERING COMMITTEE

Wednesday, January 20, 2016, 11:00 a.m.
Committee Room E, Ground Floor, City Hall
Members

Mr. B. Penner, Chair
Mr. R. Pshebylo, Vice Chair
Ms. V. Charles
Inspector R. Friesen
Ms. S. Marchildon
Senior Planner E. Miller

Pages

1. CALL TO ORDER

1.1 Appointment of Chair and Vice-Chair [File No. CK. 225-74]

The Committee is requested to appoint a Chair and Vice-Chair for 2016. Mr. Brent Penner was Chair for 2015 and Mr. Randy Pshebylo was Vice-Chair.

2. CONFIRMATION OF AGENDA

Recommendation

That the agenda be confirmed as presented.

3. ADOPTION OF MINUTES

Recommendation

That the minutes of regular meeting of the Street Activity Steering Committee held on November 18, 2015 be adopted.

4. UNFINISHED BUSINESS

5. REPORT OF THE CHAIR

6. COMMUNITY SUPPORT PROGRAM

6.1 Community Support Program Supervisor's Report [File No. CK. 5605-3]

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Update attached - L. Prefontaine

Recommendation

That the information be received.

7. ADJOURNMENT

Report to the Street Activity Steering Committee

January 20, 2016

1. Summary of Reporting Period – November 2015

This reporting period and moving forward all data will be reported monthly rather than two month blocks. The following is a summary of the statistical and analytical data from November 2015.

In November the Community Support Program (CSP) attended 155 calls for service, assisting 184 individuals. In addition to the calls for service, there were 432 connections made with individuals known to CSP staff.

The CSP contacted 215 businesses to reinforce connections, collect information, and share any details on current or emerging issues. This month was higher than previous periods because staff included conversation and an invite to the CSP hot chocolate stand in celebration of becoming a permanent program. Businesses shared countless congratulatory comments and expressed satisfaction with the news. Other comments included the need for an increase in officers and the potential of expanding hours of operation. Additionally, patrol statistics included 14 business information and directions and 12 contacts that resulted in program information being shared.

In November the statistics indicated a 45% increase in the number of disturbance calls from the previous reporting period. The spike in calls can be attributed to a large increase in the number of individuals entering businesses, apartments, and lobbies or other warm areas to consume alcohol or pass out. Several businesses with consistent issues were encouraged to call the CSP or SPS when witnessing the behaviours. There were also recommendations provided such as changing public entrances to controlled clientele access, security personnel, cameras, and referrals to Police for criminal conduct.

The other trend that was on the rise was the increase of unfamiliar faces on the streets. Throughout the months of November and December the CSP encountered 32 new clients that we opened an active client file for. Opening a new active file means that assistance provided met the criteria for intervention as outlined in Table 1. There were also 15 other individuals that were captured in our log book to advise the other team as a potential person of concern. In total there were 47 new contacts made. By comparison the CSP staff typically meets approximately 8-10 new clients per month.

2. Statistics

The following tables include information gathered from the calls for service attended in November 2015. Table 1 lists the number and origin of calls for service that were generated and the individuals involved. Table 2 includes data specific to the individuals served and the types of actions taken.

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Table 1		
Calls Received by the Community Support Program		
Monthly Statistics		
	Previous Period	NOV
Number of Occurrences	147	155
Individuals Served	182	184
Involvement		
Business Involvement	102	122
Community Involvement	79	63
Vulnerable Persons	158	175
Call Origin		
Office	95	108
Patrol	47	27
Police	27	31
Self-Initiated	9	17
Follow-up	4	1
Outcome		
Successful*	118	123
Could not locate	34	44
Not able to assist**	30	17
Bylaw Enforcement		
Information	62	30
Ticketed	10	5
Warned	3	3

Table 2		
Call Type	Previous Period	NOV
Addictions	74	71
Bylaw	26	12
Disturbance	32	58
Housing	5	3
Mediation	6	5
Other	14	14
Suspicious Person	25	21
Referrals		
On Scene/Immediate	68	61
Independent Referrals	13	17
Organization		
City Police	33	22
Community Support Program	4	8
EMS	8	7
Larson House	9	7
Lighthouse Shelter	5	5
Lighthouse Stabilization	17	31
Lighthouse Outreach	33	30
Salvation Army	1	1
Mobile Crisis	4	3
MSS - Income Assistance	1	2
Transit Services	2	3
City of Saskatoon	0	1
Other	3	5

* Successful includes identifying specific issue that exist at the time, assessing the scenario and assisting the individual(s) the supports they need (i.e. housing or shelter, mental health concerns, nutrition, transportation, etc.);

**Not able to assist includes a call in which an individual refuses service, Police or other services providers are in attendance, there is concurrent calls.

3. Key Indicator update

The following key indicators were captured in November:

- 184 individuals were assisted including 108 (59%) calls for service directly to the CSP office followed by 27 (15%) on view or patrol calls, 31 (17%) police dispatches and 17 (9%) were self-initiated;
- 106 (58%) of the individuals assisted this reporting period were cleared by the CSP with no additional assistance needed on scene or subsequent to CSP involvement;
- There were 61 (33%) individuals who required on scene or immediate referrals, and there were 17 (9%) independent referrals recommended to individuals for their own follow-up;

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- Of the 184 individuals, 22 (12%) required Police assistance.
- A total of 214 business connections were made to reinforce connections, collect information, and share any information on current issues. Additional efforts were made in November to hand deliver invitations to the complimentary hot chocolate stand.

1. Summary of Reporting Period – December 2015

In December the Community Support Program (CSP) attended 151 calls for service, assisting 178 individuals. In addition to the calls for service, there were 464 connections made with individuals known to CSP staff. These numbers remain consistent with the previous month despite the reduction of hours for the holiday season due to statutory holidays and annual leave.

Throughout December the CSP team contacted 39 businesses to reinforce connections, collect information, and share any details on current or emerging issues. This number is lower than usual because during the holiday season store owners, managers, and employees are busy with customers. Business information and directions were provided 13 times, and there were 16 contacts that resulted in program information being shared.

To coincide with the holiday season the CSP staff was fortunate to receive and distribute stocking for a third consecutive holiday season. Community members provided numerous Christmas stockings for men and some women filled with useful hygiene items, winter gear like toques, mitts, hand and foot warmers, miscellaneous items, treats, and a Christmas card with a special handwritten message. The concept is those men and particularly those individuals who the CSOs encounter frequenting the streets are often forgotten at Christmas. The CSP spent the week leading up to Christmas delivering the stockings while on patrol. This year 124 stockings were delivered to individuals within the 3 BIDs. The recipients were very grateful for the gift and many smiles and thanks were shared.

In December the number of calls for addictions attributed to the largest number of the occurrences attended. There continues to be a number of individuals who repeatedly contribute to the number of calls for service to the CSP. Complainants often describe issues of drinking in public or within lobbies or entrances, loitering in groups and disturbing patrons often by aggressive panhandling behaviour. Work was done to inform and provide businesses with procedures that can be followed as well as potential safety measures to consider. As a result of this communication the office calls for service jumped from 59% in November to 75% in December.

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2. Statistics

The following tables include information gathered from the calls for service attended in December.

Table 1		
Calls Received by the Community Support Program		
Monthly Statistics		
	Previous Period	DEC
Number of Occurrences	155	151
Individuals Served	184	178
Involvement		
Business Involvement	122	140
Community Involvement	63	68
Vulnerable Persons	175	163
Call Origin		
Office	108	133
Patrol	27	23
Police	31	12
Self-Initiated	17	9
Follow-up	1	1
Outcome		
Successful*	123	106
Could not locate	44	48
Not able to assist**	17	24
Bylaw Enforcement		
Information	30	33
Ticketed	5	5
Warned	3	1

Table 2		
Call Type	Previous Period	DEC
Addictions	71	80
Bylaw	12	11
Disturbance	58	39
Housing	3	4
Mediation	5	2
Other	14	18
Suspicious Person	21	24
Referrals		
On Scene/Immediate	61	51
Independent Referrals	17	24
Organization		
City Police	25	25
Community Support Program	10	13
EMS	7	5
Larson House	8	15
Lighthouse Shelter	5	5
Lighthouse Stabilization	31	7
Lighthouse Outreach	30	34
Salvation Army	1	1
Mobile Crisis	3	4
MSS - Income Assistance	2	3
Transit Services	5	7
City of Saskatoon	0	0
Other	10	6

* Successful includes identifying specific issue that exist at the time, assessing the scenario and assisting the individual(s) the supports they need (i.e. housing or shelter, mental health concerns, nutrition, transportation, etc.);

**Not able to assist includes a call in which an individual refuses service, Police or other services providers are in attendance, there is concurrent calls.

3. Key Indicator Update

In December the following key indicators were captured:

- 178 individuals were assisted including 133 (75%) calls for service directly to the CSP office followed by 23 (13%) on view or patrol calls, 12 (7%) police dispatches and 9 (5%) were self-initiated;

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- 103 (58%) of the individuals assisted this reporting period were cleared by the CSP with no additional assistance needed on scene or subsequent to CSP involvement. This number is higher than usual because of the number of new individuals dealt with referrals being made on scene but also for them to follow-up with to ensure they were properly orientated to our city;
- There were 51 (29%) individuals that required on scene or immediate referrals and there were 24 (13%) independent referrals recommended to individuals for their own follow-up;
- Of the 178 individuals 25 (14%) required Police assistance;
- A total of 39 business connections were made to reinforce connections, collect information, and share any information on current issues.

4. Looking Forward

Based on the information gathered from the last reporting period the CSP will be focused on the following activities in addition to their regular duties. These activities will include:

- With respect to the trend of an increased presence of new people within the three City Centre BIDs the CSP Supervisor will arrange meetings with management staff from the social service sector, government, and service provider agencies in which the people are often expressing a connection to (i.e. Corrections, Public Safety & Policing, Social Services, housing, and addictions);
- In January the CSP staff will have a quarterly meeting to discuss programming, accountability and human resources, amend and confirm the final draft of the Policy Manual, discuss marketing strategies, plan for upcoming operational needs, and training.
- Staff will focus attention on promoting the CSP by distributing the marketing information that is being created;
- CSP Supervisor will be attending meetings to discuss communication strategies with the SPS to implement more effective ways to collaborate when dealing with occurrences;
- A report will be submitted to SPS regarding the CSP data as it relates to concerns reported about groups of people causing disturbances and drinking in public as it relates to the information being reviewed by the Board of Police Commissioners surrounding the matter of public intoxication in Saskatoon.

January 14, 2016
Lesley Prefontaine, CSO Supervisor
Community Support Program