

# Introduction to the *Toronto Community Crisis Service (TCCS)* Pilots

March 11, 2022



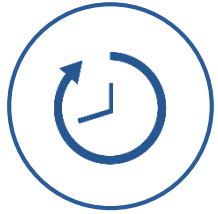
# A Made-in-Toronto Approach



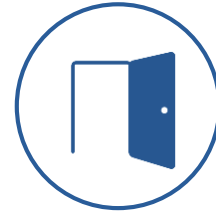
## Toronto Community Crisis Service

- The Toronto Community Crisis Service is a pilot led by community anchor partners in four areas across the City.
- The pilot will operate from 2022-2025, with a view to full scale city-wide implementation in 2026.
- The service is one of the key priority actions under SafeTO – Toronto’s 10 Year community safety and wellbeing plan.

# What is the *Toronto Community Crisis Service*?



**24/7 service**



**“No wrong door” approach that leverages multiple intake channels**



**Voluntary, consent-based**



**Mobile crisis teams**



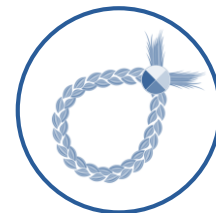
**Serves clients 16+**



**Post-crisis follow-up, case management and service navigation**



**Trauma-informed care and harm-reduction**

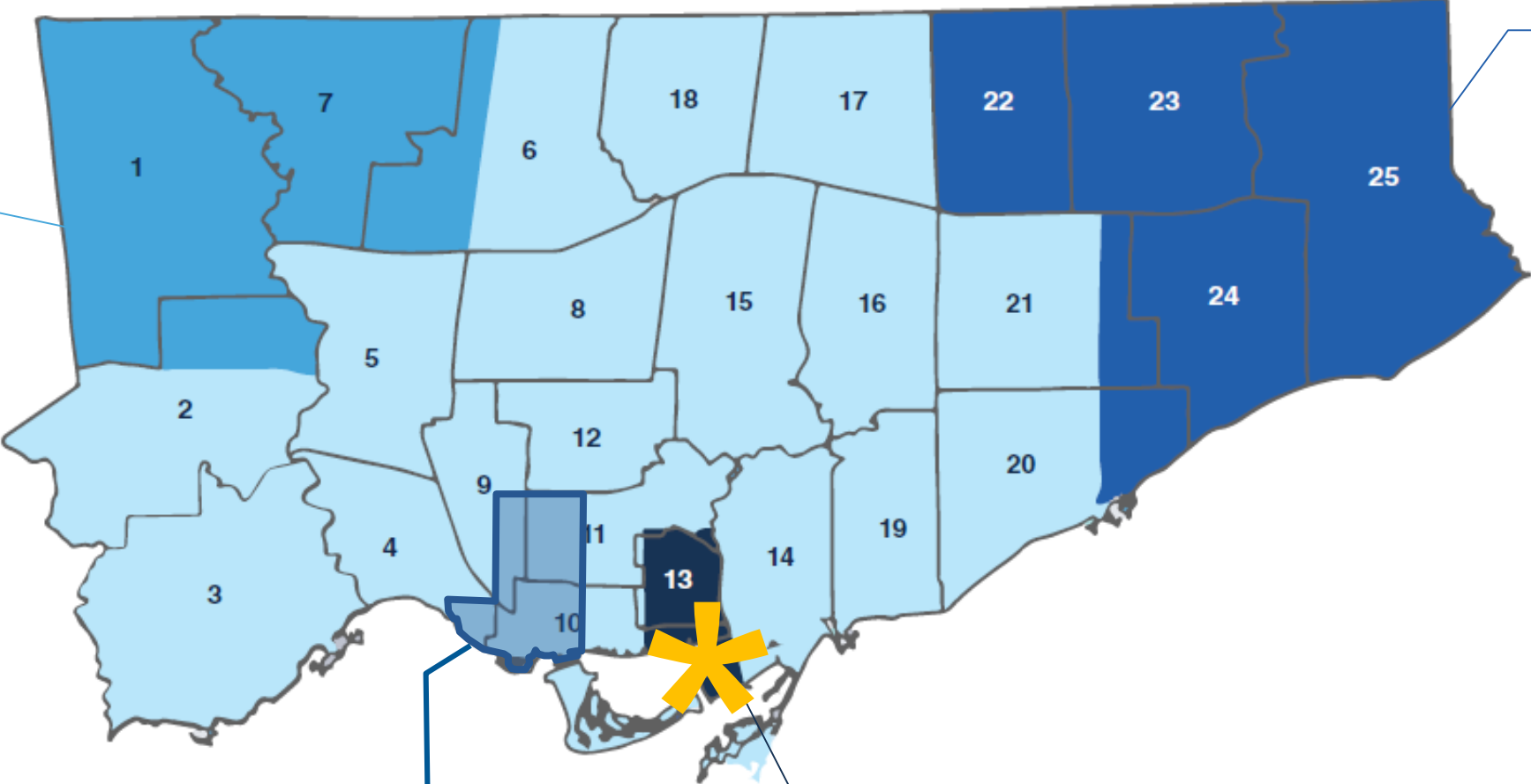


**Culturally relevant services and referral network**

# Pilot Geography

Northwest Pilot  
TPS Divs. 23 & 31

Northeast Pilot  
TPS Divs. 42 & 43



Downtown West  
(Indigenous-led) Pilot  
TPS Div. 14

Downtown East  
Pilot  
TPS Div. 51

# Locally Responsive Implementation

Est. Launch

N.E.



- **Afrocentric approach** to mental health and wellbeing
- Network of **7 local partners**: Hong Fook Mental Health Association, Strides Toronto, CMHA Toronto, CAMH, Scarborough Health Network, Scarborough Centre for Healthy Communities, Black Health Alliance

March  
2022



D.T.E.



- **Strengths-based, non-medical, trauma informed, harm reduction** approach to crisis for over 30 years
- Network of referral pathways: Strides Toronto, Toronto North Support Services, Unity Health Toronto, WoodGreen Community Services, Health Access St.James Town, Inner City Health Associates, Regent Park CHC, Parkdale Queen West CHC

March  
2022

D.T.W



- *Maawinizo-wiidookidaading Maanda Pii Mineskaag* (“Supporting Each Other in this Time of Need”) **Indigenous-led approach** with a **focus on harm reduction and holistic health and wellness** that centres the individual at the centre of the medicine wheel.
- Network of **2 local partners**: ENAGB Indigenous Youth Agency, Parkdale Queen West CHC

June  
2022

N.W.



- **Anti-racist, anti-oppressive, and culturally safe** approach
- Network of **8 local partners**: Yorktown Family Services, Jane and Finch Centre, CAFCAN, Rexdale CHC, Black Creek CHC, Addiction Services Central Ontario, Black Health Alliance

June  
2022

# High-Level Service Map



# Visual Appearance of Crisis Workers

- All crisis workers will have a lanyard and ID
- All vehicles will have back windshield decals, including the community anchor partner logo, City of Toronto, and TCCS graphic identifier.





# Questions

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