

FOCUS TORONTO 2023 ANNUAL REPORT





Land Acknowledgement

We acknowledge the land we are standing on is the traditional territory of many nations including the Mississaugas of the Credit, the Anishinaabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 with the Mississaugas of the Credit.

African Ancestral Acknowledgement

We acknowledge all Treaty peoples – including those who came here as settlers – as migrants either in this generation or in generations past, and those of us who came here involuntarily, particularly as a result of the Trans-Atlantic Slave Trade and slavery.

We also pay tribute to those ancestors of African origin and descent.

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FOCUS Toronto 2023 agency members

Our 159 agency members span across different sectors and offer a wide range of services and supports to individuals and families that are experiencing high levels of risk for crisis or trauma. Agency members represent Community and Social Services, Child and Youth Service, Education, Health, Housing, and the Justice sectors. The following is a list of the 2023 active agency members:

2-Spirited People of the 1st Nations	Building Up
Access Alliance	BYJ Community Services
Across Boundaries	Canadian Centre for Men and Families
AGATA Resource Centre	Canadian Centre for Housing Rights
Agincourt Community Services Association	Canadian Mental Health Association
Albion Neighbourhood Services	Canadian Training Institute
All Saints Church Community Centre Toronto	Canes Community Care
Alliance for South Asian AIDS Prevention	Caribbean African Canadian
Alzheimer Society of Toronto	Catholic Children's Aid Society
Amadeusz	Central Toronto Youth Services
Arab Community Centre of Toronto	Centre for Addiction and Mental Health
Barbra Schlifer Commemorative Clinic	Centre for Immigrant and Community Services
Bedford Medical Alert	Children's Aid Society of Toronto
Big Brothers Big Sisters of Toronto	City of Toronto - Community Crisis Response Program
Black Creek Community Health Centre	City of Toronto - FOCUS Toronto
Bolt Foundation	City of Toronto - Shelter Support & Support Services - Four Points Shelter Program
Boys and Girls Club East Scarborough	City of Toronto - Streets to Homes
Brain Injury Society of Toronto	City of Toronto - Toronto Employment and Social Services
Breakaway Addiction Services	

City of Toronto -
Youth Development Unit

Community Head Injury Resource
Services

Concurrent Disorders Support
Services

Correctional Service Canada

COSTI Immigrant Services

Covenant House

Crisis Outreach Service for Seniors

Delta Family Resource Centre

Distress Centre of Greater Toronto

Dixon Hall Neighbourhood Services

Downtown Yonge BIA

Elizabeth Fry Toronto

Elsbeth Heyworth Centre for Women

Ernestine's Women's Shelter

Eva's

Evangell Hall

Family Service Toronto

Fernie Youth Services

F.L.O.W. Drop-In

For Youth Initiative

Fred Victor

Friends in Toronto Community
Services

Gerstein Crisis Centre

Good Shepherd Non-Profit Homes

Haven Toronto

Health Access St James Town /
Sherbourne Health

Heritage Skills Development Centre

Homes First Society

Hong Fook Mental Health
Association

Houselink

Houses Opening Today Toronto

Humber College

Humber River Hospital

Interval House

Jane Finch Community
and Family Centre

Jane Finch Community Ministry

Jean Tweed Centre

John Howard Society of Toronto

Journey Home Hospice

Kids With Incarcerated Parents

LAMP Community Health Centre

Lumacare

Lumenus

Madison Community Services

Malvern Family Resource Centre

Margaret's Housing Community
Supports

Michael Garron Withdrawal
Management Services

Midaynta Community Services

Ministry of Children Community
and Social Services - Youth Justice
Services

Native Child and Family Services
of Toronto

Native Men's Residence

Native Women's Resource Centre
of Toronto

Nellie's

Nishnawbe Homes

North York Harvest Food Bank

Ontario Disability Support Program
- Ministry of Children Community
and Social Services

Ontario Health atHome

Parkdale Community
Information Centre

Parkdale Intercultural Association

Parkdale Queen West Community
Health Centre

Probation and Parole -
Ministry of the Solicitor General

Progress Place

Punjabi Community Health Centre

Reclaiming Our Communities
Investing in Our Youth /
San Romanoway

Reconnect Community Health
Services

Regent Park Community
Health Centre

Rexdale Community Health Centre

Rexdale Community Legal Clinic

Rexdale Women's Centre

Scadding Court Community Centre

Scarborough Centre for
Healthy Communities

Scarborough Health Network

Scarborough Women's Centre

Shelter Movers

Shift Happens

Sinai Health

Somali Women's and Children's
Support Network

Sound Times

South Asian Legal Clinic of Ontario

South Riverdale Community
Health Centre

Springboard - Toronto

St. Felix Centre

Street Haven

Street Health Community
Nursing Foundation

Strides Toronto

Success Beyond Limits

Sunnybrook Health Sciences Centre

Surrey Place Centre

TAIBU Community Health Centre

The 519

The Housing Help Centre
The Neighbourhood Group
Community Services
The Oaks Revitalization Association
The Yonge St. Mission
Toronto Bail Program
Toronto Catholic District School
Board
Toronto Community Housing
Corporation
Toronto District School Board
Toronto Kiwanis Boys & Girls Clubs
Toronto Metropolitan University
Toronto Paramedic Service
Toronto Police Service
11 Division
12 Division
13 Division
14 Division
22 Division
23 Division
31 Division
32 Division
41 Division
42 Division
43 Division
51 Division
52 Division

Toronto Police Service Community
Partnerships and Engagement Unit
Toronto Police Service Public
Safety Response Team

Toronto Seniors Housing
Corporation
Toronto Transit Commission -
Transit Enforcement Unit
Transcare Community Services
Unison Health and Community
Services
United Way Greater Toronto
University Health Network
Unity Health
Ve'ahavta
Victim Services of Toronto
West Neighbourhood House
Weston Frontlines
William Osler Health System
Women's Habitat of Etobicoke
YMCA of Greater Toronto
York University
Yorktown Family Services
Youth Now on Track Services
Youth Without Shelter
YouthLink



Paul Rinkoff



FOCUS

Introduction

Purpose of this Report

The purpose of this report is to provide a statistical review of the year 2023 (January 1 to December 31, 2023) and highlight key trends observed throughout the year. This includes both a demographic analysis of all FOCUS Situations for 2023 and findings on systemic barriers that FOCUS Toronto agency members experience when providing intervention support.

What is FOCUS Toronto?

Furthering Our Community by Uniting Services (FOCUS) is an initiative led by the City of Toronto (the City), United Way Greater Toronto (UWGT) and Toronto Police Service (TPS), which aims to reduce crime, victimization, harm and improve community resiliency in the Toronto area. FOCUS Toronto was first established in 2013 based on learnings from the successful implementation of the HUB Model in Prince Albert, Saskatchewan, known as the Community Mobilization Prince Albert (CMPA) and often referred to as Prince Albert's Hub Model. Building on Glasgow's approach to community safety and well-being in Scotland, the objective of the HUB model is to identify individuals or families experiencing complex vulnerabilities that cannot be addressed by a single agency, and instead provide a collaborative response that involves multiple agencies across human services to respond to the specific needs of the identified individual and/or family. The HUB model identifies the need for multisector involvement for individuals and families experiencing complex vulnerabilities and provides the space and structure for agencies to collaborate and respond to the identified need. With the HUB model, a crisis response intervention is assigned to agencies that are best suited to address the various needs.

Following the HUB model, FOCUS Toronto provides the structure and coordination support needed for immediate access to human services and support to community members experiencing high levels of vulnerabilities. FOCUS Toronto unites agencies across five different sectors each week to provide a targeted, wrap-around approach to individuals and families experiencing high levels of risk for crisis or trauma. In 2023, the multi-sectoral membership across 159 agencies included representation from Community and Social Services, Housing, Health, Education, Justice, and Child and Youth Services. FOCUS Toronto Situation Table representatives are a combination of front-line and managerial staff.

Report Key Highlights

1,180 submissions in 2023

In 2023, FOCUS Toronto received 1,180 submissions across six Situation Tables and intervened in 1,157 Situations. 98% of the Situations submitted to FOCUS Toronto were deemed Acutely Elevated Risk (AER) Situations. Through intervention, the overall risk was lowered in 84% of the Situations.

7% decrease in AER*

The reviewed Situations (1,180) in 2023 represent a 22% increase from 2021 (967) and a 7% increase from 2022 (1,101). In 2023, FOCUS was 7% more effective in lowering AER compared to 2021 and 3% more effective in lowering AER compared to 2022.

28% of submissions from Scarborough

Notably, most of the submissions were referred to the FOCUS Scarborough Table with 28% submissions of all submissions received in 2023 for Scarborough (compared to 23% of all submissions in 2022). FOCUS Overall, Scarborough experienced a 33% increase in the number of total submissions from the previous year. There was also a notable 13% increase in submissions at the FOCUS Downtown East Table from 2022 to 2023.

25% youth aged 12 to 19

Youth (ages 12 to 29) represented 25% of individuals brought to the FOCUS Toronto situation tables in 2023. This is the largest age demographic represented. Furthermore, the representation of Youth, ages 12 to 17 increased significantly in Scarborough in 2023 with a 35% increase from 2022.

Since the Program started in 2013 to end of 2023, in total, FOCUS Toronto:

Reviewed
6,309
submissions
(5,950
interventions)

Served
10,000+
Individuals

Engaged
in nearly
6,000
interventions

Risk lowered in
81%
for 5,950
interventions
considered AER

* AER definition is, "Acutely Elevated Risk": Acutely Elevated Risk refers to Situations where imminent harm is present. Without immediate intervention, these Situations will escalate and a negative outcome such as complex crises, potential harm, criminalization, and/or victimization is likely to occur.

The top five risk categories for 2023 include:

1	2	3	4	5
Mental Health	Antisocial/ Negative Behaviour	Basic Needs	Criminal Involvement	Crime Victimization

- The risk for “Mental Health” remains the most prevalent risk across all Situation Tables (geographically), and all age groups. For individuals 80+, “Cognitive Functioning” was previously a top risk category and has been replaced by “Mental Health” risk.
- The risk for “Basic Needs” has moved up to third from fourth, and “Criminal Involvement” and “Crime Victimization” both increased from 7th and 8th in 2022 to 4th and 5th in 2023.

The top five study flags for 2023 include:

1	2	3	4	5
Recent Escalation	Cultural Considerations	Risk of Losing Housing/Unsafe Living Conditions	Child Involved	Homelessness

- The most notable difference is the continued increase in the study flag “Cultural Considerations”. “Cultural Considerations” represented 5% of all Study Flags in 2020, 30% in 2021, increased further to 35% in 2022 and decreased to 29% in 2023.
- In 2023, 4,768 services were mobilized during FOCUS interventions. The top mobilized services include social services mental health, housing, medical health, and social assistance. (Compared to 3,253 services in 2022).
- In 2023, 70% of Situations originated from the Justice Sector, which almost exclusively consists of submissions through Toronto Police Services (TPS).

Overview of the Year

1,180
Submissions Reviewed

98%
Situations AER

1,157
Situations Intervened

2,225
Individuals Served

21 DAYS
Average Intervention

84%
AER Situations: Overall Risk Lowered

Scarborough

329 Situations Reviewed

327 Situations Intervened

766 Individuals Served

Rexdale

183 Situations Reviewed

177 Situations Intervened

339 Individuals Served

Black Creek

144 Situations Reviewed

136 Situations Intervened

286 Individuals Served

Downtown East

221 Situations Reviewed

219 Situations Intervened

351 Individuals Served

Downtown West

184 Situations Reviewed

181 Situations Intervened

226 Individuals Served

York

119 Situations Reviewed

117 Situations Intervened

257 Individuals Served

Top Study Flags

1

Recent Escalation

2

Cultural Considerations

3

Risk of Losing Housing



FOCUS Submissions

In 2023, FOCUS Toronto received the greatest number of submissions to date, totaling 1,180 submissions for the year. 98% of FOCUS submissions were deemed AER. In total, FOCUS intervened in 1,157 Situations across all six Situation Tables. Comparing 2023 and 2022, 79 more Situations were referred to the program in 2023 and 88 more Situations were deemed Acutely Elevated Risk. Furthermore, 276 more people were served in 2023 compared to 2022. Although there were increased Situations, interventions and people involved, risk was lowered 7% more often in 2023 compared to 2021. As submissions increased overall between 2022 and 2023, and there was a significant increase in referrals in Scarborough (33%) and Downtown East (13%) in 2023. Other tables remained consistent or had slight

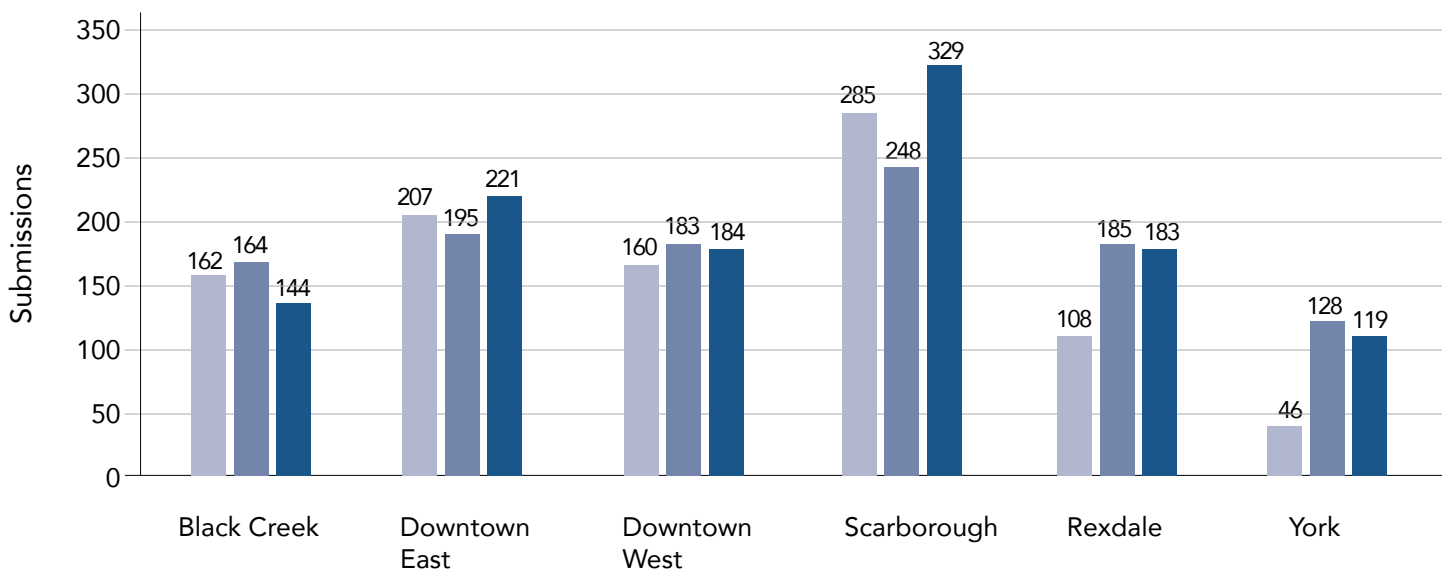
decreases from 2022 to 2023. The most significant decrease in 2023 was Black Creek at 12%.

FOCUS Submissions for 2023

In 2023, the majority of the submissions (329) were for FOCUS Scarborough – representing 28% of all submissions for 2023. Submission volume was also high at FOCUS Downtown East with 221 submissions (representing 19% of all submissions for 2023). In total, FOCUS submissions in the downtown core (cumulative of FOCUS Downtown East and Downtown West) represented 34% of all submissions for the year. FOCUS submissions in the West End of the City (cumulative of FOCUS Rexdale, Black Creek, and York) represented 38% of submissions for 2023 (compared to 43% of all submissions for 2022).

Year to Year Comparison: Number of FOCUS Submissions

2021 2022 2023



Consent Provision

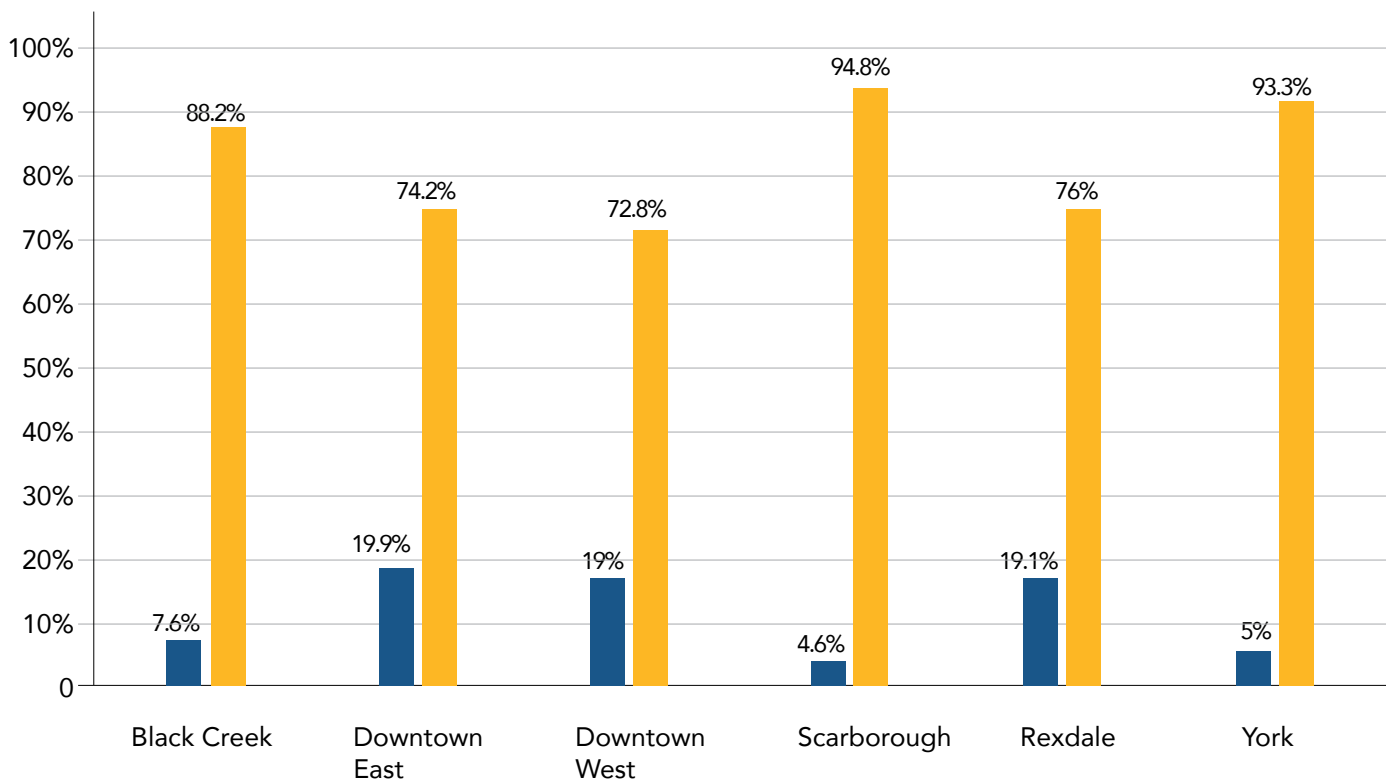
As the Originating Agencies introduce FOCUS to individuals who are experiencing Acutely Elevated Risks (AER), the provision of consent from the individuals involved in each Situation is a critical factor in the intervention process. Consent provides immense value in engaging with individuals involved in AER Situations. The provision of initial consent improves the likelihood of success of the intervention activities, as this ensures collaboration between

all parties involved in a Situation. Due to the complexities and multiple risks involved in each Situation, provision of consent before the FOCUS Discussion is not always possible. This includes limited identifying information that could be shared if consent is provided prior to the discussion. The chart below provides a breakdown of the proportion of consent provision of the AER Situations at each Table.

Overall, consent was provided before discussion in 94% of all Situations in 2022.
Overall, consent was provided before discussion in 87% of all Situations in 2023.

Consent by Table 2023

■ After Discussion ■ Before Discussion



Situation Types

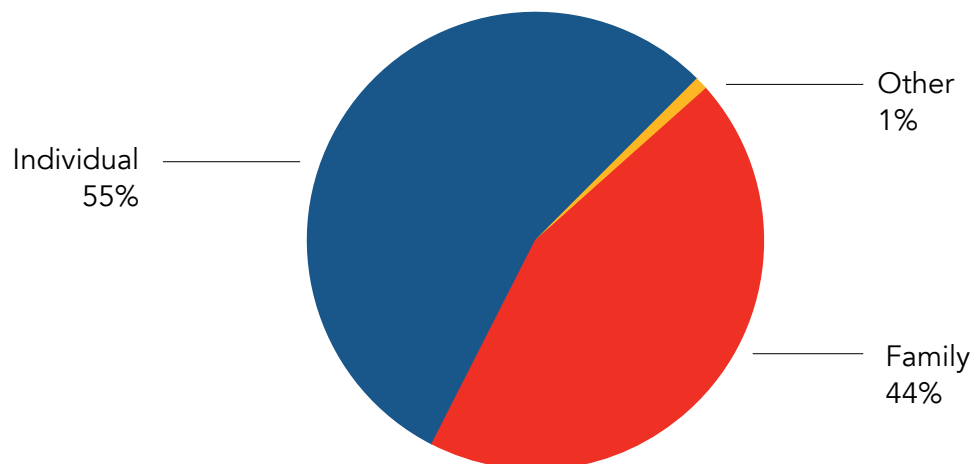
In 2023, more than half (55%) of all submissions, or 639 submissions, involved individuals (compared to 61%, or 655 submissions, in 2022). Less than half (44%) of submissions in 2023, or 513 submissions, involved families, which is defined as 2 or more people (compared to 38%, or 411 submissions, in 2022). For 2023 and 2022, only 1% of submissions involved either a dwelling, neighbourhood, environmental, or unknown Situation Type.

An overall trend is observed in 2022 and 2023 where Situation Tables outside of the downtown core received a

higher percentage of submissions involving families, while Situation Tables in the downtown core (Downtown East and West) are more likely to receive submissions for individuals. Though, notably, Downtown East has seen an increase in families.

The downtown core has a higher population of individuals experiencing homelessness and are more likely to be referred to FOCUS Toronto as an individual. Referrals outside of the downtown core are more likely to consist of families.

2023 Situation Types



NOTE: Other represents Dwellings, Neighbourhoods, Environmental or unknown Situation types. The Situation Type refers to whether a Situation is represented by an individual, family, neighbourhood, or dwelling.

Individual Submissions: 82% of Downtown West and 65% of Downtown East submissions received were specifically for Situations involving individuals in 2023. For all other Situation Tables, the percentage of submissions for individuals varied between 39% to 55% of the total submissions received per Table. Downtown East has experienced a notable reduction of Situations involving individuals.

Family Submissions: In total there were 513 submissions registered under family Situations in 2023. The greatest percentage of family submissions (over 40%) were submitted cumulatively through FOCUS Black Creek (53%), York (53%), and Scarborough

(60%). The other Situation Tables' family Situations are as follows: Downtown West (15%), Downtown East (34%), and Rexdale (41%). The most notable changes occurred in the increase of family Situations at York and the decrease of family Situations at Rexdale.

Environmental, Dwelling & Neighbourhood: Three submissions were received for "dwelling" at FOCUS Downtown West, FOCUS Rexdale, and FOCUS Scarborough. No submissions were received for "neighbourhood" at FOCUS. One Situation featured an environment Situation at FOCUS Rexdale.

Year to Year Comparison: Situation Types (2022-2023)

■ Family ■ Individual ■ Dwelling / Environment / Neighbourhood



Number of Submissions

Situation Type	2023	2022	2021	2020
Family	44.3%	38.4%	32.7%	28.8%
Individual	55.2%	61.2%	62.6%	66.5%
Other (Dwelling, Neighbourhood or Shelter)	0.4%	0.5%	4.6%	4.7%
Total	1,157	1,071	968	681

Gender Distribution

Gender data is collected using the categories Male, Female, Trans, and Unknown. Gender identity refers to a person’s subjective experience of their own gender which may not match their biological sex or physical appearance. “Trans” is an umbrella term used to describe people with diverse gender identities and expressions that differ from stereotypical gender norms.

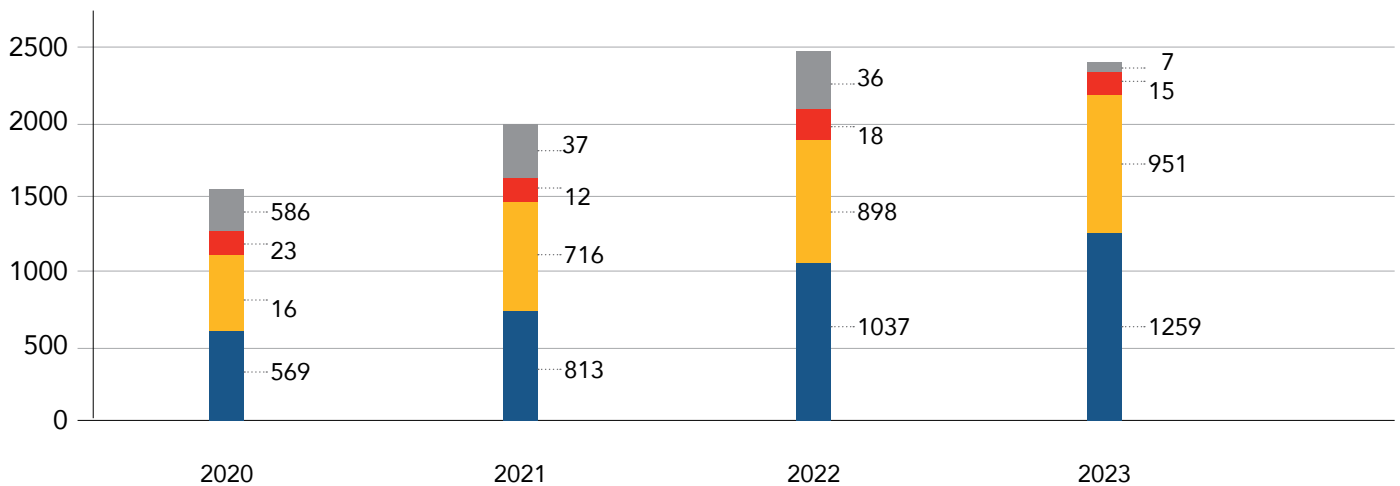
While the number of FOCUS Situations has increased from 2020 to 2023, the gender distribution has remained mostly consistent. The observed trend has been a generally even distribution between male and female identifying individuals, with female representation being higher. In 2020, males were represented slightly higher than females

(at 49% and 48% respectively), but the usual trend returned in 2022 and 2023. In 2023, female representation measured at 56% and male representation measured at 43%.

In 2022, female representation was at 53% and male representation at 46%. The representation of more females to males is observed across all FOCUS Situations Tables in 2023. In 2022 the sole exception was FOCUS Downtown West, which had more male representation. The ratio between male and female also significantly changed in the Black Creek area from 2022 to 2023 with females becoming a higher percentage of Situations (from 52% to 62% respectively).

Year to Year Comparison: Gender Identity

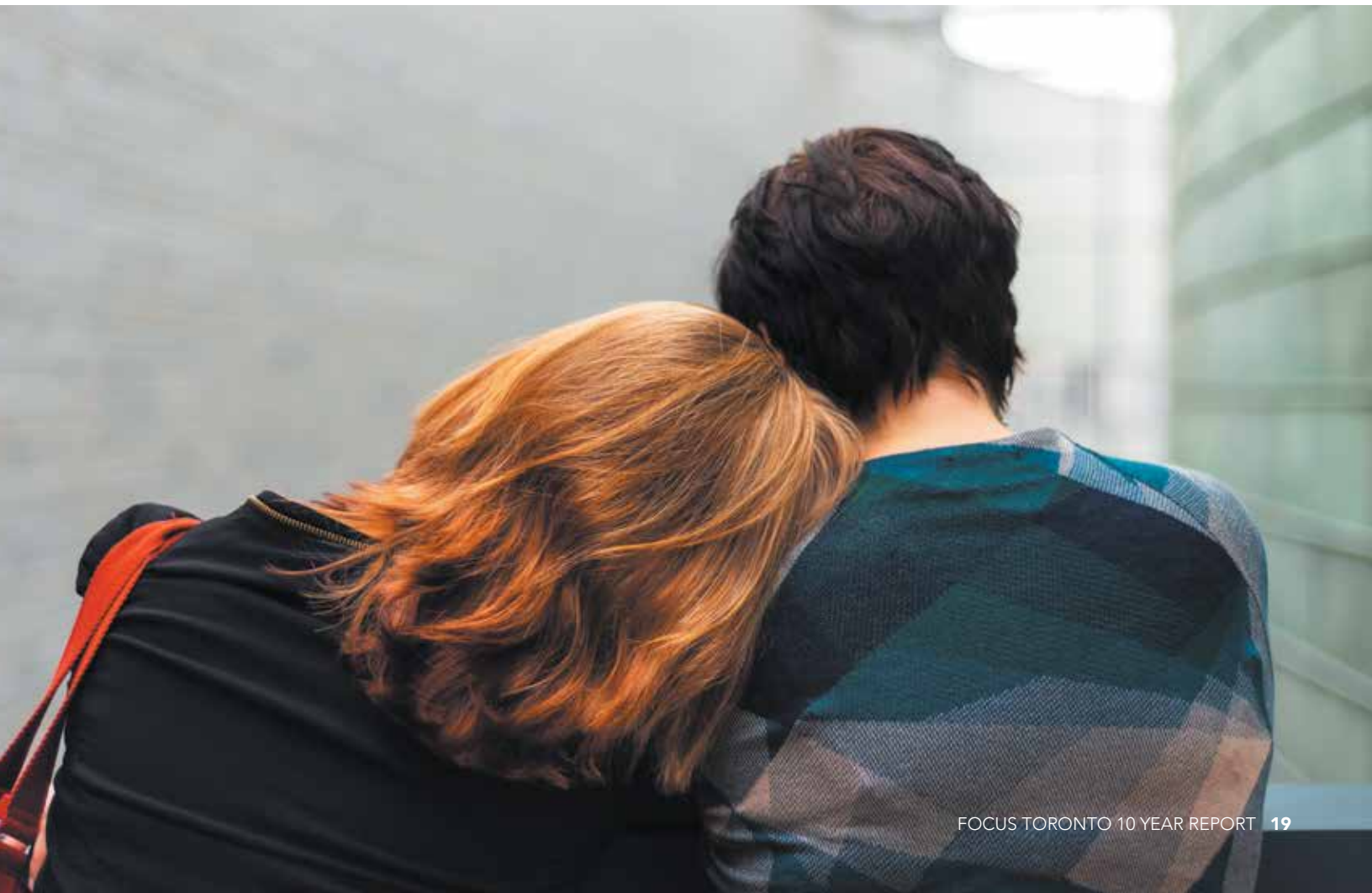
Female Male Trans Unknown



1. Guidelines for Accommodating Gender Identity and Gender Expression | City of Toronto | <https://www.toronto.ca/city-government/accountability-operations-customer-service/city-administration/corporate-policies/people-equity-policies/accommodation/guidelines-for-accommodating-gender-identity-and-gender-expression/>

Gender Identity Distribution 2023

Gender Identity	Black Creek	Downtown East	Downtown West	Scarborough	Rexdale	York	Total
Female	179	189	118	437	193	143	1,259
Male	103	158	103	327	146	114	951
Trans	4	4	5	2	0	0	15
Unknown	3	2	0	1	0	1	7



Age Demographics

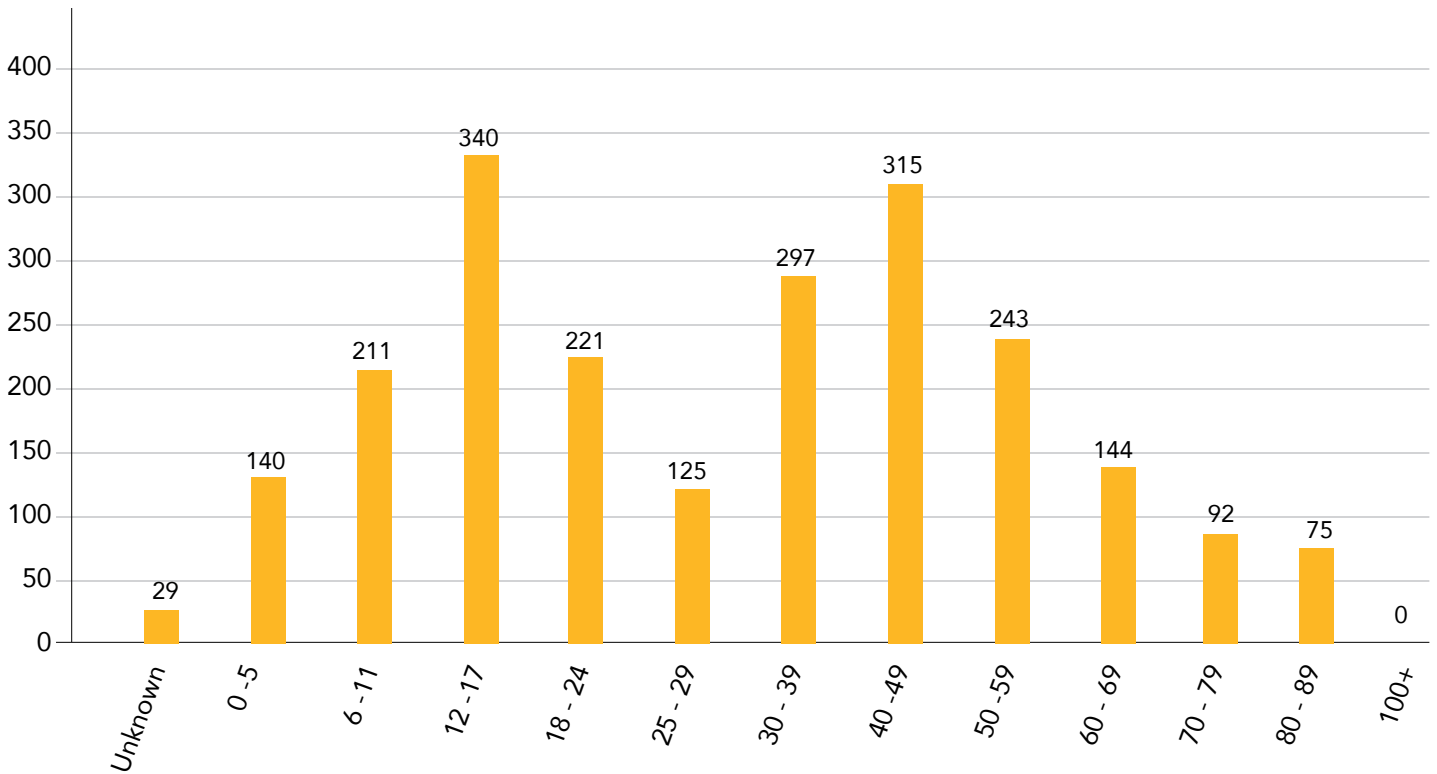
Overall, the age distribution had remained consistent over the past three years until 2022. In 2023, however, the age category that received the greatest number of submissions was 12-17. In 2022, the age category that received the greatest number of submissions was 30-39.

Based on the municipal and federal definition of youth (individuals aged 12 to 29), Youth represented the most significant number of submissions

for 2023 at 686 individuals - a 17% increase from 2022 (586 individuals). This is nearly 31% of all submissions for the year 2023. In 2023, FOCUS Toronto received no submissions for individuals 99+.

Also, of note in the 2022 data collection, the age categories were rebalanced and the 40 – 59 age group became split into the two categories of 40-49 and 50-59.

Age Demographics 2023

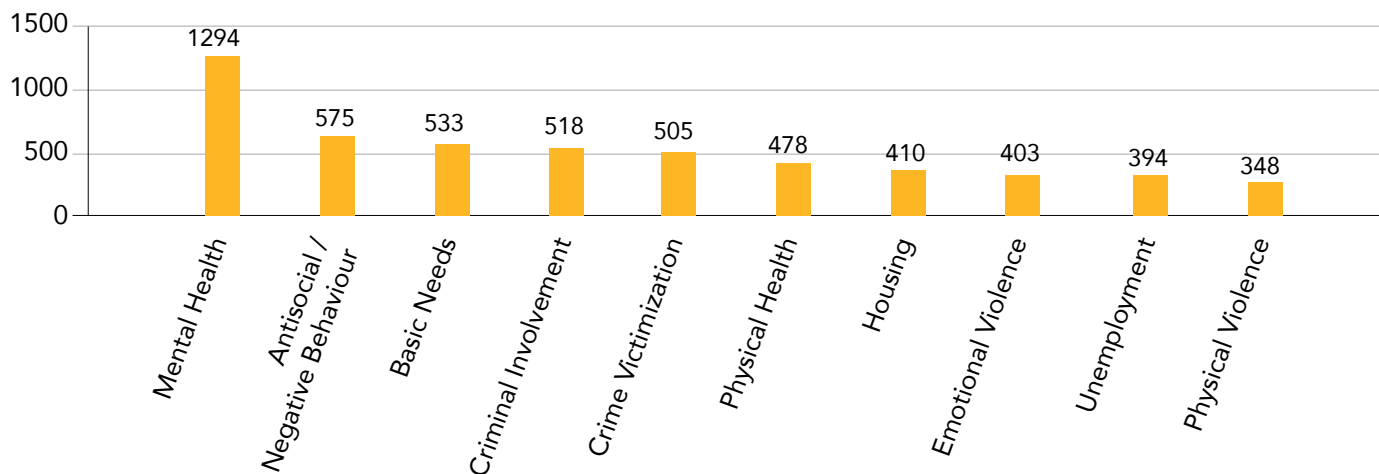




Risk Categories

Risk categories are characteristics of a Situation that contribute to it being identified as an Acutely Elevated Risk (AER). In total, there are 28 risk categories identified, which can be further broken down to 106 risk factors. For each Situation, risk categories are first identified by the originating agency and updated based on the narrative descriptions outlined as part of the Situation Table process. For each Situation, multiple risk categories can be identified. The chart below details the prevalence of the risk categories:

Top 10 Risk Categories: FOCUS 2023



Of the 1,157 AER Situations in 2023, “Mental Health” was the dominant risk category identified that appeared in 1,294 instances across all six tables (compared to 1,227 instances in 2022).

The second most prevalent risk category was antisocial/negative behaviour, same as 2022. “Antisocial/Negative Behaviour” refers to an individual who is engaged in behaviour that leads to damaged relationships with others or within their communities. This risk category was identified in 575 Situations, representing 50% of all risks for 2023. The risk category “Basic Needs” was observed as the third most prevalent risk category, comprising 533 (46%) of all identified risks. “Criminal Involvement” followed as the fourth most noted risk category at 518 (45%) and fifth is “Crime Victimization” at 505 (44%).

Risk Categories: Year to Year Comparison

In comparing the Top 10 risk categories in 2022 and 2023, the top risks are consistent in both years, but the prevalence of some risk categories has increased while others have decreased. In both years, "Mental Health", "Antisocial/Negative Behaviour", "Criminal Involvement," and "Basic Needs" remained the most identified risk categories. The total number of situations under risk categories "Physical Health", "Cognitive Functioning" and "Housing" decreased in 2023 compared to 2022. "Emotional Violence" entered the top ten risk categories in 2022 and moved up in 2023. "Cognitive Functioning" and "Drugs" left the top 10 in 2023, "Cognitive Functioning" was 10th in 2021 and 2022.

Top 10 Risk Comparison

	Top 10 Risk Caregories 2022	Change from 2022	Top 10 Risk Caregories 2023
1.	Mental Health	↔ No Change	Mental Health
2.	Antisocial/Negative Behaviour	↔ No Change	Antisocial/Negative Behaviour
3.	Criminal Involvement	↓ Decrease	Basic Needs
4.	Basic Needs	↑ Increase	Criminal Involvement
5.	Physical Health	↓ Decrease	Crime Victimization
6.	Housing	↓ Decrease	Physical Healths
7.	Unemployment	↓ Decrease	Housing
8.	Drugs	↓ Decrease	Emotional Violence
9.	Emotional Violence	↑ Increase	Unemployment
10.	Cognitive Functioning	↓ Decrease	Physical Violence Needs

Other risk factor increases in 2023 include: "Physical Violence", "Criminal involvement" and "Crime Victimization".

Risk Categories by Age

Understanding the relationships between risk categories and specific age groups is important for multiple reasons. From a program standpoint, this information helps to identify the demand and potential service gaps for agencies that provide age-specific services. From a broader community-minded perspective, this information helps to illuminate emerging risk-based trends that are specific to age groups to inform future policy directions and age-specific program planning. The table below provides a detailed breakdown of the top five risks for each age group in 2023.

Top 5 Risk Categories by Age

Age	Number of Individuals	#1 Risk	#2 Risk	#3 Risk	#4 Risk	#5 Risk
0 - 5	140	Mental Health	Basic Needs	Crime Victimization	Housing	Emotional Violence
6 - 11	211	Mental Health	Basic Needs	Physical Violence	Parenting	Crime Victimization
12 -17	340	Mental Health	Parenting	Antisocial / Negative Beh.	Criminal Involvement	Crime Victimization
18 -24	221	Mental Health	Antisocial / Negative Beh.	Crime Victimization	Emotional Violence	Basic Needs
25 - 29	125	Mental Health	Emotional Violence	Antisocial / Negative Beh.	Housing Negative Beh.	Crime Victimization
30 - 39	297	Mental Health	Unemployment	Antisocial / Negative Beh.	Basic needs	Housing
40 - 49	315	Mental Health	Antisocial / Negative Beh.	Basic Needs	Housing	Unemployment
50 -59	243	Mental Health	Antisocial / Negative Beh.	Basic Needs	Unemployment	Physical Health
60 -69	144	Mental Health	Antisocial / Victimization	Basic Needs	Physical Health	Cognitive Functioning
70 -79	92	Mental Health	Physical Health	Basic Needs	Cognitive Functioning	Antisocial / Negative Beh.
80 -99	75	Mental Health	Physical Health	Basic Needs	Cognitive Functioning	Antisocial / Negative Beh.

Notable Trends: Risk by Age

Based on data from the table on page 24, notable trends across age groups include:

- “Mental Health” is now the top risk category for all ages, previously in 2022 this was not true for individuals 60 – 99.
- Situations involving infants and children (0-17 years old) often include the risk categories: “Parenting” and “Crime Victimization” in the top 5. However, “Basic Needs” is now the second highest risk factor for children (0-11 years old) in 2023.
- “Antisocial/Negative Behaviour” was the 2nd most prevalent risk category for individuals in the age ranges of 6–59 and 70-79 in 2022 . In 2023 “Parenting” is now second for 12-17, “Emotional Violence” for 25-29, “Unemployment” for 30-39, and “Physical Health” for 70-99.
- “Unemployment” is the 2nd highest risk factor for the age ranges of 30-39 and ranked 5th for 40-49 year-olds and not for other age categories in 2023.
- “Criminal Involvement” was also observed as a prevalent risk category for ages 18–24, but is now seen more in ages 12-17 (4th). There appears to be the trend of “Crime Victimization” for ages 6 through to 29, though 18-24 year-olds are most at risk for “Crime Victimization” .
- “Physical Health” and “Cognitive Functioning” became an increasing risk factors in the 60-69 age range, and more so in 70-79 and 80-99 age groups. Previously, physical health was the top risk factor for these age groups.

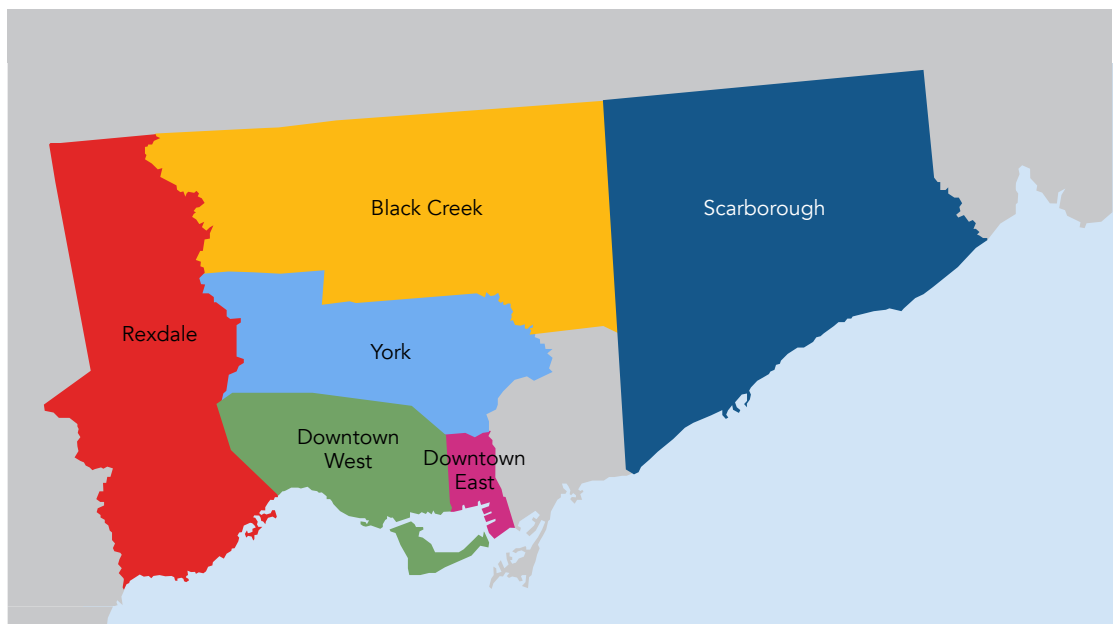
Concluding Notes about Risk Categories

Risk categories are also recorded based on all factors associated with the Situation – rather than specific individuals involved in a Situation. For example, if “Physical Health” is identified in a Situation involving a family of five, then all individuals involved in the Situation will receive the risk categorization of “ Physical Health,” even if physical health concerns only impact one or two individual family members. Thus, risks reflect the Situation as a whole and not every individual involved in each Situation.

Risk Categories by Geography

Risk Categories by Geography explores the relationships between the top 10 risk categories and the different geographical regions of the city where FOCUS Toronto operates its six Situation Tables. The social landscape of each

geographic area can impact the risk categories that are identified through FOCUS and inform the subsequent supports that are required in an intervention. The table below shows the top five risk categories observed at each Situation Table.



Rexdale	Count
Mental Health	186
Antisocial / Negative Behaviour	102
Basic Needs	100
Housing	76
Physical Health	76

Scarborough	Count
Mental Health	308
Crime Victimization	152
Physical Violence	140
Physical Health	136
Antisocial / Negative Behaviour	132

- **FOCUS Rexdale** collaborated to help 183 interventions in 2023 and lowered the risk in 90.45% of those Situations.

- **FOCUS Scarborough** collaborated to help 329 interventions in 2023, and lowered the risk for 90.55% of those Situations.



Downtown East	Count
Mental Health	323
Crime Victimization	115
Basic Needs	104
Emotional Violence	134
Antisocial / Negative Behaviour	145

• **FOCUS Downtown East** collaborated to help 221 interventions in 2023, and lowered the risk in 70% of those Situations.

Downtown West	Count
Mental Health	175
Crime Involvement	104
Housing	89
Antisocial / Negative Behaviour	74
Drugs	71

• **FOCUS Downtown West** collaborated to help 184 interventions in 2023 and lowered the risk in 75.54% of those Situations.

Black Creek	Count
Mental Health	189
Crime Victimization	94
Basic Needs	82
Emotional Violence	71
Antisocial / Negative Behaviour	71

• **FOCUS Black Creek** collaborated to help 144 interventions in 2023, and lowered the risk in 85.51% of those Situations.

York	Count
Mental Health	113
Crime Victimization	57
Crime Involvement	53
Antisocial / Negative Behaviour	51
Basic Needs	50

• **FOCUS York** collaborated to help 119 interventions in 2023, and lowered the risk in 91.53% of those Situations.

Notable Trends: Risks by Table

Based on the data represented from the tables, notable trends across geographies include:

- Across all Situation Tables, “Mental Health” is the most prevalent risk category in 2023. “Mental Health” was also the top risk category in 2022.
- “Criminal Involvement” was previously identified as the second most prevalent risk category for most Situation Tables in 2022. In 2023, it only remains in the top 5 for York and Downtown West. “Crime Victimization” has now become the second highest risk at Scarborough, Black Creek, York and Downtown East.
- While “Antisocial/Negative Behaviour” remains a prevalent (top 5) risk category across all FOCUS Tables. In 2022, this data suggested that risks related to “Antisocial/Negative Behaviour” were linked to the “Criminal Involvement” and “Crime Victimization” risk categories that feature across all six Situation Tables. A similar trend continues in 2023.
- At FOCUS Downtown West, “Criminal Involvement” was the second most prevalent risk category and third most prevalent for York. Previously, it was the second most prevalent risk factor at FOCUS Rexdale. However, in 2023, it was no longer in the top 5.
- “Basic Needs” remains a top risk factor at the York and Rexdale Tables. This is similar to 2021 and 2022. However, “Basic Needs” decreased in Scarborough as a risk category in 2023.
- Situations involving “Basic Needs” previously were more common outside of the downtown core but became more prevalent in the Downtown East in 2023.
- Scarborough had an increase in the “Crime Victimization” and “Physical Violence” risk categories in 2023.
- Downtown West had the same top 5 risk categories in 2023 as in 2022.
- York also had an increase in “Crime Victimization” and “Criminal Involvement”, and a decrease in housing and physical health as risk factors.

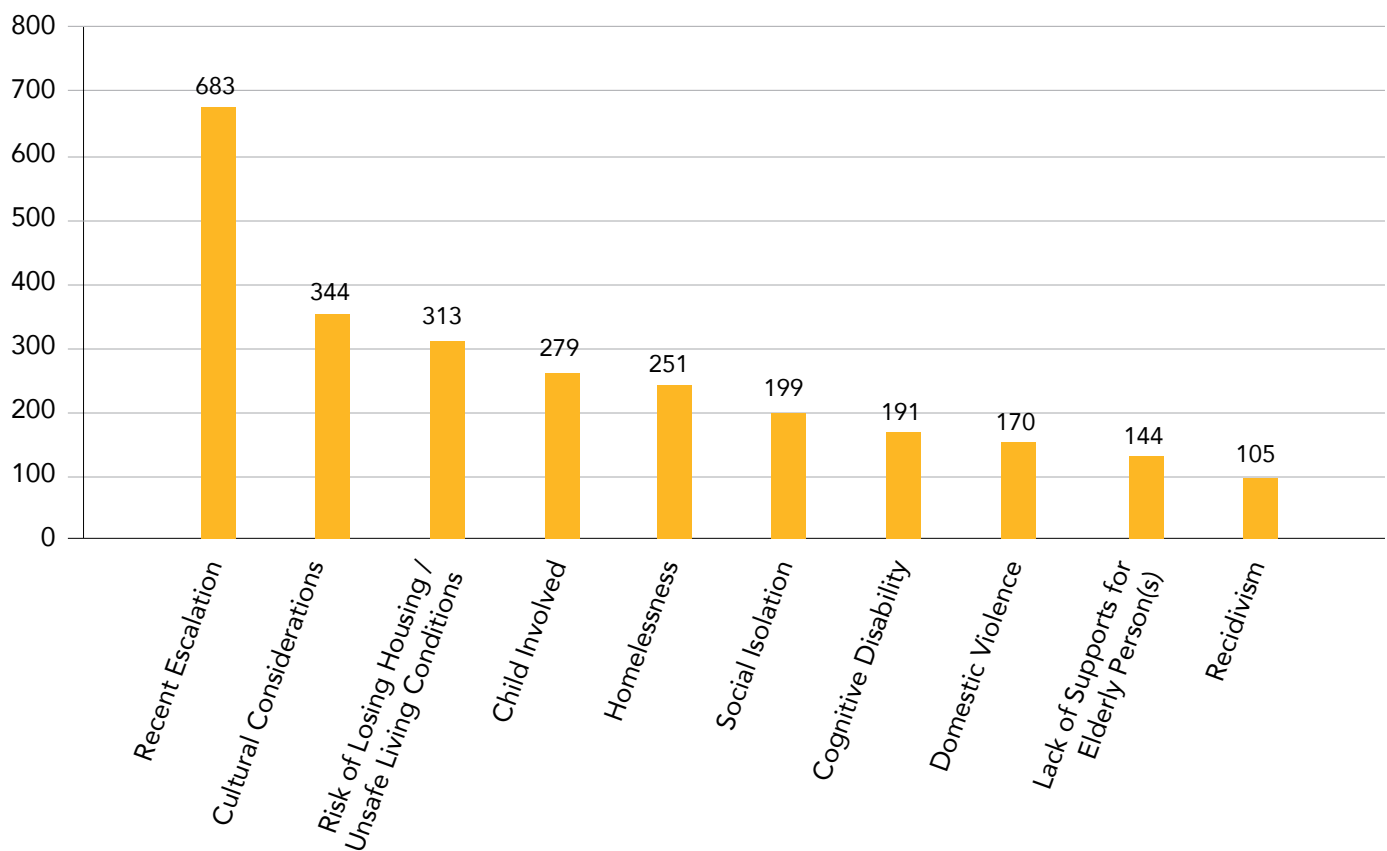


Study Flags

In addition to Risk Categories, FOCUS Toronto also collects data on Study Flags. Study Flags are specific issues and trends in communities that are critical points of consideration for effective intervention. Study Flags provide further detail into the complexity of each Situation and are critical indicators that can guide effective intervention approaches. FOCUS Toronto has identified 40 Study Flags that can provide a deeper social context within a Situation.

In 2023, “Recent Escalations” was flagged in 683 Situations, and was the most cited Study Flag by a significant margin. “Recent escalation” refers to instances where sudden changes in behaviour and Situational context contribute to the AER nature of a Situation. These changes in behaviour require immediate intervention. “Cultural Considerations” was the second most cited study flag and was cited in 344 Situations in 2023. The need for culturally considerate support is a service gap that has become increasingly recognized across the human services sectors.

Top 10 Study Flags 2023



Note: There were a total of 40 Study Flags in 2023 and a total of 36 Study Flags in 2022.

“Cultural Considerations” increased from the seventh position in 2020 to the second position in 2021, 2022, and 2023. The chart below shows the 10 most cited Study Flags for 2023:

The “Risk of Losing Housing/Unsafe Living Conditions” also remained third. Other categories in the top 10 are similar to 2022 with some variation in their order. Social isolation and child involved have switched spots.

The table below compares the Top 10 Study Flags between 2022 and 2023. The most notable difference is the increase in the study flags “Child Involved”, representing 7% (24% of Situations) and a decrease in “Social Isolation”, representing 5% of total study flags (17% of Situations). “Cultural Considerations”, the second most dominant study flag, represented 9% of the total study flags in 2023, compared to 10% 2022 and 30% in 2021. “Crime Victimization” was a top study flag in 2021, which was not in top 10 in 2022. “Recent Escalation”, “Cultural Considerations”, “Risk of Losing Housing”, “Homelessness”, “Social Isolation”, “Domestic Violence” and “Recidivism” have not changed in ranking from 2022 to 2023.

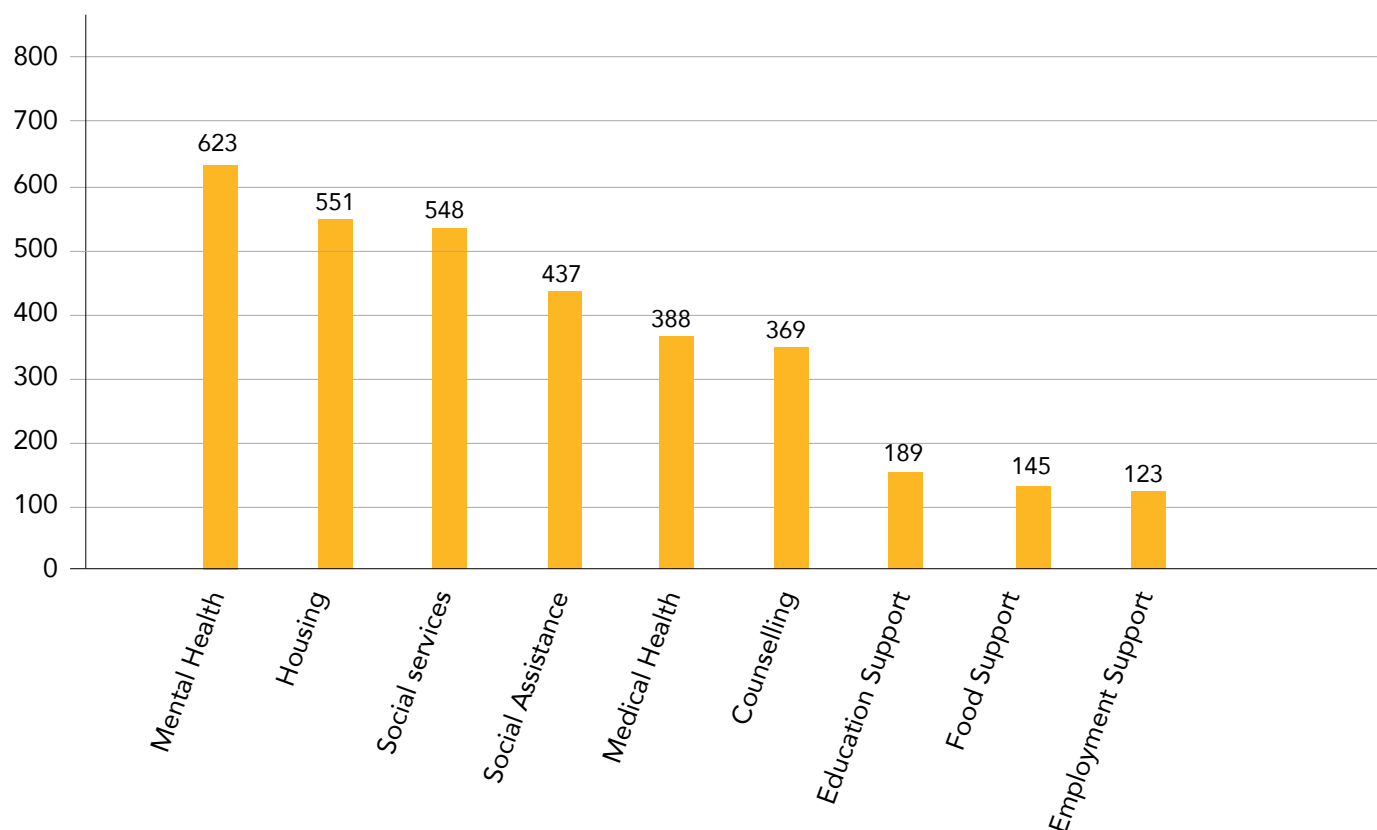
Top 10 Study Flags Comparison

	Top 10 Study Flags 2022	Change from 2022	Top 10 Study Flags 2023
1.	Recent Escalation	↔ No Change	Recent Escalation
2.	Cultural Considerations	↔ No Change	Cultural Considerations
3.	Risk of Losing Housing / Unsafe Living Conditions	↔ No Change	Risk of Losing Housing / Unsafe Living Conditions
4.	Social Isolation	↓ Decrease	Child Involved
5.	Homelessness	↔ No Change	Homelessness
6.	Child Involved	↑ Increase	Social Isolation
7.	Cognitive Disability	↔ No Change	Cognitive Disability
8.	Domestic Violence	↔ No Change	Domestic Violence
9.	Lack of Supports for Elderly Person(s)	↔ No Change	Lack of Supports for Elderly Person(s)
10.	Recidivism	↔ No Change	Recidivism

Intervention: Services Mobilized

FOCUS Toronto Situations are complex and often require multi-agency and multi-disciplinary interventions. Due to the unique nature of each Situation, there is a unique combination of the agencies involved in FOCUS Toronto interventions. Additionally, the services that are mobilized are also unique to each Situation. FOCUS Toronto mobilizes specific services to deliver the most appropriate support to the most vulnerable community members. When service mobilization occurs, community members are connected directly to services, are engaged in the service provision process, and/or are provided with the service contact information needed to connect with the service directly themselves. The latter is a necessary option when multiple services are being mobilized concurrently. When mobilized correctly, the risk of harm for those involved is reduced. In 2023, 26 unique service types and 4,768 unique services were mobilized (3,253 in 2022). In most FOCUS Situations, multiple service types are concurrently mobilized. The chart below highlights the top 10 most mobilized services in 2023:

Services Mobilized by Category



In 2023, “Mental Health” was the most mobilized service, utilized 623 times (representing 13% of all mobilized services, or in 53% of Situations). “Housing” was the second most mobilized service utilized 551 times (representing 12% of all mobilized services, or in 47% of Situations). Third was “Social Services”, utilized 548 times (representing 11% of all mobilized services or 46% of Situations).

The “Social Services” service mobilization type was previously the most mobilized service, “Mental Health” was previously the second most mobilized service followed by social assistance services. Notably, the increased mental health and housing service needs have surpassed the social services and social assistance sectors. The overall numbers for social services and social assistance sectors both have increased, however the mental health and housing service needs have increased more.

In 2023, there were 4,768 services mobilized in total across FOCUS Toronto Situation Tables. In 2022, there were 3,253 services mobilized and there were 2,935 services mobilized in 2021. The increase in the number of unique services mobilized reflects the increase in FOCUS agency membership each successive year. Situations have also notably increased in complexity and there is greater collaboration amongst members across a variety of different specializations.



Sector and Agency Trends

Situation Resolution data is identified upon the conclusion of each Situation. The conclusion of each Situation is determined by the agencies involved in an intervention. During this report-back process, intervening agencies recommend concluding a Situation when the individuals involved have been connected to the necessary services to mitigate the risk. Resolution data is collected under four categories: 1) Overall Risk Lowered for Acutely Elevated Risk (AER) Situations, 2) Still at AER, 3) Other, and 4) Referrals (Referrals refers to Situations that do not meet the threshold of AER and are instead facilitated as direct agency referrals).

Of the 1,180 Situations presented to FOCUS Toronto in 2023, 1,157 Situations (98%) were deemed to be AER. The remaining 23 Situations (2%) were referred to a single agency. The number of direct referrals were reduced in 2022, down to 2% and remained at 2% in 2023 (4% in 2020 and 2021). This can be attributed to 3 primary reasons:

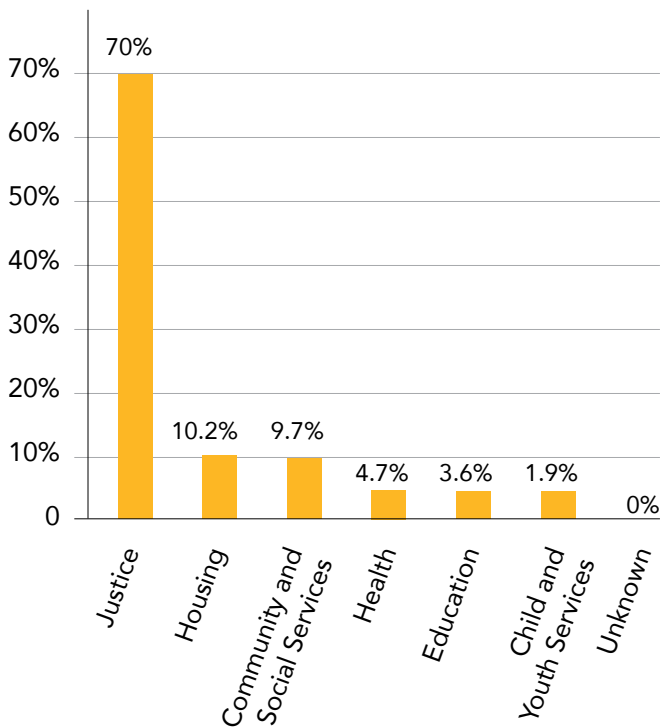
1. Agencies have developed better knowledge in identifying AER Situations due to prior experience with FOCUS.
2. FOCUS has continued to be delivered virtually. With this change, the consensus decision-making process to vote on whether Situations qualify as AER was modified to capture a majority vote on the virtual polling platform. While those who suggest direct referral to agencies instead of AER have been encouraged to identify their rationales, it is observed that individuals are less likely speak and therefore often defer to the majority's vote.
3. Non-AER Situations that would be typically brought to the table for review are now often referred to agencies outside of the Situation Table process due to greater inter-agency relationships and professional networks.

In review of the 1,157 Situations that were deemed AER leading to FOCUS Toronto interventions, 972 (84%) Situations were resolved with the "overall risk lowered." Upon the conclusion of a Situation, this resolution category includes any Situation whose overall risk has been reduced to a level that is no longer deemed to be acutely elevated. This is the ideal outcome for any Situation intervention. In the majority of the Situations that remained AER (6%), this occurred because the client(s) refused services. In addition, 11% of Situations were categorized as "Other." "Other" refers to Situations where the individuals cannot be reached, if the individual has relocated, or if the individual has sadly passed away.

It is important to identify the sector where Situations most typically originate. Agencies that are involved in Situations are identified and recorded throughout every step of the FOCUS Toronto process and are classified as either the “Originating Sector” or “Responding Sector.” The “Responding Sector” agencies are involved in the intervention. All members in FOCUS Toronto are categorized into a Sector in accordance with the field of specialization in which the agency primarily services. For example, Toronto Police Services (TPS) is categorized in the Justice Sector, while the Canadian Mental Health Association (CMHA) is categorized under Health.

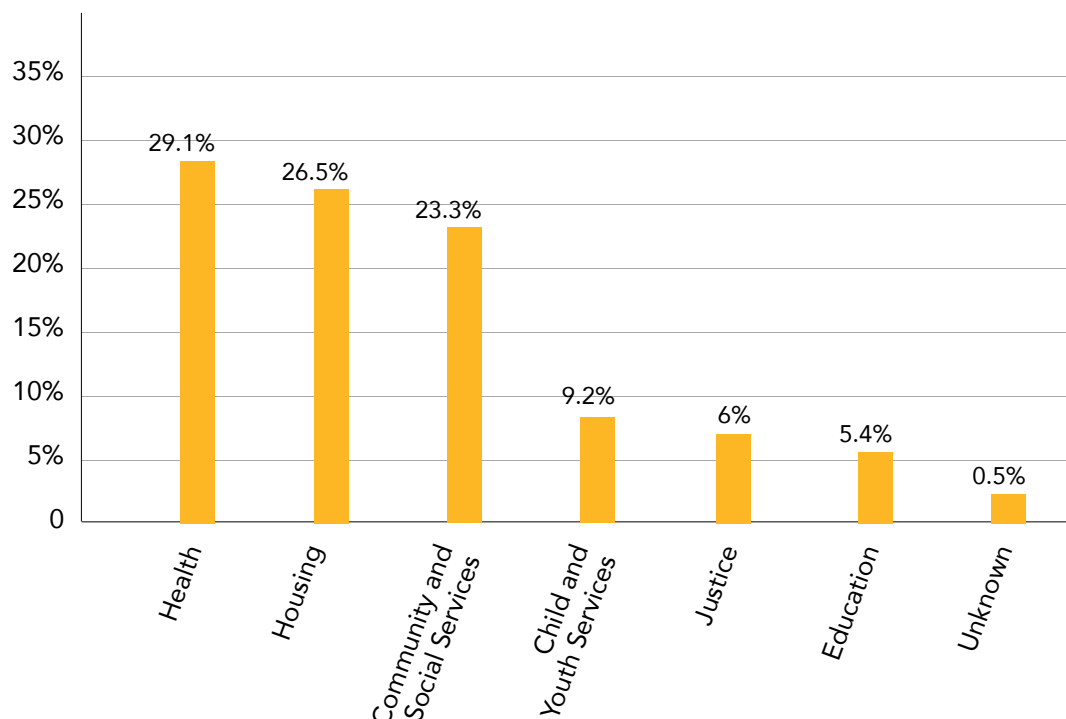
In 2023, 70% of all Situations originated from the Justice Sector (76% in 2022), which almost exclusively consists of submissions from Toronto Police Services (TPS). TPS is often the first point of contact for distressed or vulnerable populations, often through emergency 9-1-1 calls. Following the Justice Sector, 10% of all Situations originated from the Housing Sector in 2023 (same as 2022). The primary originating agency in the Housing Sector is Toronto Community Housing Corporation (TCHC). This is followed by 10% of submissions originating from the Community and Social Services Sector (previously 8% in 2022). In comparison to 2022, the volume of submissions from the Justice Sector decreased by 6% in 2023, and the percentage of submissions from Housing remained steady at 10%. The decrease in Situations originated from the Justice Sector (6% decrease) and increase from others is significant as more Situations are being referred from an upstream position prior to involvement with the Justice Sector.

Originating Sector 2023



RESPONDING SECTOR: First Contact Agencies 2023

Lead Sector Intervening 2023



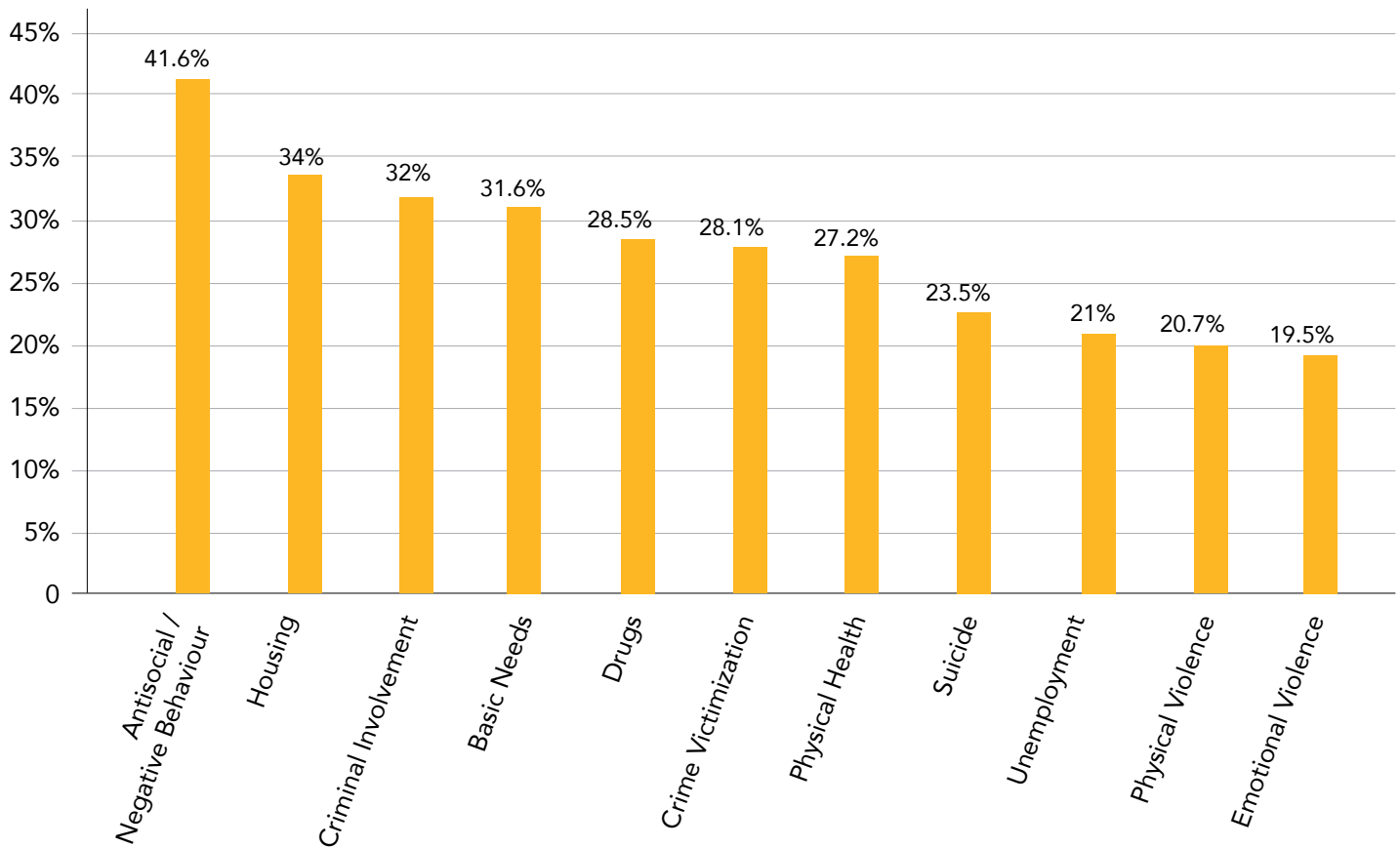
The “Responding Sector” is defined as the agencies that either lead or assist in the intervention process. The chart below shows the distribution of First Contact Agencies in a FOCUS Toronto intervention and the sectors in which they belong. While most Situations originate from the Justice Sector, the Health Sector is often the primary sector to respond during FOCUS interventions. In 2023, 29% of the FOCUS Toronto interventions were led by the Health Sector (2022, 38%). This is followed by 27% of interventions being led by the Housing Sector (2022, 28%). The Community and Social Services Sector responded to 23% of the 2023 Situations (2022, 17%). Finally, the other responding sectors are Child and Youth Services; 9%, Justice; 6% and Education; 5%. In 2022, Justice, Child and Youth Services, and Education comprised the remaining 7%, 5%, and 4% responding sectors respectively.

The Health Sector has decreased its lead significantly, while the Housing Sector has decreased its level of engagement by a lesser degree in the first contact roles in 2023 compared to 2022. The Community and Social Services Sector was represented as the first contact agency in more Situations in 2023 as well as Child and Youth Service compared to 2022.

Further Analysis: Risk Correlation

One of the key areas of research interest for FOCUS Toronto is risk correlation analysis. Risk correlation analysis can be understood as the relationship of one risk to another. Ultimately, risk correlation analysis asks the following questions: When one risk is identified in a Situation, how often are other risks also present? How often is the overlap, and what trends and understandings are observed from this correlation? Based on all Situations from 2023, the charts below show the risk correlation in percentages.

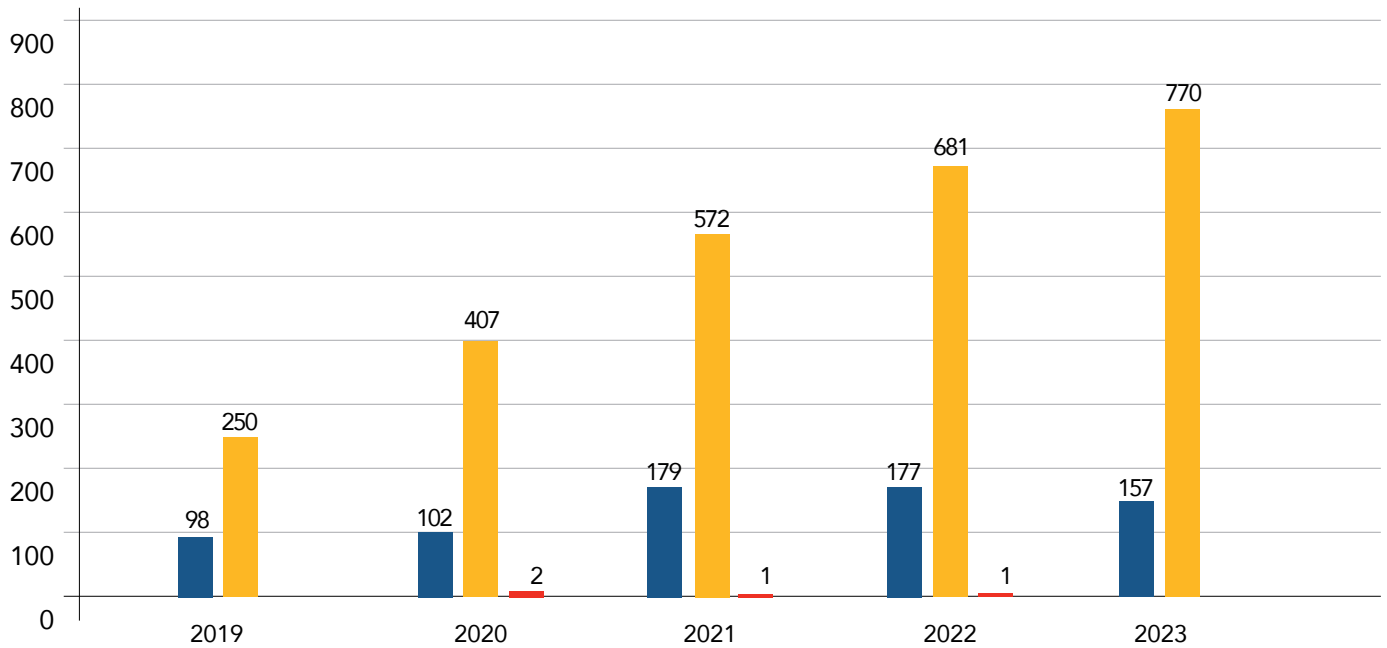
Mental Health: Risk Correlation 2023



In 2023, in Situations where “Mental Health” was identified as a risk factor, “Antisocial/Negative Behaviour” was also identified as a risk factor in 42% of cases. 34% of Situations involving “Mental Health” also involved “Housing” as a risk (same as in 2022). While “Housing” is the second most prevalent risk related to “Mental Health” across all 2023 Situations and risk categories, “Housing” is the fifth most prevalent overall. This observation suggests a greater connection between mental health and housing related risks. “Criminal involvement ” had a 32% direct correlation with mental health, showing that this risk category has a correlation with instances where individuals and families face challenges with the justice sector. “Basic Needs” had a 32% direct correlation with mental health, showing that this risk category has a correlation with instances where individuals and families face challenges meeting their basic needs.

Mental Health Risk and Conclusion by Year

■ Other ■ Overall risk lowered ■ Referred



In 2023, there was an increase in Situations where “Mental Health” was identified as a risk factor. However, the number of Situations at FOCUS Toronto has also increased in volume significantly from 2019 to 2023. Yet, while the volume has increased, the risk has been lowered at an improved rate over the past three years (76% in 2021, 79% in 2022, and 84% in 2023).



Conclusion

Through the Situation Table process, FOCUS Toronto has supported populations experiencing vulnerabilities through single-agency referrals and multi-agency interventions. Through the connections developed at the Situation Tables, member agencies are able to engage in collaborative work to respond to complex human needs.

FOCUS Toronto Situation Table meetings provide a unique opportunity to help solve vulnerability from different angles and service sectors. The various professionals who sit at each Table are able to gather and assess Acutely Elevated Risk (AER) Situations and help address identified service gaps. Social service professionals committed to this work all understand how necessary it is to highlight these gaps and barriers to advocate for systemic change.

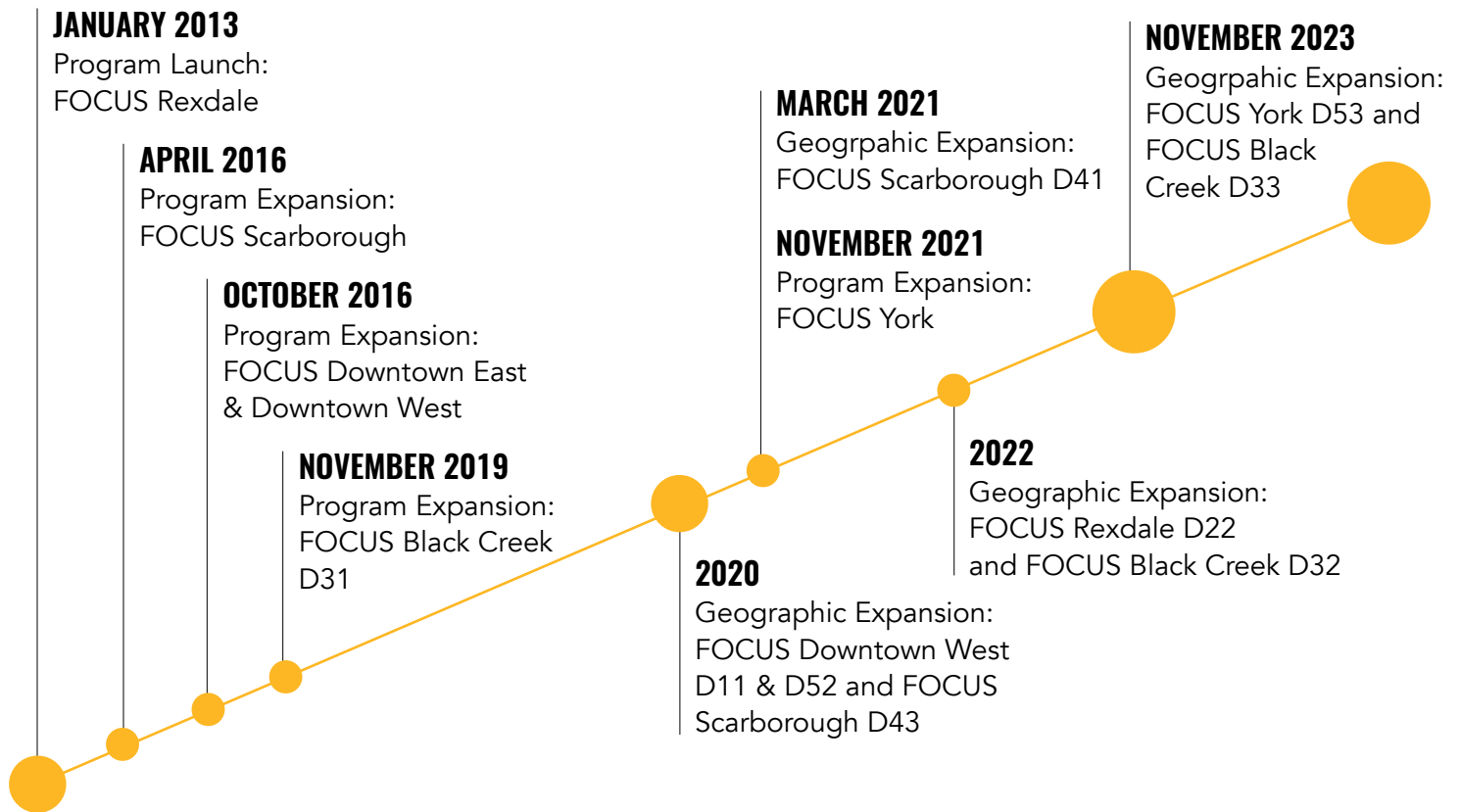
FOCUS Toronto data has already been used by its leads in advocacy efforts regarding human trafficking, mental health, preventing violent extremism, and home takeovers. Furthermore, FOCUS utilizes the operations of Toronto Police Service (TPS)'s Neighbourhood Community Officer Program and stories are used to tell compelling stories in United Way Greater Toronto (UWGT)'s fundraising efforts and the City of Toronto's service coordination efforts to advance community safety and wellbeing and fight local poverty in Toronto and the GTA. FOCUS Toronto seeks to reduce acute risks in our communities by addressing the root causes of those risks. To that end, in 2023, FOCUS Toronto was also able to host training for 492 staff, onboarded 15 new agencies, and hosted over 300 Situation Table meetings. The FOCUS program has been increasing its capacity and serving a greater number of individuals and families. In 2023, there were 1,180 Situations referred to the FOCUS compared to 1,103 in 2022. This 6% increase represents significant growth and showcases how FOCUS has been increasing its efforts and capacity to mobilize and support populations made vulnerable.

Ultimately, the true strength of FOCUS Toronto rests with the service linkages that it has been able to efficiently foster in the spaces of mental health, case management, housing, child protection, and more. FOCUS Toronto provides vast opportunities to connect agency staff, youth workers, lawyers, nurses, police officers, paramedics, probation officers, teachers, and principals to collaborate on a weekly basis to ensure that the most vulnerable in the city obtain the help and the resources that they need to live healthy and fulfilling lives. Thank you for your continued dedication and effort.



Appendix A: FOCUS Toronto Timeline

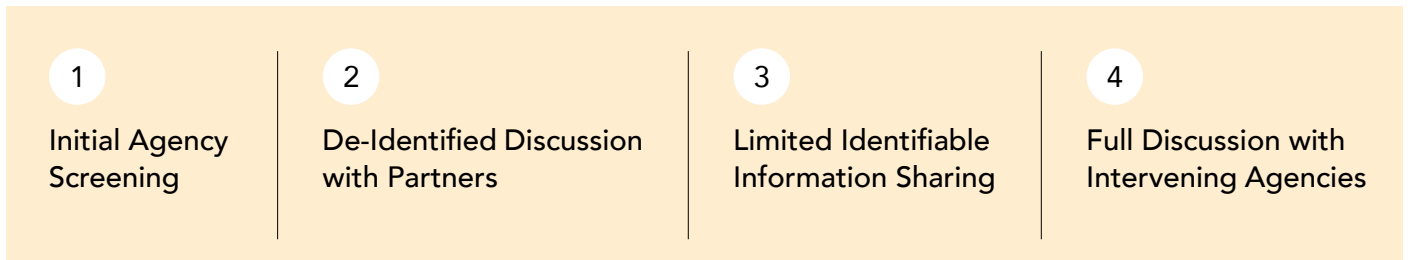
Since its inception in 2013, FOCUS Toronto has grown from one Situation Table in Rexdale to six Situation Tables across the City. Today, the Six Situation Tables include FOCUS Black Creek, Downtown East, Downtown West, Scarborough, Rexdale and York. FOCUS York is the newest FOCUS Situation Table, introduced in November 2021. FOCUS Toronto covers 13, 12 and 53 Toronto Police Service (TPS) Divisions.



- Program Launch FOCUS Rexdale in January 2013
- Program Expansion to FOCUS Scarborough in April 2016
- Program Expansion to FOCUS Downtown East and Downtown West in October 2016
- Program Expansion to FOCUS Black Creek in November 2019
- In 2020, Geographic Expansion in Toronto Police Service Divisions 11 and 52 as part of FOCUS Downtown West and Division 43 as part of a FOCUS Scarborough. (This resulted in the catchment area for the Scarborough table to triple at the beginning the Fall of 2020)
- Program Expansion FOCUS York in November 2021. Note: FOCUS Scarborough expanded again in the Spring of 2021 to include Toronto Police Service Division 41, with FOCUS covered 100% of Scarborough as a result
- In 2022, Geographic Expansion for FOCUS Rexdale to include Toronto Police Service Division 22 and FOCUS Black Creek to include Division 32
- In 2023, Geographic Expansion for FOCUS York to include Toronto Police Service Division 53 and Division 33 on FOCUS Black Creek

Appendix B: How FOCUS Toronto Operates

FOCUS Toronto follows a Four Filter Approach to information sharing based on the Guidance on Information Sharing in Multi-Sectoral Risk Intervention Models from the Ministry of the Solicitor General. Any individual, family, group, or place that receives intervention through FOCUS Toronto has engaged in the Four Filter Approach. The Four Filter Approach is recognized through the following steps:



Initial Agency Screening: AER Situations

FOCUS Toronto Situation Tables provide support for individuals, families, groups, and/or places where the circumstances indicate an extremely high probability of the occurrence of harm and/or victimization. Such circumstances are considered Acutely Elevated Risk (AER). Circumstances identified as AER include conditions where:

- There is significant and imminent threat of serious physical or psychological harm (including impacts to the health, safety, and livelihood of the identified persons)
- There is an extremely high probability the circumstance will require targeted enforcement or emergency response if immediate intervention does not occur

When a FOCUS Toronto agency identifies an individual, family or group that meets the AER threshold and an immediate intervention is required, the FOCUS agency will prepare to present this information at a FOCUS Situation Table. Often, circumstances that meet the AER threshold are also beyond the service provision capacity of a single agency and a multi-organizational and/or a multi-sectoral intervention is required. The acute nature of these Situations is an indicator that either threatening circumstances have accumulated to the point where a crisis is imminent, or new circumstances have contributed to severely increased threats of victimization. A circumstance that meets the AER threshold (as identified by the agency) and is brought to FOCUS Toronto is called a "Situation."

De-Identified Discussion with Partners

Once an agency has identified a Situation to present at FOCUS Toronto, the agency will present the information at a FOCUS Situation Table in a de-identified format, disclosing only descriptive information that is reasonably necessary. For protective purposes, information that can be used to identify individuals is not shared. Only information believed is required to eliminate or reduce the acutely elevated risk(s) or harm will be shared. The human service professionals at the Situation Table will decide to whether the AER threshold is met for the Situation presented. If the Situation is deemed AER, agencies most appropriate to coordinate services will be identified.

Limited Identifiable Information Shared

Once the Situation Table identifies a sub-group of one or more of the agencies that are appropriate to provide services for the Situation, those identified service providers will meet. Limited client details can be shared with the intervention team as it relates to preventing imminent harm. Identifying information identified as necessary to plan and implement the intervention may then be shared with the sub-group of agencies.

Full Discussion with Intervening Agencies

At the final filter, only agencies identified as having a direct role in the intervention will meet separately to discuss limited personal information and plan for the intervention. Disclosure of personal information in the discussion will remain limited to information that is deemed necessary to assess the Situation and determine appropriate actions. Sharing of information at this level should only happen to enhance care.

The Intervention: Following the Four Filter Approach

Following the completion of filter four, an intervention should take place to address the needs of the individual, family, or specific group of people and to eliminate or mitigate their risk of harm.

Appendix C: Learnings from Current Model

Partnership and Programs

With 159 agency members and multiple institution partners across FOCUS Toronto in 2023, there is a need to continually review, build, and re-evaluate the success of existing partnerships while also identifying sectors and agencies that can contribute to the needs identified through FOCUS Toronto. To ensure optimal health of the Situation Table, the capacities of each Table are regularly reviewed and monitored, and new partners are also identified on an on-going basis.

Part of this work includes regular meetings with the Executive Steering Committee and FOCUS Toronto Co-Chairs to review processes, pathways, successes, and areas for improvement. FOCUS Toronto also provides quarterly trainings to onboard and refresh agency partners to the Situation Table Process and identifies regular training and capacity building opportunities for members. In addition, an Annual Conference serves as a mechanism to bring members together to review, discuss, and receive feedback. Surveys and focus group discussions are utilized as tools for feedback to understand where we are and where we need to go to best serve our clients.

Cross Regional Collaboration

With an increase in the complexities of Situations through FOCUS Toronto, partners have also identified the need for collaboration and communication across Situation Tables in Ontario. Most notably, this work includes systems navigation support and resource mobilization across cities and regions to support individuals facing imminent risk (often related to housing and safety). Over the past two years, conversations between regions have increased and the need for collaboration between FOCUS Toronto and similar models in the province will be needed. FOCUS Toronto also belongs to a Community of Practice (CoP) that includes the majority of the Situation Tables across the province of Ontario. The CoP is led by the Province of Ontario under Community Safety and Wellbeing Ontario and is focused on the growth, learnings, and information sharing to further the integrated, multi-sectoral, and multi-disciplinary partnerships created across Situation Tables in Ontario.

Appendix D:

Glossary

A

Acutely Elevated Risk: Any situation impinging on individuals, families, groups or places where circumstances indicate an extremely high probability of the occurrence of harms or victimization.

Age Group: A number of people, or things classed together as being of similar age.

C

Citizenship/Residential Status: A client's eligibility to connect to the appropriate supports related to the status of their officially recognized citizenship and/or residence in Canada.

D

Discussion Type:

- **Person:** Applied when the immediate discussion involves one individual at acutely elevated risk. Others may be helped as a result of the intervention
- **Family:** Applied when the risks exhibited are the same for all family members who have been identified to be at acutely elevated risk
- **Neighbourhood:** Applied when the risks identified have broad impacts to a neighbourhood within the community

- **Environment:** Applied when the risks identified have broad impacts to an area or group of people that may not necessarily live in the same neighbourhood but who have all been identified to be at acutely elevated risk due to the environmental circumstances (e.g., school)

- **Dwelling:** Applied when the risks identified have broad applicability/impacts to a number of individuals within a dwelling (e.g., apartment building or rooming house) and based on those risks, an acutely elevated risk of harm exists

G

Gender: The range of characteristics pertaining to the behaviours, actions and roles linked to the individual's identification and experience. Within the FOCUS context, the following gender differentiation are used: male, female, trans, and unknown

H

HUB Model: A government-led community safety strategy centered on a collaborative and community-centric approach to addressing policing issues.
(http://results4america.org/wp-content/uploads/2017/07/LandscapeCS_Canada_4.pdf)

M

Mobilization Type: How individuals involved in a Situation connected or failed to connect with services

N

Newcomer Status: Eligibility to connect to the appropriate supports related to their status as newcomers in the country. Related to lack of locally recognized professional credentials

R

Risk Category: Characteristics of a situation that contribute to it be an Acutely Elevated Risk (AER)

Recidivism: The same risks experienced by the individual frequently resurface despite services has previously been provided, and risks were lowered

S

Sectors:

- Justice: Promoting and maintaining the safety of individuals and communities by providing law enforcement, criminal prosecution, victims' assistance, and offender management and rehabilitation
- Housing: Provision, coordination and regulation of accommodation and housing, including services provided in residential settings
- Education: Development, administration and regulation of programs, curricula and other learning opportunities that increase mental, physical and emotional skills, knowledge and abilities of participants
- Health: Delivery of services and supports to address the physical and mental health issues of individuals and ensure the adoption of healthy attitudes, behaviours, environments and policies to improve the health of all
- Community and Social Services: Supports and services that help keep individuals healthy, active, and independent and engaged in inclusive, resilient communities
- Child and Youth Services: Community, custodial programs and/or services provided to improve outcomes for children and youth, successfully transition youth out of custody and/or create opportunities for children and youth at risk

Services Mobilized: The services mobilized as a result of the intervention

- Informed of Services: Letting the individual/family know what services are available to reduce risks identified
- Connected to Services: Facilitating the individual's/family's communication with a service provide
- Engaged with Services: Individual/family actually begins receiving services/supports from an agency
- No Services Available: Services not available in the community to refer individual/family to

- **Refused Services:** Individual/family refused services recommended by service provider
Situation Resolution: The status upon conclusion and the closing of the situation.

Situation Type: The location, environment, individual, or family of an acutely elevated risk.

Study Flag: Specific issues and trends in communities that may fall outside the scope of individual risk factors (e.g., cyber-bullying, hoarding, domestic violence, etc.).

- **Cognitive Disability:** Dysfunction related to memory, language, orientation, judgement, problem solving etc. Formerly known as organic brain disorders, they include amnesic disorders, Huntington disorder, delirium, dementia, and the formal criteria for mental retardation (this is still a diagnosis in the DSM). Some acquired brain injury can also fit the bill especially as it is seen as declining as one ages. Head trauma or other or declining mental status in the areas first listed due to other physical conditions would be classified as cognitive disorder not otherwise specified.
- **Countering Violent Extremism:** Individual is exhibiting behaviours that may make them susceptible for recruitment or pose a potential for violence based on a particular ideology (e.g., political, racial, religious, etc.)
- **Language Barrier:** Sight or hearing difficulties, as well as difficulty accessing services in a client's preferred language.
- **Homelessness:** The situation of an individual or family without stable, permanent, appropriate housing, or the immediate prospect, means and ability of acquiring it. It is the result of systemic or societal barriers, a lack of affordable and appropriate housing, the individual/household's financial, mental, cognitive, behavioural or physical challenges, and/or racism and discrimination.
- **Recent Escalation:** Recent increase or change in behaviours and/or circumstances (e.g., number of police calls, ED visits, missing, physical violence, etc.) which is contributing to the acutely elevated risk of the individual or family.
- **Recidivism:** Chronic tendency towards the repetition of criminal behaviour.
- **Risk of losing housing:** Person is at risk of being evicted or living conditions are not adequate from a health and safety perspective (e.g., hoarding, pest infestation).
- **Settlement Challenges:** Recent immigrants/newcomers/refugees are having difficulty integrating into the community or adjusting to their new living environment.
- **Social Isolation:** Person does not have access to family or social supports and/or has limited social connections.

Appendix E: FOCUS Toronto Case Studies

The following case studies provide composite narrative examples of the types of Situations presented at FOCUS Toronto. The purpose of a case brief is to help readers understand the complexities of the intervention needs at FOCUS. While representative of the type of Situations that are presented at FOCUS weekly, these narratives are not sourced from any specific Situation.

Case Study #1

Man in mid-30s is a poly-substance user who has had multiple overdoses over the past several weeks. He was assaulted several times during this period. He has also been diagnosed with anxiety, depression, and bipolar disorder. He attracted police attention while he was walking down a street naked as he was experiencing a drug-induced psychosis. Police escorted him to the hospital emergency room. He was soon discharged by the hospital's administration as they are not resourced to treat drug induced psychosis. He has also been expelled from several detox centres due to antisocial/negative behaviour. He has yet to be connected to an appropriate social service agency since many agencies do not have the capacity to meet his complex and concurrent mental health and substance use needs. He has expressed he is open to receiving support, is in fear of his safety, and has also requested to be connected to culturally appropriate services. His goal is to work towards sobriety and reconnect with his children. He is connected to his sister who is a positive support. He would benefit from case management and counselling services, addiction and mental health supports, and trauma support services.

Case Study #2

A young woman is in hospital receiving medical attention for gunshot wounds inflicted by rival gang members. The youth worker supporting the young woman has learned that rival gang members are surveilling the hospital to meet her upon discharge with intent of harm. The youth worker has also been informed that the young woman's family may be targeted as well. Her youngest brother (4 years old) witnessed the shooting occur and he cannot sleep at night. He has constant panic attacks both at school and at home and showing signs of PTSD. The family does not have the economic means to move. The father injured himself at work recently and is currently unable to walk. This has impacted the household income significantly. Supports for access to food are needed. Support applying for Ontario Disability may be needed as well. The young woman expressed desire to end her gang involvement and is interested in going back to school to obtain her diploma. She is also interested in post-secondary education, but she is still unsure which subject she wants to pursue. She is deeply worried for the safety of her family. Immediate supports are needed for all members of the household.





FOCUS Toronto is a partnership



WORKING WITH
COMMUNITIES IN
PEEL, TORONTO &
YORK REGION

FOCUS TORONTO

A stylized graphic of a city skyline, featuring a tall, thin tower on the left and several shorter, wider buildings of varying heights to its right, all in white.

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