
2022 BUSINESS PLAN REPORT BACK



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THE REACH MANDATE

MAKING EDMONTON SAFER IN ONE GENERATION

LETTER FROM LEADERSHIP

REACH Edmonton is proud to share with the community our 2022 Business Plan Report Back. As Edmonton's Council for Safe Communities, we strive to be accountable, learn from, and be guided by the many diverse communities who comprise our city.

With so many people in our city struggling with challenges like rising food costs, houselessness, and substance use and abuse, REACH was encouraged to see a greater focus on safety and well-being through the City of Edmonton's Community Safety and Well-Being strategy. As an organization that has been immersed in Edmonton's community safety and well-being ecosystem for over a decade, we stand ready and eager to further help implement this important strategy.

After having to be socially distant for so long, we were excited this year to host public events like our Annual General Meeting, which gave us the opportunity to connect with our partners and engage more with communities on a personal level. We were also thrilled to be able to host Resource Connect once again, where 91 agencies gathered at the Edmonton Public Library to build relationships, share information, and learn about the amazing work happening in our city. And we celebrated over a decade of impactful work of our REACH Immigrant and Refugee Initiative (RIRI) with a Community Report

Back. We are so grateful for the guidance the RIRI Cultural Navigators provide to their communities. Their dedication and leadership are paramount to improving well-being in marginalized communities.

In 2022, REACH continued to prioritize equity, diversity, and inclusion (EDI) by completing a framework that outlines how we can better incorporate EDI principles into our organization. Following the recommendations in the framework and to further advance this work, REACH created an Equity, Diversity, and Inclusion Director position and an EDI Working Group to lead the organization forward.

REACH's Neighbourhood Organizing Initiative continued to make strides in 2022, collaborating with communities to discover the solutions that work best for them. Building off our efforts to establish safety councils in communities like Chinatown and Leefield, some communities have recognized that they share similar safety concerns and that strength in numbers with a Regional Safety Council would work best for them.

As we continue to come out of the COVID-19 Pandemic, it's been as important as ever to evaluate where our initiatives are and to ensure we continue to meet the safety needs of our community as our social landscape is ever evolving.

During the Pandemic, our 24/7 Crisis Diversion teams were instrumental in transporting houseless community members affected by COVID-19 to safety. Now that the needs have shifted post-pandemic, but still remain significant, the teams have undergone rigorous evaluation in 2022 to make data-driven decisions to improve service delivery while utilizing the unique strengths each partner brings to the collaborative.

We recognize that community safety issues have no borders, so in 2022 REACH continued to support and collaborate with communities across Alberta. REACH supported the coordination of the Addictions Don't Discriminate exhibit to visit municipalities across Alberta so this interactive exhibit could reach more communities impacted by substance use and addiction. The Safer Way Out project offered trauma training to shelters and ALERT staff to learn how trauma impacts a person being sexually exploited. And REACH Training continued to be offered online, so that travel wasn't a barrier for accessing quality professional development. Through shared evaluations with Calgary-based agencies in both our WrapED and Safer Way Out initiatives, to support the creation of a framework and its implementation in multiple rural pilot sites through the Building Capacity in Rural Crime Prevention Project, we've been able to spread our knowledge, learn from the successes of others, and gain a better understanding of the impact of our collaborations on a provincial level, and on a national one through our involvement with the Canadian Municipal Network on Crime Prevention.

When resources are scarce, mobilizing funding for collaborative partnerships is vitally important. By working collaboratively with partners in the proposal development stage, we secured funding for Don't Click to continue educating youth in schools about encountering hate speech online, and we supported the Substance Use and Addictions Partnership with coordinating microgrants to address drug poisonings in the community in a variety of ways. Furthermore, through the Community Safety and Well-Being grant, we were able to secure funding to pilot a project with Civida to create a sense of community and belonging in two Civida apartment buildings.

We know we have many complex challenges ahead, like the drug poisoning crisis, houselessness, increasing instances of hate crimes and acts of racism, all while dealing with a competitive labour market and a shifting political landscape. And we know that balance will be important in the upcoming year to tackle the various issues we face. We must balance competing priorities and our own capacity, and it is crucial that we continue to hold ourselves accountable to our commitments while incorporating EDI into the various facets of our work.

In 2023, we look forward to strengthening our relationships with Indigenous communities, immigrant and refugee communities, the City of Edmonton, Edmonton Police Services, and the Government of Alberta. We are also eager to continue working closely with all of our partners and building new relationships.

The REACH team is committed to supporting our partners and their many strengths in listening, responding, and elevating the people in our city who need help the most. Together, we will continue and find new ways to prevent crime and promote well-being.

There are significant challenges ahead of us. While we may not have all the answers, we believe the best way to make our city safer and improve wellbeing is to do it together. We thank each and every one of you for contributing to make our city safer whether it was by tirelessly running programs, by building communities, or by lending a hand to people in need over this past year. With community guiding the way, we can help make Edmonton a place where everyone belongs and feels safe.



BACKBONE SUPPORT

REACH is a backbone organization, which means that in order to sustain long-term systemic change that has collective impact, we:



Guide a community safety vision and strategy together with stakeholders.



Support aligned activities that drive towards the vision.



Establish measurement practices to evaluate initiatives.



Build public will and support for the vision.



Advance policy that will result in systemic change.



Mobilize funding for initiatives.

2019 BACKBONE OVERVIEW

Guiding a community safety vision and strategy together with partners

REACH supports community initiatives by providing the strategic planning needed to focus our collective efforts. In 2022, REACH continues to be an advisor to the Community Safety and Well-Being strategy being developed by the City of Edmonton ensuring the voices of our community partners are reflected in that plan.

Strategic planning is also a big focus of the 24/7 Crisis Diversion program as partners are rethinking how the program can offer support to communities in a post-pandemic world. Moving forward, the program will begin to consider the diversification of the steering committee, enhancements to the program and the new post-pandemic needs of users of the program.

In our Neighbourhood Organizing Initiative, communities are noticing that the challenges they face go beyond neighbourhood boundaries as many share similar challenges. There will be a focus in 2023 in exploring how REACH can support the development of multi-neighbourhood regional safety councils.

Supporting aligned activities that drive towards REACH's vision

The Substance Use and Addictions Program (SUAP) is a collective of community partners invested in addressing drug poisonings in Edmonton. In 2022, REACH supported SUAP through the coordination of the Neighbourhood Contributions Grant which gave community resources they needed to address the issue of drug poisonings through raising awareness, providing education, creating resources or developing a service. Eight community projects were supported, each responding to the issue in different ways that will provide more support and insights to the community.

REACH continues to serve the needs of newcomer children and youth through the Immigrant and Refugee Citizenship Canada funded Child And Youth Services Map. Aside from being able to map out all of the different services available to children and youth in the city, this initiative is also supporting easier referrals for newcomer service organizations which has been a challenge identified at the beginning of this work.

As the Police and Youth Engagement Program continues to mature, REACH is seeking additional partners to provide more sustainability to the program. The advice and guidance of community leaders has been crucial in our search for new partners.

Measuring practices to evaluate initiatives

Developmental evaluation is being embedded in the development of the new 24/7 Crisis Diversion data collection system. By having a phased evaluation process, the development is given opportunities to pivot and change direction as per the feedback of community partners and Crisis Diversion Teams.

The Neighbourhood Organizing Initiative has also undergone a program evaluation in 2022. Key stakeholders who have participated in the program since its inception in 2018 were interviewed to assess the impact of the outcomes NOI are working towards. The evaluation revealed that the NOI's strengths lie in its ability to understand safety needs through community engagement and its ability to convene community and experts together to respond to those needs.

A main focus of the Safer Way Out initiative was the development of a Safety Network Coordinator, a role embedded in ALERT which aimed to support survivors of sexual exploitation navigate the different services needed for their journey to recovery. An evaluation was conducted in 2022 to see how the role could be refined and expanded to provincial and national levels.

Building public support for the vision of REACH

Communicating the impact of the work of REACH and its partners is important in fostering public support for strengthening community safety and well-being. Our bi-weekly REACH Stories continue to share the successes, raise awareness of key issues and keep communities informed of the work of REACH and its partners. These stories can be found on REACH's website at reachedmonton.ca/stories.

The REACH Immigrant and Refugee Initiative celebrated its 10 year anniversary in 2022 through a community report back event that brought together current and past community partners. The community report back shared the successes of the Cultural Navigator framework RIRI developed, the learnings the community collected around combating family violence and how it fostered relationships between newcomer youth and police through the Police and Youth Engagement Program. The RIRI community is inspired and hopeful for what the next 10 years will bring.

REACH's bi-annual Resource Connect event at the Stanley Milner Library was again a success in 2022 as it attracted over 90 community serving organizations. There is a growing appetite for Resource Connect participants to stay engaged with one another to find better ways to collaborate and learn from one another. REACH plans to continue to foster Resource Connect community growth by organizing quarterly meet ups where groups can give presentations to one another.

Advancing policy that will result in systemic change

Through the support of REACH and the Resiliency Project, The Don't Click! Youth Group developed a project aimed at educating junior high school youth about the risks of online hate and violent extremism. Reception of presentations and workshops have been positive and there is a desire for schools to host the program. Additional funds have been secured to grow the initiative, where efforts could go towards having school boards adopt the program.

REACH continues to support the adoption of the Middle Years Framework with our Out of School Time community. By embedding this framework into OST programs, communities will be that much more equipped to utilize the natural supports that exist within them. Through this adoption, a stronger case can be made to the provincial government to recognize and create policy to help the growth of natural supports.

REACH and WrapED partners hosted folks from Halifax Regional Municipality as they embarked on a learning journey to discover effective gang interventions and successful collaborative approaches. Other communities continue to connect to learn about WrapED, demonstrating the importance of rigorous program evaluation to inform local, provincial, and national youth gang prevention approaches.

Mobilizing funding for initiatives

Ensuring initiatives have the proper funding and resources is key to keeping projects sustainable and successful. REACH continues to play a role in mobilizing initiative funding through grant applications and service package requests to all levels of government. Over the years, REACH has built credibility in the community and as a result, partners approach REACH to support requests for funding.

In 2022, REACH helped secure Community Safety and Well-Being funding from the City of Edmonton for a collaboration with Civida which seeks to develop a community building framework within supportive housing buildings. Work will begin in 2023 to assess which communities will pilot this research.

REACH IN ACTION

A BOLD REACH STRATEGIC PILLARS

SAFE AND CARING COMMUNITIES

BUILDING COMMUNITIES WHERE ALL BELONG

STRENGTHENING PARTNERSHIPS

STRENGTHENING TRUST IN COMMUNITIES

**STRENGTHENING COALITIONS AND
PARTNERSHIPS FOR SOCIAL IMPACT**

PILLAR 1

SAFE AND CARING COMMUNITIES

STRATEGIES

- Build, foster and strengthen relationships in the community.
- REACH is committed to working with others to create safe, caring, vibrant communities.
- Focusing on inclusive community development, REACH works with partners to enable communities to engage, connect, and explore community solutions to the challenges they face.

PILLAR 2

BUILDING COMMUNITIES WHERE ALL BELONG

STRATEGIES

- REACH works to engage communities in conversations and actions for justice, inclusion and equity.
- REACH is committed to equity, diversity and inclusion in all that it does.
- REACH, in partnership with others, works to increase access to services and supports that enable community wellbeing and growth by valuing diversity and ensuring inclusion.

PILLAR 3

STRENGTHENING PARTNERSHIPS

STRATEGIES

- By building strong relationships with partners, REACH seeks to create open data and story sharing so that the value of social action can be fully realized.
- REACH uses an evidence-based approach to all of its work and shares evidence with communities and partners.

PILLAR 4

STRENGTHENING TRUST IN COMMUNITIES

STRATEGIES

- REACH provides backbone support.
- REACH partners with others to build trust in community organizations working to build safe and caring communities.
- REACH supports and enables learning opportunities to strengthen the capacity of teams, organizations and networks focused on safe and caring communities.
- REACH amplifies the voices of those who show leadership in building safe and caring communities.
- REACH supports others in their journey to look at communities differently and who offer innovative solutions to community challenges.

PILLAR 5

STRENGTHENING COALITIONS FOR SOCIAL IMPACT

STRATEGIES

- Contribute to systemic impact.
- REACH is an advocate for change that has social impact and increases trust and safety.
- REACH shares knowledge, understanding, evidence and experience to support those working and living in communities that grow and develop.
- REACH engages in partnerships and alliances focused on systems change to improve the lives, wellbeing and safety of communities.





REPORTING BACK ON 2022

HIGHLIGHTS + KEY LEARNINGS + CONSIDERATIONS

REACH has accomplished a lot this year thanks to the hard work of the staff and our partners. The following reports include a reflection on the goals set in 2022 business plan, how those goals were met and what impacts the work had in the communities we have worked with.

Aside from reporting on all of the work and activities that took place in 2022, the following include insights, some of the big wins, some of the challenges and how to best move into the future knowing what REACH knows now.

Finally, being a backbone agency, REACH is continually finding ways of developing capacity with the partners we work with, ultimately working towards the day communities can sustainably own and drive these initiatives.

A big thank you goes out to all of the partners and community members who continue to work with REACH in making Edmonton a safer, more vibrant city for everyone.

OUT OF SCHOOL TIME

Background

The Out of School Time (OST) Collaborative aims to improve the resiliency of children and youth through quality, widely accessible out-of-school-time programs. The OST Collaborative is a partnership of community groups, community leaders, service delivery agencies, and local institutions that have been working together since 2008. The OST Collaborative began in response to concerns raised by immigrant and refugee families and community groups regarding the increased need for specific supports and programs for their children and youth when they were not in school. It has evolved to include out-of-school-time programs and supports for all children and youth experiencing social vulnerability, themselves acting as case workers for families who needed access to resources (like food and internet), information and other supports.

Outcomes that build relationships

The OST Gathering attendance remained steady with an average of 30 groups in attendance at each OST Gathering meeting. Six new groups added to the OST community. Two new groups received support and were successful in their application to the OST Funding Grant for the first time.

Outcomes that champion EDI

Many OST groups had staff turnover or staff who had gone on leave. The new staff were not able to provide the same insight into barriers experienced by OST groups and participants. There was knowledge lost with the staff turnover and absences. Barriers that were identified included access to funding, human resources, and finding staff with necessary skills given the changing nature of the work due to the pandemic, such as the necessity for staff with mental health support expertise.

We were able to offer free Mental Health First Aid training through the United Way to support program participants, and High Five training through Alberta Recreation and Parks Association which incorporates social-emotional learning through recreation. We were able to once again offer subsidized First Aid training during the OST Conference week, and the sessions at OST Conference received a lot of positive feedback.

OST groups are incredible advocates for their communities and brought forward many issues related to EDI. This was especially true for meetings with organizations that represent large systems and discussions where additional advocacy was needed for vulnerable children and youth in our community.

Outcomes that collect and share data

Information on what trainings are desired by the OST Collaborative was gathered and used to inform sessions at the OST Conference and potential future trainings through the OST Conference and Training Committee.

Funding opportunities and relevant training opportunities available both internally and externally to REACH were shared with groups. The area identified as urgent is mental health support for children and youth.

OST groups were given more opportunities to share during round table portions of OST Gathering meetings to share learnings, resources used and program details.

Outcomes that provide backbone support

The OST Conference took place on June 23, 2022 with over 170 registrations. The Conference was once again offered at no cost with half the day being offered online and half in-person. Four OST Gatherings have taken place in 2022, all very well attended.

13 groups applied for the 2022 OST Funding Grant and all were successful. Two new groups were offered support by the OST Project Manager and were successful in their first application.

OST Steering Committee welcomed four new members this year. Invites will be sent out earlier in the year for all meetings to ensure that meetings are well attended.

REACH and the OST Collaborative continue to support the Middle Years Out of School Time Natural Supports project. The Natural Supports video will be hosted on the OST website in 2023 to aid adoption of the Middle Years Framework.

Outcomes that create systemic impact

Many OST groups are involved in advocacy efforts of their own. Opportunities for consultations, discussions, and meetings were shared with the OST mailing list as further opportunities for them to continue their advocacy work and be at different tables.

The OST Gathering meetings provided a forum for discussions of systems change and decision making with regard to emerging issues in schools, resources, funding, training, and programming. Many partners from the school boards, the City of Edmonton, and other organizations were integral parts of these discussions.



SUPPORT FOR CHILD AND YOUTH PROGRAMS

Background

This initiative is working with the newcomer child and youth sector to coordinate services, improve practices, and map all child and youth services across Edmonton. The initiative also aims to engage with these communities to understand what the barriers and opportunities are in accessing services critical to newcomer children and youth.

Outcomes that build relationships

REACH convened the Youth Services Coordination Committee and expanded membership to include additional stakeholders who support newcomer children and youth. Partners did not identify a need for additional projects that arose from identified challenges in 2022.

Outcomes that champion EDI

The number of participating organizations on the Child and Youth Services Map has slowly increased over 2022.

Site visits to the Child and Youth Services map, on average, have increased per month. Anecdotal feedback from partners indicates that the map is helpful for partners, schools, and families.

Outcomes that collect and share data

The Child and Youth Services map was updated four times in 2022 - one more than planned based on partner feedback. Further improvements to the map need to be made to the frequency of yearly updates and when the updated information becomes available.

Emergent assets and gaps in the community were compiled and shared back with the community partners through email. Making this document more publicly accessible and easier to read in the future could help with sharing data more broadly and in a more accessible way.

Outcomes that provide backbone support

Data support options in how REACH can support partners was presented to the Youth Services Coordination Committee in 2022. But with REACH's Data Engineer moving to part time in the summer, progress has slowed from fewer dedicated human resources.

Resources and opportunities are shared with partners who participate in the Child and Youth Services map as needed.

Outcomes that create systemic impact

REACH has not been successful at obtaining information about locations of English Language Learners and refugee children and youth to help inform partners where gaps in program delivery may exist. REACH continues to inquire and look for efficient ways of improving information sharing.



MIDDLE YEARS STRATEGY

Background

The Middle Years Strategy is a collaborative project cobbled together with Big Brothers Big Sisters Boys and Girls Clubs. It is funded by the Province of Alberta. Through an emerging, growing body of research, we know that the middle years is a critical period of transition and development with lifelong impacts. However, the body of evidence on middle childhood development is relatively small compared to that for the early years (from birth to age six) and youth (ages 12-25). Further, research on development during this period is not widely and readily available compared to the other stages. The focus is to design and develop appropriate out-of-school-time programming for vulnerable youth using a neighbourhood-based approach that relies on natural supports.

Outcomes that build relationships

OST groups are aware of the Middle Years Framework and are actively engaging in natural support work. The natural support component of the framework is being adapted into a video to share with OST groups. Once this video is available, we anticipate that groups will be able to use it as a tool to further incorporate natural supports into their programming.

Outcomes that champion EDI

A large proportion of the OST Gathering members are representatives of or belong to BIPOC and POC communities. The framework has been shared with this diverse group, as well as additional tools developed to help adopt the framework.

Outcomes that collect and share data

The focus in the past year was on developing collective capacity to enhance the natural supports networks of children 6-13 years old in out-of-school-time programs in a pilot run by Boys and Girls Clubs Big Brothers Big Sisters of Edmonton and Area. Outcomes and results from the pilot will be shared back with the community once they are compiled.

Insights regarding the adoption and implementation of the framework will be collected from the OST Gathering community once the natural supports video is launched in 2023.

Outcomes that provide backbone support

The Middle Years video that will provide an overview of the natural supports component of the Middle Years Framework didn't start production until late 2022 so that it could include insights from running the pilot site in the fall. Because of this delay, OST groups have not been informed about the framework and how to apply it, as we had anticipated in 2022.

Outcomes that create systemic impact

Four new members representing Natural Supports were added to the OST Steering Committee in January 2022 and have been an immense wealth of knowledge, resources, and perspective on how to incorporate natural supports into OST programming, and how OST programs themselves are natural supports.

Background

WrapED aims to reduce youth involvement in gangs and violent crime, and reduce engagement and/or relapse into criminal behaviour by vulnerable youth.

WrapED partners use their unique strengths, understanding of the target group, and the Wraparound/ youth work/cultural broker model to help youth move away from the threat of gangs.

Outcomes that build relationships

Front line staff and supervisors met monthly to discuss program successes and worked together to strategize creative solutions to any barriers faced by the youth on the case load. Conversations about the evaluation progress, including regular attendance by the program evaluator, also took place during meetings. The Steering Committee met quarterly, with a focus on system challenges, and sustainability.

Partnership assessments are done annually. Results inform project improvements. The WrapED final report, to be completed in mid-2023, will include a detailed overview of the collaboration.

WrapED team members continued to be involved with committees throughout the youth serving sector. Learnings and updates from these tables are shared within the WrapED partnership. For example, through WrapED, the Youth Housing Upon Release committee emerged to address a gap identified through the partnership. REACH coordinates this committee, which has grown to include a number of youth serving organizations that support multi-barriered youth to accessing housing upon their release from incarceration.

Outcomes that champion EDI

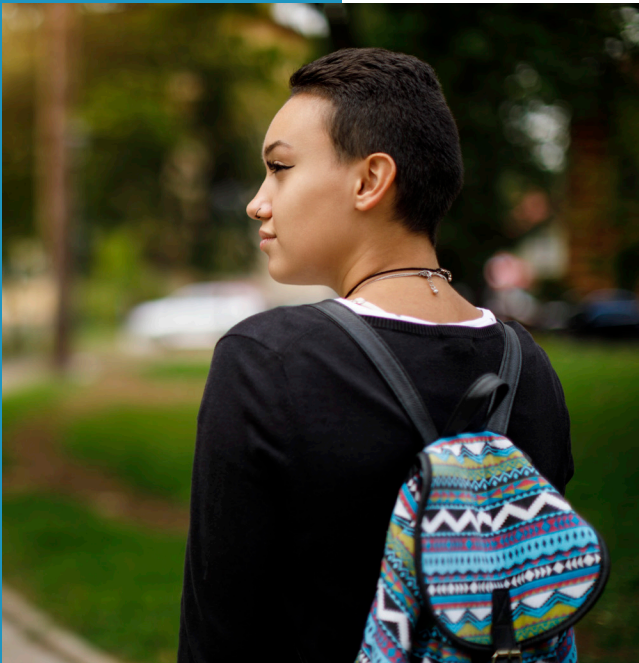
Youth in the program come from diverse cultural backgrounds, and staff worked collaboratively to ensure that youth, and in some cases, their families, had access to appropriate cultural support when needed.

Opportunities to participate in Ceremony and connect with an Elder occurred through the year, with youth engaging in Sweats, Medicine Walks, cooking, and art.

Outcomes that collect and share data

The second annual evaluation report for the WrapED and Real Me program was finalized in the summer. Report findings highlighted the complex situations the youth are facing, and progress being made towards goals with the support of their workers.

Data from program evaluations have been shared with the City of Edmonton as they prepare to build a future framework for gang prevention, using funding provided to the municipality from Public Safety Canada. Edmonton is one of many municipalities across Canada who will be administering gang prevention programming, and a number of other municipalities have connected with WrapED to learn about the partnership and program implementation. Evaluation reports have been shared with those communities in addition to in person and online discussion.



Outcomes that provide backbone support

Front line staff and supervisors attended an in-person retreat this fall. The morning was spent participating in a facilitated conversation about their experiences working with youth and ideas about what WrapED could look like in the future. This process aimed to inform efforts to sustain WrapED beyond the current funding. The Real Me Project from Calgary joined for the afternoon events which focused on staff wellness when working in trauma exposed environments. It was an excellent opportunity for building and strengthening relationships.

Intentional resource sharing took place between WrapED partners and EPS this year. A WrapED team member worked out of the EPS Youth Unit to support frontline officers as they engaged with youth in community, facilitated referrals, and informed EPS about the WrapED program.



Outcomes that create systemic impact

REACH and WrapED partners have shared their historical knowledge and current evaluation findings to support municipalities in developing a framework for future gang prevention.

REACH and WrapED partners hosted folks from Halifax Regional Municipality as they embarked on a learning journey to discover effective gang interventions and successful collaborative approaches. Other communities continue to connect to learn about WrapED, demonstrating the importance of rigorous program evaluation to inform local, provincial, and national youth gang prevention approaches.

REACH continued to participate in the Government of Alberta's Gun and Gang Network. Information about WrapED was presented at a meeting in 2022, ensuring that program learnings and results were available to others across the province working in the area of gang prevention and intervention.

24/7 CRISIS DIVERSION

Background

24/7 Crisis Diversion is a collaborative partnership with Boyle Street Community Services, Canadian Mental Health Association (211 program), HOPE Mission, REACH Edmonton and stakeholders from the Edmonton Police Service and Alberta Health Services Emergency Medical Services. The program dispatches crisis diversion teams around the clock, 365 days a year to respond to people who are in distress and vulnerable on the streets of Edmonton.

Outcomes that build relationships

24/7 Crisis Diversion initiated and began early planning with a local Indigenous organization to determine the most appropriate way to gather feedback from the Indigenous community about the program. Implementation of the engagement plan will take place in 2023.

The 24/7 Crisis Diversion Working Group met monthly to share data, identify gaps, and strategize areas for collaboration. Membership expanded in 2022 to include the City of Edmonton's Outreach Coordinator and Transit Safety Director, Mustard Seed Outreach, City Centre Mall, and Paladin Security.

The 24/7 Crisis Diversion Steering Committee dedicated their time this year to support program evaluation, update the program mandate, and identify ways to strengthen staff safety. The Steering Committee welcomed representation from EPS back to the table this year, and plans to expand representation further in 2023.



Outcomes that champion EDI

Program supervisors participated in the Working Minds Mental Health Training for managers this past year. This training focused on the role of leadership in promoting positive mental health in staff through reducing stigma and barriers to care, as well as increasing awareness of healthy coping strategies for first responders.

Crisis Diversion staff from all program partners attended in-person training through Native Counselling Services of Alberta which focused on Compassion Fatigue through an Indigenous lens. From a lived-experience perspective, staff gained new knowledge about how working with a population of high historic trauma can affect their quality of work.

Outcomes that collect and share data

Formal evaluation of the Connector Prototype was completed in early 2022 alongside a report which highlighted successes and learnings.

The 24/7 Crisis Diversion website continued to act as a resource locally, nationally, and internationally for those who were interested in learning more about the program. Updates to include program data will be completed in 2023.

As a result of program capacity constraints in 2022, 24/7 Crisis Diversion embarked on a program evaluation to gain clarity into the complex needs of the community members served, and strengthen its operations and data collection. Efforts throughout the year included a facilitated process with program supervisors and staff, an evaluative review of the current state, a staff retreat and an environmental scan of best practices for mobile crisis response programs across Canada and the United States. Drawing on the key findings from these sources of evidence, leadership from the 24/7 Crisis Diversion program developed a new structure for program assessment by 2Ii, with parallel updated data collection domains for the 24/7 mobile response teams. The aim was to collect quality data that will enable program leaders to make decisions with confidence.

Using conclusions from evaluation, along with feedback from program supervisors and staff, the 24/7 Crisis Diversion App is undergoing upgrades that will improve efficiency and clarity in practice. Following training, the updated app will be launched early in 2023.



Outcomes that provide backbone support

REACH and the 24/7 partners submitted a service package to the City of Edmonton this year to, based on program data, expand 24/7 Crisis Diversion over the next four years. Increased funding will allow the program to meet the current demand for service, and will assist in decreasing wait times at both 211 and mobile team levels.

With enhancement funds given by the City of Edmonton in early 2022, 24/7 Crisis Diversion increased its capacity this fall to support the increased demand on the program that is seen during the busy winter months. This added capacity will continue until April 2023. 24/7 partners continue to stay connected to the Sector Emergency Response Committee which allows for a collaborative effort in supporting the City's most vulnerable in staying safe and warm during cold temperatures.

A critical component of the 24/7 Crisis Diversion communication strategy is to share information about the program, particularly during extreme weather events. The 24/7 Crisis Diversion communications committee met regularly to review communications materials, develop new materials as needed, and create distribution strategies.

REACH and 24/7 Crisis Diversion supported the Complex Needs Banning Research that was conducted in early 2022. The final report was published in September 2022. As co-chair of the Complex Needs Working Group, REACH will support the development of next steps based on the research findings in 2023.

Outcomes that create systemic impact

24/7 data informed relevant efforts in the community throughout the year. REACH remained connected to various organizations and partnerships whose work is aligned with 24/7. When requested, Crisis Diversion shared data that supported advocacy for resources and programs to meet the diverse needs of the community.

In 2022, opportunities to participate in research and prototyping were limited as the partners focused on internal processes and evaluation.

REACH was invited to support the direction of the Integrated Call Evaluation and Dispatch (ICED) project that was led by EPS in 2022. This project aims to create a 24/7 service delivery model that will improve response to emergency and non-emergency calls and ensure that the right resource is deployed at the right time for presenting needs. By participating at both the Steering and focus group levels, REACH voices the perspective of Crisis Diversion and encourages community led approaches in this model.



24/7 CONNECTOR PROTOTYPE

Background

The Connector Prototype research project aims to explore how we might support vulnerable community members and address the supports they need to end cycles of crisis.

Outcomes that build relationships

The connector approach helped support pathways for individuals to strengthen wellbeing. 24/7 Crisis Diversion staff would alert the connector when there was an opportunity to create formal support for folks.

Offering ideas and solutions to complex circumstances in the moment or over time with 24/7 Crisis Diversion staff, we noticed improved referrals, and intentional formal support developed with folks over time.

The Access Network, which began in 2020, with REACH and the Connector supporting development and facilitation, continues to support front line workers as they navigate the complex needs of the city's most vulnerable. This past year, the facilitation role was held by the Edmonton Public Library and Addiction Services Edmonton/Enhanced Services for Individuals and Families, with REACH providing administrative support. Membership grew throughout 2022 to include 45 different agencies that provide outreach throughout the city.

Outcomes that champion EDI

Gathering data from the 24/7 Crisis Diversion app, there was a need to explore oppressive language, and increase anti-oppressive language. The intention was to shift how we gathered our narrative data, how we reported on folks, and folks who used our services frequently. We gathered stories from folks who we had recurring relationships with, with the intention to learn how they view their experiences with our teams, and how they view themselves, and most importantly how they hoped to be treated.

This was meant to guide us in creating psychologically safe rides, reducing transference, and most importantly helped us use dignified language that supports everyone's wellbeing.

Outcomes that collect and share data

Formal evaluation of the Connector Prototype was completed in early 2022 alongside a report which highlighted successes and learnings. Conclusions from the prototype pointed to the complex needs of the most vulnerable community members, and the difficulty navigating programs that are experiencing capacity limits. Determining the needs and priorities of community members and agencies in Edmonton's current context will enable the 24/7 Crisis Diversion partners to craft a role that is strategically positioned to support appropriate responses to individuals in distress.

Access Network meetings take place one a month, and data is collected and stored by REACH in a SharePoint database. All members of the Network sign a declaration of confidentiality prior to participation, and any community members discussed during meetings have signed an Access Network consent form which allows members the ability to discuss and strategize detailed care plans for participants that will streamline their access to programming and improve their quality of life.

24/7 APP

Background

The 24/7 Edmonton App provides real-time information to front-line workers in the field. It was developed as part of a comprehensive, coordinated response to leverage existing service for vulnerable people. This technology is a catalyst to drive the collection of common data and shared measurements for the use of integrated service planning and delivery in Edmonton.

Outcomes that build relationships

REACH compiled a monthly report that was shared internally with partners, and with program stakeholders such as the Edmonton Police Commission.

The Connector prototype shifted focus in early 2022, however the Connector process of reviewing data of the most familiar users of Crisis Diversion and connecting them to appropriate resources was continued by program partners within their own agencies.

Outcomes that champion EDI

Program partners ensured that consent continued to be gathered from community members in a trauma-informed and person-centered way.

REACH continued to participate in relevant discussions with mutual aid groups to strengthen alignments, including through the Outreach Network hosted by the City of Edmonton.

In 2022, a new version of the 24/7 Power App was developed. Critical feedback regarding necessary data collection components from program supervisors and front line staff were the focus of the development. Following launch of the updated app in 2023, other data points that may include natural supports, will be considered.

Outcomes that collect and share data

Connector insights were captured in the final evaluation report completed in early 2022, and informed internal partner practice.

Through the ongoing 24/7 evaluation, the process of receiving, accepting, and responding to calls continued to be updated at both 211 and mobile team levels. Call declined call data will inform the updates in the app that will be completed in 2023.

The 24/7 website continued to be a resource about the program, and once the 24/7 app is updated, further website enhancements will be made.

Program partners aimed to ensure that data collected clearly represented the current context being seen by staff when working with the complex needs of community members. Program data, both qualitative and quantitative, was reported monthly to partners and stakeholders, and specific data reports were shared when requested by the City of Edmonton, City Councillors, BIA's, and other municipalities.

The new 24/7 Crisis Diversion app updates created the internal infrastructure to allow 211 to use the same technology as mobile teams allowing for shared data and a more streamlined dispatch processes. Staff from 211 and the mobile teams have been involved throughout the app update process to ensure that the new system is efficient and intuitive in the work that they do with the community.



Outcomes that provide backbone support

As a result of the new app updates, development of performance dashboards was paused. Once the updated App is launched, dashboards will be created based on partner and reporting needs.

24/7 Crisis Diversion data was regularly shared with the community to demonstrate impact and help inform better alignment in the sector.

Outcomes that create systemic impact

Presentations about 24/7 data and practice were done in relevant forums. In 2022, this included a panel presentation at the Canadian Municipal Network on Crime Prevention conference, to local BIA's, and the Downtown Recovery Coalition, among others.

REACH continues to engage with the International Crisis Response Association, and assisted with the development of their website to broaden the network's ability to share information about crisis response across North America. The new website will be live in 2023.

24/7 data collection processes were shared with other agencies and municipalities. These processes are an important step in identifying and addressing system gaps and barriers.

YEGAMBASSADORS

Background

The YEGAmbassador Program is a partnership led by the City of Edmonton, the North Edge Business Association and REACH Edmonton. YEGAmbassadors connect businesses, residents and social agencies to the services and resources that matter to them, through face-to-face engagement or participation in community events/ activities in Edmonton's rejuvenating inner city. The program fills the gap in areas where traditional engagement models do not meet the specific local needs for cultural, social and economic diversity. They collect data and information from their interactions with business, community agencies and residents (this includes vulnerable community members).

Outcomes that build relationships

Together with the City's NET team and the stakeholder groups in the Quarters, YEGAmbassadors hosted a community walk event to animate the Quarters area. It provided opportunities for relationship building among the stakeholders in the local community. A total of 96 people participated during the 3 weeks duration of the event in March 2022.

YEGAmbassadors collaborated with the Chinatown BIA & Chinatown Transformation Collaborative to initiate the Chinatown Summer Flower Basket Project. YEGAmbassadors helped with the funding process, flower basket sourcing and mapping the location. There were 26 planters installed during June to Sep 2022.

YEGAmbassadors assisted the Chinatown Mid Autumn Festival event with business visits in the area during the Mid-Autumn celebration period including event setup & takedown and social media promotions.

Foodie Friday is an initiative that connects the YEGAmbassadors to local eateries to be able to experience and share on social media the food and culture. It makes connections among local business owners. Foodie Friday is part of the Shop Local Campaign. This helps to build relationships between YEGAmbassadors and the local community. The program visited local businesses and promoted them on our social media platforms and newsletters.

Outcomes that champion EDI

Care packages were created to support businesses and empower them to have difficult or uncomfortable conversations while at the same time respecting the dignity of vulnerable community members. The YEGAmbassadors program played a role by identifying which businesses would benefit from a care package, gauging their interest, collecting the supplies and putting the packages together, and then distributing the packages.

YEGAmbassadors hosted an online information session and invited officers from the City of Edmonton to help businesses and organizations to apply for the Edmonton Economic Action Plan Grant. This session answers the questions of who can apply, how to apply and other important information. 16 organizations attended. The information was well received. There were 2 businesses applied for the grant with YEGAmbassadors' help after the session.

In order to bring the community together during the winter season, YEGAmbassadors hosted a free outdoor event providing space for support, networking and collaboration among community members in December 2022.

Outcomes that collect and share data

Through YEGAmbassador Environmental Scanning, 512 issues were recorded including graffiti, encampments, and litter within the boundaries of the North Edge BIA, Chinatown BIA and the Quarters. More than 200 issues were reported to 311.

The North Edge and the City's Capital City Clean Up (CCCU) were assisted to remove 19 instances of graffiti in the area. The program visited over 30 businesses in the area to complete the graffiti cleaning consent forms, took the pictures and tracked the results.

The YEGAmbassadors team also collaborated with CCCU and REACH Chinatown Safety Council to collect, track and remove the graffiti in Chinatown. More than 20 businesses were visited in December 2022 to complete the consent forms.

Outcomes that provide backbone support

REACH provided human resources support, finance, communication, and data support to YEGAmbassadors to transition it from a project to program and build capacity to expand and serve more BIAs in Edmonton central.

Outcomes that create systemic impact

The program currently serves North Edge BIA, Chinatown BIA and the Quarters. The program manager reached out to other BIAs including Alberta Avenue, Crossroads and Stony Plain Roads in late 2022 to seek collaboration with them.



REACH TRAINING

Background

This initiative delivers specialized training that is accessible (low cost and time efficient) for front-line workers, supervisors, law enforcement, social workers, and others regarding knowledgeable, practical solutions, and new developing best practices for working with vulnerable people and diverse populations.

This initiative works collaboratively with facilitators and partner organizations to accommodate unique needs of front-line workers and agencies.

Outcomes that build relationships

REACH continued to provide specialized training for front line agencies to ensure best practices to those working with vulnerable and diverse populations. The training coordinator worked closely with partners to co-develop training that organizations had requested or where there was a gap in their training.

REACH excelled at nurturing previous partnerships and creating relationships with new partners.

- Approximately 500 people attended two trainings that were a collaborative effort between REACH, Trauma-Informed Edmonton and the Today Centre
- 10 out of 16 trainings offered sold out within the first few days.
- Responding to Hate and Discrimination had over 25 people on a waiting list.
- Staff turnover led to minimal disruption in the training program while a new training coordinator was hired and onboarded. A few of the training sessions that were successful were repeated throughout the year and expanded on when the participants had asked for more knowledge on previous topics.

Outcomes that champion EDI

REACH training was offered online through Zoom in 2022 due to COVID restrictions and ease of accessibility for participants. The training was a combination of online conferences and smaller sessions to attract learners who prefer larger or smaller sessions.

Outcomes that collect and share data

REACH developed training opportunities that are informed by training gaps identified by frontline workers.

Participating organizations recognize the value of these collaborative efforts through formal and informal partner feedback.

Outcomes that provide backbone support

REACH connected trainers to the resources and content they needed to successfully design and deliver their training.

REACH brought together key stakeholder groups to collaborate and plan learning opportunities and activities.

Outcomes that create systemic impact

REACH Training plays an important role for non-profit agencies by identifying emerging needs and working together to address gaps. Training in 2022 included increased understanding of anti-racism work with the Centre for Race & Culture on microaggressions, Developing Self-Compassion, Supporting Your Muslim Clients, Taking Care: Strategies to support Self-regulation & Resilience, and Understanding & Mitigating Bias.

These trainings were delivered by experts who are diverse and inclusive. These training sessions have assisted participants to have new perspectives on how they approach their practices.

REACH IMMIGRANT AND REFUGEE INITIATIVE

Background

REACH is working with newcomer, immigrant and refugee community leaders, settlement agencies and stakeholders, to identify gaps in support and services to build healthy newcomer families.

Outcomes that build relationships

The RIRI Steering Committee met monthly throughout the year to identify issues and gaps that community members are experiencing. Five Cultural Navigators provided community support with the addition of one Syrian man.

Through these meetings, presentations and training opportunities were identified, such as mental health first aid and understanding & responding to hate on the front line. Edmonton Police Service's Community Engagement Unit attended meetings at the request of Community Leaders.

It is through these meetings that relationships are formed and sustained. One member identified a need to have the Oromo community join. New partnerships with YWCA and Action for Healthy Communities were formed.

Outcomes that champion EDI

The Rainbow Refuge program represented by a key leader has been with the committee for more than five years. It is their hope that newcomer communities will accept sexual and gender differences in their communities. As community leaders are asked to support gender/sexual variance in their cultural communities they do so with greater ease and understanding. Letting folks who are LGBTQ+ know they have an ally in the community leaders is an important first step. Greater understanding and awareness was identified by the key leader from the relationships built and strengthened by the RIRI steering committee.

Outcomes that collect and share data

The environmental scan conducted in late 2021 was shared in early 2022, including the Youth Reflections Report. Issues, gaps, and trends were shared with Community Initiatives Against Family Violence (CIAFV), Immigrant Family Violence Prevention Committee (IFVPC), Coalitions Creating Equity (CCE) network, Edmonton Local Immigration Partnership (ELIP) community and management tables.

Outcomes that provide backbone support

The environmental scans conducted in late 2021 and early 2022 demonstrated the need for REACH to provide backbone support through mobilization of community meetings, and bridging with Edmonton Police Service, especially when there are crimes in particular neighborhoods within cultural groups.

The Sudanese community identified a need for training in the area of substance use. Through the Substance Use & Addictions Program (SUAP), new funding was identified and received to build connections with cultural communities and the LGBTQ+ newcomer communities.

A Community Report Back, RIRI 12 Year Journey, was presented in early October to showcase the work of community leaders and the cultural navigator model. Lewis Cardinal provided insights on the Sacred Land and place for Indigenous people that the city has invested in and encouraged cultural leaders to visit, share and learn together.

Outcomes that create systemic impact

Police attended community events when possible, which enhanced relationships with the community. Navigating relationships with police is an ongoing process. To facilitate this, efforts to strengthen the relationship with the new Community Engagement Manager began late in the year.

IMMIGRANT FAMILY VIOLENCE PREVENTION COMMITTEE

Background

A collaboration of eight agencies, the Immigrant Family Violence Prevention Committee (IFVP) provides education and advocacy for family violence prevention in a cultural context. The committee works closely with Community Initiatives Against Family Violence (CIAFV) as a sub-committee and collaborates to provide culturally appropriate family violence education for service organizations.

Outcomes that build relationships

Under the Community Initiatives Against Family Violence (CIAFV), IFVPC had an active year. The Steering Committee is well established and met quarterly, connecting actively with service providers. IFVPC presented at the Metropolis Conference in Vancouver on the Gap Analysis, Family Structures Module and Family Violence in a Cultural Context which strengthened relationships among the five panelists and partnerships within the agencies.

Outcomes that champion EDI

IFVPC (Education Committee) provided a number of education and training sessions throughout the year with Islamic Family as the lead agency. Sessions included Support for Immigrant, Refugee and Non-status women who face violence and legal support for those experiencing family violence.

An on-line learning module on Coercive Control in Immigrant Communities was completed and available on the CIAFV/Islamic Family websites.

Outcomes that collect and share data

CIAFV conducted a member, non-member, and funder engagement process and learned there is a complexity of needs and issues facing the sector:

- Increased rates of family violence
- Increased rates of severe violence
- Greater news of trauma, mental health, addictions and poverty
- Need for training and program development on addressing the issues
- Rising cost of living leading to increased poverty.
- Government services are becoming depersonalized and harder to access

The Education Committee completed its second module on Coercive Control in Immigrant Communities which is available on the CIAFV website, under IFVPC.

Research was completed by U of A students on translation/interpretation services for cultural minority communities who have experienced family violence in the legal system.

Outcomes that provide backbone support

New leadership that is diverse and inclusive is a goal of CIAFV and was met with the hire of a Program Director.

Community collaboratives are constantly evolving and staff changes make it difficult to provide consistent leadership. REACH's backbone support was successful in providing consistent staff support to both CIAFV and IFVPC.

Outcomes that create systemic impact

IFVPC and CIAFV work closely with Sagesse and the IMPACT project to end family and sexual violence across Alberta.

This ongoing work continues and Impact has increased its support to IFVPC by sitting on the Education Committee and advising on the learning module.

COALITIONS CREATING EQUITY

Background

Coalitions Creating Equity (CCE) is a model based on previous funding from the Human Rights Education & Multiculturalism Fund. REACH is committed to working provincially with stakeholders to address issues of discrimination, inequity and racism.

The initiative is evolving to build local skills, knowledge and networks that can collectively impact the prevention of discrimination and increased equality locally and throughout the province.

Outcomes that build relationships

Coalitions Creating Equity Community of Practice was created in early 2022 where municipality planners and equity experts meet to network, share resources and participate in dialogue of equity, diversity and inclusion. Identifying expert leadership was important to sustain the group.

Outcomes that champion EDI

Despite some challenges, BIPOC leaders facilitate CCE Edmonton and the CCE Community of Practice. Allowing the leaders to make decisions and determine how the meetings are managed has changed the dynamics of both groups.

Outcomes that collect and share data

Action Alberta: Communities Responding to Hate project was completed in 2022 with final reports and evaluation submitted to Heritage Canada.

A panel of five presented at the Metropolis Conference in Winnipeg on Communities Collaborating Responding to Hate. This galvanized the group to continue the work and a proposal was submitted by Shiloh Centre for Multicultural Roots, supported by REACH and the grad student who completed the research on people who experienced hate crimes or incidents and reported them.

The proposal is to create an online curriculum on Understanding and Responding to Hate on the Frontline launch as well as share the results and recommendations of the grad student.

Outcomes that provide backbone support

REACH facilitated the development of the Alberta Hate Crimes Committee strategic plan.

“What is Hate Crime” and “What is the Impact of Hate Crime” were two videos produced by REACH, available on the coalitionscreatingequity.ca and AHCC websites.

Outcomes that create systemic impact

CCE Edmonton is aligned with the work of Edmonton’s Anti-Racism Advisory. However, the committee was asked to be on hold while city administration attempts to understand what racism is, and how to listen to those impacted.

REACH provides ongoing support to the Alberta Hate Crimes Committee who has experienced significant change to its leadership. A new Executive Director is being sought and a hate crime study was conducted in the fall of 2022 with results to launch in early 2023.

ADDICTIONS DON'T DISCRIMINATE

Background

Addictions Don't Discriminate is an interactive exhibit rooted in stories of lived experience around addiction. Its aim is to increase empathy and reduce stigma towards those experiencing addiction, create a better understanding about addiction, offer information on the supports and services available to Edmontonians, and mobilize a community response.

The Addictions Don't Discriminate exhibit is based off of a similar exhibit developed by Strathcona County called Opioids Don't Discriminate

Outcomes that build relationships

Though the numbers were impacted by COVID related delays, six groups and communities hosted the ADD exhibit in 2022, including Slave Lake, Wetaskiwin, Calgary, Leduc, the University of Alberta and Macewan University.

Outcomes that champion EDI

One microgrant was offered in 2022 to help with the transportation costs of the exhibit from Edmonton to Slave Lake. The remaining funds, which were provided by AHS have been approved for roll over into 2023. Other microgrants had been lined up for 2022 for Wabamun and Westlock, but both of these communities had to postpone their events.

The hosting toolkit has been used by every group that has booked the exhibit in 2022, and has received excellent feedback. A hosting evaluation is also shared with organizations for them to offer feedback on the hosting experience and toolkit. The feedback on this evaluation has also been overwhelmingly positive.

Outcomes that collect and share data

Survey responses vary by hosted event. Feedback gathered since the November 2021 launch is hosted on surveymonkey and is following the same trends we saw at the launch event.

Feedback from exhibit hosts and organizations has been overwhelmingly positive. Any criticism or constructive feedback we receive will be used to improve the exhibit hosting experience.

Feedback from surveys and exhibit exposure through media coverage, partner organizations, and word of mouth have both contributed to garnering interest from other communities.

Outcomes that provide backbone support

The Addictions Don't Discriminate Steering Committee has not been convened since March 2022. It was determined at that time that it was not necessary to have regular committee meetings, and the day to day management of the exhibit was to be done by the REACH Project Manager and City of Edmonton representative. A Steering Committee meeting will be convened in early 2023 to discuss potential funding opportunities to print another exhibit and to continue microgrant funding for exhibit transportation.

Outcomes that create systemic impact

Meetings about logistics, exhibit transportation details, questions and concerns took place with every municipality or group that has submitted a hosting request to ensure that their exhibit is hosted confidently.

CANNABIS COALITION

Background

The Edmonton Cannabis Coalition (ECC) works to raise awareness around legalization and safety issues regarding cannabis safety.

REACH is the backbone organization of the coalition, bringing together diverse agencies, groups and people as partners to collaborate on how to address common issues around cannabis safety.

Outcomes that build relationships

A total of 189 articles of interest that included research on current cannabis issues and trends, resources, industry event opportunities were shared with coalition members. 26 Professional Development webinar opportunities were shared.

One survey conducted in August identified the need to continue doing research of cannabis information to be shared amongst the coalition members. Based on the feedback received, research is no longer being done as the amount of work going into collection and dissemination of articles of interest is no longer required by the members.

Outcomes that champion EDI

The coalition participated in two community engagement campaigns in 2022. The Cannabis Licensing - Diversity, Equity, and Inclusion Forum sought to collect information to inform a Health Canada Strategy to enable a more diverse cannabis industry. It also sought to support and encourage diversity, equity, and inclusion in the cannabis industry. The Licensing and Medical Access Directorate from Health Canada sought to collect tips and tricks the community has developed in navigating Health Canada's licensing process.

Outcomes that collect and share data

The coalition participated in two community engagement campaigns in 2022. The Cannabis Licensing - Diversity, Equity, and Inclusion Forum sought to collect information to inform a Health Canada Strategy to enable a more diverse cannabis industry. It also sought to support and encourage diversity, equity, and inclusion in the cannabis industry. The Licensing and Medical Access Directorate from Health Canada sought to collect tips and tricks the community has developed in navigating Health Canada's licencing process.

Outcomes that provide backbone support

REACH did not coordinate quarterly coalition meetings as the need is no longer there to gather and convene as a group. The coalition members are meeting with agency/ organization members as needed to address issues in the cannabis field. We continue to share information and webinar opportunities with the group as requested by coalition members.

Outcomes that create systemic impact

Regular monthly updates were shared with coalition members and partners. (January to October 2022)

REACH is no longer involved in coordinating regular research and only responds to the needs of coalition members through an on demand-basis.

SEXUAL EXPLOITATION WORKING GROUP

Background

The Sexual Exploitation Working Group (SEWG) is an Edmonton-based leadership group working collaboratively to create awareness of sexual exploitation, sex trafficking, and its causes and impacts. The SEWG is a collaborative of community partners, law enforcement, municipal and provincial government, and REACH Edmonton.

Outcomes that build relationships

SEWG continued to meet regularly, setting aside time each meeting for members to update the group about how their work is going and discuss opportunities for collaboration.

Outcomes that champion EDI

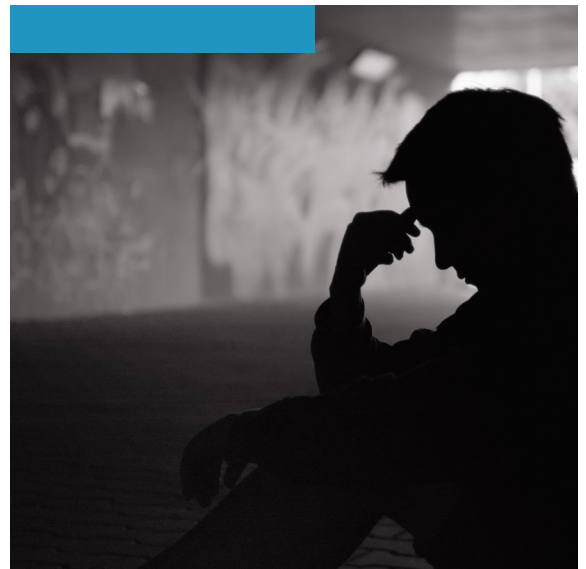
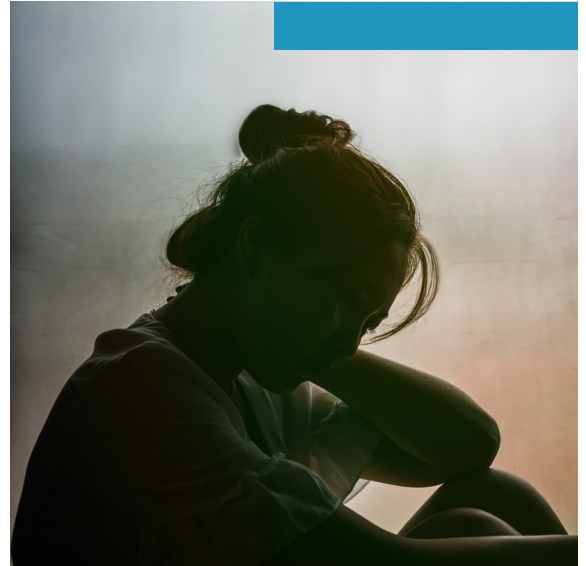
SEWG hosted the annual Sexual Exploitation Week of Awareness, and two live-streamed Lunch and Learn sessions. In addition, the committee redesigned and relaunched its website in 2022.

Outcomes that collect and share data

SEWG members continued to share information with each other at each meeting, so they could actively work together more effectively.

Outcomes that provide backbone support

SEWG continued to offer all of its educational sessions freely and online, eliminating all barriers that are structural and within the committee's control.



SAFER WAY OUT

Background

Safer Way Out aims to develop a coordinated, community response that is driven by the needs of victims of human trafficking to ensure responses are appropriate to victims who require wrap around services with safety as a priority. This project focuses on the geographical region of Red Deer, Edmonton, and Northern Alberta.

Outcomes that build relationships

In 2022 the Safer Way Out core partnership team remained highly engaged in the project. Throughout the year, the Safer Way Out partnership with the Alberta South team, Not In My City and ALERT, remained strong with bi-monthly meetings and shared evaluation. While commitment to the project from women's shelters is high, engagement has been difficult over this past year due to turn-around of staff in the sector and capacity of the core project team.

Outcomes that champion EDI

Human trafficking survivors on the Project Advisory Circle have provided direction and advice to the project about various project activities such as training, and identifying gaps and barriers. There have also been additional opportunities throughout 2022 to advise police directly, and opportunities to share their personal stories.

Outcomes that collect and share data

Data was collected by the Safety Network Coordinator to understand demographics, trends, points of services, and client locations. That information is shared with the partnership and the funder. The information is currently not available to the public.

Updates were provided to stakeholders who participate in the Human Trafficking Provincial Network and to the engagements held with women's shelters.

Outcomes that provide backbone support

REACH supported Safer Way Out in 2022 with developing a website and postcards to raise awareness of the project.

The Project Advisory Circle met four times in 2022 where members were kept apprised of the project's progress and discussions were held where members with lived experience gave insight and advice on project components.

REACH supported the project through accurate and comprehensive bi-annual reporting to Public Safety. REACH supported partners with financial management and administration of the funding.

Outcomes that create systemic impact

Shared evaluation between the north and south Safety Network Coordinators has provided insights into provincial trends that are shared with partners and stakeholders, including shelters and the Government of Alberta.

Alignment and shared evaluation of the Safety Network Coordinator positions helped inform the Government of Alberta's allocation of resources, as recommended by the Alberta Human Trafficking Task Force resulting in committed funding for both north and south SNC positions until 2026.

NEIGHBOURHOOD ORGANIZING INITIATIVE

Background

REACH supports the convening of community partners, encourages activation and collaboration, and facilitates dialogue around safety issues in several neighbourhoods and geographic communities in Edmonton.

Stakeholders and partners include community members, social agencies, Community Leagues, businesses and business associations, City of Edmonton departments, EPS branches, elected officials, REACH Edmonton and invited resources.

Outcomes that build relationships

Key stakeholder relationships within the Chinatown community have been initiated and developed within the Chinatown Safety Council (CSC). For example, Bissell Centre was invited by NOI to provide a service presentation for CSC members, and then became involved in coordinating the monthly Chinatown clean-ups with REACH and Chinatown Transformation Collaborative (CTC). The relationship between Bissell and CTC has since grown to other collaborations such as the Chinese bagged lunch event for vulnerable folks in Chinatown.

The CSC also provided the meeting space for Hope Mission, City of Edmonton Parks and Roads Services, Capital City Clean-Up, and Hiregood to better coordinate and optimize summer cleaning services in Chinatown.

NOI and Leefield Safety Council members coordinated the Leefield Safety Social, where 420 community members who attended had the opportunity to connect with 38 agency partners for community safety and well-being resources.

Outcomes that champion EDI

NOI safety councils include a diverse group of community members and agency partners working in these neighbourhoods. The meetings provide a space for group members to share updates, consult, and find opportunities to collaborate on common goals. For example, NOI has been assisting CTC on ways to promote Chinatown through art by local Asian artists, and resource-sharing collaboration with new partners, such as CO-LAB in Chinatown South.

Muslim members of Leefield Safety Council were able to provide guidance on protocols for Muslim agency partners and community members attending the Safety Social, which took place during Ramadan.

Outcomes that collect and share data

NOI discovered that a combination of closed and open questions helped find common goals within diverse communities such as McCauley and Alberta Avenue. We also learned that communities with different safety and well-being needs will need evaluation tools that are tailored to that specific neighbourhood. For example, several North Glenora community members preferred a wellbeing focus over a safety focus for local initiatives because a safety-focus seemed fear-based and negative.

Surveys, group meetings and engagement summaries, and community report backs have become more formalized and efficient. The majority of NOI reports were created with consultation within REACH about best reporting and writing practices. But more staff resources are required to maintain up-to-date NOI presentations, branding, and social media posts, as well as locate, organize, and consolidate existing files.

Outcomes that provide backbone support

McCauley Community League partnered with NOI on the Light up McCauley campaign, providing social media promotion and hosting the roll-out event where NOI distributed free decorative strings of lights and I44 motion-detector lights to McCauley residents for safety promotion and beautification.

Leefield Community League provided the space for NOI and Leefield Safety Council to coordinate the Leefield Safety Social, and promoted the event online and on physical signage in the community. NOI provides promotion materials for Leefield Safety Council events, which Leefield Community League shares on their social media channels.

North Glenora Community League has promoted and taken action on community safety and vibrancy recommendations that were shared in the NOI questionnaire distributed within the North Glenora community.

We notice that maintaining or increasing participation remains a challenge in post-COVID conditions, as people are more conscious of their health and taking preventative measures by going out less. Online engagements are also seeing reduced engagement because of screen fatigue and over saturation of online activities.

Outcomes that create systemic impact

NOI has established relationships with influential stakeholders within the City of Edmonton, such as City Councillors and the Director of Chinatown. These key stakeholders have contacted NOI to consult about safety and wellbeing issues in their areas.

NOI continues to work with diverse community groups and is uniquely positioned to provide a more holistic perspective. As such, NOI has been invited on an ongoing basis by these stakeholders to bring forward strategic recommendations about community well-being.

NOI has helped identify critical safety issues within Edmonton, such as elevated social disorder in Chinatown Business Improvement Area and the drug poisoning crisis. However, it is unclear whether NOI's involvement directly led to increased engagement from stakeholders within the municipal and provincial levels of government at this time.

NOI continues to provide community report backs to City Councillors and MLA's, in the form of survey summaries, Chinatown Safety Council newsletter, and quarterly submissions to Boyle McCauley News.

RESOURCE CONNECT

Background

Resource Connect is an annual event that brings together an expanding community of agencies and service providers from across Edmonton to explore how they might better create connections towards a more collaborative community of practice. Resource Connect is moving towards increased activity throughout the year through the development of working groups that share common interests and objectives.

In creating this community of practice, agencies find ways to work together to discover where gaps and opportunities in the system lie, informing how we might redesign better service pathways for their clients and the community at large.

Outcomes that build relationships

A Resource Connect agency list was developed and shared with all Resource Connect community members. It was shared on social media platforms during and after the Edmonton Resource Connect (RC) event on October 28, 2022. As a result of RC 2022 engagement, virtual quarterly meetings are held to provide opportunities to gather together, share information and increase understanding of services offered by each partner agency. A total of 630 guests attended RC 2022, including local politicians. Ninety one agencies from various sectors supported by 35 volunteers, educational institutions and Edmonton Youth Justice participated in the RC event.

Resource Connect received an award from City Council acknowledging the benefit and impact the event has in creating collaborative networks, uncovering service gaps and increasing alignment between organizations.

RC was a great platform for organizations to share the work that they do. A total of 15 agency presentations were presented at the Edmonton Resource Connect event Oct 28, 2022. A total of 24 agency presentations are scheduled for 2023.

Outcomes that champion EDI

RC acknowledges that many organizations were not able to attend because of limited capacity to participate so an effort was made to engage with folks via social media as an alternative. Resource Connect Communication Hub on Facebook was created to provide a platform to agency service providers to share posts, advertise events, programs, services, volunteer opportunities, practicum placement, etc.

Outcomes that collect and share data

Service providers were engaged through surveys at the event and insights collected will be shared with the Resource Connect community to better prioritize next steps. Engagement results included insights on how to better network, better convene resources, future event planning, how to foster a shared community of volunteers and how to better strengthen connections between agencies.

Outcomes that provide backbone support

Job postings and volunteer opportunities were shared at the event, on the RC Facebook page and the REACH volunteer page.

Outcomes that create systemic impact

A report was developed and shared with all participant agencies and on social media, highlighting the successes and needs to improve collected from surveys conducted during the event.

Regular meetups are being scheduled throughout 2023 where service information, system gaps and opportunities are being shared with participants.

The purpose of these gatherings is to provide opportunities to gather together to have discussions of current issues that agencies are facing, advocate for change, share information, increase understanding of services offered by organizations and see how organizations may better align with one another.

REACH OUTREACH

Background

To engage with social service agencies, governments, and grass root organizations to convene and collaborate for community safety and crime prevention.

Outcomes that build relationships

Volunteers had multiple opportunities throughout the year to participate and support partner organizations and community groups with research and event support. These included contributing to research projects, participating in virtual activities and supporting community events.

Outcomes that champion EDI

REACH values being able to recognize the hard work that volunteers offer to REACH's initiatives. During National Volunteer Week celebrations in April, REACH launched the access to the Employment Assistance Program (EAP) for all volunteers that qualify.

REACH felt it was important to ensure the volunteers had the training and resources needed to ensure a healthy work life balance. Four wellness sessions were offered by Wellness Works Canada with possibility of certification for those interested.

In order for REACH volunteers to connect safely with one another, a platform was developed to meet that need. Voice Cafe was created in February for volunteers to have a safe & confidential space to connect.

Outcomes that collect and share data

REACH has strengthened its social media relationships with community agencies by following all current partner agencies. This made REACH that much more aware and capable of widely sharing resources, programs, services and events happening in the community.

Information is also being streamlined by focusing REACH's information collection and dissemination through the Edmonton Resource Connect communication channels.

Outcomes that provide backbone support

The REACH Volunteer Team supported partner agencies' incoming requests.

REACH is being seen by community agencies who are now coming to REACH as a dependable resource to connect with volunteers.

Outcomes that create systemic impact

Resource Connect is becoming an initiative that connects community service providers, increases alignment and uncovers service gaps.

The Resource Connect Community has ownership of the work moving forward to create collaborative networks and advocacy.

BUILDING CAPACITY IN RURAL CRIME PREVENTION

Background

The Rural Crime Project aims to build and pilot a framework aimed at decreasing rural crime through community-based safety assessments, planning and implementation of cross-sectoral approaches to decrease crime and increase community safety and to develop and implement a model to reduce crime and build capacity among service providers.

Outcomes that build relationships

Through 2022, representatives from the advisory committee and the pilot sites met monthly. During these meetings, pilot sites provided updates on their progress on the development and implementation of community safety and well-being plans. Presentations on issues of interest to the pilot sites and advisory committee were hosted during the monthly meetings to provide a forum for learning and information sharing.

Outcomes that champion EDI

Based on pilot site community needs and priorities, information and resources are shared to support their efforts in developing and implementing community safety and well-being plans. The project evaluation collects data on tools and resources that are impactful to project participants, and this information will be included in the project's final report.

Outcomes that collect and share data

Presentations are made by diverse organizations and agencies in monthly project meetings. Topics selected are relevant to rural communities, and support development and implementation of community safety plans.

Data collection and analysis is underway for the project's final evaluation report. Once finalized, this report will be shared in appropriate forums. This will include other communities or provinces that indicate an interest in BCRCP project evaluation findings.

Outcomes that provide backbone support

Regular training is offered through the BCRCP project to rural communities. This training is intended to share strategies and tools to support the development of their individualized community safety plans.

An online toolkit is in development. The toolkit will include a variety of resources to provide ongoing knowledge and capacity building support for communities as they build their community safety plans. It is anticipated that the toolkit will formally launch in 2023.

Pilot site communities involved in the BCRCP project continue to develop and implement their community safety and well-being plans. As a result of unique contexts, stakeholders and challenges that the plans aim to address, each plan is unique and communities are at different stages of the process.

Outcomes that create systemic impact

The BCRCP final evaluation will be shared widely. This includes diverse stakeholders that work in this area, as well as relevant government representatives. It is hoped that other provinces will find that the evaluation report provides helpful information to inform the development of community safety and well-being plans in rural communities in their jurisdictions.

NOT IN MY CITY

Background

Not In My City is a movement launched by Paul Brandt under his Buckspring Foundation that is raising awareness and taking collective action to prevent and end sexual exploitation and trafficking, focusing on children and youth. REACH is providing the backbone support for this initiative in Edmonton.

REACH is bringing groups together to create a province wide strategy to address issues associated with Human Trafficking and to develop prevention strategies.

Outcomes that build relationships

This year the network increased the number of agencies represented at the partnership. There are now more than 50 agencies who participate. Perhaps more importantly, the group has become significantly more engaged as evidenced by a high level of engagement and attendance at each meeting.

In accordance with the recommendations of the Provincial Taskforce on Human Trafficking, it is highly recommended that the Alberta Office to Combat Human Trafficking should be community led and supported by the government. It has therefore been decided that a more appropriate Co-lead with REACH for this work would be Not in my City - South.

Outcomes that champion EDI

As noted above, the steering committee for the Safer Way out Project has four members with lived experience who significantly inform the work. Once the Government of Alberta decides on the composition of the new Office to Combat Human Trafficking, we will be in a better position to engage those with direct lived experience. We have however included representation from the Indigenous Community including Bent Arrow Healing Society, Native Counselling of Alberta and Friendship Centers.

Outcomes that collect and share data

During this review period significant gains have been made in the area of data collection. This has been as a direct result of our partnership with 211 and the efforts led by Not in my City (South). We have connected with our National counterparts and have collectively lobbied for more comprehensive data collection.

The Safer Way Out Initiative is seeing a significant increase in calls indicating that efforts to reach survivors have been successful.

Outcomes that provide backbone support

Backbone support has included the creation of a terms of reference, created a clearing house of training resources, convened quarterly meetings and advocated to the government for the creation of a community lead Alberta Office to combat Human trafficking. We were successful in having the government rethink their engagement process and the idea of co-developing a made in Alberta response to Human trafficking.

Outcomes that create systemic impact

In addition to seeing an increase in the number of survivors seeking assistance we believe we have increased public awareness about the existence of Human Trafficking in our province.

We have significantly created a systemic impact by having provincial government administrators rethink their perspective on what an Office to combat human trafficking would look like by presenting a community-led option.

We have and will continue to influence the type of training offered and priority audiences.

PEACE IN OUR CITIES

Background

The City of Edmonton and REACH became signatories on the Peace in our City Movement in February 2020. This movement seeks to galvanize a movement of people, mayors and city governments to halve and transform urban violence by 2030.

Outcomes that build relationships

With the change of Administration (elected and non elected) this initiative was stalled. Mayor Sohi has recently (December 2022) indicated his support for this work and has signed the agreement.

Next steps will include REACH leading a discussion on what priorities we should address to ensure we reduce violence by 50 % by the year 2030. There will be a concerted effort to engage EPS. Priorities have changed significantly including an increase in gang violence, gang recruitment, substance abuse and mental health issues.

Successes included building better relationships internationally with cities experiencing similar challenges and being a member of the Downtown Recovery Coalition designed to decrease violence downtown.

Outcomes that champion EDI

Unfortunately Boots on the Ground dissolved during this review period. Our effort to engage the other groups have met with some resistance by both partners and the mutual aid groups.

Outcomes that collect and share data

REACH's Executive Director met with the data analysts at EPS who agreed to work collaboratively on data collection.

Outcomes that provide backbone support

REACH continues to be a member of the Downtown Recovery coalition. Our role here is to spread awareness about the balance between enforcement and prevention to achieve the desired reduction in violence.

Outcomes that create systemic impact

The Peace in our Cities Movement has declared that to be successful in their ambitious goal it is most desirable for municipalities to have a civil society partner. Edmonton is one of the few communities to have this with REACH acting as the civil society partner.

REACH has been privileged to be a partner in the Integrated Call Evaluation Dispatch (ICED) model development which seeks to deploy the right resource at the right time to the right place. This is a data driven initiative. REACH has played an instrumental role in ensuring a successful community consultation process to inform this work.

REACH also participates in the governance of the Healthy Streets Outreach work which seeks to better align service delivery.

ORGANIZATION FOR THE PREVENTION OF VIOLENCE

Background

The Organization for the Prevention of Violence (OPV) is a diverse group of professionals with experience in counterviolence extremism and other forms of violence and risk reduction. As an organization, the OPV brings community, academic and practitioner knowledge to bear on the problem of radicalization to violence. REACH supports this work by helping with financial management, reporting and audit functions, and promoting training. REACH also assists in evaluating and designing program interventions and leveraging its extensive resources and connections in ethno-cultural communities.

Outcomes that build relationships

Through the Resiliency Project REACH provided connections to OPV as opportunities arose. With the project ending, the partnership of OPV, REACH, City of Edmonton and Edmonton Police Service ended in November, 2022.

Outcomes that collect and share data

REACH shared OPV's reports and findings widely to the Coalitions Creating Equity networks and Alberta Hate Crimes Committee.

Three Hate Crime Studies were conducted in the fall; AHCC, Anti-Racism Unit with GoA and OPV. The president of AHCC reached out to connect with OPV and Anti-Racism Unit with some understanding to clarify the need of three hate crime studies.

Outcomes that provide backbone support

REACH provides ongoing financial administration support and mentorship to OPV.



RESILIENCY PROJECT

Background

The Resiliency Project Presents the Understanding Hate and Extremism series. The Resiliency Project works with the public to prevent and counter violent extremism through awareness, education and research.

Outcomes that build relationships

The Resiliency Project wrapped up in December, the conclusion of a five-year funding agreement with Public Safety Canada. Considering that several new projects related to hate and extremism are underway in Alberta, partners are in agreement that it's an appropriate time for this specific project to come to a close. Partners remained engaged in the project, providing support into the future.

Outcomes that champion EDI

As part of our support for the EPS eLearning modules on hate crimes and incidents, REACH helped coordinate a substantial community engagement effort in June. We identified and contracted with a facilitator to hold an online and in-person session. We were very grateful to have participation from diverse organizations representing BIPOC, LGBTQ2S+, religious, disabled, and other groups who are vulnerable to hate-motivated crimes and incidents. The feedback we received from these engagement sessions was incorporated into the training modules.

Outcomes that collect and share data

The Don't Click! Youth Group developed a project aimed at educating junior high school youth about the risks of online hate and violent extremism. They wrote three workshops on the topics of Digital Citizenship, Peer Support, and Developing Empathy. They reached out to local networks to offer the workshops in schools and community groups. The youth made 21 presentations to 8 different schools and organizations, and reached over 1000 students in 2022.

Youth group members delivered presentations to multiple community organizations to inform them of the Don't Click! research and the opportunity to host workshops for their program participants. REACH helped by providing connections to additional networks, such as the EPS's School Resource Officers, REACH's Out-of-School-Time providers, the Edmonton Public School Board Student Senate, and the Edmonton Youth Council. One of the group leaders joined a panel of speakers at REACH's AGM in June, and another youth group member was invited to present at the 5th Annual Western Canadian Symposium to Prevent IMVE (Ideologically Motivated Violent Extremism) in Vancouver in December. She shared details of the original Don't Click! research project and the youth group's initiative to a diverse group of academics, law enforcement representatives, government, and social services organizations.

Outcomes that provide backbone support

REACH supported the Don't Click! Youth Group in a very successful year. The youth were provided guidance to write two separate funding proposals and were successful in being selected for one of them, accessing funding to support their project for an additional year.

The youth group was the subject of a documentary film called Break the Hate. REACH helped coordinate filming opportunities between the film-makers, students, special events, and subject matter experts. We also ensured the film achieved the goals and met the expectations of the Resiliency Project partners.

REACH also supported the youth group by coordinating the development of a web page to host the documentary and other project resources.

In their year-end survey, youth reported that their experience on this project helped them improve their leadership, communication, public speaking, and planning & coordination skills.

Outcomes that create systemic impact

REACH supported a team of contributors from EPS, City of Edmonton, OPV, and the Alberta Hate Crimes Committee (AHCC) to develop two online training modules on Hate Crimes and Incidents. The first module was intended to provide basic background information about hate crimes and incidents to all EPS employees. Topics include the frequency of hate incidents, how they affect different groups in the community, the barriers to reporting these incidents, and how to support people in reporting. The second module is mandatory for uniformed officers only and includes specific guidelines on investigative processes, how to refer to the Hate Crimes Unit, and ensuring that victims receive appropriate referrals and support. These two modules were released to EPS staff in December, and early feedback is positive.

In addition, REACH coordinated three additional offerings of the 3-part webinar series "Understanding Hate & Extremism." Experts from OPV and EPS presented to a diverse audience of social services organizations, government, academics, and law enforcement.



DATA STORYTELLING

Background

The Data Storyteller is tasked with supporting the collection, organization, analysis and distribution of data. The Data Storyteller will transform zeros and ones into data driven-decisions and compelling stories that position REACH Edmonton to continue to deliver on community safety and well-being.

Outcomes that build relationships

In its initiatives, REACH promotes the incorporation of evaluation into project plans. REACH uses its experience in facilitating program evaluation to engage partners and stakeholders in open, participatory evaluation processes that encourage ongoing engagement.

Outcomes that champion EDI

REACH works closely with partners and evaluators to ensure that data collection processes are done in an equitable and ethical way. This includes data collection methods and access to data for individuals and communities involved in initiatives.

Outcomes that collect and share data

Within relevant initiatives, data sharing agreements are developed and signed by partners. In the future, REACH will continue to be involved in data governance discussions that continue to facilitate data sharing to improve community safety and well-being outcomes.

Outcomes that provide backbone support

A new 24/7 app is in development, and will be launched in 2023. This app has been developed in partnership with 24/7 partners and evaluators, and includes components that ensure strong data collection features and effective reporting processes. This approach will result in an app that is intuitive for frontline service providers, while capturing good data for analysis.

Outcomes that create systemic impact

Data collected in REACH initiatives is used to inform the scope and impact of issues in communities in Edmonton. For example, REACH data informed the development of the City of Edmonton's Community Safety and Well-being plan. Additionally, WrapED data has been requested by communities across the country to inform emergent youth gang prevention programs.



