

## Summary: Moss Park Community Justice Centre Update Meeting Wednesday, May 2, 2018

*Summary Published July 12, 2018*

This summary was written by staff at MASS LBP, an independent firm retained by the Ministry of the Attorney General to support this meeting. This summary is not a verbatim transcript. It is meant to capture the range of perspectives and ideas that were shared on May 2, 2018. In writing this summary, the CJC Transition Team has not assessed the merit or accuracy of these ideas, nor does the inclusion of any content indicate an endorsement from the Ministry of the Attorney General or the Province of Ontario.

### ***Meeting Overview***

On May 2, 2018, 120 individuals — people who work or receive services in the health, justice, and community sectors, along with other community members — met with the Ministry of the Attorney General's Community Justice Centre (CJC) Transition Team to receive the Final Needs Assessment Report and begin discussing the planning and design phase of a CJC project in the downtown East.

The meeting began with opening remarks from Deputy Attorney General Boniferro and Chris Brillinger, Executive Director of Social Development, Finance and Administration at the City of Toronto. These were followed by highlights of the Toronto 2017 CJC needs assessment process from Mike Callaghan, Assistant Crown Attorney, Dayna Arron from the Ministry's CJC Transition Team, discussed the ministry's recommended model and anticipated next steps for Toronto's CJC planning and design phase.

Karen Pitre, Former Special Advisor to the Premier on Community Hubs, spoke about the challenges and opportunities of working together to create community hubs in Ontario. Patrick Mitchell, Director of Mental Health and Addictions from the Ministry of Health and Long Term Care, shared remarks regarding opportunities for a CJC to complement other new and ongoing initiatives to serve individuals with mental health and addictions issues in Toronto's eastern downtown.

After a question and answer period, participants turned to small table discussions where they were asked to discuss a series of prompts. Following this discussion, representatives of tables shared highlights with those in attendance, before the meeting adjourned.

Participants discussed the following questions:

1. What actions or outcomes should be avoided for the planning & design phase to be successful?
2. What specific advice do you have about:
  - a. Questions to tackle first?
  - b. Toronto-focused planning & design support?

- c. Working with existing planning and coordination tables?
  - d. Creating a local steering committee?
  - e. Membership, structure, and roles of working groups?
  - f. Involving potential CJC clients in the planning & design work?
3. What other advice would you like to provide us with as we embark on the planning & design phase together?

Participants and designated staff at each table took notes throughout the discussion. Those notes have been synthesized into the summary provided below. If you notice an error or have information you'd like to share, please email us at [toronto@cjccj.ca](mailto:toronto@cjccj.ca).

**More information about the Moss Park CJC Project can be found here: [toronto.cjc-ccj.ca](http://toronto.cjc-ccj.ca)**

[Slides from the update meeting can be found here.](#)

[The Moss Park Community Justice Centre Needs Assessment Report can be found here.](#)

## Summary of Feedback

*Information gathered at the May 2 CJC Update Meeting has been organized into 6 categories of advice: planning supports to be provided by government, key questions, local steering committee and working groups design, involving people and organizations, how to engage and integrate local residents (including clients), as well as general reactions and advice regarding the CJC model presented. The information below represents advice received from some participants but may not necessarily reflect general consensus from the entire group.*

*Advice regarding supports that government should ensure are in place to facilitate an effective planning and design phase:*

- **Clarity about role of participants:** the government's CJC Leads should provide clarity in what they mean by engagement during the planning and design phase, including whether this is envisioned as an advisory opportunity or a decision-making opportunity for those involved.
- **A commitment to sharing information clearly and regularly, and listening carefully:** the government's CJC Leads should seek information from, and share information with, local residents, service clients, and service providers in straightforward ways that demonstrate that they value their advice. This two-way communication should also be regular and not limited to in-person meetings.
- **Align with municipal, as well as provincial government work:** the government's CJC Leads should take primary responsibility for coordinating and aligning with municipal government initiatives, and work to engage community development officials at the municipal level. The government's CJC Leads should also continue to align efforts and initiatives at the provincial level.
- **Capacity to seek out and clarify government's commitment to additional funding for local services:** the government's CJC Leads will likely need to facilitate additional government funding for local services, since current waitlists are long and there is little excess capacity within local agencies to provide additional services without additional funding. One key role for the government's CJC Leads will be to assess and share with the community the likelihood of receiving new funding for services.
- **Set the right tone by using appropriate terminology:** as conveners of community conversations, the government's CJC Leads should use appropriate language and tone when discussing clients and their treatments, and avoid common but stigmatizing justice system terminology, such as 'offenders'. This is one way that the planning process can embody the ethos that the CJC aims to work by.
- **Keep the momentum going:** participants were generally pleased that the CJC has progressed beyond the needs assessment, and want to see planning continue. The government's CJC Leads

should continue engaging with local residents, service clients, and service providers in a way that keeps up momentum and motivation. This may require additional work internal to government depending on the results of the June 7 election.

### *Advice regarding key questions to be addressed early in the Moss Park CJC planning and design phase:*

- **Serving youth:** should youth under 18 be served at the CJC? Though the recommended CJC model for Toronto focuses on adults, several participants suggested this question be revisited. Participants noted that the Family and Youth Court at 311 Jarvis is expected to close when Toronto's consolidated courthouse opens. Some participants voiced concern that youth would no longer be well-served if these dedicated services were moved. Given this, the existence of 311 Jarvis should not be used as a rationale for excluding youth under 18 from a CJC. Participants suggested that either the CJC should be designed to serve those under 18 or the Ministry of the Attorney General should find an alternative way to address concerns about the expected closing of 311 Jarvis.
- **Increasing available supportive housing:** How much new supportive housing can be made available for CJC clients? Many participants raised concerns about the lack of supportive housing that is accessible to clients involved in the justice system. They suggested that a range of housing options would need to be augmented in the local area in order for a CJC to be as effective as possible.
- **Measuring success:** how should success be measured in a CJC, given that various partner organizations come to the table with different goals and understandings of client success? Participants recognized that creating shared goals will be challenging, but it is crucial to create measurements that clearly represent how CJC services and supports are impacting their clients.
- **Consistency of supports for clients:** how can a CJC help ensure that clients receive consistent supports when they are entering and exiting the justice system? Clients often lose supports when they are incarcerated, which can be a barrier to achieving stability in the community upon release. In particular, improved access to supportive housing, funding from Local Health Integration Networks for residential treatment, and social assistance were all mentioned.
- **Information sharing:** how will information and data be shared between organizations with the goal of providing a continuum of care for clients, while also maintaining client privacy?
- **Bail operation:** how can the CJC develop effective bail practices? More people successfully completing bail could be an important goal for the CJC. How could the CJC build on the enhanced bail program in order to help expand bail eligibility, set appropriate and achievable bail conditions, and support clients to succeed in meeting bail conditions?

### *Advice regarding the Moss Park CJC steering committee and working groups:*

- **Local resident participation:** Along with service provider representation, the steering committee and working groups should include local residents who have experience in the justice system, as well as those who do not.
- **Compensation:** some participants mentioned that an honoraria should be offered to steering committee and working group members to make the opportunity more accessible to a wide range of people.
- **Time commitment:** membership on steering committee and working groups should be a long-term commitment to avoid disruption caused by volunteer turnover.

### *Advice regarding people and organizations who should be involved in the CJC planning and design phase:*

- FOCUS Toronto Situation Table in 51 Division, because they effectively serve clients at acutely elevated risk through a team effort amongst a variety of providers.
- Staff from the Family & Youth Criminal Justice Court at 311 Jarvis who work to provide justice services specifically for youth. Their involvement will be especially important given concerns regarding the future of youth-focused services in the area.
- Staff from the specialized courts in Toronto, namely the Drug Treatment Court, Gladue Court, and Mental Health Court. These individuals have insight about how to provide specialized justice services to vulnerable clients, and how a CJC can coordinate with these specialized courts.
- The Toronto Mental Health and Justice Network, locally represented by Sound Times, a network of service providers who work to prevent and reduce contact with the criminal justice system for clients living with serious mental illnesses.
- The Centre for Urban Health Solutions at St. Michael's Hospital who work to improve health in cities for those experiencing marginalization, and to reduce barriers to accessing health services. In particular, some recommended that Dr. Stephen Hwang at St. Michael's Hospital be involved - his research focuses on homelessness, housing as a social determinant of health, health care for homeless people, marginalized populations, inner city health, and urban health.
- St. James Town Service Provider Network-Youth Network to engage area youth in the planning and design phase.
- The Toronto Community Housing Corporation, as a landlord of many prospective clients and a large property owner in 51 Division

- The John Howard Society, both as a service provider and to understand their space rental program for other local service providers that do not have their own space.
- The Unison Jane Street Hub, as they have a similar service model and target population to the proposed CJC. One participant mentioned their referral system as worthy of investigation.
- LOFT Community Services, as they serve clients with complex needs and provide supportive housing.
- The Toronto South Local Immigration Partnership, a community partnership focused on local settlement strategies that coordinate service delivery for newcomers while promoting efficient resource usage.
- Residents' groups, as they can connect with many community members through their networks and increase general awareness of the CJC project.

*Advice regarding how to involve local residents, including potential clients, in the planning and design phase:*

- Several participants noted that generally, organizations have been involved in the needs assessment more-so than local residents themselves. While local residents were engaged during the needs assessment, many are likely not yet aware that a CJC is being planned. To the extent possible, all local residents, including service clients, should be made aware of the planning and design phase, and given an opportunity to be a part of it. To make this a true community-led initiative, the local residents, including service clients, should be present throughout the design and planning phase. Participants recommended that meetings and engagement opportunities should be shared through local organizations.
- Local residents, including service clients, should be engaged in comfortable and accessible spaces, such as the Breakfast Club run out of the Toronto Community Housing building at 155 Sherbourne.
- Avoid technical terminology and industry shop-talk when engaging with local residents and service clients. Use terms that are understandable to people who may not be familiar with the justice system to make engagements accessible to a wider array of people.
- When engaging clients, certain service providers, such as police officers, can be intimidating. Participants agreed that engagement should include a variety of voices, but care should be taken to make clients feel as comfortable as possible.
- Indigenous clients should be involved in the planning and design phase to ensure culturally-appropriate services are considered and integrated into the process.
- Clients that fall in the 18-25 year age range should be involved in the planning and design phase, as they will have different needs than youth or other adult clients.

- Include clients who have experienced or are currently experiencing incarceration to ensure services are as accessible as possible.
- Include local businesses in the planning and design phase, several of whom want to be involved but do not yet understand their role in the process.

*Participants provided the following reactions and general advice on the model that the needs assessment team has recommended for the Moss Park CJC:*

- Several participants suggested that the CJC should be developed with the opioid crisis in mind, and seek to collaborate with those providing harm reduction services, including those that operate local supervised injection services.
- Some participants pointed to other efforts to integrate planning and delivery of justice, health, and social services for clients as examples to emulate in a CJC. One participant highlighted efforts by Hamilton correctional officers and local agencies, who co-created specific case plans for clients as an example of effective collaboration. In this instance, clients were referred to shelter beds, which resulted in their having a place to land when exiting the justice system, as well as access to the right services.
- Several participants recommended that pay disparity between different service providers who work together in a CJC should be avoided. When necessary, salaries should be topped up to provide consistency for similar work in similar roles.
- Some participants noted that a CJC should also provide services to clients' personal support systems, as these individuals are often affected by their encounters with the justice system. Participants specifically mentioned daycare and other services for caregivers and family members.
- Several participants recommended no longer referring to this as the Moss Park CJC, but instead choose a more reflective name based on the neighbourhoods it will serve. One table of participants recommended the Downtown East Community Justice Centre as an alternative.
- Several participants raised concerns about the lack of services for youth under 18 in the current model for the CJC. As previously mentioned, if the youth-focused services currently offered at 311 Jarvis are moved to a consolidated courthouse, some expressed there may be increased need for local youth-focused services at the CJC.
- Several participants recommended that the CJC team should include community members and youth. The CJC could also provide employment services.
- Several participants recommended that some clients may be charged and not wish to receive services —strategies should be developed within a CJC to mitigate and respond to this.

## Organizations in attendance

Addictions and Mental Health Ontario	Justice of the Peace - Toronto
Building Roots	Law Society of Ontario
Centre for Addictions and Mental Health	Legal Aid Ontario
City of Toronto	LOFT Community Services
City of Toronto: Shelter, Support & Housing Administration	Margaret's
CMHA Toronto	Ministry of Community Safety and Correctional Services
Concurrent Disorders Support Services	Ministry of Community and Social Services
Connex	Ministry of Community and Social Services: Ontario Disability Support Program
COTA	Ministry of Health and Long Term Care
CRC	Ministry of the Attorney General
Criminal Lawyers Association	Ministry of the Attorney General: Criminal Law Division
Central Toronto Youth Services: New Outlook	Ministry of the Attorney General: Moss Park Overdose Prevention Team
Dixon Hall Neighbourhood Service	Neighbourhood Information Post
Downtown Yonge BIA	Neighbourhood Legal Services
East Metro Youth Services	Office for Victims of Crime
Elizabeth Fry Toronto	Ontario Ministry of Community and Social Services
Fred Victor	PASAN
Garden District Residents' Association	Peacebuilders
Haven Toronto	Regent Park Community Health Centre
HI\$TORY	Schizophrenia Society of Ontario
Houselink	Sound Times
Hynes & Associates	
John Howard Society of Ontario	

SPIDER

Springboard Services

St. Michael's Hospital

St. Michael's Hospital Family Health Team:  
Health Justice Program

Street Health

Swerhun Inc.

The 519

The Salvation Army

The Yonge Street Mission

Toronto Bail Program

Toronto Central Local Health Integration  
Network

Toronto Centre for Community Learning &  
Development

Toronto Public Health: Toronto Drug Strategy

Toronto Police Service

Toronto Police Service: Community Partnerships  
and Engagement Unit (FOCUS Toronto)

Toronto Public Health

Toronto Public Library

United Way Greater Toronto

Women's College Hospital

WoodGreen

YMCA of Greater Toronto

Yonge Street Mission