

# Downtown Nelson Street Outreach Team



## MEET & GREET WITH NELSON BUSINESSES

*SEPTEMBER 8<sup>TH</sup>, 2016*

CHAMBER OF COMMERCE  
MEETING ROOM

# WHY ARE WE HERE TONIGHT?



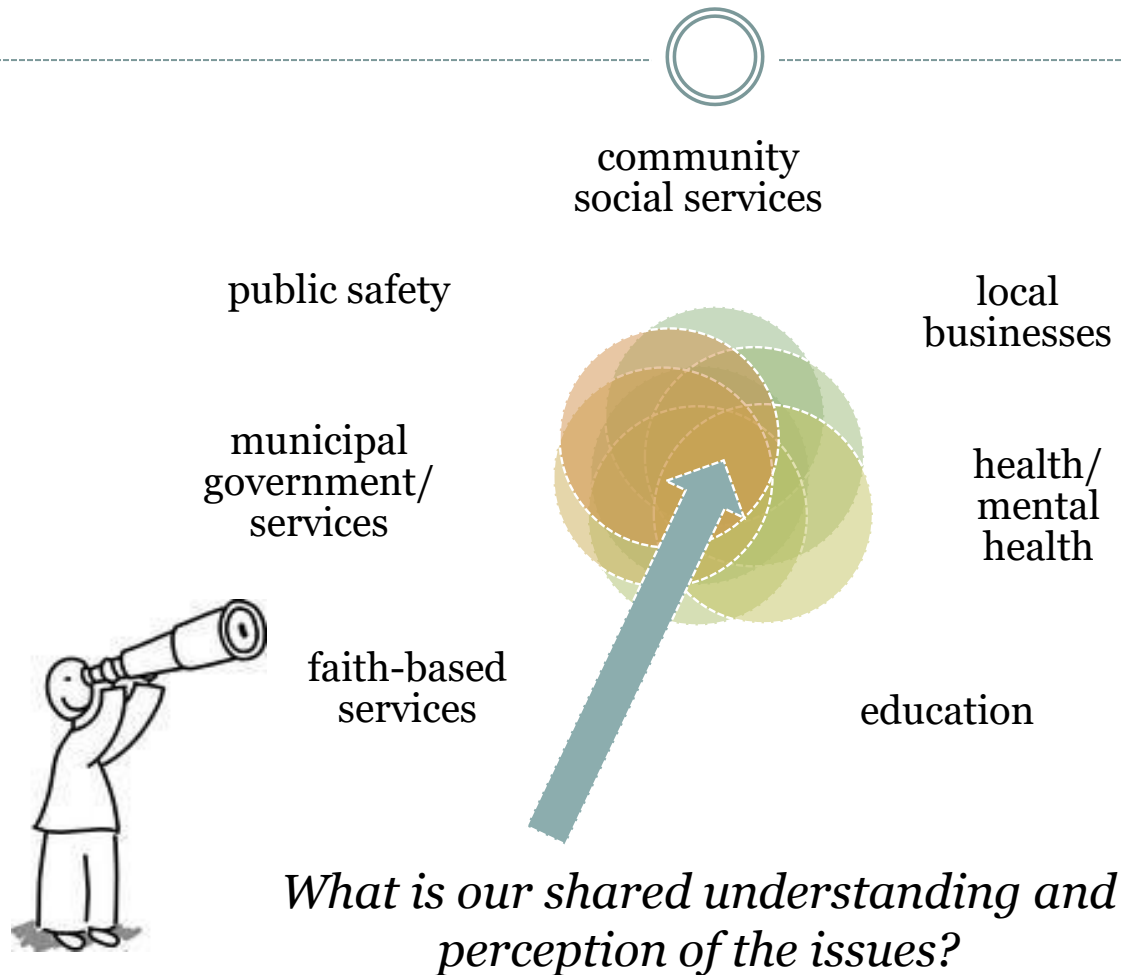
1. Provide background on the Downtown Nelson 'Street Culture' Collaborative
2. Introduce the new Nelson Street Outreach Team
3. Share information about upcoming trainings for businesses on dealing with difficult behaviour
4. Answer any questions you might have
5. Hear how best the Street Outreach Team can support local businesses

# BACKGROUND



- 30+ members from 5 relevant stakeholder groups (police, business, health, social services, local gov't) convened for a first meeting October 1, 2015
- Downtown Nelson 'Street Culture' Collaborative was formed
- Collective Impact: complex social problems can only be addressed effectively by all facets of communities working together. No one sector “owns” the issue, nor can they solve it on their own.

# 'Street Culture' Collaborative



# WHO ARE THE 'STREET CULTURE' POPULATION?



- Not all are homeless
- Use public park areas, rest spots, and other city amenity areas to eat, sleep, socialize
- Many struggle with substance use and/or mental health
- Complex trauma, including unresolved child abuse
- Poor physical health, chronic health conditions
- Barriers to employment
- Hungry, angry, lonely, tired
- Sense of hopelessness; suicide attempts
- Talented, intelligent, insightful, extremely resilient

# A CARING, COORDINATED COMMUNITY RESPONSE



- To improve the ways in which Nelson's 'street culture' population access services and stabilization supports thereby reducing risks to individual and public safety as well as any negative impacts on local businesses often attributed to this population.

# 8 PROPOSED STRATEGIES



1. Street outreach team\*
2. 24/7 Crisis Response Team
3. Formal partnerships and protocols\*
4. Mental Health First Aid Training\*
5. “One Stop’ drop-in centre
6. Temporary work options program
7. Affordable and supportive housing options and regional addictions treatment beds
8. Tracking outcomes\*

\*prioritized strategies

# WHY A STREET OUTREACH TEAM?



- To pilot a promising practice that has worked well in other communities to improve lives, impact crime and public safety, improve relationships among stakeholder groups, and change public perceptions about downtown business areas.



# WHO ARE THE STREET OUTREACH TEAM?



- 2 P/T Street Outreach Workers
- Peers (people with lived street experience)
- Selkirk College Nursing students
- Volunteers

Working closely with police, health-care, mental health and substance use workers, churches, and community social services.

# HOW WILL THEY WORK?



- On the streets ~8 hours/day, Monday-Friday
- Visible presence, wearing nametags/backpacks
- Cover Downtown, Railtown, Safeway/7-11, Lakeside
- Build rapport, connect people to services and supports to meet short- and long-term needs
- Phone number for businesses /public to call
- Continually refining the program model to best meet needs of all stakeholders

# HOW IS THE PILOT PROJECT FUNDED?



Pilot for one year requires \$100,000. To date:

- Nelson Committee on Homelessness (Federal Homelessness Prevention Strategy) \$46,720
- Salvation Army \$30,000
- Local Governments (City, Area E) \$12,000
- Nelson Community Services \$5,000
- Donations from local businesses \$1780
- Rotary Club \$1000
- In-kind contributions (IHA, AFKO)
- [Shortfall \$3,500]

*Thank you to the Nelson Police Foundation, Police Community Fund and the Chamber of Commerce for funding tonight's event*

# HOW WILL WE MEASURE SUCCESS?



## GOAL

1. To assist individuals in the target population make the transition to an improved quality of life.

## IMPACT

1. Individuals in the target population have an advocate and go-to person in the downtown area that can assist them to improve their situation, which may involve leaving the streets/street life.

# HOW WILL WE MEASURE SUCCESS?



## GOAL

2. To increase understanding among community stakeholders about the target population and street-related challenges.

## IMPACT

2. Community stakeholders and the target population experience improved and more supportive relationships.

# HOW WILL WE MEASURE SUCCESS?



## GOAL

3. To identify and address service gaps and systemic barriers for people in the target population.

## IMPACT

3. Safety concerns and other street-related challenges in downtown Nelson are reduced, as individuals in the target population are able to access the resources and supports they need to prevent or mitigate distress that can put them or the general population at-risk.

# UPCOMING TRAINING



- ‘Responding to Challenging Situations’
- Adapted for the business community by Zalika Adamson
- Three 3-hour sessions:
  - September 27<sup>th</sup>, 6-9pm, Expressions Café
  - October 6<sup>th</sup>, 1-4pm, Nelson Chamber of Commerce
  - October 13<sup>th</sup>, 9am-noon, Hume Hotel

Each session will cover the same information.

\$50/participant

To register: <http://street-culture.eventbrite.ca>



**QUESTIONS?**



# WHAT'S IMPORTANT TO YOU?



- What are the most significant challenges that this population presents to you as business owners?
- How do you want the Street Outreach Team to help you?
- In one year's time, what do you (reasonably) want to see different in Nelson in regards to these issues?
- What training or information do you need around these issues?
- (How) would you like to be involved in the Street Culture Collaborative?
- Anything else?