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DATE: October 22, 2009

REPORT TITLE: **NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

FROM: Janet Menard, Commissioner of Human Services  
Janette Smith, Commissioner of Health Services

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## OBJECTIVE

The purpose of this report is to provide council with an update on the Neighbourhood Capacity Support Strategy (NCSS) since its inception November 2007. This report will highlight collaborative accomplishments achieved to-date within identified priority neighbourhoods and also identify three additional neighborhoods' which would benefit from NCSS involvement.

### REPORT HIGHLIGHTS

- Comprehensive neighbourhood capacity support strategies built on best practice community planning principles are currently helping to identify and support constructive, inclusive opportunities for targeted neighbourhood residents.
- In collaboration with community partners and residents, NCSS is a catalyst for positive change.

## DISCUSSION

### 1. Background

In November 2007, Regional Council acknowledged that despite a number of existing community initiatives designed to address community capacity building, there was an urgent need for support to proactively and effectively respond to escalating requests for intervention. To address documented service gaps, the Commissioners of Health Services and Human Services and the Medical Officer of Health partnered to support the creation of NCSS. One regional staff member was originally designated to launch a formal comprehensive neighbourhood capacity support strategy built on best practice community planning principles. Two additional full time staff members have since joined the team and those staff members have the ability to draw on additional occasional regional support when necessary.

We have also established a contract with Rapport Youth and Family Services for the provision of frontline Youth Engagement Workers to work on site with youth and to engage them in their own environment.

Staff are working on the development of a comprehensive, systematic strategy that addresses neighbourhood-specific problems and promotes successful departmental/municipal/agency collaboration.

October 22, 2009

**NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

Requests for targeted neighbourhood support were prioritized to maximize effectiveness and focus was centered on five previously identified, high needs neighbourhoods.

For each identified neighbourhood, the goal of NCSS is to:

- Gather information about the specific communities
- Define the issues
- Obtain neighbourhood approval
- Develop measurable indicators
- Organize project plans, budget, staffing and communication
- Implement the plans
- Monitor, learn, evaluate, change
- Analyze outcome measurements

To date, varying degrees of intervention activities have occurred in designated neighbourhoods based on resourcing limitations, documented urgent need, outside agency involvement and space allocation challenges.

## **2. Current Neighbourhood Capacity Support Strategy Communities**

The systematic, proactive and coordinated approach which was visualized in 2007 has since sprung to life. The NCSS mission is to co-ordinate integrated services that invest in people to enable participation in their community and the economy.

NCSS currently provides services and resources to strengthen community capacity building initiatives. NCSS collaborates with various government and community agencies to address the diverse issues within the identified priority neighbourhoods. See Appendix I - Neighbourhood Capacity Support Strategy Community Partners.

Limited resources and abundant need have resulted in targeted concentrated efforts in two neighbourhoods. At present three of the original five neighbourhoods remain under-resourced. What follows is an outline of current NCSS initiatives by neighbourhood.

### **a) Colonial Terrace (Collegeway and Ridgeway, City of Mississauga, Ward 8)**

- A local planning committee has been formed to identify need and provide a voice for residents. There are over 15 agencies at the planning table.
- An office has been established within a local Peel Living townhouse complex which is utilized as a community hub. The hub is used for a variety of meetings and services which strengthen and support the neighbourhood.
- A well attended open house was held to raise awareness regarding the programs and services available.
- NCSS assisted in organizing a community BBQ which brought neighbourhood residents together to get to know their neighbours and enjoy the event. Residents were involved in planning and execution of the event with the support of NCSS. Over 500 residents participated in this event this year.

October 22, 2009

**NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

- NCSS collaborated with the residents at Colonial Drive and the Collegeway in Mississauga to hold the first ever Black History Month event. The successful community celebration was attended by over 100 people.
- Outreach Employment Services are provided on site three days per week.
- A pilot community based Open the Door program has been successful in addressing specific community needs. The program has broadened its placement opportunities to meet diverse areas of participant interest. The program allows participants to explore their goals and career aspirations by providing them with a valuable paid learning opportunity.
- A food security program called Open Cupboard was established. Since its creation in October 2008 the program has served over 200 local families, 230 Adults and 400 children. The demand continues to grow with new families being welcomed regularly. A partnership was established with Eden Community Food bank.
- Since June 2008, when NCSS actively began working within this community, there has been a decrease in the number of police service calls, from 22 in June 2008 to 7 in April 2009. Also, the type of service call has changed. This is as a result of the successful efforts of the community, residents, Peel Police and NCSS.
- NCSS contracted with Rapport Youth and Family Services for the provision of frontline Youth Engagement Workers to work on site with youth and to engage them in their own environment.
- To build self-esteem, community spirit and a sense of belonging to a community, a "Colonial Young Voice Choir", dance classes and trips have been supported.
- Over the summer period, NCSS supported seven day trips for over 700 children. The trips were to: Pingle's Farm, Royal Botanical Gardens, Blue Jay's Game, African Lion Safari Park, Kelso Park, Bronte Creek Provincial Park, Wild Water Works.
- Supported four trips for 25 young people per trip. The trips for young people were to: Playdium, movie theatre and Blue Jay's Game.
- Collaborating with Safe City Mississauga on a joint project called ASPIRE. The project will provide elementary school students with free tutoring service in their neighbourhood after school by youth from local high schools.

**b) Knightsbridge (Central Parkway and Knightsbridge, City of Brampton, Ward 8)**

- A local planning committee has been formed to identify need and provide a voice for residents.
- NCSS supported and assisted in organizing a community BBQ which brought neighbourhood residents together to get to know their neighbours and enjoy the event. Over 500 residents and 20 community organizations participated in the event.

October 22, 2009

## **NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

- NCSS has facilitated the creation of an outdoor two and a half day summer program in partnership with St. John Fisher and the City of Brampton Parks and Recreation Department.
- NCSS established a community room for neighbourhood usage to conduct neighbourhood outreach work.
- NCSS organized the provision of neighbourhood specific community outreach services from various agencies.
- NCSS contracted with Rapport Youth and Family Services for the provision of frontline Youth Engagement Workers to work on site with youth and to engage them in their own environment.
- NCSS has helped launch an on-site Winter Coat program which collects and distributes winter clothing to neighbourhood residents.
- Supported four trips for 25 young people per trip.
- Summer Fun Program aimed at parents and their children 0-6. The program encouraged parents to come out and enjoy an afternoon of fun activities with their child and have a chance to meet your neighbours.
- Partnering with Bramalea Community Health Centre in establishing a breakfast program.

### **c) North West Brampton (Huronario and Sandalwood, City of Brampton, Ward 6)**

- Peel Public Health has been leading this neighbourhood initiative with some support from NCSS.
- There has been significant, active involvement from local Elementary school Principals, the City of Brampton, Peel Police and various local community agencies and parents.
- The group has been successful in securing funding from Ministry of Education and United Way of Peel.

### **d) Acorn (Eglinton and Hurontario, City of Mississauga, Ward 5)**

NCSS is currently discussing with Ontario Works and local community collaborative table on how to assist them in co-coordinating community engagement activities.

October 22, 2009

**NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE****e) Queen/Kennedy (City of Brampton, Ward 1)**

To date there has yet to be active NCSS involvement in this area but NCSS staff will be beginning dialogue with local residents who have expressed concerns about drugs and prostitution in the area and some preliminary conversations have been held with a member of Regional Council and Brampton Safe City.

**3. Newly Identified Priority Neighbourhoods**

NCSS attended a meeting with City of Mississauga staff and library consultants in the Roche Court area to explore the possibilities of re-establishing/reconfiguring the local library. Also, NCSS staff are currently discussing with City of Mississauga staff the possibility of establishing a shared use facility.

**4. Development of Measurements**

The development of the measurement strategy is being led by Health Services. The two departments have identified proxy indicators to develop measures of community capacity building practice.

Programs and activities identified through the Neighbourhood Strategy could be supported through the coordinated effort between partnering agencies in the collection and standardized reporting of community-related indicators.

The strategy aims to address the need to evaluate long-term impact of the activities and initiatives implemented through the Neighbourhood Capacity Support Project. It is anticipated that the strategy will also benefit partnering agencies by making available for use valid and reliable data to support their work.

**5. Aligned Strategies**

NCSS has successfully collaborated with the United Way of Peel, Success by Six, the Peel Region Poverty Strategy, Peel Newcomer Strategy, Social Planning Council of Peel, Peel Health, Community Investment Strategy and Fair Share in the following areas:

- **United Way of Peel Region's Neighbourhood Development Strategy**  
Neighbourhood Development Strategy arises from concern about the growing concentration of neighborhood poverty in the peel region. Ultimately the goals of the Neighbourhood Development initiative is to address and bring poverty issues to the forefront and engage communities, agencies and various stakeholders to help reduce poverty.
- **Results Based Accountability**  
These discussions will be strengthened by using the Results Based Accountability Framework (RBA), as developed by Mark Friedman, is to move forward on common population level strategies across collaboratives. This initiative is focussed on bringing together community leadership to make the individual efforts of organizations and single collaboratives count for something more at a community-based strategic level.

October 22, 2009

## NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE

- **Collaboration of the Collaborators Project**

The purpose of this Community of Practice is to examine how several collaboratives in Peel Region can maximize supports and identify and address gaps. Through this process, there will be an emphasis on identifying common themes (for example poverty, immigration, neighbourhood development, shared space, and housing) across collaboratives to identify population level outcomes in Peel Region.

As well, the NCSS approach is well aligned with other complementary community engaging strategies within the region and across the province. Connect 2 End Violence is an initiative which includes short and long term measures to combat crime from enforcement to prevention. A website was launched as a hub to connect, people ideas and our community to combat violence and foster a safe and secure environment in the Region of Peel. The strategy was designed to engage citizens in a two way dialogue to understand issues and align relevant, practical, and meaningful actions.

The Peel Youth Violence Prevention Network and Ontario's Roots of Youth Violence Strategy have rallied the community to give youth a chance for a better, safer future by creating youth-oriented support programs and resources. The approach is to focus on addressing the roots of violence where they are the most entrenched and damaging: in neighbourhoods characterized by high concentrations of poverty.

## FINANCIAL IMPLICATIONS

The total 2009 Council approved budget for NCSS is \$460,000 (\$100,000 Health, \$360,000 Human Services). The budgetary impact due to additional program needs will be brought forward as part of the 2010 budget process.

## CONCLUSION

NCSS team will be prioritizing and focusing the work in the Colonial Terrace and Knightsbridge areas to consolidate the current work, and to refine the methodology / model to make sure that the changes taking place are in a positive direction.

NCSS is in the process of adopting a measurement strategy to identify neighbourhood issues through community engagement. This provides the community with an active voice in identifying what their needs are. This approach is critical to the community taking ownership of needs identification, the best approach to solutions, resources and leadership, with support from NCSS.

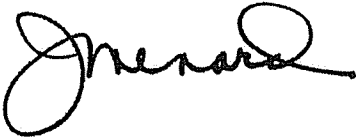
NCSS is continuing to develop a framework that encompasses identifying a targeted (at high-risk) group, promoting community involvement to improve resident well-being and co-ordinating effective service delivery which meets the needs of the individual as well as the community. Have established inter-governmental cooperation and NCSS is continuing to develop and incorporate strategic planning, monitoring and evaluation techniques.

October 22, 2009

**NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

Collaboration with governments and community agencies to address emerging issues within identified communities and groups is taking place to promote integrated planning and delivery of programs and services.

A full, formal strategy document will be prepared for Council's approval in due course. In the meantime, periodic updates will be submitted and those Councillors most directly affected by specific initiatives will of course be kept informed and involved.



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**Approved for Submission:**



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October 22, 2009

**NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

**APPENDIX I**

**Neighbourhood Capacity Support Strategy Community Partners**

<b>IDENTIFIED NEIGHBOURHOODS</b>	<b>COMMUNITY PARTNERS</b>	<b>LEAD AGENCIES</b>
COLONIAL TERRACE	<ul style="list-style-type: none"> <li>▪ Peel Living</li> <li>▪ City of Mississauga</li> <li>▪ Boys and Girls Club</li> <li>▪ Erin Mills Youth Outreach Project</li> <li>▪ Peel Regional Police</li> <li>▪ Dufferin Peel Catholic District School Board</li> <li>▪ Pathway community Programs</li> <li>▪ Peel Public Health</li> <li>▪ Canadian Mental Health Association, Peel Outreach Team</li> <li>▪ Mississauga Parent Child Resource Centre</li> <li>▪ Region of Peel, Human Services</li> <li>▪ Eden Community Food Bank</li> <li>▪ Safe City Mississauga</li> <li>▪ Rapport Youth and Family Services</li> <li>▪ Associated Youth Services of Peel, RAIN &amp; Youth Beyond Barriers</li> <li>▪ Pathway Community Programs</li> <li>▪ Pathway Housing</li> </ul>	Region of Peel Human Services
KNIGHTSBRIDGE	<ul style="list-style-type: none"> <li>▪ Peel Living</li> <li>▪ Region of Peel, Human Services</li> <li>▪ Peel Regional Police</li> <li>▪ Peel Public Health</li> <li>▪ City of Brampton</li> <li>▪ Brampton Safe City</li> <li>▪ Peel District School Board</li> <li>▪ Rapport Youth and Family Services</li> <li>▪ Eclipse Youth Drop In Centre</li> <li>▪ BNRC</li> <li>▪ St. John Fisher</li> <li>▪ CAPREIT</li> <li>▪ Our place Peel, Helping Youth prepare Effectively (H.Y.P.E.)</li> <li>▪ Associated Youth Services Peel, Reaching Adolescents In Need (RAIN)</li> <li>▪ COSTI</li> <li>▪ YMCA</li> <li>▪ JobSkills</li> </ul>	Region of Peel Human Services
ACORN	<ul style="list-style-type: none"> <li>▪ No active NCSS involvement</li> </ul>	Region of Peel Human Services

October 22, 2009

**NEIGHBOURHOOD CAPACITY SUPPORT STRATEGY UPDATE**

**APPENDIX I**

NORTH WEST BRAMPTON	<ul style="list-style-type: none"><li>▪ Peel Regional Police</li><li>▪ Peel Public Health</li><li>▪ City of Brampton</li><li>▪ Brampton Safe City</li><li>▪ Peel District School Board</li><li>▪ Dufferin Peel Catholic District School Board</li><li>▪ Human Services</li><li>▪ BNRC</li><li>▪ Local Community Members</li><li>▪ United Way of Achievers</li><li>▪ Fortinos</li></ul>	Peel Public Health
QUEEN/KENNEDY	<ul style="list-style-type: none"><li>▪ No Active NCSS involvement</li></ul>	Not Yet Determined