

RECOVER Urban Wellness

Support for the Implementation of the Community Safety and Well-being Task Force Recommendations

Recommendation

That the June 30, 2021, Citizen Services report CS00234, be received for information.

Previous Council/Committee Action

At the December 7, 2020, City Council meeting, the following motion was passed:
That Administration work with RECOVER to support ways the well-being research and design work can support the implementation of the Community Safety and Well-being Task Force recommendations, pending presentation and approval by City Council, and provide a report back to Community and Public Services Committee, including information on the advancement of the prototype work.

Executive Summary

RECOVER Urban Wellness is a community collaboration striving to strengthen belonging and six kinds of connections. RECOVER Catalyst Group members reviewed the Community Safety and Well-being Task Force's Safer For All report and proposed a number of implementation actions taking into consideration RECOVER'S Well-being Framework. Fifteen actions emerged from the discussions and many of them rely on sharing resources and expertise between City staff and external partners.

RECOVER has eight prototypes in progress being led by community partners. One of the prototypes, Soloss, has progressed the farthest as it was recently field-tested over six weeks in the Belvedere neighbourhood. Other prototypes are preparing to test in the coming weeks and months. Catalyst members are contributing to three prototypes by discussing research, reviewing ideas for different users' experiences and connecting prototype team members to community support and resources.

Report

On December 7, 2020, Administration presented RECOVER's Well-being Framework (Attachment 1) to City Council and how it targets new areas for change. The work completed through RECOVER is based on the understanding that wellness is about

relationships and connection both within and beyond self. At the heart of RECOVER's Well-being Framework are targeted outcomes based on six kinds of connection to land and ground; body and self; family, friends and community; the sacred (however one defines it); culture; and the human project (one's ability to grow and develop; realize their potential).

RECOVER focuses on people with lived experience of marginalization, using research and empathy to gain insight into what can be meaningfully done to help improve well-being, as well as identifying where the broader system may get in the way.

Supporting the Implementation of the Community Safety and Well-being Task Force Recommendations

In addition to the Work Plan outlined in OCM00567, Safer for All Interim Report - Community Safety, Well Being, Inclusion and Anti-Racism report, Administration has developed, the levers in RECOVER'S Well-being Framework are examples of the types of tools that can be used to make changes. For example, roles of staff can be changed or new roles that focus on well-being and connection can be created. Different data can be gathered and used to tell new stories that deepen understanding and potentially create new knowledge and pathways for solutions. While professional-client interactions are integral to healing from grief and trauma, there is opportunity to involve people from the community (not social service providers) and support them in developing healthy two-way relationships that promote healing and well-being. This work incrementally strengthens our neighbourhoods as places for connection.

The RECOVER Catalyst Group is comprised of community leaders from the post-secondary, non-profit, private, and public sectors. They are networkers, advisors, and funders. Administration engaged with the RECOVER Catalyst Group in a discussion about community well-being and asked for suggestions for six of the Community Safety and Well-being Task Force recommendations that could most benefit from more community involvement and collaboration. RECOVER may complement other task force implementation actions by creating new pathways to safety and well-being that bring people together who normally do not interact with each other and by doing so, help the conditions take hold for a caring and compassionate community. RECOVER's Well-being Framework acted as a well-being lens to build fifteen actionable items that support implementation of the task force recommendations.

The proposed implementation actions (Attachment 2) are intended to increase respect, purpose and connection, and leverage citizen experiences and roles in their communities to improve wellbeing. These actions represent initial thinking and have not been vetted against feasibility or capacity to do the work with existing resources.

Administration will undertake the work to determine which actions will have the greatest impact and align with other implementation actions. RECOVER Catalyst Group members have started identifying external partners with whom to collaborate on the implementation actions.

In summary, some of these implementation actions include:

- prototyping a different interaction with peace officers where a person is given a wellness voucher instead of an infraction ticket
- collaborating with people with lived experience to develop scripts for dispatch workers and to participate in dispatch audits and improvements
- prototyping a community after-crisis-care network that fosters follow up with community-based supports for strengthening one or several of the six well-being outcomes
- exploring data collection methods that are mutually beneficial to the data collector and to the people from whom data is being collected and giving greater credibility to qualitative and experiential information

Update on Advancement of Prototypes

The process of researching, designing small practices, testing them and then evaluating is called prototyping. The primary output of a prototype is a documented and shareable learning, that quickly and inexpensively improves the design of an intervention before spending large sums of money on full program development. Through experimentation, participants better understand the opportunity to intervene and have an impact on well-being, including specifics such as what kind of interactions are effective for whom and under what circumstances.

The RECOVER team is currently supporting multiple prototypes with a variety of partners (Attachment 3). For example, RECOVER is supporting a prototype led by REACH and InWithForward, with support from Edmonton Police Service, called Soloss. This prototype tested ways to connect marginalized individuals to sources of healing, address grief and loss, and build authentic relationships in the community, recognizing that the current crisis response and triage approach does not get at the root causes of dislocation and marginalization. Soloss has completed field testing and the partners are in the process of analyzing the findings. Other prototype partners include:

- the Downtown Business Association, who are prototyping place-making and business networks to improve interactions with marginalized individuals
- Green Violin, a new non-profit affordable housing developer, that is prototyping new ways of engaging neighbours and residents of developments to improve community integration
- MacEwan University, which is prototyping connecting post-secondary students with the well-being framework

Update on Evaluation

Based on the Well-being Framework, the RECOVER team is seeking more meaningful and authentic ways to engage citizens in evaluating their well-being. These new methods seek to enable communities to make sense of and take ownership over their own stories and data, collaborating with the city to foster the conditions for well-being. Local listeners will be testing these new methods in the Alberta Avenue neighbourhood over the course of the summer.

Budget/Financial Implications

In 2018, City Council approved \$1 million for the implementation of RECOVER for 2019 to 2022. Administration will continue to seek partnership funding for prototyping and pilots to supplement City funding. Beyond 2022, Administration is exploring funding options for the 2023-2026 time period.

Corporate Outcomes and Performance Management

Corporate Outcome(s): Edmonton is a safe city			
Outcome(s)	Measure(s)	Result(s)	Target(s)
Improved understanding of when to intervene and what are the most impactful interactions to improve well-being	Number of prototypes tested	2021: 8 2020: 5 2019: 13 2018: 13	2022: 4-5

Attachments

1. Catalyzing Safety and Well-being Through Connections
2. Applying Well-being Thinking to the Community Safety and Well-being Task Force Recommendations
3. RECOVER Urban Well-being Prototypes Report

Others Reviewing this Report

- M. Persson, Chief Financial Officer and Deputy City Manager, Financial and Corporate Services
- C. Owen, Deputy City Manager, Communications and Engagement
- K. Fallis-Howell, Acting City Solicitor