#### **Community Safety and Well-Being Strategy Investments and Municipal Services**

This attachment provides information about 2022-26 Community Safety and Well-Being investments and ongoing Municipal Services that drive Community Safety and Well-Being Strategy outcomes.

#### 2022-26 Investments

The following table provides updates on 2022-26 initiatives, programs and projects that were funded through CSWB funds held within the financial strategies corporate budget to advance CSWB Strategy pillars and outcomes. The funding varies from ongoing, one time, and in some cases funding a portion of a program or service.

	Pillar	Action	Funding Amount	Description
1	Anti-Racism, Reconciliation, Pathways in and out of Poverty, Safe and Inclusive Spaces, Crime Prevention and Crisis Intervention, Well-Being	Community Safety And Well-Being Grant	2022: \$1.59 million (one-time) 2023: additional \$500,000/year for four years	<ul> <li>In 2022, 25 Community Safety and Well-Being grants were awarded to diverse community organizations working on innovative projects to advance Strategy outcomes. Examples include:         <ul> <li>Roots on 6 by the Islamic Family and Social Services Association, which supports arts and culture events that allow diverse community members to share their culture and connect across cultures.</li> <li>Safety Support pilot projects by the Hoarding Disorder Foundation of Alberta. The pilot events provide trauma-informed support for individuals with Hoarded Homes in crisis and at risk of losing housing. A model for customized intervention has been developed including wrap around support teams as well as capacity building and sustainment resources.</li> <li>Youth Empowerment and Support Services (YESS) to expand the NEXUS 24/7 Sleep Shelter. In addition to more spaces, a new approach and resources have enabled increased staff understanding about skills and capacities a youth arrives with, to build on those</li> </ul> </li> </ul>

				skills and customize work with youth in a trauma-informed manner.  In Q4 2023, the next CSWB Grant intake will open to support additional projects.
2	Anti-Racism	Anti-Racism Strategy	2022: \$2.0 million (one-time)	<ul> <li>Funding supported the development of an Advisory Panel that has been convened to recommend the structure, scope, and resource requirements for an Independent Anti-Racism Body. Administration is also re-aligning resources to create a new High Level Office for Anti-Racism by Q4.</li> <li>An Anti-Black Racism Action Plan is being finalized with community, building on the What We Heard report. The City will provide a comprehensive response in fall 2023.</li> <li>The City and Community partners are piloting an internship for equity-deserving youth within Council offices.</li> </ul>
3	Anti-Racism	Anti-Racism Grant	2021: \$1.4 million (one-time) 2023: additional \$1.2 million/year for four years	<ul> <li>Of the \$1.4 million allocated in 2021, \$195,000 was utilized for honorariums and engagement in 2021 and 2022.</li> <li>As well, \$1.17 million in grants were awarded to support local initiatives and activities that promote anti-racism approaches to community safety within four areas: community justice, mental health, employment, and social participation.</li> <li>Grants supported programs such as the African Canadian Civic Engagement Council's 'Women and Gender Based Violence Prevention Program', Edmonton Mennonite Centre for Newcomers' Rainbow Home: Addressing Racism and Homophobia to Create a Safe and Welcoming Edmonton for LGBTQ+ Newcomers and Edmonton Federation of Community Leagues' Creating Intercultural/Anti-Racism Dialogues in Edmonton Community Leagues project. The remaining \$31,000 has been carried forward to be allocated in future years.</li> </ul>

				\$1.2 million per year will be awarded on a multi-year basis starting in 2023.
4	Reconciliation	Indigenous Framework	2022: \$811,000 (ongoing) for 7.0 FTEs *CSWB-funded portion	The City's Indigenous Framework Corporate and Department Teams continue to meet regularly and work on action plans. With the presentation of the City's MMIWG2S+ Action Plan and Truth and Reconciliation Municipal Response Plan, Administration will work together to ensure alignment on internal efforts.
5	Reconciliation	Indigenous Led Encampment Outreach	2022: \$900,000 (ongoing)	This outreach team is in the process of being identified and will be responsible for the delivery of Indigenous cultural services, frontline services, outreach, support and housing services to Indigenous people experiencing homelessness and living in encampments.
6	Reconciliation	Indigenous Led Shelter	\$2022: 1.0 million (one-time)	The City is advancing concept planning and working with Indigenous-led community partners to develop the project scope and outcomes and to complete a functional program and a site location analysis in Q4 2023.
7	Reconciliation	kihcihkaw askî (Sacred Land)	2023: \$182,000 2024: \$184,000 2025: \$186,000 2026: \$188,000 (ongoing)	Sacred Earth will create a permanent accessible urban Indigenous traditional healing and cultural centre for all people within the city, eliminating the need to travel to attend spiritual / cultural events. Construction on the project has finished and final landscaping updates will be completed as weather allows. The City has partnered with the Indigenous Knowledge and Wisdom Centre (IKWC) to operate kihcihkaw askî. A grand opening is being planned for September 2023. Both federal and provincial partners have been approached to support this transformational initiative.
8	Reconciliation	Truth and Reconciliation Municipal Response Plan	2023: \$1.1million 2024: \$1.4 million 2025: \$1.0 million 2026: \$1.0 million (ongoing)	The City of Edmonton is developing and implementing a Truth and Reconciliation Municipal Response Plan to address the Calls to Action where the City has responsibility and opportunity to advance reconciliation. The plan will follow a similar structure to the MMIWG2S+ Municipal Response and be organized around four categories: awareness, addressing, resurgence and

				advocacy.  Funding has supported:  • \$100,000 for Residential School Monument  • \$350,000 for Grandin Government Centre Renaming  • \$500,000 Event and Community Sponsorships (including Indigenous Games)  • \$25,000 Fire Pit at City Hall  • \$100,000 Indigenous Framework Implementation for each Department  • \$25,000 Indigenous Framework Annual Gathering  • \$40,000 National Day for Truth and Reconciliation
9	Reconciliation	Missing and Murdered Indigenous Women and Girls (MMIWG2S+) Municipal Response Plan	2023: \$1.0 million 2024: \$1.3 million 2025: \$1.3 million 2026: \$1.3 million (ongoing)	Reclaiming Power and Place: The Final Report of the National Inquiry into Missing and Murdered Indigenous Women and Girls (2019) revealed that persistent and deliberate human and Indigenous rights violations and abuses are the root cause behind Canada's staggering rates of violence against Indigenous women, girls and 2SLGBTQQIA+ people. In response, the City is undertaking actions that address the Calls for Justice related to the City's policies, programs and services. Development is underway, including timeline and budget requirements which will include short-, medium-, and long-term actions under the themes of awareness building, addressing underlying causes, and Indigenous resurgence. A grant program is also currently in development with the aim of launching the grant in Q4. The program will be announced on a City of Edmonton webpage when available.
10	Well-Being, Safe and Inclusive Spaces	The City of Edmonton Community Investment Operating Grant	2021-2022: \$3.75 million/year for two years	This grant provides operating assistance to Edmonton's non-profit organizations. 2021 and 2022 grants have been disbursed to various community organizations. 2023 grant applications are currently being reviewed and were funded via tax levy rather than Community Safety and Well-Being.
11	Well-being	Edmonton Public Library's Sing, Sign,	2022: \$200,000 (one-time)	This funding increased support to families with children from birth to age three by helping children develop the literacy skills

		Laugh and Learn program		they need in the critical early years. With the funding, from June 1st to September 30 2022, EPL was able to offer an additional 276 classes to 3,370 participants/families at 28 locations.
12	Well-Being, Poverty, Anti-Racism, Reconciliation	RECOVER Urban Wellbeing	2022: \$250,000 (one-time) 2023: \$350,000 (ongoing)	The funding was used to support several prototypes (including Soloss as a compliment to employee assistance programs at frontline social service agencies); to host critical design ethnography workshops for City staff and social service agency staff; to support the Catalyst group (diverse community leaders that support RECOVER); and to deepen understanding of Indigenous perspectives on wellbeing and ethical space making.

13	Well-Being	Living Hope Suicide Prevention Plan and Community Mental Health Action Plan	2022: \$1.3 million (ongoing)	Living Hope and the Community Mental Health Action Plan are collaborating on the development of a renewed suicide prevention implementation plan and a comprehensive strategy for community mental health.  2022 funding provided support for various community mental health and addictions initiatives such as:  CMHA Distress Line Volunteer Training Radius Community Health and Healing Inhanced Drug Poisoning Outreach Momentum Walk-In Counselling Society's Counselling Program Council of Canadians of African and Caribbean Heritage Mental Health and Hip-Hop Music program Support for two staff positions for Boyle Street/Streetworks Drug Poisoning Dashboard Coordinator Islamic Family and Social Services Association Family Youth Mental Wellness Lead  2022 funding was also used to support planning work for the development of an Edmonton Strategy for Community Mental Health, Community-led Governance Model and renewal of the Edmonton suicide prevention implementation plan (formerly Living Hope), as well as part of project team staffing costs for CMHA-ER and United Way.  2023 funding has been used to support various suicide prevention activities including no-cost suicide prevention training and community initiatives such as Momentum Walk-In Counselling Society Anchor Men's Group and Hoarding Disorder Foundation of Alberta Support Group.
14	Well-Being	Extreme Weather Response	2022: \$1.0 million (ongoing)	The City of Edmonton's Extreme Weather Response implements City Policy C620 to ensure the health and safety of all Edmontonians, particularly those who are vulnerable to extreme weather conditions. When activated the City's extreme weather

				response supports the collaborative multi-agency efforts, including extreme weather bus routes, outreach on ETS, and water stations during extreme heat, that are required to ensure that vulnerable people experiencing homelessness have options that safeguard them from dangerous weather conditions. The ongoing funding ensures the consistent, orderly and reliable implementation of the extreme weather policy and associated activities.
15	Well-Being	Drug Poisoning Response	2022: \$25,000 (Narcan Supply) (one-time) 2023: \$370,000 2024: \$412,000 (ongoing)	2022 funds were used to purchase Narcan kits. 2023 funding will support work on two City Council motions exploring a drug checking program and developing recommendations to reduce drug poisoning injuries and deaths in Edmonton. Targeted engagement began in March 2023 and is ongoing.
16	Well-being	Kids Kottage	2023-26: \$300,000/year for 4 years	Operational funding is being provided to Kids Kottage to support the programs offered and help increase the number of families served.
17	Safe and Inclusive Spaces, Pathways in and Out of Poverty, Well-Being	Edmonton Community Development Company (ECDC)	2022: \$280,000 (one-time)	The \$280,000 subsidy offset operational expenses and prioritized projects on lands where land purchase agreements have been completed with the City of Edmonton. Examples of work in 2022 include:  • Contracting a project manager to support development of the ArtsCommon 118 project  • Looking for partners to support land development projects based on results of community engagement  • Relaunching the website to focus on their developments  ECDC identified that the development of a new strategic plan would start in the fall of 2022, which will focus on revitalizing Edmonton's core neighbourhoods through the development of land purchased from the City of Edmonton, building new homes for families on formerly derelict properties and ongoing support of the McCauley Development Cooperative.

18	Safe and Inclusive Spaces	REACH Neighbourhood Organizing Initiative	2023-26: \$350,000 (multi-year)	This funding supports communities in the development of neighborhood community safety strategies and councils, convening stakeholders, co-design of infrastructure, networks and safer spaces, and capacity building to help communities sustain safety projects on their own.  2023-26 funding will support initiatives including: Chinatown Safety Council, Safer McCauley, Downtown Community League, as well as the neighbourhoods of Inglewood, Woodcroft, Prince Charles, Leefield, and Alberta Avenue District. Additional projects that support preventive approaches to community safety and help develop grassroots community leadership are included as they emerge. Safer McCauley currently remains active sharing community resources with stakeholders, engaging on social media, and keeping its contact database up to date. A new McCauley Community League board of directors will be elected in June and re-igniting the safety council will be explored following this.
19	Safe and Inclusive Spaces	Transit Safety	2022: \$1.7 million (one-time)	In February 2022, Edmonton City Council approved the enhanced Transit Safety and Security Plan which outlines a set of actions to further improve safety and security in public transit spaces throughout Edmonton. Initiatives funded through this include: expanded COTT by adding 3 additional teams for 3 years (which include 3 Transit Peace Officers and 3 Outreach Workers), allocation of a project director to oversee operations, addition of an Outreach Coordinator to the Social Development branch, an additional vehicle for COTT and two Sergeant positions for Transit Peace Officers.

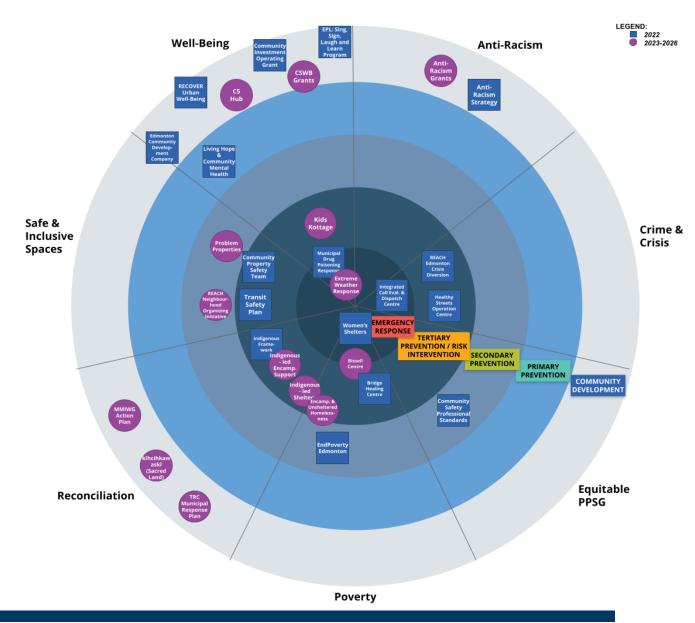
20	Safe and Inclusive Spaces	Problem Properties	2022: \$915,000 (one-time) 2023: \$1.12 million 2024 \$1.2 million (ongoing)	The Problem Property Initiative addresses highly problematic occupied and unoccupied properties in Edmonton that generate frequent and serious complaints and/or safety concerns. The coordinated efforts of multiple City departments, Alberta Health Services, the Edmonton Police Service, and the Government of Alberta present a united and consistent approach to the complex issues associated with problem properties. In 2022, funding was used for staffing a dedicated centralized office to address problem properties that included a Program Coordinator, 4 Municipal Enforcement Officers, a Neighbourhood Resource Advisor and Analyst. A Data Scientist also provided data support around public safety. Hiring difficulties resulted in the Community Safety Liaison position only being filled in November. The remaining will be either carried forward to 2023 to complete several projects including the website, tenant and landlord toolkit, data collection and public facing dashboards and information / engagement sessions with communities regarding problem properties or has been released.
21	Safe and Inclusive Spaces	Community Property Safety Team	2022: \$850,000 (one-time)	The Community Property Safety Team is a pilot project that was developed in the first quarter of 2022 to address the worsening problem of fires occurring in unsecured vacant properties. It is a joint initiative between Edmonton Fire Rescue Services and the City of Edmonton's Community Standards and Neighbourhoods Branch. The pilot will run from April 11, 2022, to the end of 2023. Three people were hired to assist with this program. Thus far they have engaged with a total of 531 properties through discovery, referral or complaint.
22	Pathways in and out of poverty, Well-Being	Bridge Healing Centre	2022: \$290,000 (one-time)	The Royal Alexandra Hospital, in collaboration with the Jasper Place Wellness Centre, has opened a one-year Bridge Healing Centre pilot project. The site will be operational until April 30, 2024 and help individuals who are experiencing homelessness meet their basic needs while working towards obtaining permanent housing.
23	Pathways In and	Women's Shelters	2022: \$880,000	Funding supported SAGE Seniors, Wings of Providence Society,

	Out of Poverty, Well-Being, Crime Prevention and Crisis Intervention		(one-time)	Edmonton Women's Shelter Ltd and Catholic Social Services to support programs in the areas of mental health supports, cultural supports and nursing services. The Alberta Council of Women's Shelters received funding to provide support for individuals and families with precarious immigration status and precarious housing situations, working in cooperation with the Women's Shelters.
24	Pathways in and out of Poverty, Crime Prevention and Crisis Intervention	REACH 24/7 Diversion	2022: \$250,000 (ongoing)	The 24/7 Crisis Diversion program contributes to addressing issues of poverty, mental health, and addiction by helping people in crisis connect with the best available resources to support their needs. \$250,000 in funding was used in 2022 to enhance 24/7 Diversion team capacity to accommodate for increased demand during cold weather months (Nov 2022-April 2023). Funding further supported the co-develop process for the new data management system and app. REACH continues to engage additional community partners in the co-development of the expansion, including onboarding additional steering committee members and co-developing evaluation with partners and people with lived experience.
25	Pathways in and out of Poverty	EndPoverty Edmonton (EPE)	2022: \$2.1 million (ongoing)	EndPovertyEdmonton advances system and policy changes that will help to eliminate poverty in Edmonton from the root level by coordinating innovative partnerships and developing collaborative approaches that will significantly impact poverty. Some ongoing initiatives include working with the early learning and care community to design, promote, and build an integrated system of high-quality, inclusive, and affordable early learning and care in Edmonton; partnering with the Indigenous Circle, the Indigenous community, and the City of Edmonton on the development of an Indigenous Culture and Wellness Centre in Edmonton; working to identify strategies to address the impact of racism to eliminate poverty; and several initiatives in which EPE brokers partnerships between people, community organizations, government, educational institutions, and industry to develop innovative approaches to creating good jobs for Edmontonians facing barriers to employment.

26	Pathways in and out of Poverty, Safe and Inclusive Spaces	Encampment and Unsheltered Homelessness	2023: \$250,000 (one-time) (Prototyping) 2024 \$1.2 million (ongoing) (Clean-up)	In support of the Enhanced Encampment Response Action Plan, funding supports ongoing encampment clean-up starting in 2024 and the development of prototypes based on lived experience engagement.  Prototype development is underway focused on the following areas:  1) How might we increase access to healthcare services for individuals living in encampments?  2) How might we create the conditions for encampment occupants to keep their encampments clean while waiting for housing?  3) How might we reduce the probability of encampment fires?  4) Testing the Soloss prototype with encampment occupants (trauma and loss)  5) A Solutions Lab on encampments supported by Canada Mortgage Housing Corporation (CMHC)  Within the clean and safe prototype, contractors will provide individualized, human-centred support to individuals on the Active Priority List residing in low-risk encampments while working on securing housing. Contractors will complete on-site check-ins with encampment residents at least once a week to ensure their encampments are clean and safe. During each check-in, teams will go through the Clean and Safe Encampment Checklist and ensure that all standards are being met or create a plan to remedy the concern.
27	Pathways in and out of Poverty, Well-being	Bissell Centre	2023-26: \$500,000 (ongoing)	Funding covered operating costs that support the organization to provide connections to individuals and families to have sustainable livelihoods, secure housing, and meet their basic daily needs.
28	Pathways in and out of Poverty, Well-Being	Continuing Subsidies for C5 North East Community Hub	2023-26 \$300,000/year for 4 years	Operational funding has been provided to the C5 Community Hub for 2023 to ensure integrated social supports to children, youth and families in the Northeast community are available and are culturally appropriate to help achieve a poverty free community.

29	Crime Prevention and Crisis Intervention	Integrated Call Evaluation and Dispatch Centre	2023: \$1.5 million 2024: \$2.1million (ongoing)	The Integrated Call Evaluation and Dispatch (ICED) Project commenced in May 2022. To date, the ICED Project has created a governance structure, steering committee and working groups; undertaken extensive stakeholder consultation with community and other agencies across Canada; created multi-agency call pathways to ensure that the right partnered response to ensure the best community and individual outcomes is achieved; and completed a business case. Properties have also been viewed to identify an integrated dispatch facility. ICED will commence operations in 18-24 months.
30	Crime Prevention and Crisis Intervention	Healthy Streets - Operation Centre (HSOC)	2023: \$2.0 million 2024: \$2.9 million (multi-year) *City portion	HSOC is an opportunity for deeper, consistent collaboration to address general crime and disorder in a focused geographic area (113 St - 79 St / 118 Ave - 97 Ave). HSOC utilizes an integrated systemic approach between the Edmonton Police Service, City of Edmonton Administration, the Province, Alberta Health Services and partner organizations. To date, 22 FTE Peace Officers, 3 Fire Rescue FTES, and 2 Community Safety Liaisons have been hired to support HSOC.
31	Equitable Policies	Community Safety Professional Standards	2022: \$415,000 (ongoing)	The Community Standards and Neighbourhoods Branch is working on modernizing the workforce through building a professional standards and subject matter specific training area for the branch. This area will oversee the peace officer professional standards investigations and policies, as well as the upkeep of their professional designations and recertifications in training. A Development and Logistics Coordinator has been hired and an internal audit process will begin shortly.

This graphic maps Community Safety and Well-Being investments according to Strategy Pillars and the Continuum of Action.



#### **Remaining Community Safety and Well-Being Funds**

Annual amounts (in thousands)	2021	2022	2023	2024	2025	2026
Fall 2020 SOBA	\$5,500	\$11,000	\$11,000	\$11,000	\$11,000	\$11,000
Fall 2021 SOBA	-	\$10,943	\$10,943	\$10,943	\$10,943	\$10,943
Transfers from FSR/Carryforwards	1	1	\$2,100 <sup>1</sup>	\$6,623	1	-
Total Available	\$5,500	\$21,943	\$24,043	\$28,566	\$21,943	\$21,943
2021 Fall SOBA Allocations	\$5,500	\$13,530	\$3,250	\$3,250	\$3,250	\$8,413
CSWB Update May 2022 (OCM00991 Attachment 1)	-	\$8,413	\$12,391	\$14,644	\$5,903	\$5,903
2023-2026 Operating Budget Approved Service Packages	-	-	\$3,398	\$8,717	\$8,080	\$8,087
Adjustment to Encampment Response SP - City Manager Memo	-	-	\$250	(\$250)	-	-
REACH - Neighbourhood Organizing Initiative service package (Jan 31, 2023 Council Meeting)	-	-	\$350	\$350	\$350	\$350
Total Allocated to date	\$5,500	\$21,943	\$19,639	\$26,711	\$17,583	\$17,590
Total Available as at July 4, 2023	\$nil	\$nil	\$4,404	\$1,855	\$4,360	\$4,353

<sup>&</sup>lt;sup>1</sup> Note: \$2.1M was reallocated within Financial Strategies to be specifically designated for CSWB purposes. This is within the CFO delegated authority and does not require a motion of Council (per Section 13 (b) of the City Administration Bylaw 16620 and line 41 of the Common Authority Chart)

#### **Municipal Services**

This table outlines ongoing, municipally delivered services that drive Community Safety and Well-Being Strategy impact and outcomes.

Pillars	Municipal Service	Service Examples	
Well-Being, Equitable Policies, Safe and Inclusive Spaces	Recreation and Cultural Programming Service is a public service providing recreation, cultural and leisure programming for program participants with diverse needs, abilities and interests	<ul> <li>Attractions - operation, animation and programming for City attractions</li> <li>River Valley Parks - programming, operations and animation of river valley parks and facilities</li> <li>Recreation and Sport Centres - operation, programming and animation of recreation and sport spaces</li> </ul>	
Well-Being, Equitable Policies, Safe and Inclusive Spaces	Recreational and Sport Facility Access Service is a public service providing access to recreational and sport facilities	<ul> <li>Community Centres - operations and management of community and seniors centres</li> <li>Golf Operations and Programming - municipal golf courses</li> <li>Stadiums and Sports Fields - operation, programming and animation</li> </ul>	
Safe and Inclusive Spaces, Crime Prevention and Crisis Intervention	Bylaw and Provincial Act Enforcement Service is a public service providing bylaw and provincial act enforcement.	<ul> <li>Bylaw and Provincial Act Enforcement provides protection for the health, safety and welfare of Edmontonians by promoting compliance with our community standards, provincial acts and bylaws</li> <li>Bylaw Dispatch - public subservice providing call evaluation, dispatch and coordination intended to support bylaw compliance</li> </ul>	

Well-being, Safe and Inclusive Spaces	Community and Neighbourhood Services is a public service providing community and neighbourhood supports	Community and Neighbourhood Capacity Building for local leadership, community involvement and prioritization of community and neighbourhood needs using community and neighbourhood development approaches		
Pathways in and out of Poverty, Well-being	Community Safety Service is a public service providing a community safety approach to communities and neighbourhoods	Community Safety Clean Up provides collaboration with Edmontonians and the administering of programs to reduce litter, prevent graffiti and collect needles to keep the city clean, safe and attractive.		
		Community Safety Prevention and Response provides identification and response to community safety incidents in collaboration with Edmontonians, businesses and organizations		
Pathways in and out of Poverty, Anti-Racism, Reconciliation, Well-being	Affordable Housing & Homelessness Service is a public service providing affordable housing and services to address homelessness.	Housing provides financial and project development support to organizations that deliver housing, programs and services to people in need of affordable housing and homelessness services. For 2023-26, City Council has approved approximately \$170 million in funding for housing and homelessness prevention.		
Reconciliation, Anti-Racism, Pathways in and out of Poverty, Well-Being	Community Granting Service is a public service providing funding and community granting.	Community Grants and Funding provides grants and funding to organizations, community groups/agencies to support and advance programs and services that align with City goals and outcomes.		
		Family and Community Support Services (FCSS) is a partnership with the provincial government. For 2023-26, over \$20 million in FCSS funding has been awarded annually to community organizations to work on primary and secondary preventive social services to support the following		

		priorities - healthy social emotional development, positive mental health, healthy relationships, and poverty reduction & homeless prevention. The overall outcome is to increase social inclusion and equity through these programs and services, community development initiatives and social infrastructure initiatives . The FCSS program also supports capacity building, evaluation, learning opportunities and intentional relationship building to build a stronger, more connected social services sector in our community.		
Well-Being, Pathways in and out of Poverty, Anti-Racism, Reconciliation	Intergovernmental and Institutional Coordination Service is a supporting service providing external relations, intergovernmental and institutional coordination services.	Indigenous Relations provides intergovernmental relations, consultation, community development, support, engagement and planning with Indigenous communities and leading key priorities around reconciliation		
Well-Being, Pathways in and out of Poverty, Anti-Racism, Reconciliation	Social Systems Navigation and Support Service is a public service providing care and support for individuals facing barriers and coordination with partners to address social issues and advance systems change.	Individual Care provides support to individuals experiencing vulnerabilities and facing barriers through education, advocacy, referral to resources, and targeted collaboration with community partners, businesses and government. For example, the Financial Empowerment Program connects Edmontonians living on a low income to resources, education and information needed to reach financial stability and security.		