



COMMUNITY SUPPORT ACTION PLAN

#	Program and/or Initiatives	Timeline	Contributing Agencies	Recommended Action(s)	Anticipated Outcome(s)	Status
1. Improve system navigation and coordination						
	Knowledge translation to community members regarding services and supports	Mid 2022		Create an easy reference guide for services and supports 'you are here' posters downtown	Up to date resources for those seeking supports Up to date resources ("Who to Call") for business owners and academic institutions in the downtown Improved use of services, decreased loitering in inappropriate spaced downtown Improved sense of belonging and connection for those living in poverty	
	Public washrooms	Mid 2022		Increase public washroom access	Improved safety and sanitation in downtown core	
	Drop in Centre	Mid 2022	City of Brantford	Create a dedicated drop in/daytime resting space	Improved safety downtown Increased access to services for those in need	
		Late 2022	City of Brantford	Build out the drop-in space to include a regular presence of partners including indigenous service organizations	Simplified point of contact Improved access to cultural supports	
		2023+	City of Brantford	Implement a permanent location with sustainable funding and operational model that is built into annual budgets	Client-centered approaches that are flexible to meet the 'hardest to reach' Lessen barriers to services Improved system navigation	



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2. Increase housing supply						
	Community awareness campaign	Late 2022		Develop and implement an anti-stigma campaign targeted to the community at large	Better understanding and sensitivity towards vulnerable populations Minimized opposition to subsidized housing builds Increased participation in subsidized housing programs	
	Landlord engagement strategy	Late 2022		Create a landlord mediation and liaison resource Increase landlord engagement to increase participation	Increased participation in subsidized housing programs Less evictions	
	Advocacy				To be considered as issues arise Not a priority heading into 2022	

#	Program and/or Initiatives	Timeline	Lead Contact(s)	Recommended Action(s)	Anticipated Outcome(s)	Status
3. Coordinated System						
	Collaborative training opportunities	Late 2022		Train a Critical Time Intervention team that includes representatives from multiple organizations.	Improved system navigation for clients. Consistent approaches Improved communication between agencies	
	Knowledge sharing	2023+	City of Brantford	Create a data sharing agreement between agencies across sectors	Improved knowledge translation and coordinated responses to local issues	



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	Coordinate care for complex clients	2023+	City of Brantford	Include physical health, mental health, and social services agencies in coordinating services and supports for complex clients who are being discharged from the hospital.	Less use of emergency services Improved access to appropriate services and supports Improved access to health care Increased financial stability	
4. Cultural inclusivity						
	Indigenous engagement	ongoing	City of Brantford	Ongoing, transparent, authentic engagement with indigenous stakeholders to inform and co-create appropriate responses to local issues.	Solutions that reflect urban indigenous needs and provide services in that are culturally sensitive.	