

FROM IMPLEMENTING A DATA TRUST TO.....

LEVERAGING EXISTING DATA INFRASTRUCTURE & ENHANCING COMMUNITY SAFETY AND WELL-BEING IN WINDSOR-ESSEX

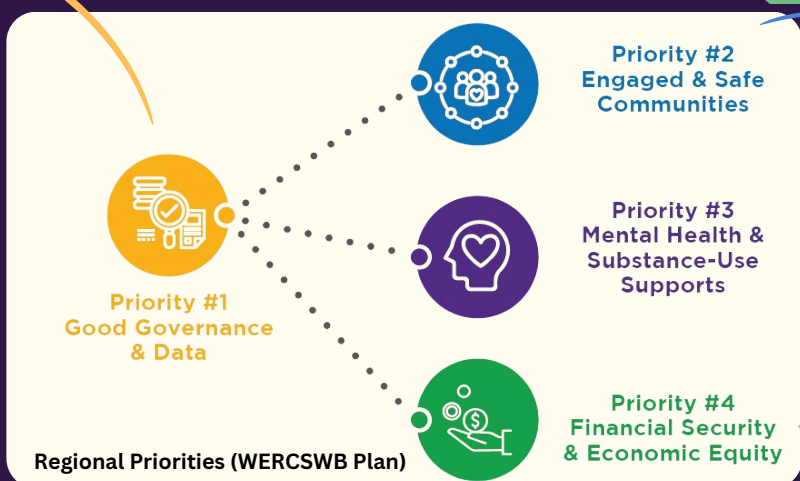
This project, executed in collaboration with the City of Windsor (Social Policy & Planning) builds on the Windsor Essex Regional Community Safety and Well-being (WERCSWB) Plan. Initially focused on creating a data consortium to address affordable housing, after ongoing consultations and iterative feedback with City and Housing Stakeholders, the project pivoted to address two objectives that align with the regional priorities of the WERCSWB Plan of Good Governance and Data & Engaged and Safe Communities.

Objective: Understanding & Enhancing the Homeless Individuals and Families Information System (HIFIS) User Experience

What is HIFIS?
A Federally designed data collection & case management system. Its primary purpose is to enhance understanding of community homelessness via streamlined housing-related data.[1]. In Windsor-Essex, 11 organizations use it, with over 200 active users.

PROJECT OBJECTIVES & ACTIVITIES

Derived from WERCSWB Regional Priorities



1 DOCUMENTING THE HIFIS USER EXPERIENCE IN WINDSOR-ESSEX

2 CREATING A COMMUNITY SAFETY & CRIME PREVENTION WALK TOOLKIT

Activity: Developing & Implementing a Neighbourhood Community Safety and Crime Prevention Walk Toolkit.

What is a Community Safety & Crime Prevention Walk?
A Neighbourhood Safety and Crime Prevention Walk is an organized event designed to educate community members on micro level crime prevention strategies, foster a sense of community, and enhance the safety of the neighbourhoods.

OBJECTIVE & METHOD: To explore and assess data literacy levels, needs, gaps, and organizational capacity for utilizing HIFIS in Windsor-Essex, a six-section **HIFIS user experience survey** was distributed online via REDCap to all HIFIS users in Windsor-Essex.

GOAL: To identify what is and isn't working, training needs, and ways to enhance the database's usability for current/future users.

OBJECTIVE: To develop a comprehensive guide for planning and implementing Neighbourhood Safety and Crime Prevention Walks, offering customizable templates and step-by-step instructions for municipalities, police, and facilitators.

WHO PARTICIPATED?
46 people completed the survey

Most respondents were General Case Managers (56.5%) or Super Users (26.1%).

Respondents were from 10 organizations, with the largest proportion employed at Housing Information Services and Welcome Centre Shelter for Women and Families.

General Case Managers: Provides case management support for clients at place of employment.
Super Users: Designed staff at each service provider that uses HIFIS. Has a supervisory role & additional HIFIS rights.

KEY SURVEY FINDINGS

HIFIS TRAINING NEEDS
Everyone received HIFIS training, most over 1yr ago
Needs vary by user type:

- Case Managers want training on **troubleshooting** common issues or challenges
- Supervisors want advanced training on **data analysis capabilities**.

Respondents suggested that HIFIS proficiency could be improved through regular, interactive training sessions, preferably in-person, featuring practical exercises and troubleshooting.

CAPACITY, GAPS & SUGGESTED IMPROVEMENTS
HIFIS is used for:
 ✓ Information Sharing
 ✓ Collaboration
 ✓ Tracking Client Interactions
 ✓ Updating Case Management
 ✓ Reporting statistics

Organizational capacity to utilize HIFIS and manage housing data was **generally deemed effective**.

Supervisors noted **limited functionality/features and data synchronization issues**

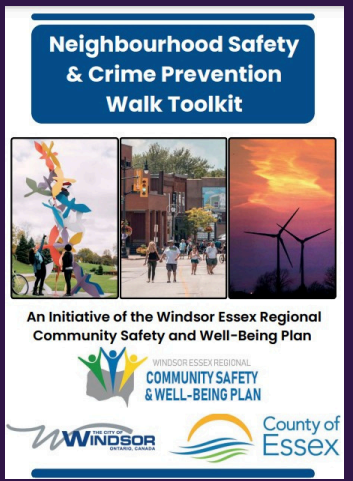
Case Managers identified **slow or inefficient performance** as a primary challenge

Respondents highlighted the **need for customizable reporting**, improved performance, reduced errors, increased accessibility, and better navigation and collaboration between community partners to increase the effectiveness of using HIFIS.

Findings offer insights to tailor HIFIS training & system improvements to enhance effectiveness and usability in managing clients and addressing homelessness in Windsor-Essex.

How did this initiative develop?

As part of WERCSWB Regional Priority #2, an identified activity was to promote safe, healthy, and connected neighbourhoods and communities, and to promote community-led projects and initiatives to help increase feelings of safety, strengthen social capital with neighbours, and promote ongoing, sustainable engagement within communities.



The toolkit serves as a valuable resource to improve community safety and foster a more connected community.

TOOLKIT CONTENTS
Clear and detailed overview of the entire process, from planning to execution and follow-up. It includes:

1. Background Info on the Walks & their importance
2. Objectives & Goals of the Walk
3. Detailed Guidance on Planning The Walk: identifying key stakeholders, the route, and promotion.
4. Tips & Best Practices for During the Walk: pre-walk briefings, observation points, engagement activities.
5. Instructions for Follow-Up Actions After the Walk: debriefing highlights, developing an action plan, communicating and evaluating effectiveness.
6. Appendices: Additional support for the facilitator, such as handouts, visual aids, and feedback forms.

GOALS OF NEIGHBOURHOOD SAFETY & CRIME PREVENTION WALKS

- Educate residents
- Improve community relations
- Promote Crime Prevention Through Environmental Design (CPTED)
- Building Rapport

CPTED) is a proactive approach that involves the proper design and effective use of the built environment to make spaces more functional and appealing, which naturally discourages criminal activity and improves safety and well-being.

In addition to creating the toolkit we hosted an event to showcase the Toolkit to stakeholders & partook in a Safety Walk!



LEARN MORE

Check Out Our Neighbourhood Safety & Crime Prevention Walk Toolkit [Here](#) & Consider Implementing a Walk in Your Neighbourhood!

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[1] Employment and Social Development Canada (2021). Homeless Individuals and Families Information System. Implementation Guide. Version 1.0. Government of Canada.