

# Welcoming Streets

## Background

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Welcoming Streets conducted a survey in November 2022. Survey results are based on feedback from community partners, downtown Belleville District BIA stakeholders and individuals with lived and living experience. A total of 36 respondents completed the Welcoming Streets program survey with 17 *community partners*, 15 *Downtown District BIA stakeholders*, and four *individuals with lived or living experience*.

Two separate surveys were delivered to two client sets; individuals with lived or living experiences and community partners and downtown stakeholders combined. These surveys were delivered via email, conducted on the street electronically and shared via the Downtown Belleville District BIA's member's newsletter and member's Facebook page.

## Purpose

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The purpose of conducting a survey on Welcoming Streets and its program delivery was to guide future action, focusing on the priority needs of the community. The data gathered from this survey will be utilized when making decisions that involve outreach strategies, program delivery, and community education.

## Common Themes

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Three common themes were noted when reviewing survey responses. They include noting the importance of **mental health**, the need for an **increase in staff** and for the care being offered to be **person-centered** and **community based**.

- 1. When addressing the importance of **mental health**, respondents shared that de-escalation support, having an advocate, addressing individual mental health concerns, and focusing on relationship building are important factors to consider and to continue with when guiding the effectiveness of the direct outreach offered.
- 2. Between both surveys, an **increase in staff** was noted as a program change they would like to see. 81.3% of community partners and downtown stakeholders highlighted this while 100% of individuals with lived or livinggoexperience noted this as well.
- 3. **Person-centered** and **community-based** care proved to be another area of interest when speaking with downtown stakeholders and community partners. When considering what this may look like, respondents shared the need for effective systems navigation, the collaboration with other community partners, and the importance of community education for downtown stakeholders.

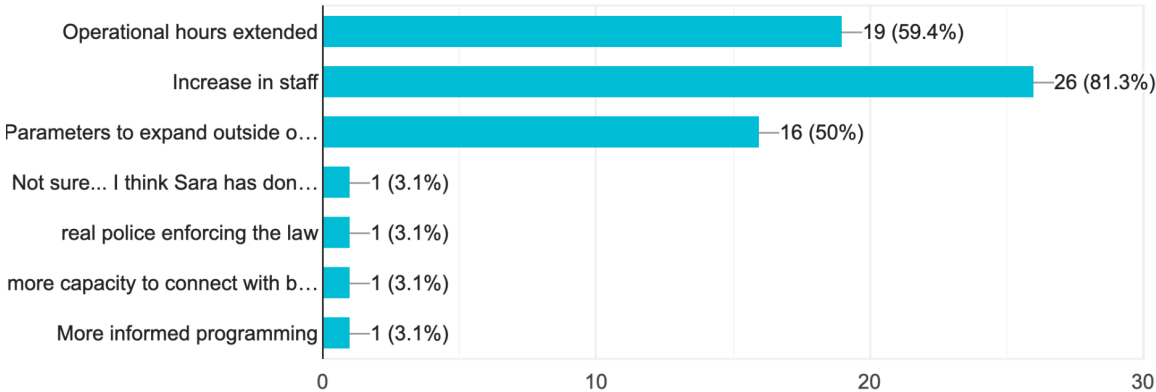
### Key Findings

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#### A). Program Changes

What program changes would you like to see?

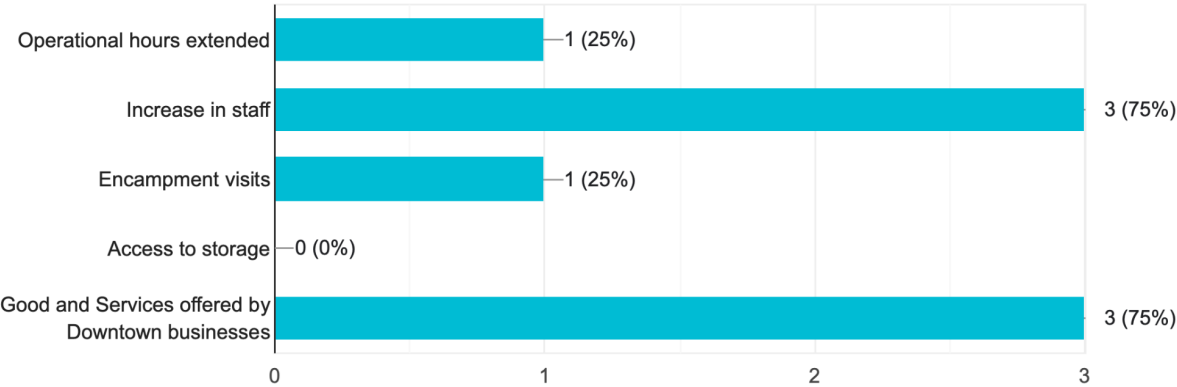
32 responses



Downtown Belleville District BIA Stakeholders & Community Partners

**What program changes would you like to see?**

4 responses

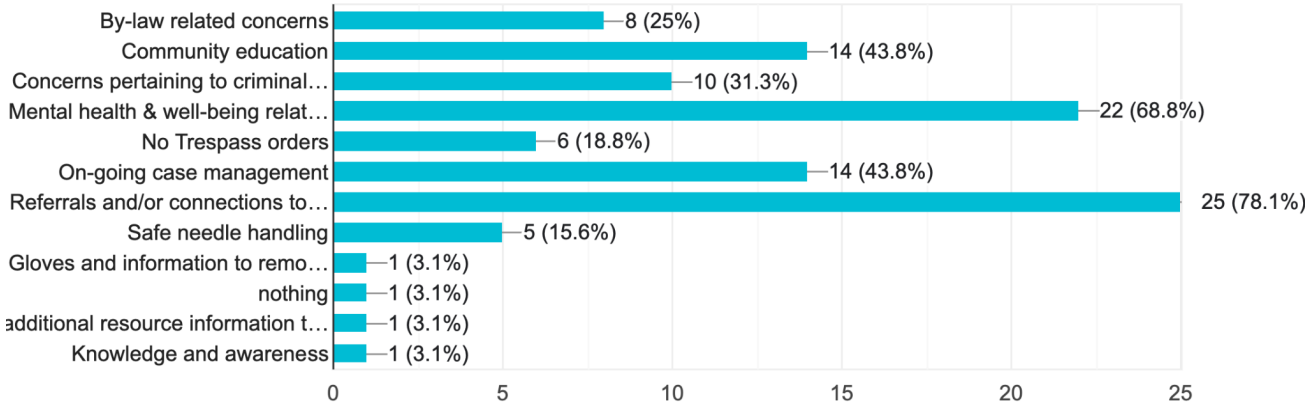


*Individuals with lived or living experience*

**B). The Role of the Welcoming Streets Steward**

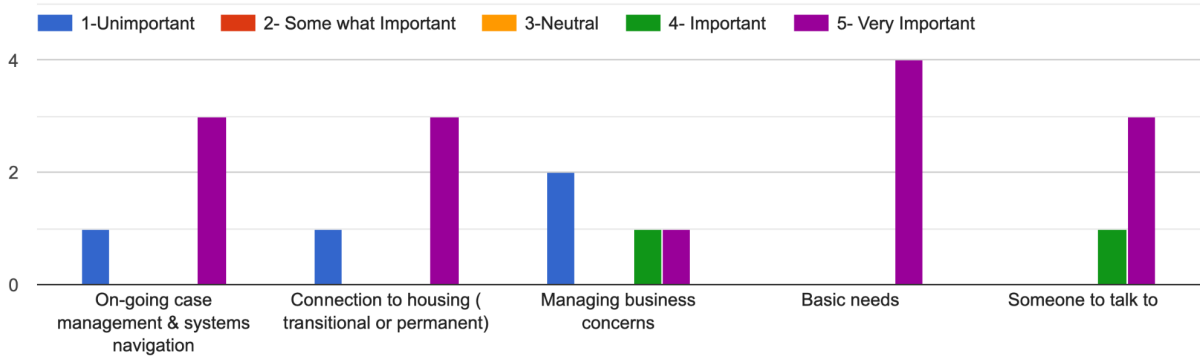
**What has Welcoming Streets assisted you with? (check all that apply)**

32 responses



*Downtown District BIA Stakeholders & Community Partners*

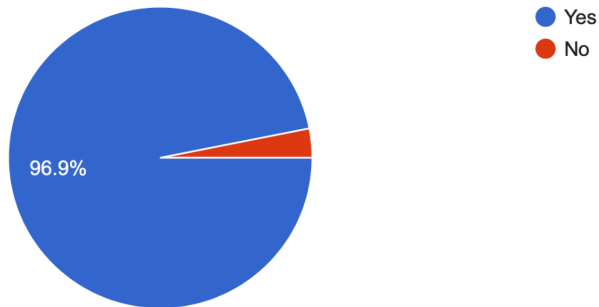
On a scale of 1-5, rate your level of importance for the following services.



Individuals with lived or living experience

Do you believe Welcoming Streets outreach is an essential service?

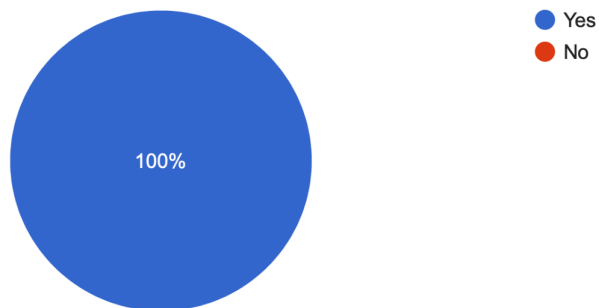
32 responses



32 Downtown District Stakeholders and Community Partners surveyed and 4 individuals with lived or living experience

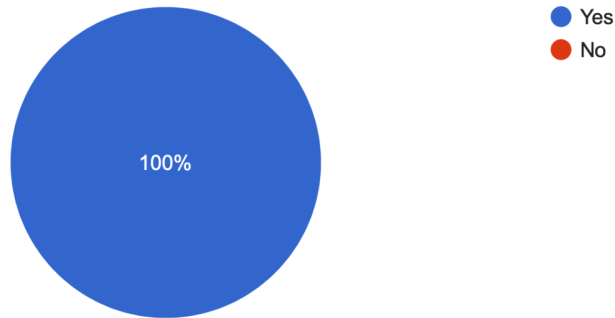
Do you believe Welcoming Streets outreach is an essential service?

4 responses



Would you connect a friend or family member to Welcoming Streets if needed?

4 responses

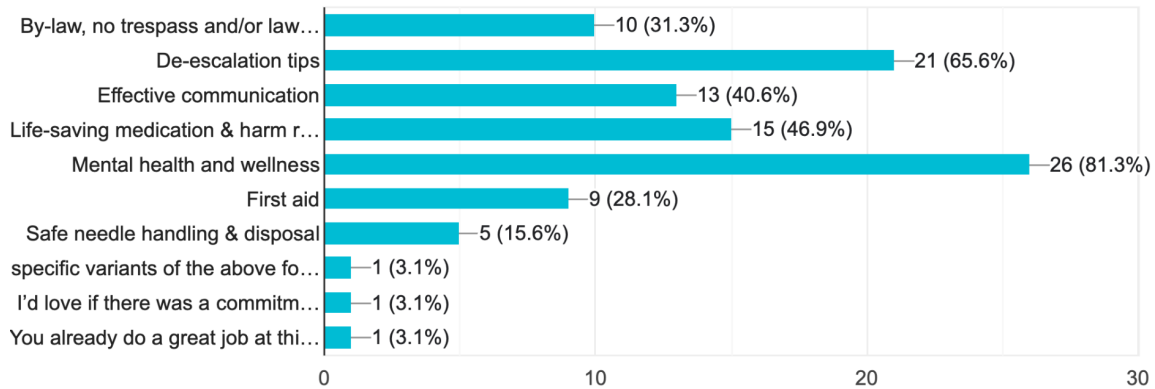


*Individuals with lived or living experience*

### C). Community Education

What workshops offered through Welcoming Streets and their community partners would you like to see more of? (check all that apply)

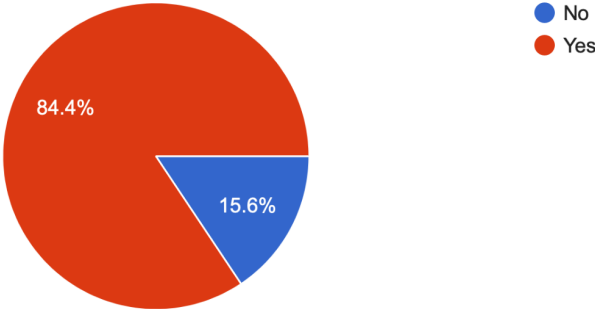
32 responses



*Downtown District BIA Stakeholders & Community Partners*

Do you believe the BDIA has a role to play in addressing social issues such as mental health, substance use and/or homelessness?

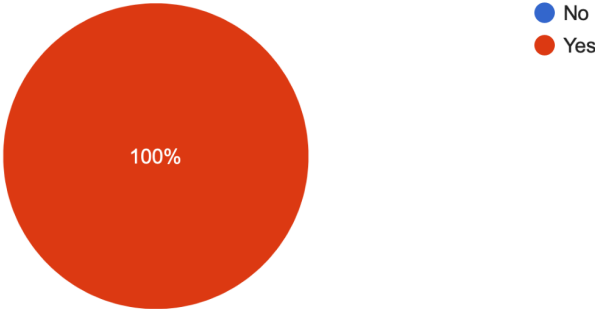
32 responses



*Downtown District BIA Stakeholders & Community Partners*

Do you believe Welcoming Street has a role to play in addressing social issues such as mental health, substance use and/or homelessness?

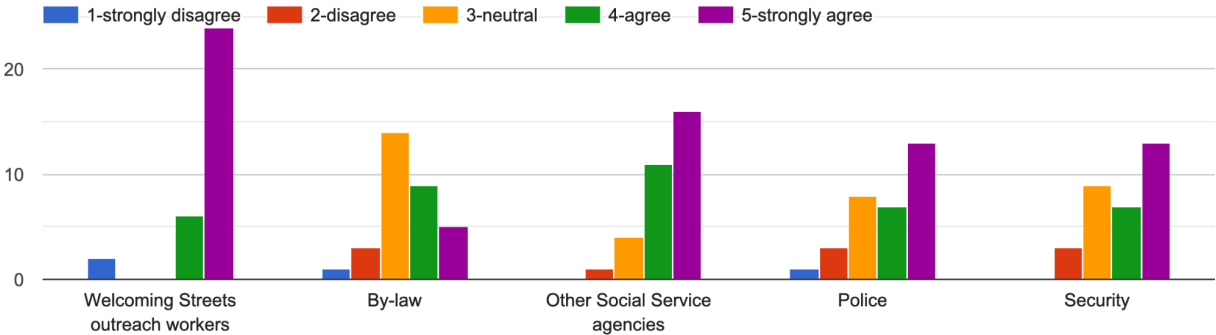
4 responses



*Individuals with lived or living experience*

### D). Safety and Security

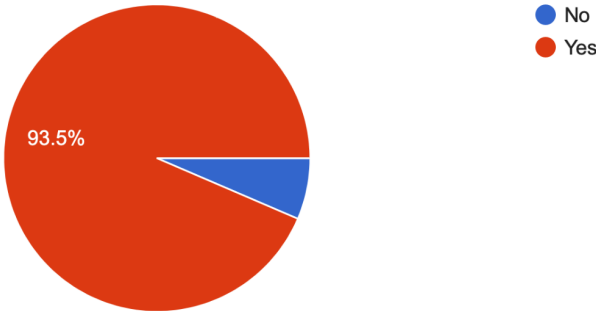
On a scale of 1-5, please indicate what type of assistance you would like to prioritize Downtown.



Downtown District BIA Stakeholders & Community Partners

Do you feel that Welcoming Streets helps to address social issues and the perception of safety within the Downtown District?

31 responses



Downtown District BIA Stakeholders & Community Partners

### Conclusion

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The Downtown Belleville District BIA’s Welcoming Streets program began operating in June 2021. As a method in evaluating the successes and challenges of Welcoming Streets, the program needed an evaluation of its current approach to practice in supporting vulnerable community members and the business community. While Welcoming Streets fills a gap within the downtown community through direct outreach and systems navigation, there is still more work to be done.

Welcoming Streets has forged strong working relationships with many other social services agencies to assist in breaking down barriers to accessing services, raise awareness through community education and to provide a cohesive, community-based approach to person-centered care. These relationships will continue to play a vital role in the daily operations of the program.

However, operating Welcoming Streets with a single-staffed model limits the outreach worker's ability to effectively sustain the priority services stakeholders would like to see; community education, expanded hours, and on-going case management.

For more information on Welcoming Streets please visit [www.downtownbelleville.ca/welcomingstreets](http://www.downtownbelleville.ca/welcomingstreets).

