Human-centred Engagement & Liaison Partnership:
An evaluation of HELP's first year
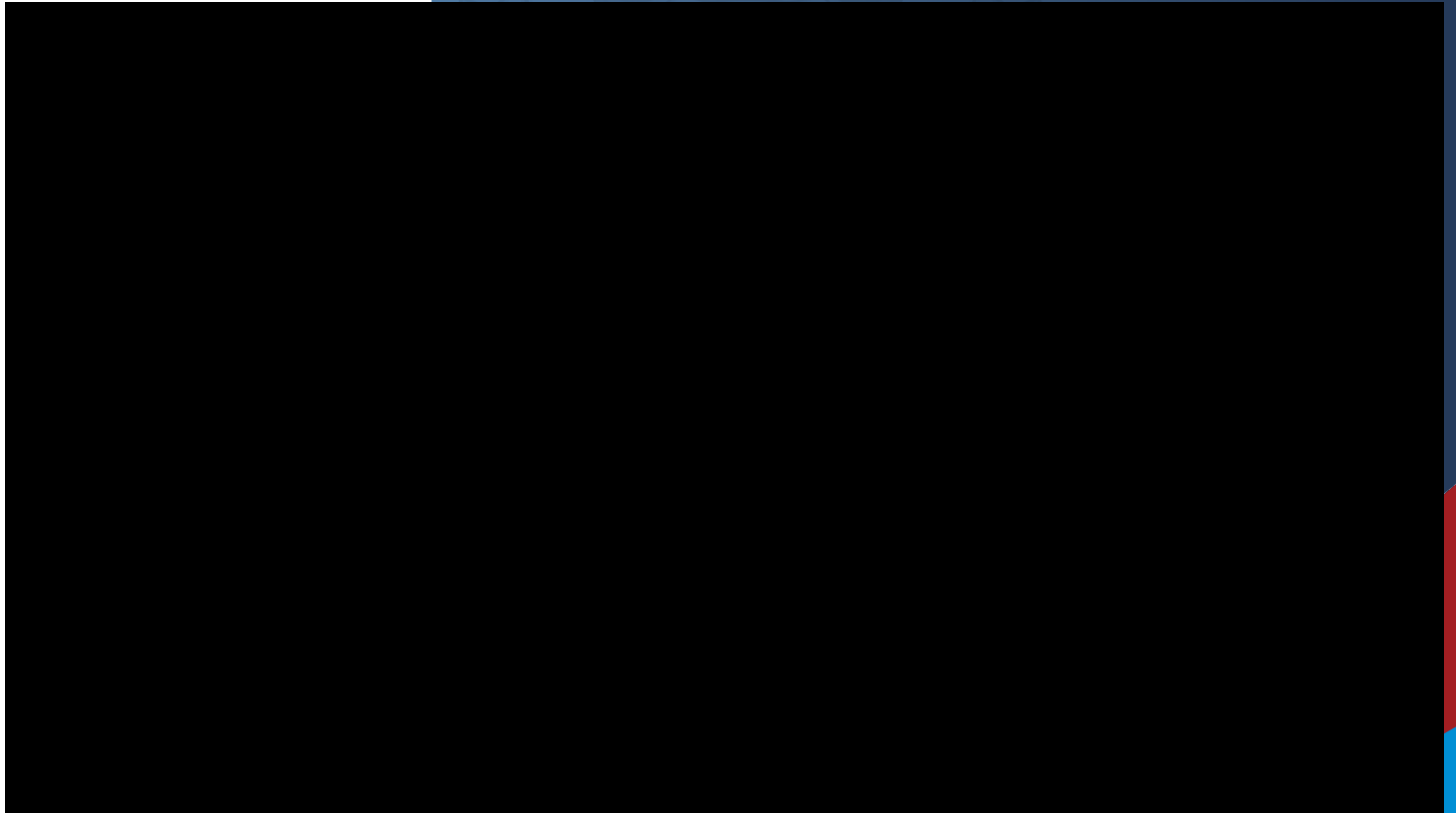
May 19, 2022

A/Supt. Kellie Morgan (SPD)
A/S/Sgt. Michael Kembel (SNS)
Katherine Hancock (CSWB)

Rodney's journey

Overview of 2021 HELP referrals

As of December 31, 2021, HELP documented **889 referrals**. HELP documented more referrals during the first half of the year than the latter half.

Over 70% of referrals originated from EPS **patrol members**; 22% from Downtown Patrol alone. This excludes divisional beat and investigative teams.

On average, HELP files are "active" for **2 months**. Those with chronologies remain longer (4.3 months) than those without (1 month).

Housing-related assistance (411) was the most frequently indicated need, followed distantly by addictions (189) and mental health (106) supports.

Persons referred to HELP generated **4450 police-reported occurrences** and **4100 disorder indicator violations** during the 9 months prior to their referral.
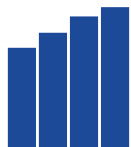
ESPC reports an upward trend in the number of homeless persons in Edmonton during past 2 years. **2829 homeless persons in Edmonton**, as of 2021 Q4.

Length of HELP involvement (months)

Community members with **high police involvement (disorder)** prior to HELP referral were HELP clients longer than those with low police involvement. Those selected for **case management** had longer HELP involvement.
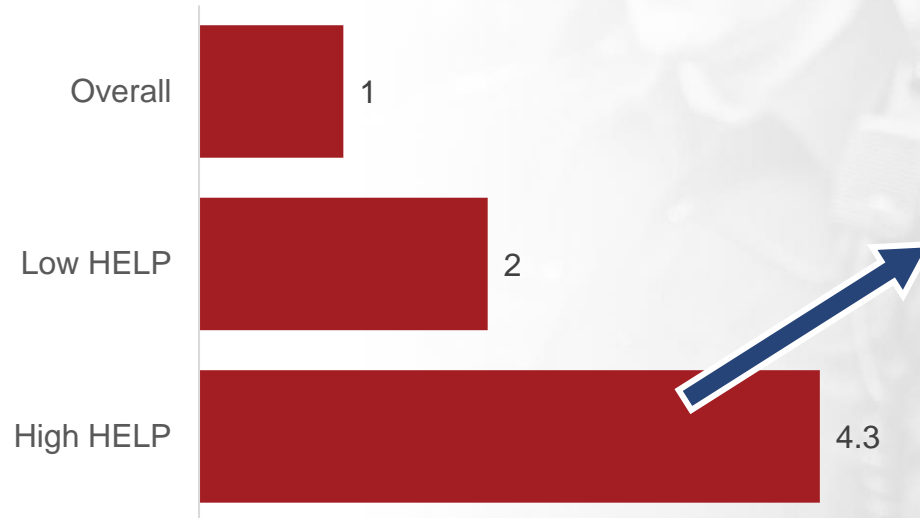
Addictions or mental health	24 hours
Detox	24 hrs to 1 week
Doctor	1 week
Food bank referral	1 week
Obtain ID	3 to 6 months
Bridge housing	3 to 6 weeks
Market housing	3 to 6 months
Treatment	1 to 9 months
Court matters	6 to 18 months
Permanent supportive housing	2 to 3 years

Overall: 1
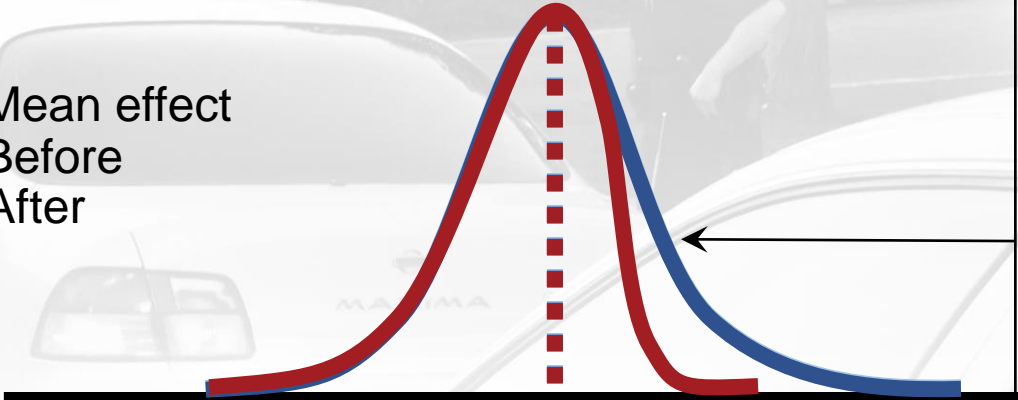
Low HELP: 2

High HELP: 4.3

Definitions

Violations: a unique infraction of the Criminal Code or other statute. On EPROS, we also consider non-criminal violations (e.g., disorder) locally that are not reported to the national Uniform Crime Reporting survey.

Disorder indicator violations: subset of violations that are frequently associated with persons experiencing homelessness or who are heavy users of services. This includes non-criminal social disorder and select petty crimes (e.g., shoplifting, mischief, assault).

Occurrences: EPS police-reported occurrence or "file" (CA-, OL-). An occurrence can include multiple violations.

HELP's methodology: Integrated approach

Mean effect
Before
After

Risk of exposure

What does this mean for HELP?
Provide different levels of support that correspond with the community member's level of need and their previous police involvement. Continue to respond to referrals for community members with high and low exposure to risk; support those at lower "risk" as a proactive measure.

Difference in average monthly police contact, before and after HELP intervention

838

-33.6% Violations

-33.5% Disorder indicators

-25.9% Occurrences

Difference in average monthly police contact, before and after HELP intervention

-33.6% Violations
-33.5% Disorder indicators
-25.9% Occurrences

"Top 1%" police involvement for disorder (9 or more violations over 9 months) prior to HELP case management

41

-63.4% Violations

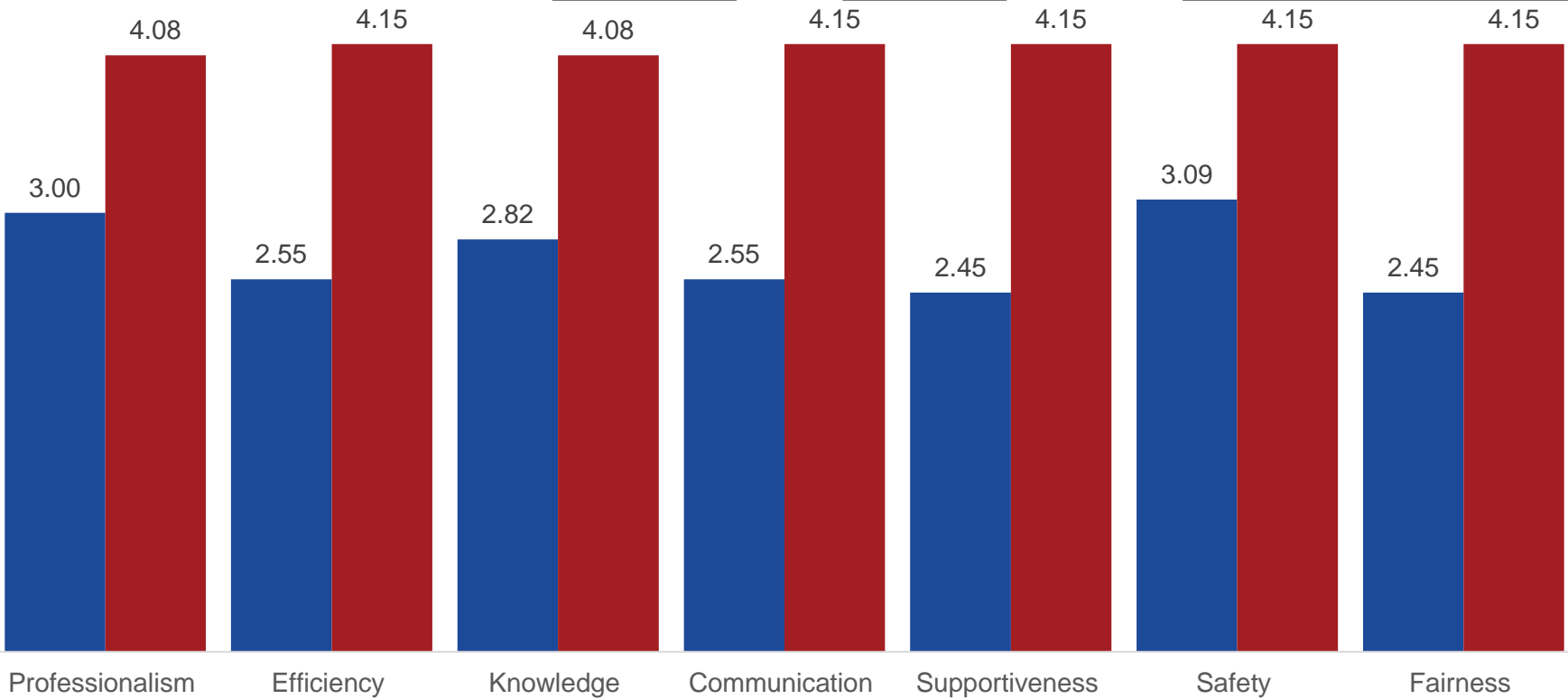**-56.1%** Disorder indicators

-54.6% Occurrences

COMMUNITY MEMBERS

How would you rate the EPS in these areas?

Before HELP | After HELP

1 – far below expectations
2 – below expectations
3 – neutral
4 – exceeds expectations
5 – greatly exceeds expectations

Area	Before HELP	After HELP
Professionalism	3.00	4.08
Efficiency	2.55	4.15
Knowledge	2.82	4.08
Communication	2.55	4.15
Supportiveness	2.45	4.15
Safety	3.09	4.15
Fairness	2.45	4.15

Comments from community members

"HELP is the best thing to support the community with the legal system… There's no need for police to misunderstand situations when HELP are available"

"**HELP gives people hope**. Makes you feel like there's something positive at the end of the tunnel"

"every time I call with a question, they give me information and really help me out"

"I wouldn't be where I am at without it"

"I am so thankful and appreciative… It was totally unexpected and I am **overwhelmed by the support** that I have received"
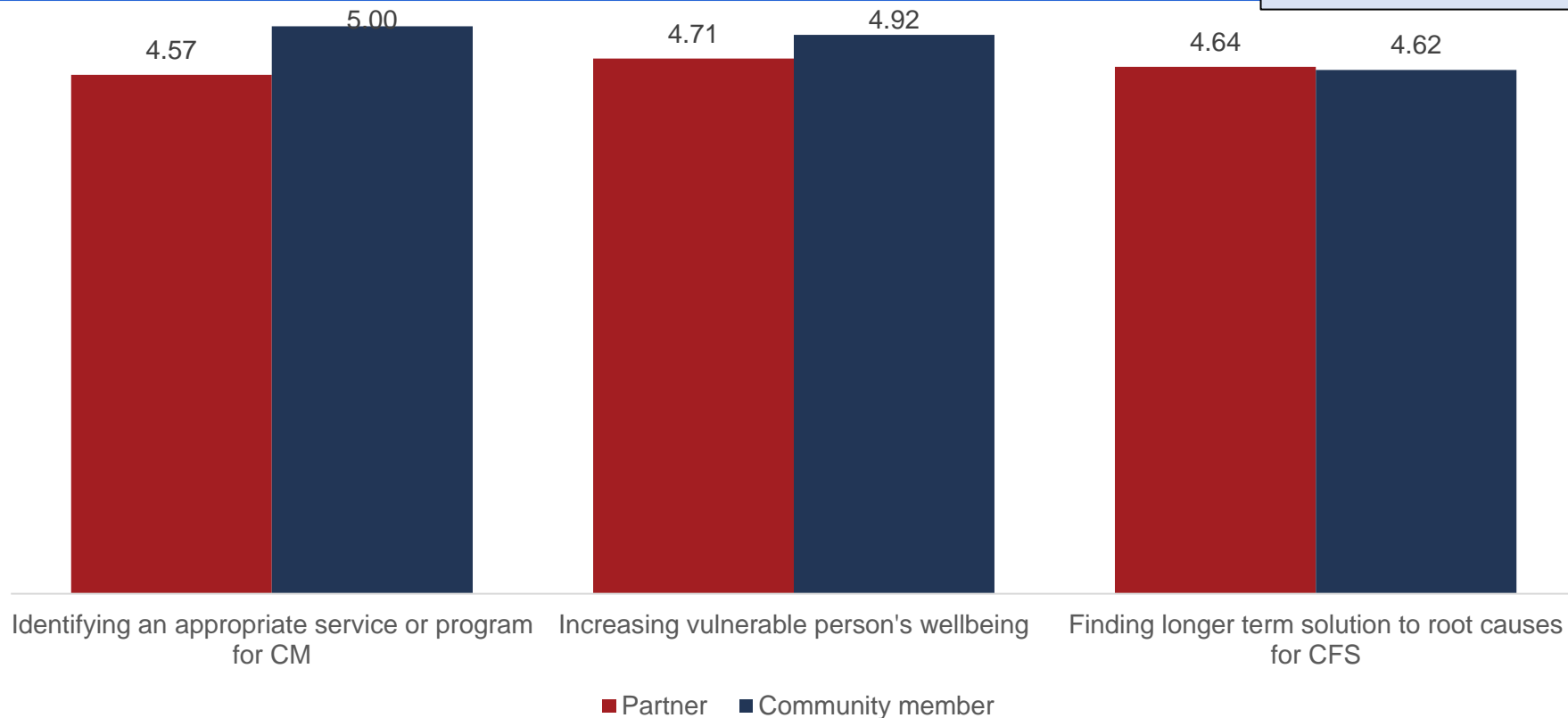
"The team were awesome and so supportive... I appreciated them so much."

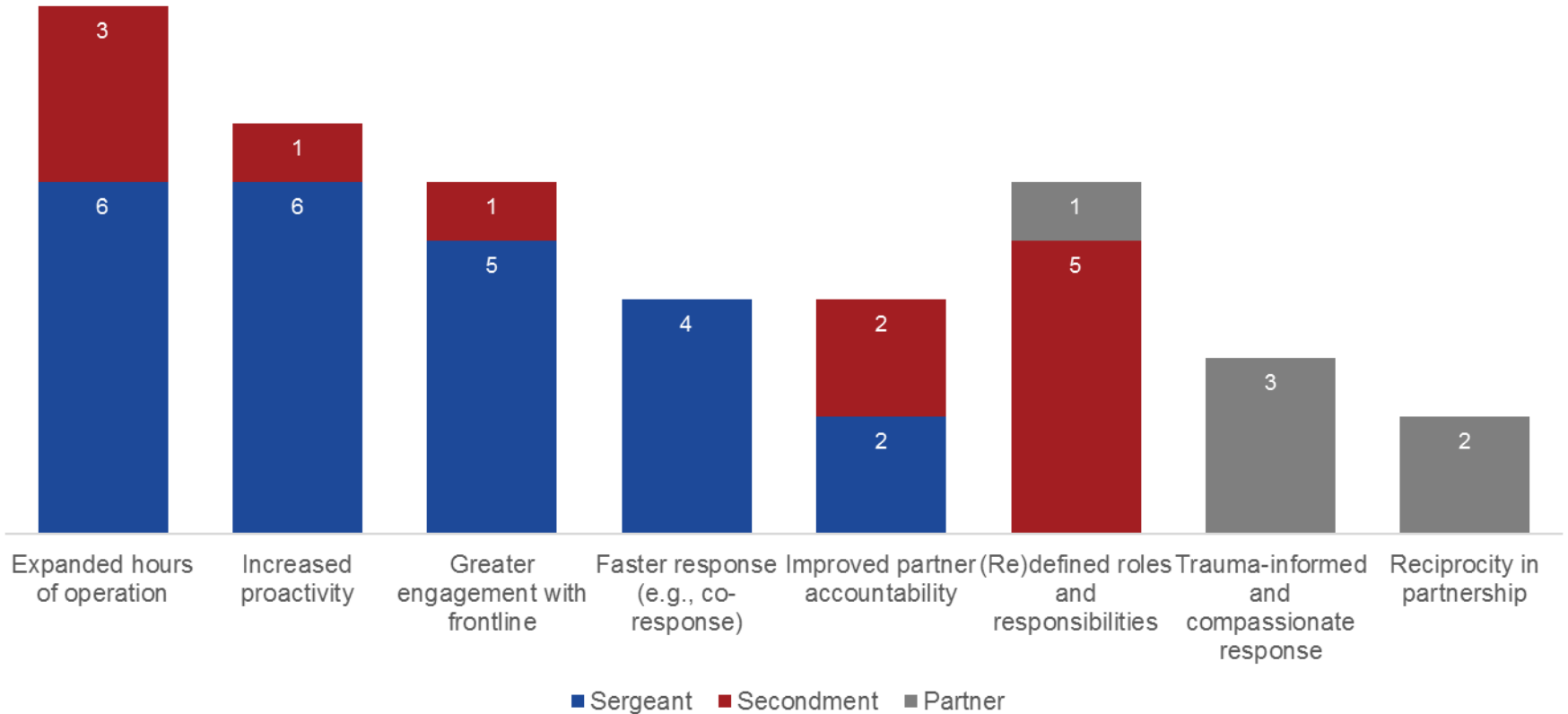"[My team] were very easy to talk to, relatable, and very nice people."

"**Thank you** a lot for all of the help."

HELP impact ratings by group

Chart showing HELP impact ratings by group:

Category	Partner	Community member
Identifying an appropriate service or program for CM	4.57	5.00
Increasing vulnerable person's wellbeing	4.71	4.92
Finding longer term solution to root causes for CFS	4.64	4.62

■ Partner ■ Community member

How can HELP improve?

Looking forward… Accountability

Funders
- Strategic approach tied to performance and evaluation

Service providers
- Provide return on investment to funders with metrics
- Design agile programs to reflect community needs

Frontline programming
- Reliable and timely
- Uniform reporting systems
- Collaborative approach among agencies

Community members
- Ownership and involvement in programs
- Human-centred

THANK YOU