

# 24/7 Crisis Diversion March Summary

March 2023

**Mobile Team**  
**Accepted Dispatches – 1,706**  
**Dispatch Contacts Made – 1,392**  
**General Support Contacts – 2,475**

**Total Hours on Dispatched Calls: 950**

**Top 5 Incoming Referral Sources**  
 211 – 1,206 (73.17%)  
 EMS – 213 (11.29%)  
 Client Self-Referral – 65 (3.47%)  
 Outreach Contact – 42 (3.25%)  
 Community Agency – 36 (1.86%)

**Top 3 Warm Handoff Locations**  
 Emergency Shelter – 372 (83.60%)  
 Hospital – 36 (8.08%)  
 Other – 18 (4.04%)

**211 + 3**  
**Total Calls Answered – 2,737**  
**Total Unique Calls for Service – 1,927**

**Top 5 Incoming Referral Sources**  
 Private Citizens – (37%)  
 Self-Referrals – (21%)  
 Private Businesses – (14%)  
 Community Agency – (11%)  
 Private Security – (7%)

2023 Year to Date

**Mobile Team**  
**Accepted Dispatches – 4,492**  
**Dispatch Contacts Made – 3,332**  
**General Support Contacts – 7,278**

**Total Hours on Dispatched Calls: 2,394**

**Top 5 Incoming Referral Sources**  
 211 – 3,238 (72.08%)  
 EMS – 556 (12.38%)  
 Outreach Contact – 126 (2.80%)  
 Client Self-Referral – 124 (2.76%)  
 Transit Peace Officers – 96 (2.14%)

**Top 3 Warm Handoff Locations**  
 Emergency Shelter – 83.96%  
 Hospital – 8.82%  
 Other – 2.54%

**211 + 3**  
**Total Calls Answered – 7,692**  
**Total Unique Calls for Service – 5,409**

**Top 5 Incoming Referral Sources**  
 Private Citizens – (38%)  
 Self-Referrals – (21%)  
 Private Businesses – (14%)  
 Community Agency – (10%)  
 Private Security – (6%)

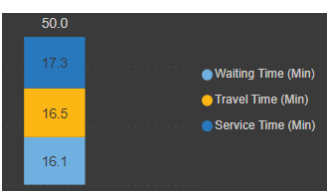
## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 3,867 contacts** in the month of March, a **17% increase from February**. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

General Support Events	782
Number of Contacts Made During Events	2,475

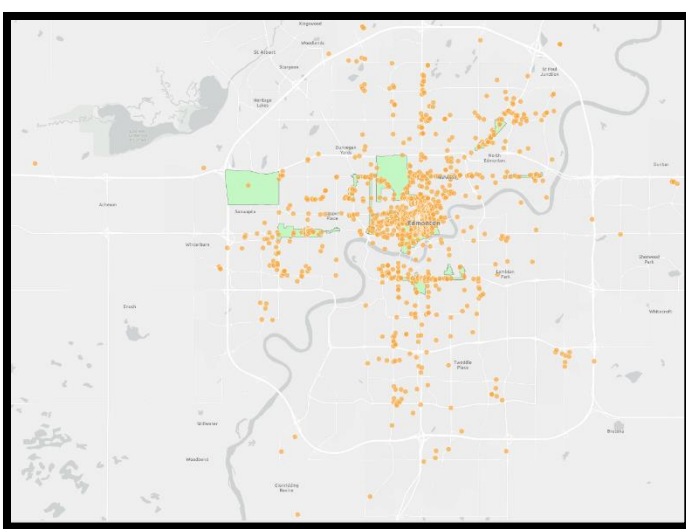
Accepted Dispatches	1,706
Person Not Found	241
Call for Service Cancelled	73
Total Contacts Made	1,392

The daily average for dispatched calls in 2023 is 56, there were 14 days in March where the mobile teams exceeded this average. **The busiest day this month was March 13<sup>th</sup> with 78 dispatches accepted.**

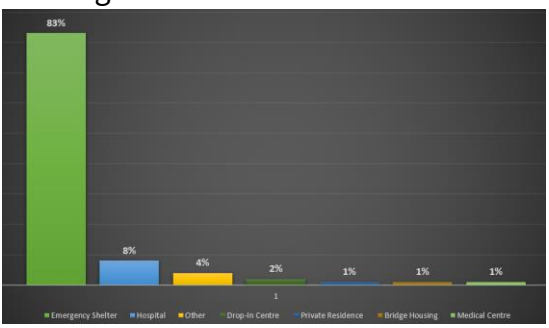


The **average wait time** for a mobile team to arrive on site after accepting a dispatch was **32.6 minutes**.

There were **11 events located near the Strathcona Community Hospital** in March, where the teams were able to support safe transportation back to Downtown Edmonton.



Although support is provided at all transit stations throughout the city, this month saw the most need at the Northgate, Clareview, and Southgate Centres.



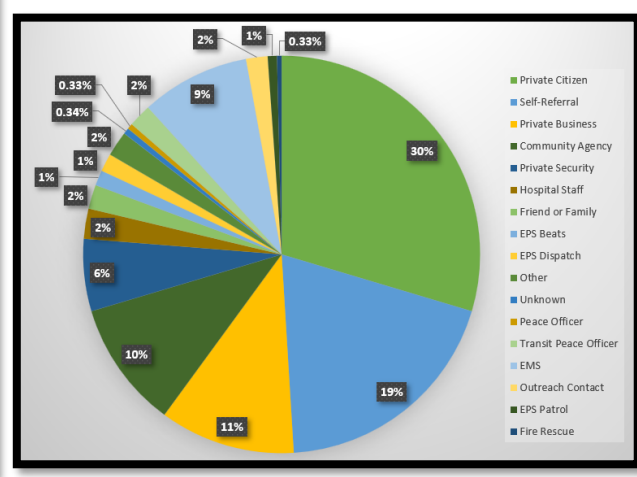
**48.17% of events resulted in a need for supportive transportation**, with 60.59% ending with a warm hand-off to one of the locations listed in the chart.

# 24/7 Crisis Diversion March Summary

## Incoming Referrals to 24/7 Crisis Diversion

Direct to Mobile Teams	#	Through 211	#
211	1206	Private Citizen	711
EMS	213	Self-Referral	401
Self-Referral	65	Private Business	265
Outreach Contact	42	Community Agency	212
Community Agency	36	Private Security	141
Transit Peace Officers	36	Hospital Staff	59
Other	35	Family or Friend	47
EPS Patrol	18	EPS Beats	29
EPS Dispatch	17	EPS Dispatch	18
Fire Rescue	9	Other	14
Peace Officer	2	Unknown	12
EPS Beats	1	Peace Officer	9
		Transit Peace Officer	9

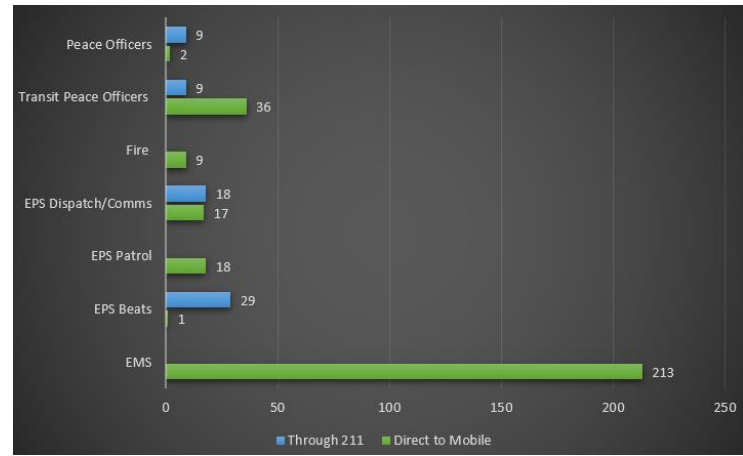
## Total Program Referrals



The various **Emergency Services in Edmonton** made a total of **361 referrals** to the **24/7 Crisis Diversion Program**.

**296 of those were direct referrals** to the Crisis Diversion Mobile Teams, and 65 referrals from emergency services came through 211.

211 made **21 direct transfers to 911** this month and made **162 referrals** to Emergency Services.



## 211 Summary

**211 responded to 5,928 calls overall in March.** This is a 17% increase in call volume compared to February. 3,191 of these were base 211 contacts where information and referrals were provided. **2,737 calls came though on the 211 press 3 - 24/7 Crisis Diversion line,** which accounted for 46.2% of the total volume (similar to February).



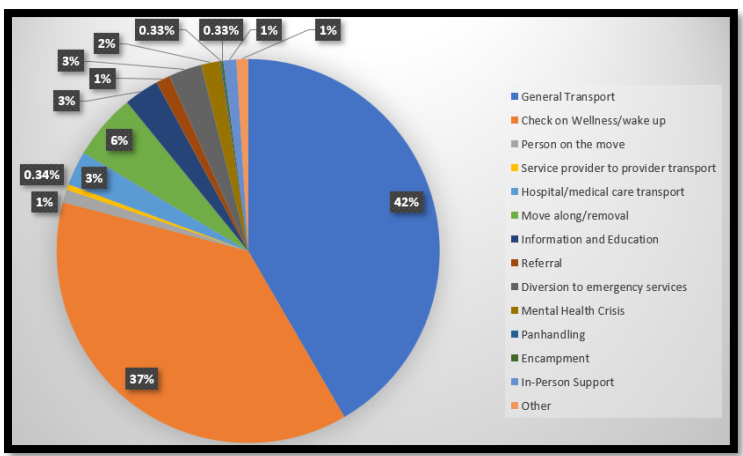
Of the calls coming through for Crisis Diversion, 1,927 were unique calls for service. This resulted in **1,180 accepted dispatches by the mobile teams.**

# 24/7 Crisis Diversion March Summary

The remaining 747 calls did not require a dispatch for various reasons including emergency services required onsite (24%), person having left area/refusing service (17%), or availability of alternative transportation (15%).



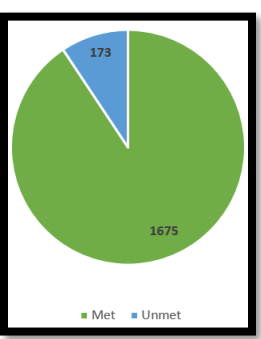
The **average wait time on the 211 press 3 phone line was 167 seconds**, with 42.95% answered within the 90 second target. The average call length was 11 minutes and 18 seconds, and the longest call length was 1 hour and 42 minutes.



The top two reasons callers accessed 211 press 3 in February included:

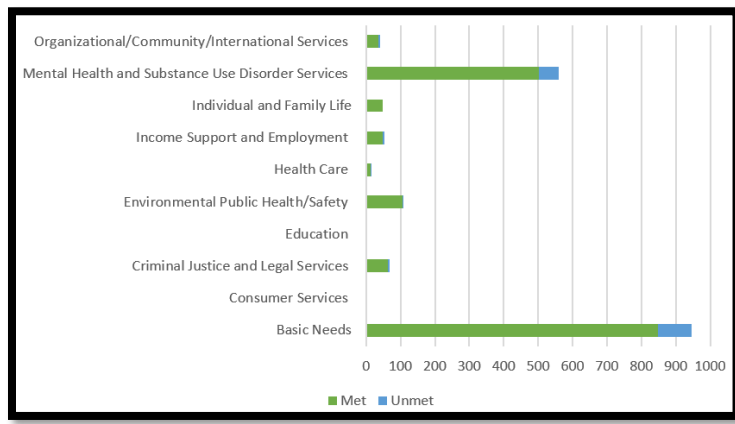
- **General Transport (42%)**
- **Wellness Check (37%)**

39% of callers knew about the 24/7 Crisis Diversion Program prior to calling, and **6% learned about the program from EPS.**

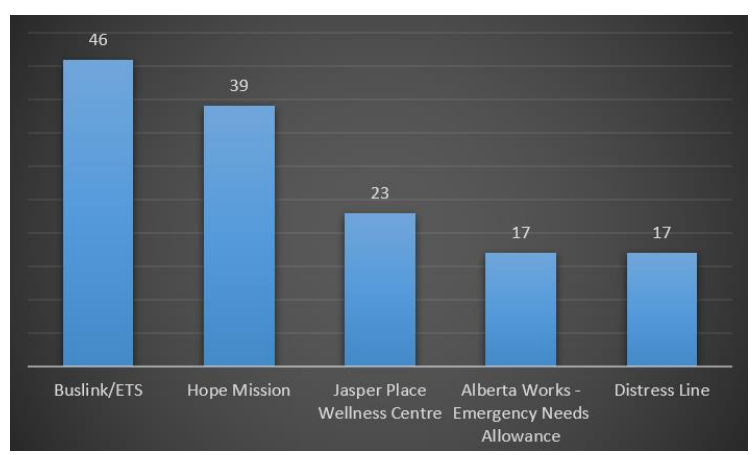


**91% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders in March** (as tracked through the 211 press 3 line).

Basic needs and mental health & substance use disorder support were the primary needs that could not be met by Crisis Diversion.



Top referrals 211 representatives made for callers whose needs could not be immediately met by 24/7 Crisis Diversion mobile teams included transit navigation, locations to meet basic needs, and the distress line for mental health support.



# 24/7 Crisis Diversion March Summary

## Noted Trends/Updates/Gaps in Service

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**Event Support** – In the month of March, the 24/7 Crisis Diversion provided additional support in the downtown core during the Juno Awards which was held at Roger’s Place, as well as during the procession for the fallen EPS Officers. The opportunity to partner with the city to ensure all citizens are cared for during larger events allows for increased resources for everyone in the community.

**Overdose** – The teams provided life-saving care to 15 individuals experiencing overdose in March. On four occasions, the teams reversed overdoses between 5pm and 6pm.

**Staff Training** – During March, 26 mobile team staff joined 211 staff for ‘Listen-In’ sessions. Mobile staff had the opportunity to hear the different types of calls that 211 takes, as well as the triage process for Crisis Diversion calls. This allowed for a stronger understanding of what happens when people call into 211, and greater connection between the mobile team staff and 211 staff who all work within Crisis Diversion.

## Program Narratives

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### CMHA/211

10 March, 12:03am, a hotel worker reached out to the 24/7 Crisis Diversion Dispatch line on behalf of a man in a hotel lobby. The man had met up with a relative to celebrate a birthday and ended up stranded in the area after using substances. The man was requesting assistance in getting to shelter at the Hope Mission. The Community Resource Specialist called the Hope Mission Enhancement team who added this dispatch to the queue.

21 March, 3:49pm, a private citizen called having walked by an individual who was lying on the ground. The individual had a shaved head, and the caller was concerned as they noted scratches on their head. The caller didn’t have much more information as it was a quick moment in passing. The Community Resource Specialist reached out to the Boyle Street Day team who went out to assess the individual and offer support.

### Hope Mission

A Crisis Diversion team was conducting general support around the Coliseum area during the nightshift of March 26th, when their attention was drawn to a gentleman who had overdosed at the Coliseum train station area. The staff called EMS, and then proceeded to resuscitate the man by providing first aid. Upon reviving him and waiting for EMS to arrive, the staff had a conversation with him about his addiction, and the man expressed interest in joining the Breakout Recovery program.



## 24/7 Crisis Diversion March Summary

### Boyle Street

A Crisis Diversion team arrived on site of a dispatched call and found a male sitting in the middle of the sidewalk with belongings around him. It was discovered that he had missed many important medications for over the past week, so staff transported him to the pharmacy to get his doses. Following this, staff showed him laundry facilities where he could clean his clothes, and then brought him to the meal line up at Hope Mission where he could get dinner. He was a joy to transport, as usual.

