

## App & Data Update

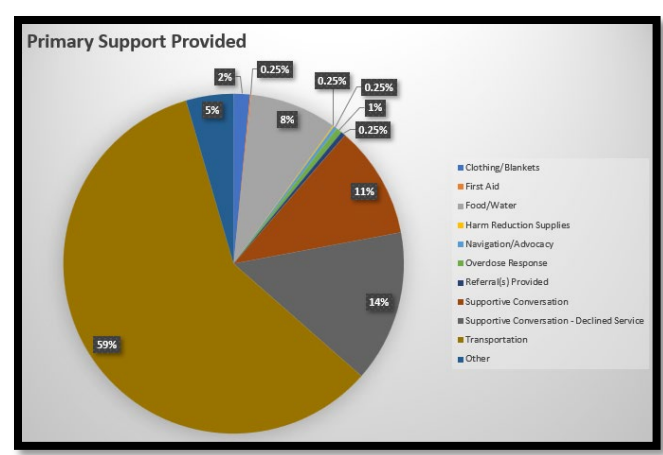
On April 3<sup>rd</sup>, 2023, the 24/7 Crisis Diversion Program launched an updated app for mobile teams and a new app for 211 Community Resource Specialists to use when collecting program data. All program data is now being collected in the same system.

As the program works through the launch of the system and the new data being collected, the monthly reports will reflect key data points only, with more robust summaries expected in the coming months.

## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 4,201 contacts** in the month of April. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

**The mobile teams accepted 1,348 dispatches this month**, and successfully located 72% of the individuals in need to provide support.

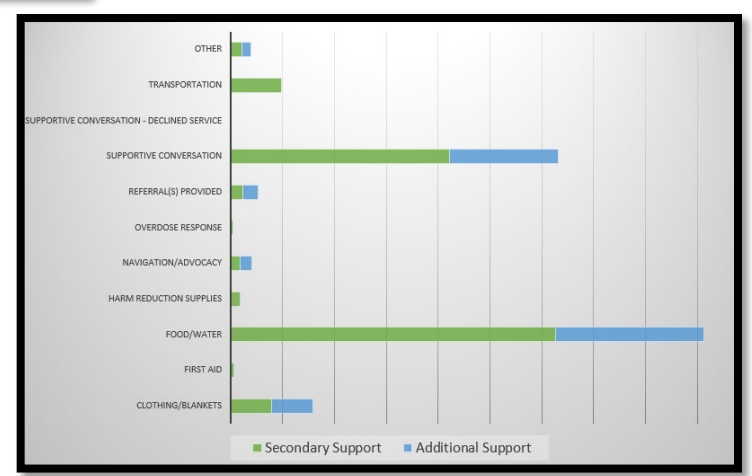


Primary support provided refers to the main need identified when mobile teams arrive on site. The top two needs in April were:

- **Transportation: 59%**
- **Supportive Conversation: 11%**

14% of individuals declined service from Crisis Diversion upon arrival.

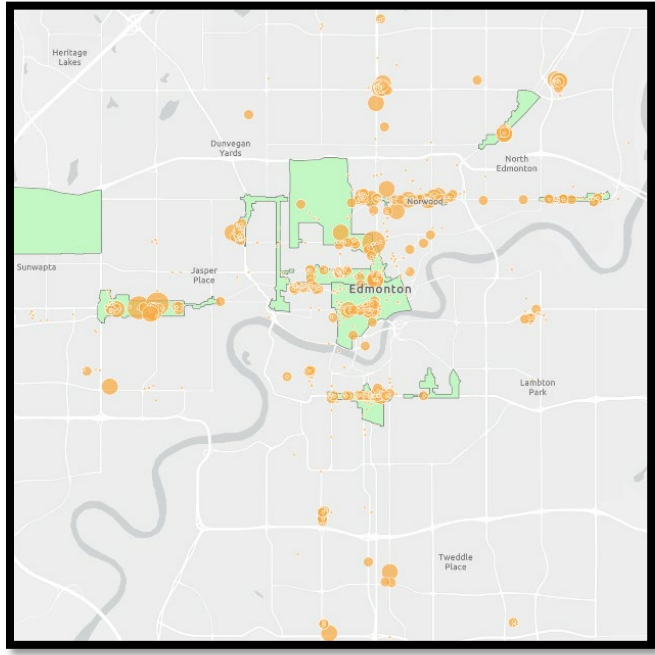
Secondary and additional supports are provided to individuals as needed during events. Supportive conversations, as well as providing food and water were the main needs of community members aside from those noted above.



# 24/7 Crisis Diversion April Summary

## General Support

The mobile teams **connected with 2,853 individuals through 842 general support engagements** in the month of April, this is a 13% increase from March.



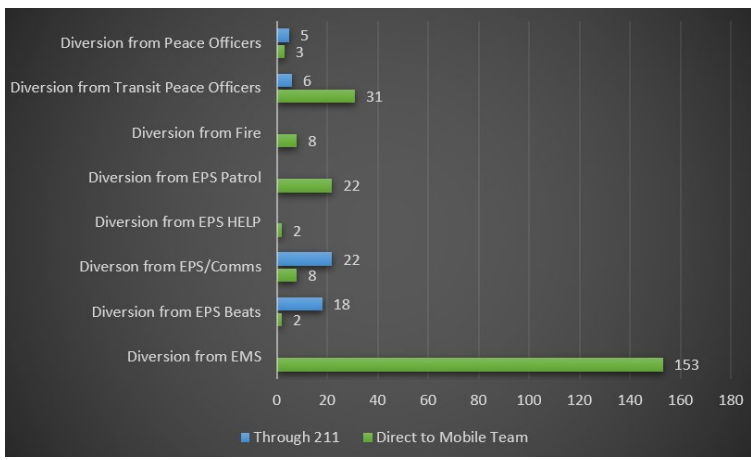
Two areas where there were noticed increases in need throughout the month of April:

- **Northgate Transit:** 231 individuals  
32 engagements
- **Stony Plain Road:** 222 individuals  
45 engagements

Food/Lunch	2799	816
Water	2476	669
Clothing/ Blankets	2036	492
Supportive Conversation	608	133
Other	337	54
First Aid	14	6

## Emergency Service Referrals

The various **Emergency Services in Edmonton made a total of 280 referrals to the 24/7 Crisis Diversion Program** in April. 55% of those referrals were made by EMS directly to the mobile teams.



# 24/7 Crisis Diversion April Summary

211 made **106 referrals** to Emergency Services in April for reasons noted in the charts below.

Diversion to EPS by 211	
Criminal Activity	3
Violence or Risk of Violence	6
Weapons	2
Hostile Situation	3
Unsafe Location	19
Outside Service Area - RCMP Diversion	0
Other	22
<b>TOTAL</b>	<b>55</b>

Diversion to EMS by 211	
No signs of breathing	13
Immediate medical need	13
Signs of overdose	12
Outside Service Area - EMS Diversion	0
Unable to move unassisted	2
Biohazard Concerns	2
Other	4
<b>TOTAL</b>	<b>46</b>

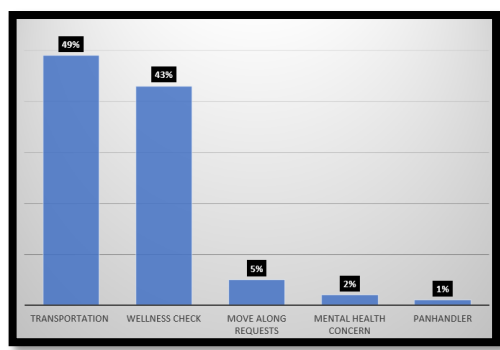
## 211 Summary

**211 responded to 4,935 calls overall in April.** 2,914 of these were base 211 contacts where information and referrals were provided. **2,021 calls came through on the 211 press 3 - 24/7 Crisis Diversion line**, which accounted for 40.1% of the total volume. This is down 6% from March, which could be attributed to the nicer weather this month.

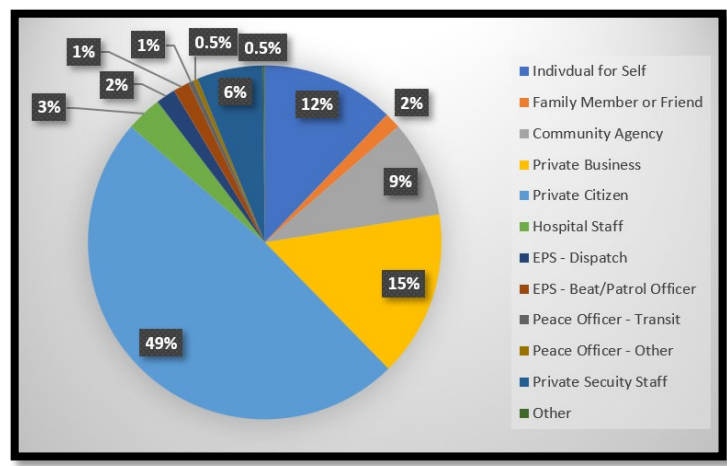


The **average wait time on the 211 press 3 phone line was 171 seconds**, with 42.08% answered within the 90 second target. The average call length was 10 minutes and 31 seconds, and the longest call length was 2 hours and 41 minutes.

The main referral sources to Crisis Diversion through 211 came from private citizens (49%), private businesses (15%), and the individuals themselves (12%).

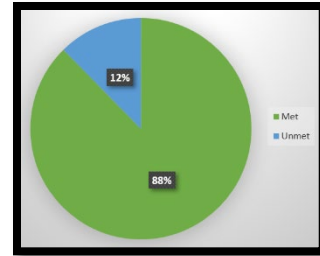


The primary reasons for calling for Crisis Diversion are included in the chart.

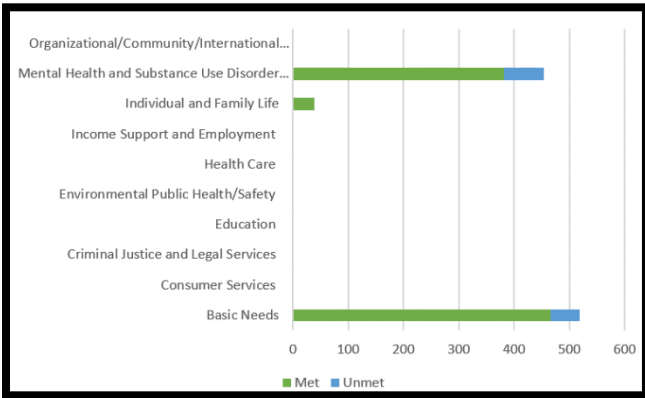


# 24/7 Crisis Diversion April Summary

**88% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders in April (as tracked through the 211 press 3 line).**



Basic needs and mental health & substance use disorder support continue to be the main areas of need that could not be met by Crisis Diversion.



## Noted Trends/Updates/Gaps in Service

**Weather** – The month of April brought significantly nicer weather, which resulted in more people spending time outside. This saw an increase in encampments throughout the city, and an increase in wellness check calls for community members.

**Overdose** – The teams provided life-saving care to 7 individuals experiencing overdose in April. This is slightly down from March, however with the nicer weather upon us, the teams are preparing for an increase in needed overdose responses with the influx of folks outside.

## Program Narratives

### CMHA/211

6 April, 11:33pm, a private citizen called the Crisis Diversion Team Dispatch line to request support for a woman who had been hanging around outside a business for a few hours. The woman had asked for support in getting to shelter. After the dispatch was made, the Hope Mission Night team attended the call location to provide support.

22 April, 5:18am, a private citizen reached out to request a wellness check on an individual they spotted sleeping near a dumpster outside a commercial building downtown. After a consultation with a mobile team, the dispatch was accepted, and the Community Resource Specialist informed the caller that the team would attend the individual within the next hour.

### Hope Mission

On the morning of April 28th, the night team ran into a couple and took the time to converse with them. They were willing to share their story: they were starting to suffer from withdrawal symptoms but were unwilling to go the hospital because they felt the dosage administered at the hospital was generally insufficient in dealing with the attending discomfort. They were also afraid of being attacked by gang members. They mentioned that they had interacted with the HELP team as they had had some interaction with police. The man appeared to have been injured in the head, and the couple mentioned it was done by gang members. During

## 24/7 Crisis Diversion April Summary

the conversation with the couple, some gentlemen clothed in identified gang colours, came by to check on the interaction of the couple with the Crisis Diversion team. The team gave the individuals some bagged lunches and they headed away. The staff discussed the option of recovery with the couple, and they were open to the idea. The couple were transported to one of the Hope Mission overflow shelters, a warm hand-off was conducted, and shelter staff agreed to help with completing their application to a recovery program.

### Boyle Street

Crisis Diversion accepted a dispatch regarding a person who was taking shelter in a citizen's garage and was now on their backyard patio asking them to call 211 for help. The young man stated his chronological age was 22, although he appeared to be mentally and emotionally much younger, which increased the risk factors in his life. The young man stated he was from Onion Lake, Saskatchewan, and his mom and 2 sisters there had probably reported him as missing. He said he was sent here by himself to see family and he knew they were in Callingwood but didn't have a name, address, or phone number. He said he had a social worker but also didn't have any contact info. Staff helped him into the Crisis Diversion van and began trying to get some information. Staff called the Saskatchewan Ministry of Children and Family Services, but they confirmed that he had no social worker that we could contact. Staff then called the police to inquire as to whether he was a missing person and they confirmed he was not reported as a missing person. The young man showed he had valid government issued ID, so staff knew they were providing the right information. Staff planned with him that they were going to get someone to help him get back to Onion Lake on a bus and that in the meantime he should stay at the Hope Mission shelter where staff could locate him for follow up on the bus ticket. Crisis Diversion staff spoke to various staff at the Hope Mission and finally found someone who had the authority to purchase a one-time, one-way bus ticket for the young man so he could get out of Edmonton where he was vulnerable and isolated. When staff went to tell the young man they could get the ticket for him, they could not locate him in the meal hall where he was told to wait. Crisis Diversion staff spent about 30 minutes driving around the inner city trying to find him so he would know he could have his bus ticket back to Saskatchewan as early as the next day. Staff thought all hope was lost, when finally, they located him sitting on a sidewalk outside. The young man jumped up and exclaimed how excited he was that Crisis Diversion remembered him, followed through on their word and got him a bus ticket back home. Staff took him back to the Herb Jamieson and helped him register and advocated for him to get a bed in the quieter part of the shelter so he wouldn't get scared. The young man was able to secure a bed in a safe and quiet place with access to food and showers and would be getting a bus ticket back to his mom and sisters in Onion Lake, Saskatchewan first thing the next day!