

24/7 Crisis Diversion November Summary

November 2023

Mobile Team

Accepted Dispatches – 1,827
Dispatch Contacts Made – 1,289
General Support Contacts – 3,048

Top 5 Incoming Referral Sources

- 211 – 1,315 (72%)
- EMS – 191 (10%)
- Community Agency – 60 (3%)
- Outreach Contact – 57 (3%)
- Client Self-Referral – 42 (2%)

211 + 3

Total Calls Answered – 2,452
Total Unique Calls for Service – 2,404

Top 5 Incoming Referral Sources

- Private Citizens – (47%)
- Private Businesses – (15%)
- Self-Referrals – (13%)
- Community Agency – (7%)
- Private Security – (3%)

2023 Year to Date

Mobile Team

Accepted Dispatches – 18,058
Dispatch Contacts Made – 12,644
General Support Contacts – 32,962

Top 5 Incoming Referral Sources

- 211 – 12,876 (71%)
- EMS – 2,179 (12%)
- Community Agency – 1,122 (6%)
- Outreach Contact – 780 (4%)
- Client Self-Referral – 441 (2%)

211 + 3

Total Calls Answered – 23,507
Total Unique Calls for Service – 20,900

Top 5 Incoming Referral Sources

- Private Citizens – 9,292 (44%)
- Self-Referrals – 2,736 (13%)
- Private Businesses – 2,397 (11%)
- Community Agency – 1,487 (7%)
- Private Security – 818 (4%)

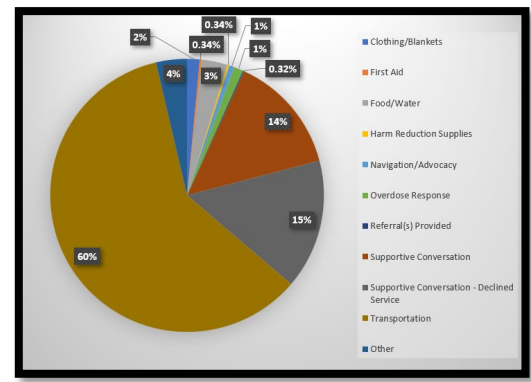
Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 4,337 contacts** in the month of November, a small increase from October.

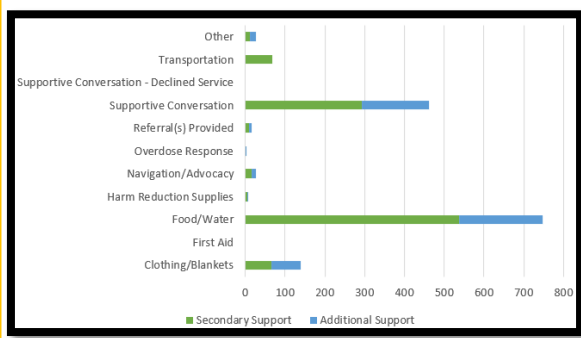
$$\begin{aligned} &\text{Dispatch Contacts Made} \\ &+ \\ &\text{General Support Contacts} \\ &= \\ &\text{Total Contacts} \end{aligned}$$

72% of accepted dispatches resulted in mobile teams locating the individual in need this month.

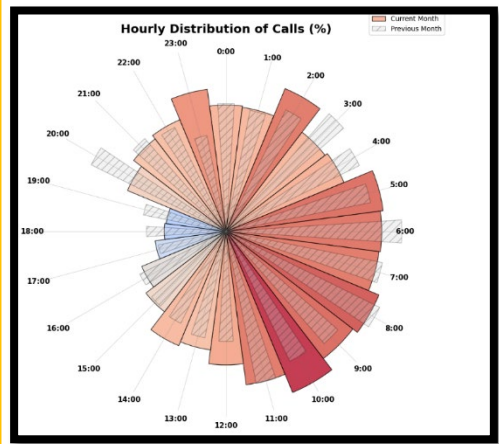
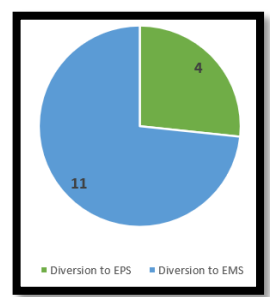
60% of accepted dispatches resulted in a need for supportive transportation and there was a 39% increase in the need for food & water this month.



There was a 27% increase in need for clothing & blankets as secondary and additional supports provided due to the colder nights.

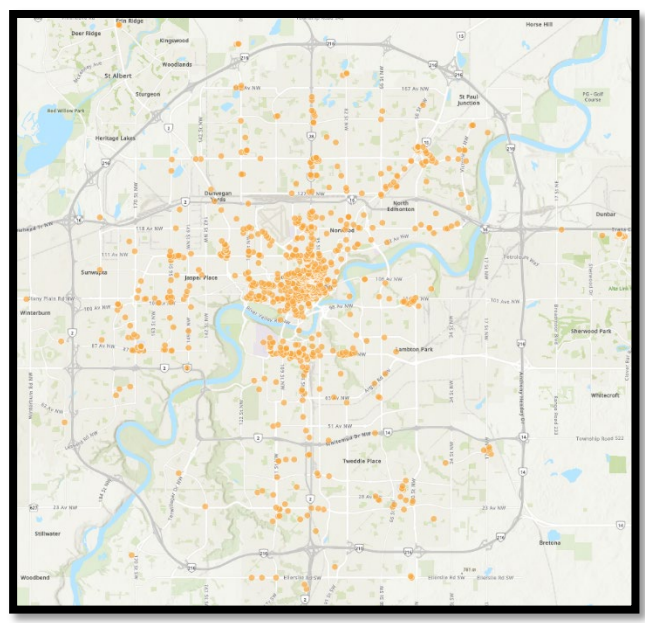


Upon arrival on site, **mobile teams required EPS or EMS support on 15 occasions in November.** Mobile teams will wait on site, or near the site (depending on safety) until emergency services arrives to take over.



This month, mobile teams responded to increased dispatches between 8am & 11am. This is a result of adding an additional daytime shift. With another vehicle on the road, the teams can respond to more calls.

24/7 Crisis Diversion November Summary



The 1,827 accepted dispatches were spread out across the city of Edmonton and on the outskirts of the city limits.

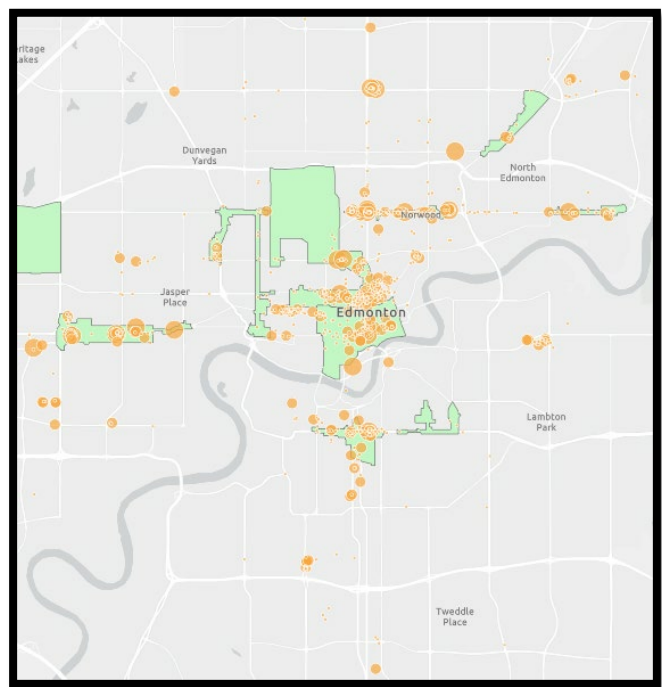
This month the mobile teams supported **24 transports to/from the Strathcona Hospital** and **6 transports to/from the Sturgeon County Hospital**.

Proactive Engagements

The mobile teams **connected with 3,048 individuals during 1,233 proactive engagements** throughout the city in the month of November.

Food/Lunch	2900	1128
Water	2152	755
Clothing/ Blankets	1615	499
Supportive Conversation	360	130
Other	173	82
Harm Reduction Supplies	91	24
Overdose	12	5
Rogers Place	3	3
First Aid	2	2

Note: One event can have multiple support provided



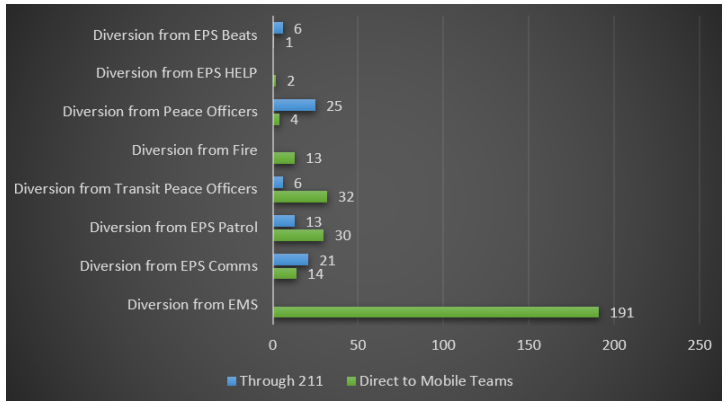
There was a 5% increase in need for clothing and blankets this month.

Mobile teams reported **12 instances where overdose response was required during 5 proactive engagements**, this was almost a 50% decrease from October.

There was a slight increase in engagements at the **Northgate Transit Centre** (19 events/82 people served) and the need at **Southgate decreased by 40%**. Teams also supported 56 people at the Coliseum LRT Station.

24/7 Crisis Diversion November Summary

Emergency Service Referrals



The various **Emergency Services in Edmonton** made a total of **358 referrals to the 24/7 Crisis Diversion Program** in November, this is a 5% increase from October.

287 emergency service referrals went directly to the front-line mobile teams rather than through 211 when first responders determined Crisis Diversion was a more appropriate response.

211 made **83 referrals** to Emergency Services in November for reasons noted in the charts below. This is a 28% increase from last month.

Diversion to EMS (211 only)	
No Sign of Breathing	14
Immedicate Medical Need	14
Signs of Overdose	8
Unable to Move Unassisted	2
Biohazard Concerns	2
Outside Service Area - EMS Diversion	0
Other	8

Diversion to EPS (211 only)	
Criminal Activity	1
Violence of Risk of Violence	6
Weapons	1
Hostile Situation	3
Unsafe Location	14
Outside Service Area - RCMP Diversion	0
Other	10

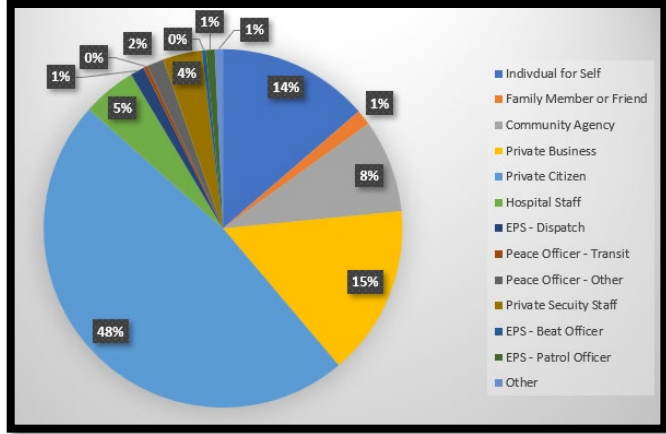
211 Summary

211 responded to 5,418 calls overall in November, a 12% increase from last month. 2,996 of these were base 211 contacts where information and referrals were provided to callers based on need. **2,452 calls came through on the 211 press 3 - 24/7 Crisis Diversion line and 2,454 of those were unique calls for service** which accounted for 45% of the overall 211 call volume.



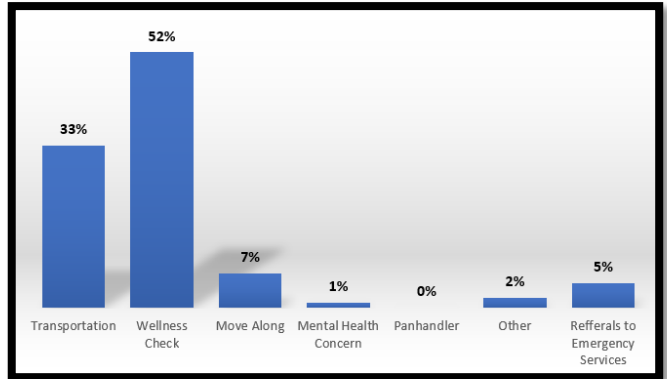
The **average wait time on the 211 press 3 phone line was 144 seconds**, with 46.81% answered within the 90 second target.

24/7 Crisis Diversion November Summary



The main referral sources to Crisis Diversion through the 211 press 3 line came from private citizens (48%), private businesses (15%), and individuals themselves (14%).

There was an increase in referrals from Hospital Staff by 48%, as well as from Community Agencies by 28%.

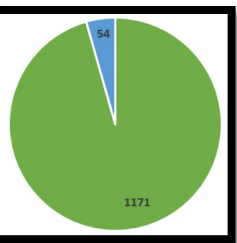
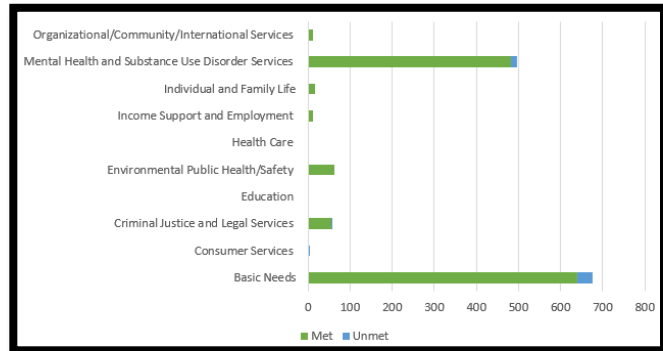


Wellness checks (52%) continue to be the primary reason people call 211+3 requesting Crisis Diversion services.

There were no major changes in requests for other areas of support.

96% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders again in November.

Basic needs, as well as mental health & substance use disorder services are ongoing areas with minimal supports available outside of regular business hours.



Noted Trends/Updates/Gaps in Service

Weather – November was surprisingly mild in comparison to years past, with overnight lows only reaching -9C and daytime highs reaching +10C. The mobile teams spent time this month connecting with community to ensure they had proper clothing and blankets to support the fluctuations in temperature.

Complex Needs – The mobile team staff and supervisors have been preparing to support folks who have complex needs through the winter months. Colder conditions create increased complexities that place some individuals in situation where they are beyond the level of care for the program and for shelters in the city. Coordinating efforts with EMS will be important in the coming months.

Program Narratives

CMHA/211

A worker from the Royal Glenora Club phoned the Crisis Diversion dispatching line just before 11pm on November 4th. They had come across a man sleeping in their trash bins and were concerned for his wellbeing as the trucks come very early in the morning to collect the trash. The worker had spoken with the man and learned that the man needed somewhere to sleep until he got a ride out of the city in the morning. After a consultation with a mobile team, the Community Resource Specialist was able to share with the caller that a team would be there to offer support to the man within the hour.

An EPS patrol member reached out to the 211+3 at approximately 5pm on November 9th to request support for a man seated in a bus stop outside of a hospital. The man had been previously staying at the Herb Jamieson Centre but was not able to stay there any longer and needed to find other accommodation for the night. A Boyle Street mobile team was consulted, and they were able to attend the location to provide this man with supports finding shelter.

Hope Mission

An afternoon shift picked up a dispatch for a community member that needed transport. She had been dropped off by a taxi from the hospital at her supportive housing location only to find out that she had been transferred to new supportive housing. The team arrived to assist the community member, but it seemed that no one had information about the new supportive housing location. Although transporting the person to shelter was an option, the mobile team staff assisted with the system navigation to determine where her new housing would be. After making some calls and speaking to staff at the original supportive housing, the team was able to identify the address for her new accommodations. The mobile team transported the community member there and went in with her to speak to the onsite staff and facilitate a warm hand-off. At the end, the community member shook the hand of the mobile team staff and thanked him for all his help.

Boyle Street

At around 23:15 a Crisis Diversion team came across 3 individuals, a male who was very intoxicated, and 2 females. The female individuals stated that the male had a lot to drink and may be suffering from alcohol poisoning. After trying to speak with the male, staff were finally able to get him to acknowledge them as he was too intoxicated to fully engage. It was decided that EMS was the best option for him as he was showing signs of severe intoxication of alcohol and possible other substances. As the team was on the phone with 911, the man suddenly fell to the ground and became unconscious and unresponsive. Staff put him in the recovery position until EMS arrived. Upon EMS arrival, the paramedics loaded the male onto



24/7 Crisis Diversion November Summary

the stretcher and departed to the hospital. The 2 females that were with the male were offered bus tickets by the staff so they could get to the shelter safely which they accepted.

