



24/7 Crisis Diversion January Summary

January 2024

Mobile Team

Accepted Dispatches – 2,535
 Dispatch Contacts Made – 1,673
 General Support Contacts – 2,809

% Change from January 2023	
Accepted Dispatch	+44%
Dispatch Contacts	+41%
General Contacts	-4%

Top 5 Incoming Referral Sources
 211 – 2,157 (82.48%)
 EMS – 154 (5.89%)
 Community Agency – 78 (2.98%)
 Outreach Contact – 69 (2.64%)
 Client Self-Referral – 38 (1.45%)

211 + 3
 Total Incoming Calls – 4,812
 Total Calls Answered – 3,367
 Total Unique Calls for Service – 3,120

% Change from January 2023	
Total Answered	+22%
Total Unique Calls	+41%

Top 5 Incoming Referral Sources
 Private Citizens – 1,126 (43.56%)
 Self-Referrals – 414 (16.02%)
 Private Businesses – 351 (13.58%)
 Community Agency – 330 (12.77%)
 Hospital Staff – 119 (4.60%)

2024 Year to Date

Mobile Team

Accepted Dispatches – 2,535
 Dispatch Contacts Made – 1,673
 General Support Contacts – 2,809

Top 5 Incoming Referral Sources
 211 – 2,157 (82.48%)
 EMS – 154 (5.89%)
 Community Agency – 78 (2.98%)
 Outreach Contact – 69 (2.64%)
 Client Self-Referral – 38 (1.45%)

211 + 3
 Total Incoming Calls – 4,812
 Total Calls Answered – 3,367
 Total Unique Calls for Service – 3,120

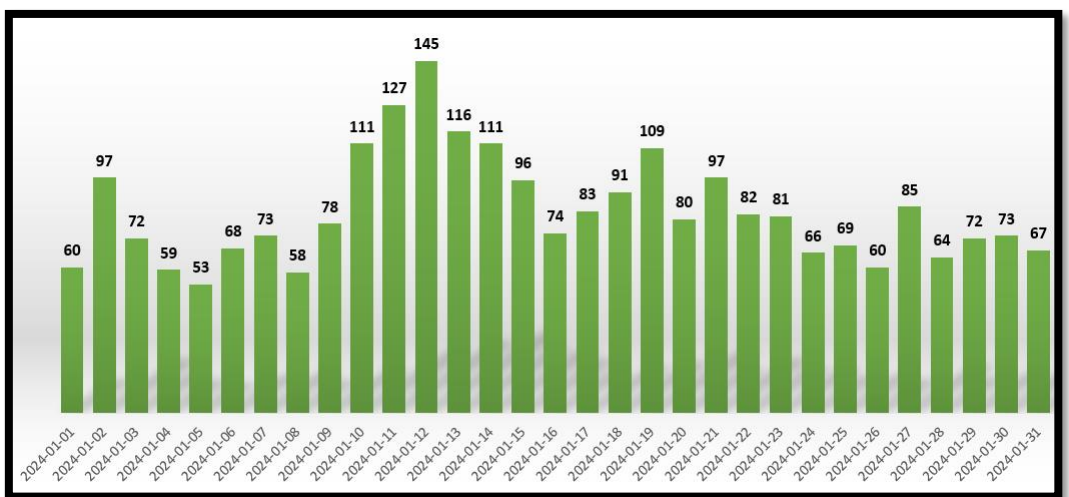
Top 5 Incoming Referral Sources
 Private Citizens – 1,126 (43.56%)
 Self-Referrals – 414 (16.02%)
 Private Businesses – 351 (13.58%)
 Community Agency – 330 (12.77%)
 Hospital Staff – 119 (4.60%)

Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 4,482 contacts** in the month of January. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,524	1,673
General Support	1,033	2,809
Total	3,557	4,482

The **average number of daily dispatches the mobile teams responded to in January was 83**. As a result of the added number of teams operating during a 24-hour period, this average was **almost double** that of January 2023.



During the City’s Extreme Weather activation which began on January 9th & ended on January 22nd, **Crisis Diversion saw a significant increase in mobile team dispatches** with the busiest day having **145 dispatched responses**. This is the highest number the program has recorded since the program began.

In addition, 211 answered 1,890 calls on the Crisis Diversion press 3 phone line during the activation. **During that period, volumes were 96% higher than the 2023 average**, with the peak being 241% higher on January 12th.



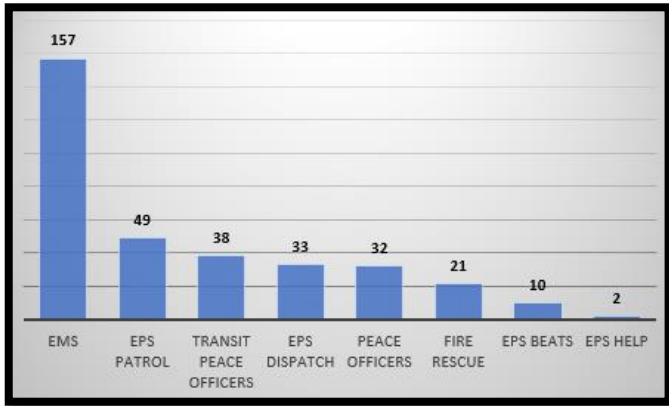
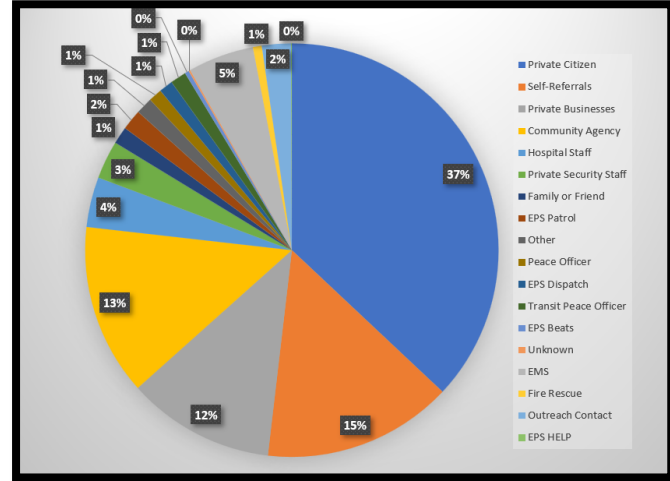
24/7 Crisis Diversion January Summary

Incoming Referrals to 24/7 Crisis Diversion

Through 211	
Private Citizen	1126
Self-Referrals	414
Private Businesses	351
Community Agency	330
Hospital Staff	119
Private Security Staff	91
Family or Friend	41
EPS Patrol	26
Other	24
Peace Officer	22
EPS Dispatch	19
Transit Peace Officer	7
EPS Beats	7
Unknown	4
EMS	3
Fire Rescue	1

Direct to Mobile Teams	
EMS	154
Community Agency	78
Outreach Contact	69
Self-Referrals	38
Transit Peace Officers	31
EPS Patrol	23
Fire Rescue	20
Other	16
EPS Dispatch	14
Peace Officers	10
EPS Beats	3
EPS HELP	2

Total Program Referrals



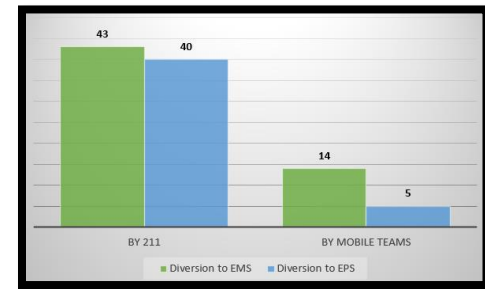
The various **Emergency Services in Edmonton** made a total of **342 referrals** to the **24/7 Crisis Diversion Program**, up 2% from December.

257 of those were direct referrals to the Crisis Diversion Mobile Teams, and 85 referrals from emergency services came through 211.

The **24/7 Crisis Diversion program** made a total of **102 referrals** to **Emergency Services** in January.

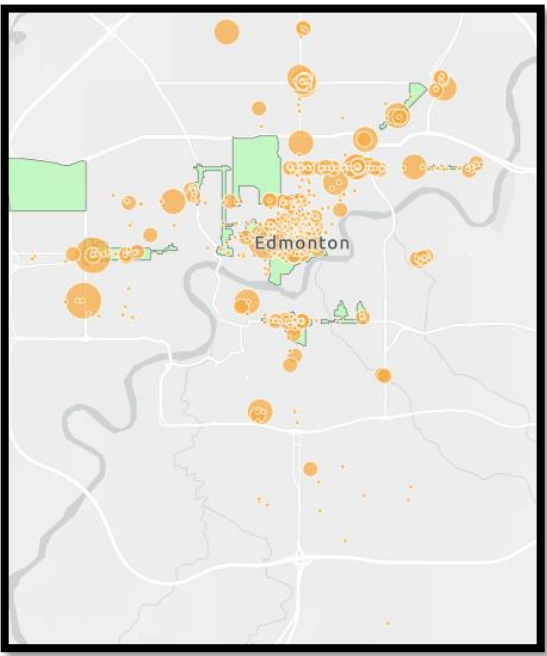
Diversion to EMS (211 only)	
No Sign of Breathing	7
Immediate Medical Need	24
Signs of Overdose	6
Unable to Move Unassisted	2
Biohazard Concerns	2
Outside Service Area - EMS Diversion	
Other	2

Diversion to EPS (211 only)	
Criminal Activity	4
Violence or Risk of Violence	4
Weapons	0
Hostile Situation	1
Unsafe Location	18
Outside Service Area - RCMP Diversion	2
Other	11



24/7 Crisis Diversion January Summary

Proactive Engagements



The mobile teams **connected with 2,809 individuals during 1,033 proactive engagements** throughout the city in the month of January.

Support Provided	Number of Client	Number of Event
Food/Lunch	2809	1033
Water	2605	881
Clothing/ Blankets	1853	535
Other	1708	505
Supportive Conversation	326	142
Harm Reduction Supplies	264	108
First Aid	57	26
Rogers Place	18	6
Overdose	9	6
	2	2

Mobile teams reported 2 instances where overdose response was required, this is another decrease from the previous three months.

The teams supported 193 people during 31 stops at the **Northgate Transit Centre** in January. This was almost 100 more people at that location than in December.

211 Summary

211 responded to 6,337 calls overall in January. 3,149 of these were base 211 contacts where information and referrals were provided. **3,188 calls came though on the 211 press 3 - 24/7 Crisis Diversion line**, this accounted for 50% of the overall call volume.

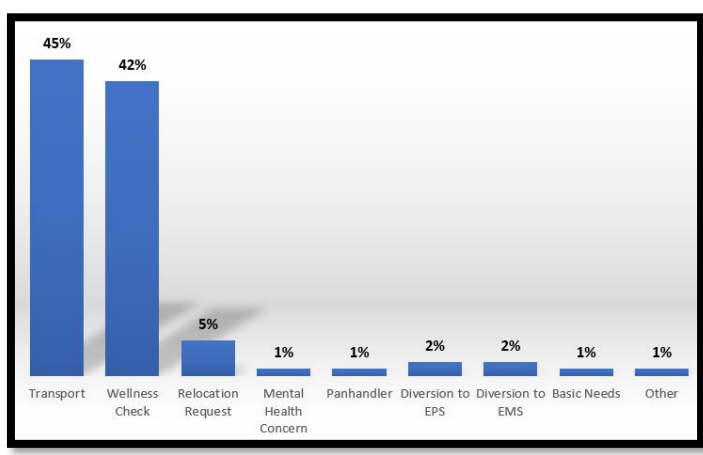


The **average wait time on the 211 press 3 phone line was 3 minutes & 22 seconds.** The average call length was 6 minutes and 13 seconds. This is a 32% decrease in call length than in December.

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

- **General Transport (45%)**
- **Wellness Check (42%)**

Due to the cold weather, there was a noticeable increase in wellness check calls for individuals panhandling.





24/7 Crisis Diversion January Summary

24/7 Process Change Update

On January 9th, the program launched its new process that now sees CMHA/211 making the majority of dispatch decisions without consultation with mobile teams. Initial results showing that call lengths at 211 have decreased by 33% (intended planned outcome was 32%). Credit is given to the detailed planning process which involved front-line staff through every step.

Noted Trends/Gaps in Service

Weather – Most of the month was hit with an arctic blast with a record low hitting -45.9 C. The activation of extreme weather support centres such as Boyle Street’s overnight shelter, Al Rashid Mosque, and Bissell’s warming centre was tremendous help to the teams and the community.

Multiple People – The most noticeable gap in service in January was related to transportation requests for multiple people. The 24/7 Crisis Diversion Program can only support a maximum of two individuals during one transport if they are going to the same location.

Pets – Another gap noted was the lack of available resources that could accommodate individuals with pets. During the colder temperatures, the program had an increase in requests for transport for those with animals. Unfortunately, during normal operating conditions there are no locations that accommodate a person and their pet. It was only during the extreme weather activation that one location was available to accommodate.

Program Narratives

CMHA/211

At 6:41pm on 9 January, the Community Resource Specialist answered the 24/7 Crisis Diversion Dispatch line and spoke with a dispatcher from EPS. The dispatcher had received a call about 3 community members who were sitting near an entrance to a commercial building, exposed to the extreme cold. At least one community member was reported to be severely underdressed. EPS were unable to quickly attend their dispatch and were concerned for the community members' wellness, so they asked if a 24/7 Crisis Diversion Team would check on them and perhaps offer transportation if needed. This call was dispatched with a 30–45-minute ETA.

A shelter worker called the 24/7 Crisis Diversion Dispatch line just after 4:30pm on 9 January and shared that they had a community member present for intake who was dealing with headlice and as such they could not be admitted to shelter without treatment. The shelter worker was asking if a 24/7 Crisis Diversion Team could provide this community





24/7 Crisis Diversion January Summary

member with transportation to a clinic to be treated for their headlice. The Community Resource Specialist was able to dispatch this transportation call with a 45–60-minute ETA.

Hope Mission

On the afternoon of the 23rd, the evening team had consulted an atypical call from 211. It concerned a diabetic amputee who had run out of food provisions. He had not eaten on that day and his next food hamper was due at the end of the week. The gentlemen had asked 211 for help and resources, however, there were not any immediate solutions. The team decided to deliver him some bagged lunches as soon as they could to assist him. While enroute, one of the staff contacted the Tegler Center, and fortunately, they had food hampers to give out. The staff communicated this to a different Hope team who was available at the time, and they were able to deliver the hamper from Tegler to the gentleman in need. They spent some time in conversation with him and he was very appreciative of their help.

Boyle Street

Early one morning, a Crisis Diversion team was completing back alley checks around Hope Mission and Bissell Centre and discovered a community member by some dumpsters, crawling and face down in the snow. He had no gloves on and was not dressed appropriately for the weather and was extremely slow moving and stiff. Staff asked him if he needed assistance and perhaps transport to a safe and warm location. He agreed.

The staff provided him with heavy duty gloves and a scarf which they helped put on for him, as well they gave him hand warmers and a snack. They then transported him to the Breakfast Club at the Holy Trinity Orthodox Church, and the man thanked the Crisis Diversion staff immensely and stated, “you guys are lifesavers, I hope you know you saved me”.