



# 24/7 Crisis Diversion February Summary

## February 2024

**Mobile Team**  
**Accepted Dispatches – 2,265**  
**Dispatch Contacts Made – 1,628**  
**General Support Contacts – 3,619**

| % Change from February 2023 |      |
|-----------------------------|------|
| Accepted Dispatch           | +39% |
| Dispatch Contacts           | +42% |
| General Contacts            | +38% |

**Top 5 Incoming Referral Sources**  
 211 – 1,718 (76%)  
 EMS – 198 (8.7%)  
 Outreach Contact – 89 (4%)  
 Community Agency – 88 (3.8%)  
 Client Self-Referral – 59 (2.6%)

**211 + 3**  
**Total Incoming Calls – 3,777**  
**Total Calls Answered – 2,698**  
**Total Unique Calls for Service – 2,533**

| % Change from February 2023 |      |
|-----------------------------|------|
| Total Answered              | +13% |
| Total Unique Calls          | +26% |

**Top 5 Incoming Referral Sources**  
 Private Citizens – 718 (34.04%)  
 Self-Referrals – 426 (20.2%)  
 Community Agency – 312 (14.79%)  
 Private Businesses – 306 (14.51%)  
 Private Security – 126 (5.97%)

### 2024 Year to Date

**Mobile Team**  
**Accepted Dispatches – 4,800**  
**Dispatch Contacts Made – 3,301**  
**General Support Contacts – 6,428**

**Top 5 Incoming Referral Sources**  
 211 – 3,893 (81.1%)  
 EMS – 352 (7.33%)  
 Community Agency – 166 (3.46%)  
 Outreach Contact – 166 (3.46%)  
 Client Self-Referral – 97 (2.02%)

**211 + 3**  
**Total Incoming Calls – 8,589**  
**Total Calls Answered – 6,065**  
**Total Unique Calls for Service – 6,739**

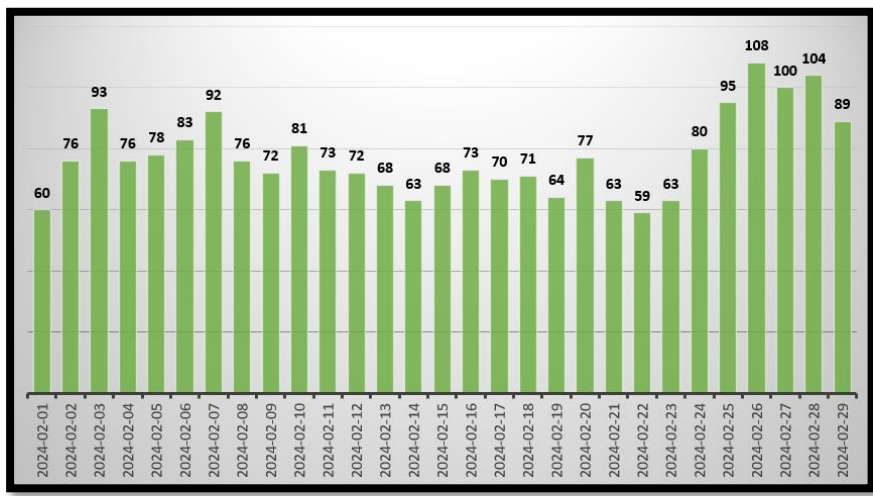
**Top 5 Incoming Referral Sources**  
 Private Citizens – 1,844 (39.28%)  
 Self-Referrals – 840 (17.9%)  
 Private Businesses – 657 (14%)  
 Community Agency – 642 (13.68%)  
 Hospital Staff – 223 (4.75%)

## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 5,247 contacts** in the month of February, a 14.5% increase from 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 | 2,265                  | 1,628                      |
| General Support     | 1,354                  | 3,619                      |
| <b>Total</b>        | <b>3,619</b>           | <b>5,247</b>               |

The **average number of daily dispatches the mobile teams responded to in February was 77**, 5 less than the average last month, however almost double the average in February 2023 (43).



The city activated its Extreme Weather protocol on February 25<sup>th</sup> at which time **Crisis Diversion saw an increase of 20 – 29% in daily mobile team dispatches.**

During the activation, **from February 25<sup>th</sup> – 29<sup>th</sup>, 211 answered 586 calls on the Crisis Diversion press 3 phone line.** Although not as high as the daily number seen during January’s activation, the daily average was higher than normal volumes, with the peak day seeing 138 calls.



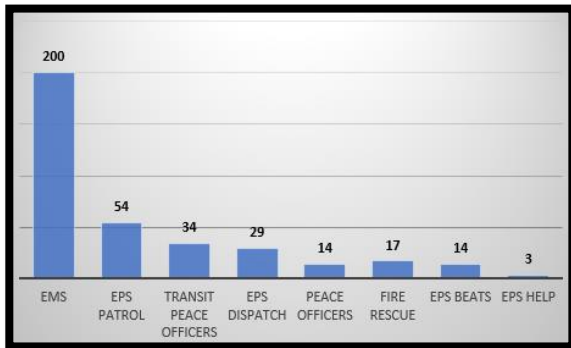
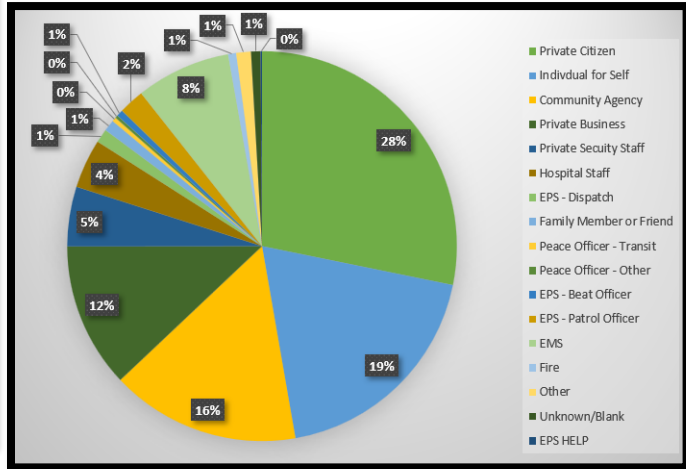
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## Incoming Referrals to 24/7 Crisis Diversion

| Through 211             |     |
|-------------------------|-----|
| Private Citizen         | 718 |
| Individual for Self     | 426 |
| Community Agency        | 312 |
| Private Business        | 306 |
| Private Security Staff  | 126 |
| Hospital Staff          | 104 |
| EPS - Dispatch          | 19  |
| Family Member or Friend | 24  |
| Peace Officer - Transit | 9   |
| Peace Officer - Other   | 6   |
| EPS - Beat Officer      | 13  |
| EPS - Patrol Officer    | 22  |
| EMS                     | 2   |
| Fire                    | 3   |
| Other                   | 15  |
| Unknown                 | 4   |

| Direct to Mobile Teams |     |
|------------------------|-----|
| Client Self-Referral   | 59  |
| Community Agency       | 88  |
| EMS                    | 198 |
| Encampment Response    | 0   |
| EPS Beats              | 1   |
| EPS Dispatch           | 10  |
| EPS HELP               | 3   |
| EPS Patrol             | 32  |
| Fire                   | 14  |
| Outreach Contact       | 89  |
| Peace Officer          | 8   |
| Transit Peace Officers | 25  |
| Other                  | 16  |
| Blank                  | 27  |

## Total Program Referrals



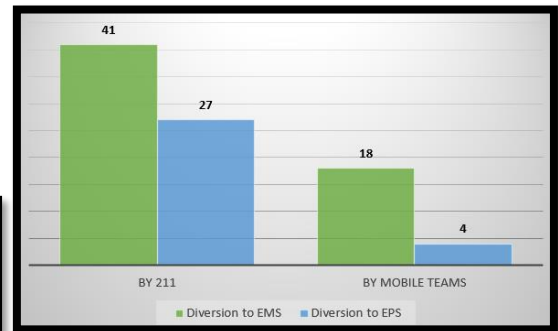
The various **Emergency Services in Edmonton** made a **total of 365 referrals** to the **24/7 Crisis Diversion Program**. There was a **21.5% increase** in EMS referrals from January.

**291 of those were direct referrals** to the Crisis Diversion Mobile Teams, and 74 referrals from emergency services came through 211.

The **24/7 Crisis Diversion program** made a total of **90 referrals** to **Emergency Services** in February.

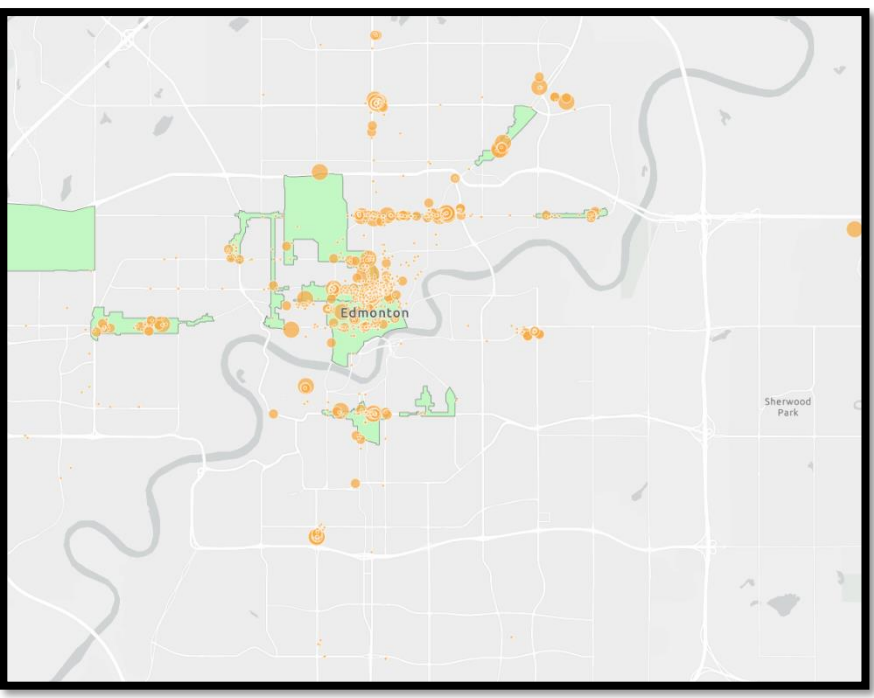
| Diversion to EPS (211 only)           |    |
|---------------------------------------|----|
| Criminal Activity                     | 2  |
| Violence or Risk of Violence          | 2  |
| Weapons                               | 1  |
| Hostile Situation                     | 2  |
| Unsafe Location                       | 14 |
| Outside Service Area - RCMP Diversion | 1  |
| Other                                 | 5  |

| Diversion to EMS (211 only)          |    |
|--------------------------------------|----|
| No Sign of Breathing                 | 10 |
| Immediate Medical Need               | 19 |
| Signs of Overdose                    | 6  |
| Unable to Move Unassisted            | 1  |
| Biohazard Concerns                   | 0  |
| Outside Service Area - EMS Diversion | 0  |
| Other                                | 5  |



# 24/7 Crisis Diversion February Summary

## Proactive Engagements



The mobile teams **connected with 3,619 individuals during 1,354 proactive engagements** throughout the city in the month of February.

|                         |      |
|-------------------------|------|
| Food/Lunch              | 3221 |
| Water                   | 2490 |
| Clothing/ Blankets      | 2155 |
| Supportive Conversation | 471  |
| Other                   | 455  |
| Harm Reduction Supplies | 174  |
| Overdose                | 29   |
| First Aid               | 20   |
| Rogers Place            | 1    |

Note: One event can have multiple support provided

**Mobile teams reported 29 instances where overdose response was required, this is a significant (93%) increase from January.**

The teams supported 14 people during 6 stops near the Strathcona hospital during transport requests for folks needing to return downtown. In addition, **there was a noticeable increase in need near Coliseum Inn with teams supporting 121 people during 20 stops.**

## 211 Summary

**211 responded to 5,468 calls overall in February.** 2,935 of these were base 211 contacts where information and referrals were provided. **2,533 calls came though on the 211 press 3 - 24/7 Crisis Diversion line**, this accounted for 46% of the overall call volume.



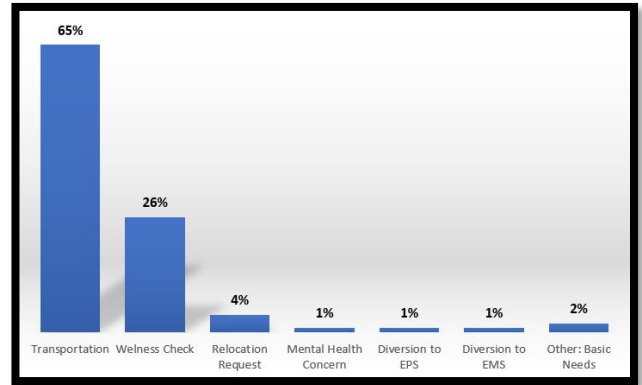
The **average wait time on the 211 press 3 phone line was 2 minutes & 43 seconds.** The average call length was 7 minutes and 11 seconds.

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

- **General Transport (65%)**
- **Wellness Check (26%)**

**There was a 20% increase in requests for supportive transportation** from January.



## Noted Trends/Gaps in Service

**Weather** – February started out with warmer temperatures with a drastic drop in temperatures at the end of the month. The mobile team staff connected with many individuals through proactive engagement to ensure people had the proper clothing and blankets for the temperature swings.

**Overdoes Response** – The program experienced a 93% increase in opioid overdose responses in February from January. This increase is consistent with what other agencies and EMS have reported experiencing throughout the month as well. The ability to conduct proactive engagement helps with saving lives.

## Program Narratives

### CMHA/211

Just before 8pm on 25 February 2024, a male reached out to a Community Resource Specialist responding to the Crisis Diversion Dispatch line sharing his experience and requesting transportation to shelter. The male had been in hospital and managed to make his way to the city's extreme weather shelter which was unable to accommodate him at the time. He was outside of the shelter while he called requesting transportation to another shelter. Due to the weather and anticipated wait for mobile teams to arrive, the Community Resource Specialist assisted the male in finding directions to a nearby city recreation centre that he could access to stay warm while waiting for the mobile team to arrive. The transport request was dispatched with a 45-60 minute ETA.

On 13 February 2024 at 8:15pm, a nurse from the StreetWorks van called the dispatch line for Crisis Diversion. She had supported a male who complained of a swollen and very sore leg. In speaking with the nurse, the community member agreed that going to the hospital was the best course of action for him but that he could not get there walking on his

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injured leg. A Crisis Diversion team was dispatched to provide the community member with transportation to hospital with an estimated wait of 45-60 minutes.

### Hope Mission

During the week of February 19th, the day team picked up a woman that had been evicted from the Maskokamik shelter. Upon arrival on site, she was on the sidewalk with a security guard, cold, and under a blanket. She was unwilling to go Hope Mission, so the team decided to take her to the Navigation and Support Centre (NSC). During the trip, staff engaged in conversation with her and she mentioned that she had recently been sexually abused. By the time they arrived at the NSC, she seemed of a better mood and more relaxed disposition. Our staff advocated for the woman to the sheriffs who in turn contacted their counterparts in EPS in a bid to initiate the process of getting the abuser apprehended. A trauma care specialist was brought in through the AHS team within 15 minutes of the Crisis Diversion's arrival and was connected with the woman to provide her with appropriate support and care.

### Boyle Street

Crisis Diversion connected with a community member at a McDonald's who was trying to hold it together but had been calling shelters all day trying to find somewhere safe to stay. She had lost custody of her child and her housing 2 weeks prior and had been experiencing hidden homelessness, staying in unsafe situations to avoid sleeping outside, but had run out of options.

She explained that she was trying to stay sober and wanted to avoid the Hope Mission because that is where she was introduced to drug use and was very concerned about falling back into old patterns if she ran into the same people in her vulnerable emotional state. Crisis Diversion staff secured a spot for her at Coliseum Inn and began to transport her to the shelter. Once inside the vehicle, she broke down into tears, expressing how hopeless she felt and how she felt like her whole world has crumbled. She disclosed that she had called 211 as a last resort because she had never tried opioids but was feeling so hopeless that she wanted an escape and would have gone out and sought opioids or harmed herself if we hadn't been able to help her. Upon arrival to the shelter, there was an hour wait for intake, so our staff bought her coffee and a donut and listened to her story, encouraging, and empowering her to take the next steps in getting her stabilized and connected with supports, such as a housing worker, Ubuntu, wellness together, etc. She was very grateful and thanked our staff, mentioning she wished she knew about our service earlier for times she had stayed in unsafe situations and been in crisis but felt like she had to cope alone. The staff left her with resources and instructions for how to navigate suitable resources for her situation.