



24/7 Crisis Diversion March Summary

March 2024

Mobile Team
Accepted Dispatches – 2,305
Dispatch Contacts Made – 1,655
General Support Contacts – 4,049

% Change from March 2023	
Accepted Dispatch	+26%
Dispatch Contacts	+16%
General Contacts	+39%

Top 5 Incoming Referral Sources
 211 – 1,778 (76%)
 EMS – 200 (9%)
 Community Agency – 85 (4%)
 Outreach Contact – 79 (3%)
 Client Self-Referral – 69 (3%)

211 + 3
Total Incoming Calls – 4,018
Total Calls Answered – 3,016
Total Unique Calls for Service – 2,463

% Change from February 2023	
Total Answered	+9%
Total Unique Calls	+22%

Top 5 Incoming Referral Sources
 Private Citizens – 554 (24%)
 Self-Referrals – 387 (17%)
 Community Agency – 318 (14%)
 Private Businesses – 216 (9%)
 Private Security – 106 (5%)

2024 Year to Date

Mobile Team
Accepted Dispatches – 7,105
Dispatch Contacts Made – 4,956
General Support Contacts – 10,837

Top 5 Incoming Referral Sources
 211 – 5,671 (80%)
 EMS – 552 (8%)
 Community Agency – 251 (4%)
 Outreach Contact – 245 (3%)
 Client Self-Referral – 166 (2%)

211 + 3
Total Incoming Calls – 12,607
Total Calls Answered – 9,081
Total Unique Calls for Service – 9,202

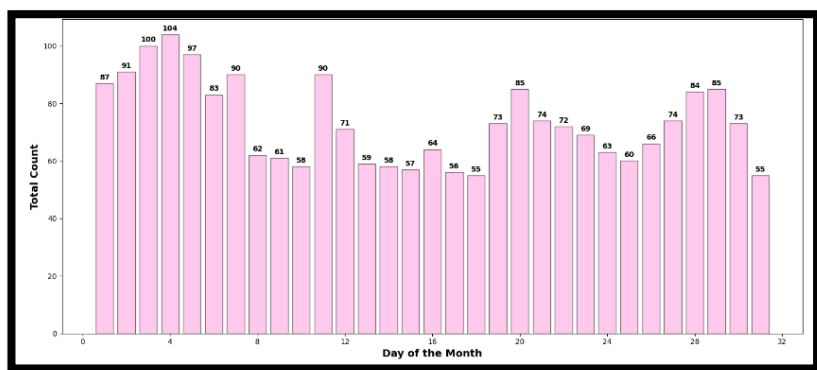
Top 5 Incoming Referral Sources
 Private Citizens – 2,398 (34.1%)
 Self-Referrals – 1,227 (17.4%)
 Community Agency – 960 (13.6%)
 Private Businesses – 873 (12.4%)
 Private Security – 323 (4.6%)

Mobile Team Summary

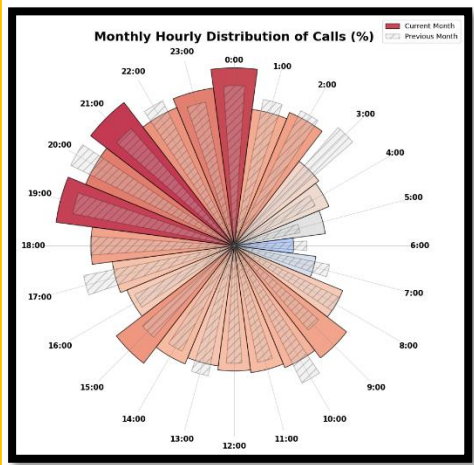
The 24/7 Crisis Diversion mobile teams **made a total of 5,704 contacts in March**. This is an 8% increase from last month and a 32% increase from March 2023. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,305	1,655
General Support	1,379	4,049
Total	3,684	5,704

The **average number of daily dispatches the mobile teams responded to in March was 73**, more than double the average in March 2023 (31).



The city deactivated its Extreme Weather protocol on March 8th which began on February 25th. During the first 8 days of the month during this activation, **Crisis Diversion responded to an average of 89 dispatches per day**, 18% higher than the monthly average in March.

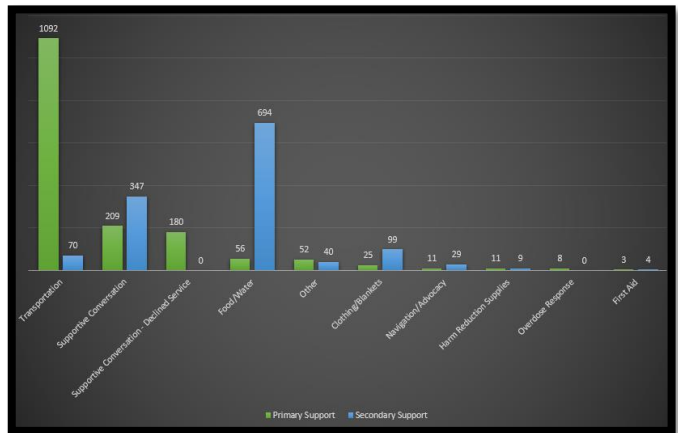


The mobile teams were busiest between the hours of 7pm – 8pm, 9pm – 10pm, and midnight – 1am in March.

The chart shows the hourly distribution of calls and the comparison to that in February.



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Transportation represented 40% of support provided to community members in need this month, and they **provided food and water to 26% of those they engaged with** through dispatched events.

Incoming Referrals to 24/7 Crisis Diversion

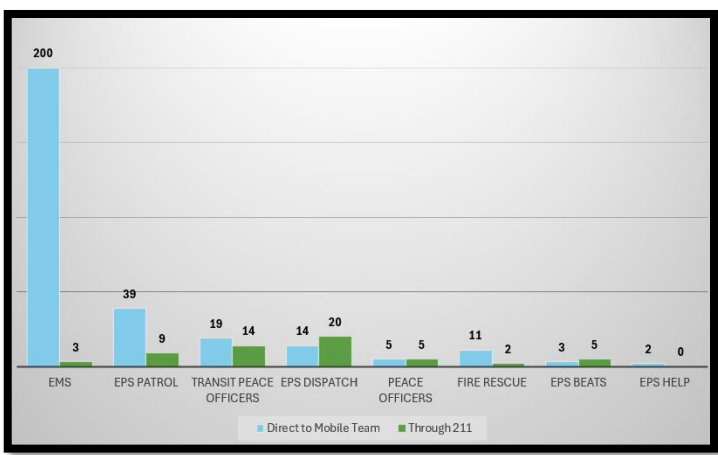
Through 211	
Private Citizen	554
Individual for Self	387
Community Agency	318
Private Business	216
Private Security Staff	106
Hospital Staff	99
EPS Dispatch	20
Other	17
Family Member or Friend	14
Peace Officer - Transit	14
EPS - Patrol Officer	9
EPS - Beat Officer	5
Peace Officer -Other	5
EMS	3
Fire	2

Direct to Mobile Teams	
Client Self Referral	69
Community Agency	85
EMS	200
EPS Beats	3
EPS Dispatch	14
EPS HELP	2
Fire	11
Outreach Contact	79
Peace Officer	5
Transit Peace Officers	19
Other	17

The top 5 overall program referral sources were:

- Private Citizens 554 (24%)
- Self Referrals 456 (20%)
- Community Agencies 403 (18%)
- Private Businesses 216 (10%)
- EMS 200 (9%)

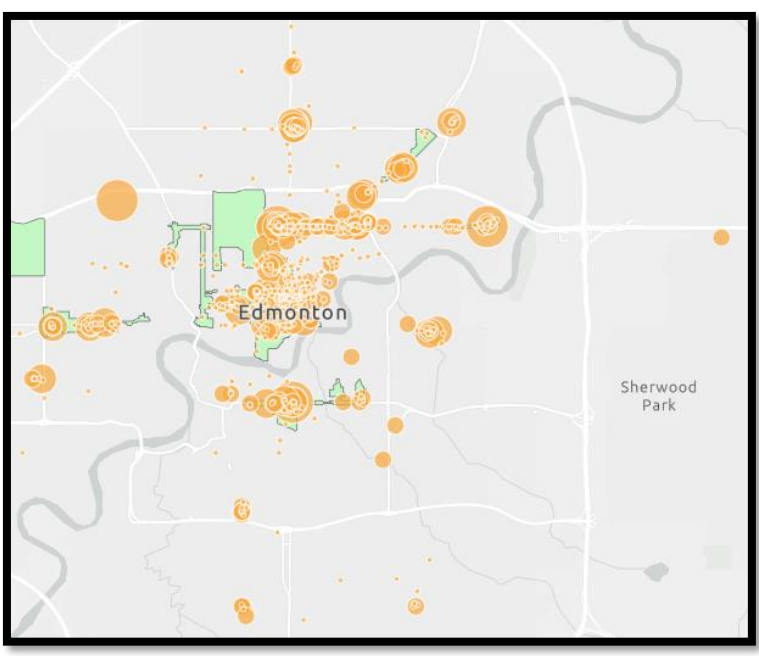
Total Program Referrals



The various **Emergency Services in Edmonton made a total of 365 referrals to the 24/7 Crisis Diversion Program**, a slight decrease from February.

293 of those were direct referrals to the Crisis Diversion Mobile Teams, and 58 referrals from emergency services came through 211.

Proactive Engagements



The mobile teams **connected with 4,049 individuals during 1,379 proactive engagements** throughout the city in the month of March.

Support Provided	Number of Client	Number of Event
Food/Lunch	3754	1172
Water	2838	764
Clothing/ Blankets	2471	623
Other	582	199
Supportive Conversation	552	151
Harm Reduction Supplies	139	68
First Aid	16	7
Overdose	15	10
Rogers Place	3	2

Note: One event can have multiple support provided

Mobile teams reported 15 instances where overdose response was required, this is a (48%) decrease from February.

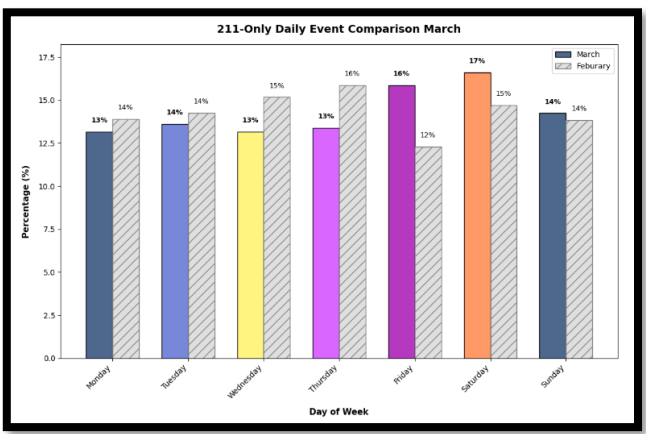
The mobile teams conducted 43 return transports for community members that had been dropped off by EMS to hospitals in municipalities outside of Edmonton but not outside the Edmonton metropolitan area.

211 Summary



211 responded to 5,727 calls overall in March, a 5% increase from last month. 3,264 of these were base 211 contacts where information and referrals were provided. **2,463 calls came though on the 211 press 3 - 24/7 Crisis Diversion line**, this accounted for 43% of the overall call volume.

The **average wait time on the 211 press 3 phone line was 3 minutes & 33 seconds**. The average call length was 6 minutes and 21 seconds.



Call volumes at 211 were steady throughout weekdays, with increased call volumes seen on both Fridays and Saturdays in March. This is consistent for the month of February, apart from Fridays where a decrease in call volumes was seen below all other days of the week.

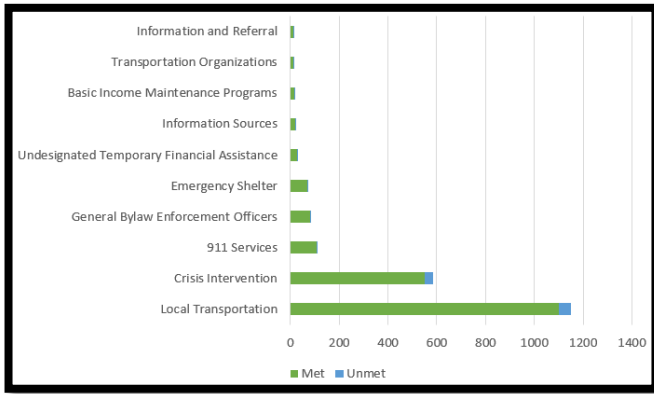
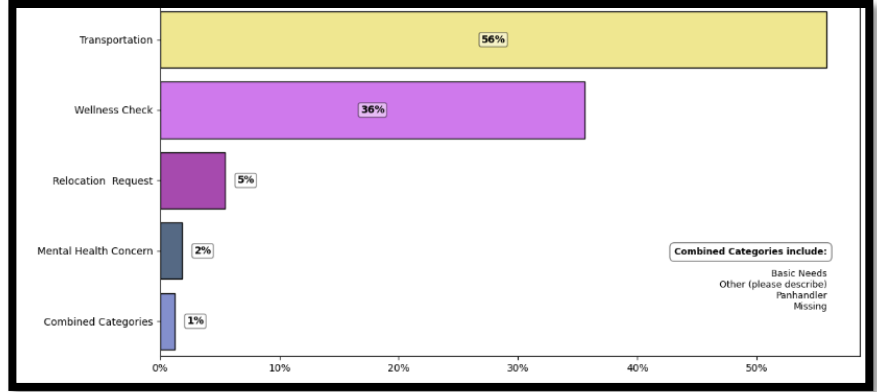


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The top two reasons callers reached out to 211 press 3 in March included:

- **General Transport (56%)**
- **Wellness Check (36%)**

There was a **44% increase in requests for mental health support** and a **15% increase in relocation requests from businesses** from February.



95% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders.

Needs for local transportation and crisis intervention remained the two areas where we were unable to meet all needs based on program capacity at time of call.

Noted Trends/Gaps in Service

Weather – Although the month began with extreme temperatures, the remaining days saw more spring-like weather and warmer days. This resulted in a slight drop in transportation requests, however, many folks were still in need of appropriate clothing and blankets for the cooler weather overnight.

Overdose Response – The program experienced a 48% decrease in opioid overdose responses in March from February. Although the number decreased, there continues to be a substantial concern of overdoses and prolonged sedation throughout the city.

Program Narratives

Hope Mission

On March 25th, the night team responded to a call that came through the 211-dispatch line. It was for a gentleman that had knocked on the door of a private residence. The owners of the home had called 211 as the gentleman was intoxicated. The team responded to the call, but they discovered that he was already on his way away from the house that called for him and was unsteady in his movements. The team was able to catch up to him, but had difficulty





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communicating with him, it seemed to the staff that he spoke limited English. They decided to call another team member who had ended his shift an hour before. The additional staff was contacted because of his fluency in the gentleman's language. The other staff arrived on scene, communicated with the individual that needed support and they were eventually able to get him to his sponsor's residence safely.

Boyle Street

The mid-day team was dispatched to a call for a senior who appeared very confused and disoriented. He was having memory issues and having trouble remembering he lived. He was clearly housed as he had a house key and had everything but an ID with an address on it. Staff decided to contact EPS for assistance and two EPS officers arrived to help. The officers were able to find the seniors previous addresses in their database.

Once this was confirmed, the Crisis Diversion team was able to transport him, and the police offered their help by following the team to the residence. Upon arrival, the senior was welcomed warmly by the staff at the residence and all responders cleared. The team was very happy to get him home safely and it was a very successful collaboration with multiple teams assisting the senior.

