

# 24/7 Crisis Diversion May Summary

May 2024

**Mobile Team**  
**Accepted Dispatches – 2,092**  
**Dispatch Contacts Made – 1,474**  
**General Support Contacts – 5,258**

% Change from April 2023	
Accepted Dispatch	+36%
Dispatch Contacts	+9%
General Contacts	+46%

**Top 5 Incoming Referral Sources**  
 211 – 1,639 (78%)  
 EMS – 142 (8%)  
 Outreach Contact – 92 (4%)  
 Community Agency – 83 (4%)  
 Client Self-Referral – 50 (2%)

**211 + 3**  
**Total Incoming Calls – 2,779**  
**Total Calls Answered – 2,411**  
**Total Unique Calls for Service – 2,355**

% Change from April 2023	
Total Answered	+3%
Total Unique Calls	+2%

**Top 5 Incoming Referral Sources**  
 Private Citizens – 643 (39%)  
 Self-Referrals – 334 (20%)  
 Community Agency – 282 (17%)  
 Private Businesses – 182 (11%)  
 Private Security Staff – 65 (4%)

2024 Year to Date

**Mobile Team**  
**Accepted Dispatches – 11,121**  
**Dispatch Contacts Made – 7,830**  
**General Support Contacts – 20,303**

**Top 5 Incoming Referral Sources**  
 211 – 8,760 (79%)  
 EMS – 837 (8%)  
 Community Agency – 432 (4%)  
 Outreach Contact – 409 (4%)  
 Client Self-Referral – 274 (2%)

**211 + 3**  
**Total Incoming Calls – 15,496**  
**Total Calls Answered – 10,954**  
**Total Unique Calls for Service – 11,250**

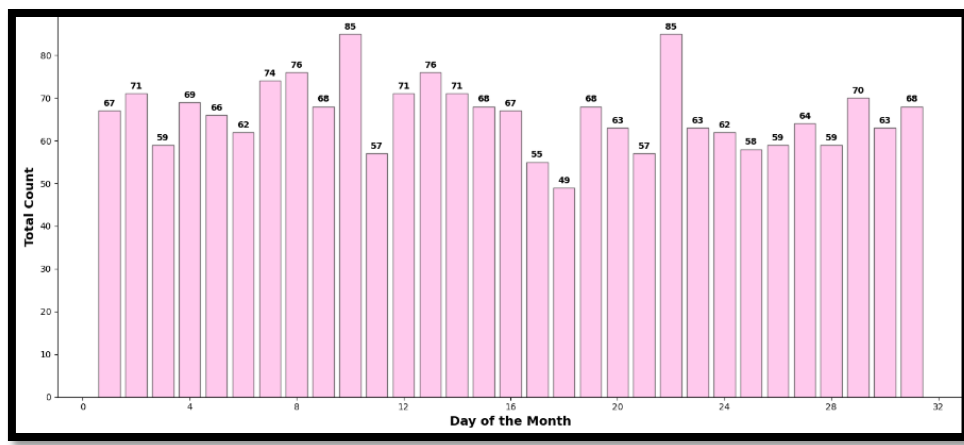
**Top 5 Incoming Referral Sources**  
 Private Citizens – 3,550 (32%)  
 Self-Referrals – 1,895 (17%)  
 Community Agency – 1,478 (14%)  
 Private Businesses – 1,238 (11%)  
 Hospital Staff – 455 (4%)

## Mobile Team Summary

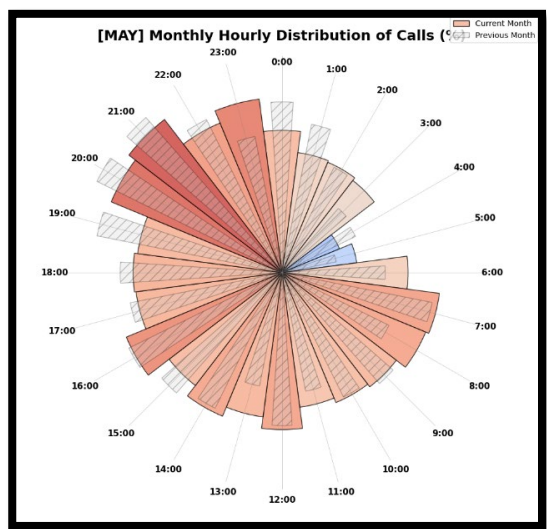
The 24/7 Crisis Diversion mobile teams **made a total of 6,732 contacts in May**. This is a 17% increase from last month and a 38% increase from April 2023. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,092	1,474
General Support	1,891	5,258
<b>Total</b>	<b>3,983</b>	<b>6,732</b>

The **average number of daily dispatches the mobile teams responded to in May was 66**, with two days seeing 85 accepted dispatches. This is comparable to the average from last month.



The mobile teams were busiest between the hours of 8pm and 10pm in May, with decreases in dispatches between 5pm and 8pm, as well as between 12am and 2am compared to last month.



# 24/7 Crisis Diversion May Summary

**Transportation represented 44% and of overall support** provided to community members in need in May. There was a significant decrease in the need for clothing and blankets again this month, likely due to the warm temperatures.

Support Provided	Primary	% Change from April	Secondary	% Change from April
Transportation	931	9%	37	32%
Supportive Conversation - Declined Service	225	11%		
Supportive Conversation	192	13%	399	17%
Food/Water	62	-16%	594	8%
Other	39	-37%	33	-6%
Clothing/Blankets	8	-33%	53	-18%
Navigation/Advocacy	5	-17%	19	-39%
Overdose Response	3	-25%	2	100%
Referral(s) Provided	2	0%	11	0%
Harm Reduction Supplies	2	-71%	14	-7%
First Aid	1	0%	2	-50%

## Incoming Referrals to 24/7 Crisis Diversion

Through 211	
Private Citizen	643
Self Referral	334
Community Agency	282
Private Business	182
Private Security Staff	74
Hospital Staff	65
Family Member/Friend	17
Other	14
EPS Patrol	8
EPS Dispatch	6
EMS	4
EPS Beats	3
Peace Officer - Other	2
Transit Peace Officer	2
Fire	1
None	1

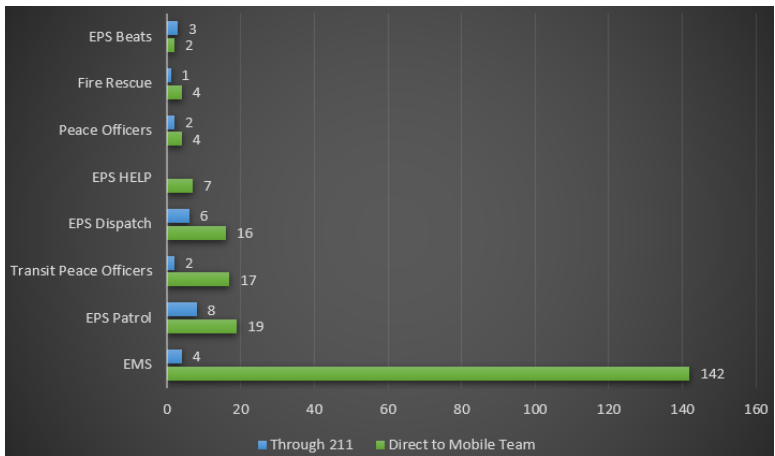
Direct to Mobile Team	
EMS	142
Outreach Contact	92
Community Agency	83
Self Referral	50
EPS Patrol	19
Transit Peace Officers	17
EPS Dispatch	16
None	10
EPS HELP	7
Other	7
Fire	4
Peace Officer	4
EPS Beats	2

The top 5 combined program referral sources were:

- Private Citizens 643 (31%)
- Self Referrals 384 (18%)
- Community Agencies 365 (17%)
- Private Businesses 182 (9%)
- EMS 142 (7%)

The various **Emergency Services in Edmonton** made a total of **237 referrals to the 24/7 Crisis Diversion Program**, a 10% decrease from April.

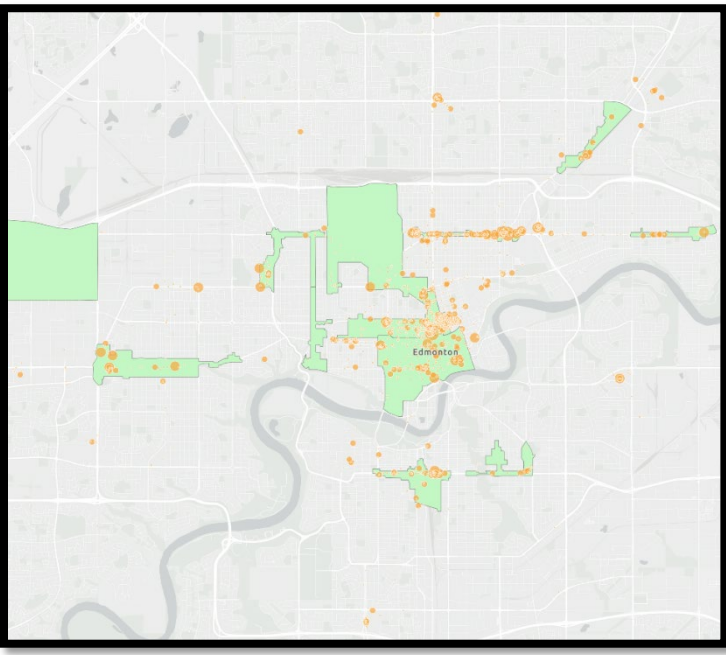
**211 of those were direct referrals** to the Crisis Diversion Mobile Teams, and 26 referrals from emergency services came through 211 press 3.



# 24/7 Crisis Diversion May Summary

## Proactive Engagements

The mobile teams **connected with 5,258 individuals during 1,891 proactive engagements** throughout the city in the month of May. This is a 20% increase in engagements from April.



Support Provided	Number of Client	Number of Event
Food/Lunch	5258	1891
Water	4870	1641
Clothing/ Blankets	4171	1311
Supportive Conversation	2403	623
Harm Reduction Supplies	663	221
Other	397	129
First Aid	213	118
Overdose	33	12
Rogers Place	23	11
	7	6

Note: One event can have multiple support provided

**Mobile teams reported 23 instances where overdose response was required, this is a 35% increase from April.**

Noticeable locations in need this month:

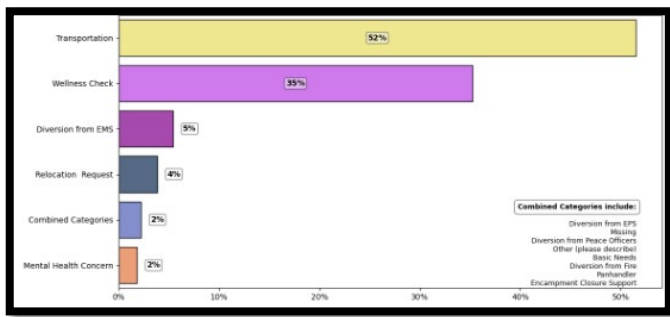
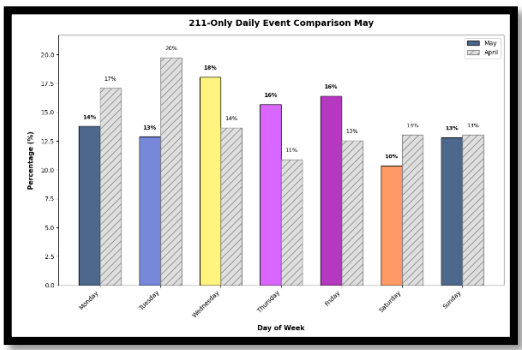
- Northgate Transit:** 128 individuals (38 events)
- Near Coliseum Inn:** 112 individuals (25 events)

## 211 Summary



**In May, 211 responded to 5,226 calls in total, a 7% increase from last month. 2,355 calls came though on the 211 press 3 - 24/7 Crisis Diversion line, which accounted for 45% of the overall call volume. The remaining 2,871 calls were base 211 contacts where information and referrals were provided.**

Call volumes on the 211 press 3 phone line were busiest from Wednesdays to Fridays in the month of May. There was a noticeable decrease in need on Mondays and Tuesdays in comparison to call trends in April.



**The two primary needs identified by callers were transportation (52%) and wellness checks (35%).**

# 24/7 Crisis Diversion May Summary

Again, this month, 97% of the needs identified by callers on the 211 press 3 phone line were met by the 24/7 Crisis Diversion program and 211 Community Resource Specialists. Needs for local transportation, crisis intervention, and emergency shelter were the main areas where we were unable to meet all needs based on program capacity at time of call.

Met Needs		Unmet Needs	
Local Transportation	867	Local Transportation	18
Crisis Intervention	551	Crisis Intervention	10
911 Services	105	Emergency Shelter	7
Emergency Shelter	54	Transitional Housing/Shelter	3
General Bylaw Enforcement Officers	50	Detoxification	3
Undesignated Temporary Financial Assistance	23	Basic Income Maintenance Programs	2
Emergency Medical Transportation	19	Information Sources	1
Basic Income Maintenance Programs	12	Royal Canadian Mounted Police	1
Crime Reporting	10	Alternative Medicine	1
Transportation Organizations	7	Multipurpose Centres	1

## Noted Trends/Gaps in Service

**Fleet Challenges** – The program continued to experience maintenance challenges related to the fleet of vehicles in May. With both mobile teams operating 5 vehicle shifts throughout a 24-hour period, neither has a back-up vehicle to assist with the workload, leaving the 5 vehicles with limited time to rest. As a result, the vehicles require maintenance more often than in previous years.

## Program Narratives

### CMHA – 211

Shortly after 10:30am on 4 May 2024, a worker from a seniors home reached out to the 24/7 Crisis Diversion dispatch line requesting support for a young woman who was there and in distress. The woman was trying to get to her sister's home but was unable to find her way there without means to access transportation. A Boyle Street Crisis Diversion team was able to attend the location within 60 minutes to offer support to the young woman.

Just before 4pm on 3 May 2024, a caller reached out to share concern about a male who was crying and acting erratically outside of a business. The caller was concerned for the male's wellbeing and requested that someone check on him. After a 30-45 minute wait a Hope Mission Crisis Diversion Team was on site to offer support.

### Hope Mission

A daytime team was driving on 118 Ave. during the rotation of May 2nd – 5th. The team stopped to speak to a couple during proactive engagement. It turned out they were new to Edmonton, and they had left the Coliseum Shelter/LRT-area because they had been attacked. The woman who was assaulted, also shared that she was pregnant. The team were able to



## 24/7 Crisis Diversion May Summary

provide some supportive conversation and offered to take them to the hospital. At the end of the engagement, they were grateful that the team connected with them.

During the rotation of May 12th – 15th, a gentleman approached a daytime team on 101st and Whyte Avenue, asking for a ride to the closest LRT. He mentioned that the bus had not stopped for him and his mother who were on their way to a housing appointment in Clareview. The team was able to support the gentleman and his mother by driving them to the appointment, waiting, and taking them back to their destination. At the same time, the team was able to have a pleasant conversation with both during the course of the transportation.

### **Boyle Street**

A Crisis Diversion team was conducting proactive engagement when they were flagged down by a female in front of a convenience store. She stated her friend was overdosing and not breathing. The store clerk stated he was already call 911, so our staff attended to the male and found he was taking shallow breaths but did not respond to verbal commands or sternum rubs. Several community members were standing around watching what was happening. One of the Crisis Diversion staff administered 4 vials of Naloxone while the other continued attempts to get the community member to respond and keep breathing. After the 4th dose was given, the man abruptly opened his eyes and sat up. Around this time, both Edmonton Fire and EMS arrived on scene and took control of the situation and helped him up to his feet and into the ambulance.

