



# 24/7 Crisis Diversion December Summary

December 2023

## Mobile Team

**Accepted Dispatches – 2,016**  
**Dispatch Contacts Made – 1,449**  
**General Support Contacts – 3,509**

## Top 5 Incoming Referral Sources

- 211 – 1,498 (74%)
- EMS – 200 (10%)
- Community Agency – 79 (4%)
- Outreach Contact – 68 (3%)
- Client Self-Referral – 48 (2%)

211 + 3

**Total Calls Answered – 2,861**  
**Total Unique Calls for Service – 2,805**

## Top 5 Incoming Referral Sources

- Private Citizens – (44%)
- Self-Referrals – (16%)
- Private Businesses – (15%)
- Community Agency – (9%)
- Private Security – (5%)

2023 Year to Date

## Mobile Team

**Accepted Dispatches – 20,074**  
**Dispatch Contacts Made – 14,093**  
**General Support Contacts – 36,471**

## Top 5 Incoming Referral Sources

- 211 – 14,374 (72%)
- EMS – 2,379 (12%)
- Community Agency – 1,201 (6%)
- Outreach Contact – 848 (4%)
- Client Self-Referral – 489 (2%)

211 + 3

**Total Calls Answered – 26,368**  
**Total Unique Calls for Service – 23,705**

## Top 5 Incoming Referral Sources

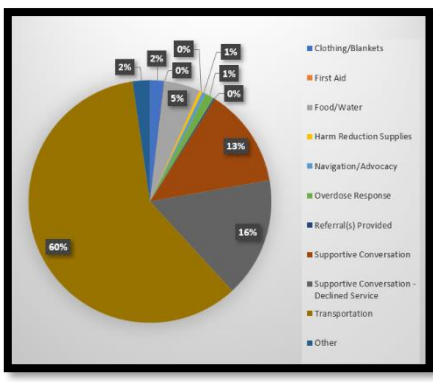
- Private Citizens – 10,087 (43%)
- Self-Referrals – 3,032 (13%)
- Private Businesses – 2,675 (11%)
- Community Agency – 1,645 (7%)
- Private Security – 909 (4%)

## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 4,958 contacts** in the month of December, this is a 12.5% increase from November.

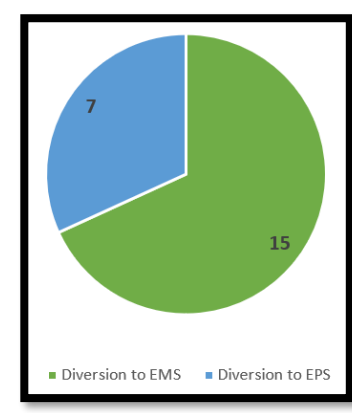
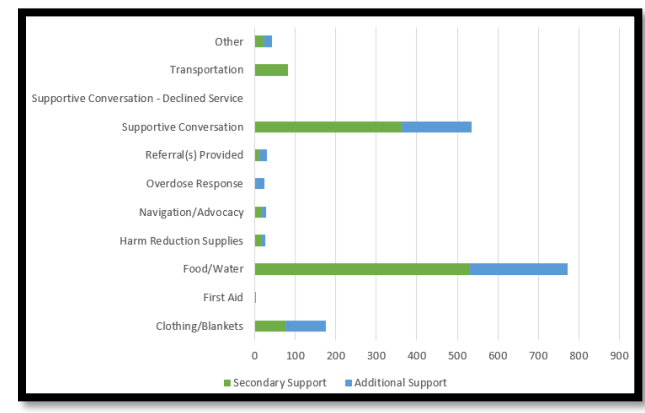
$$\begin{aligned} &\text{Dispatch Contacts Made} \\ &+ \\ &\text{General Support Contacts} \\ &= \\ &\text{Total Contacts} \end{aligned}$$

**73% 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**, a 10% increase from last month. There was a 39% increase in the need for food, water, clothing & blankets, likely due to the temperature fluctuations.

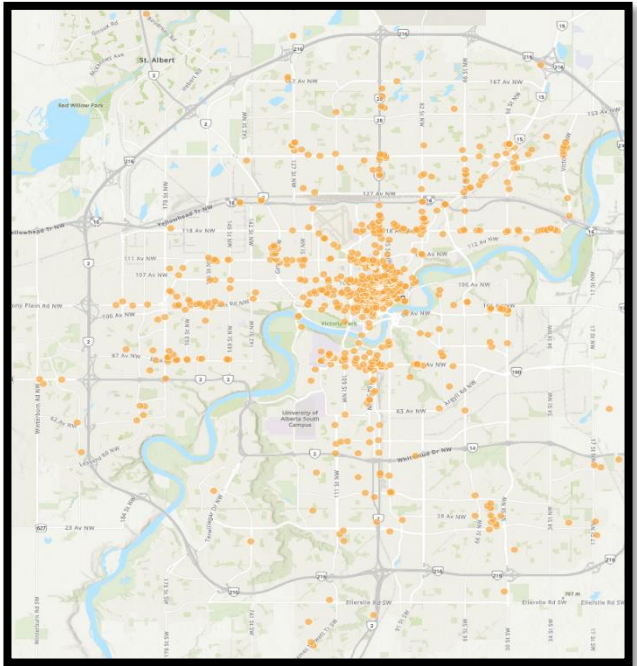
There was a 69% increase in need for harm reduction supplies as secondary and additional supports provided in December.



Upon arrival on site, **mobile teams required EPS or EMS support on 22 occasions in December**, this is up from November. Mobile teams will wait on site, or near the site (depending on safety) until emergency services arrives to take over.



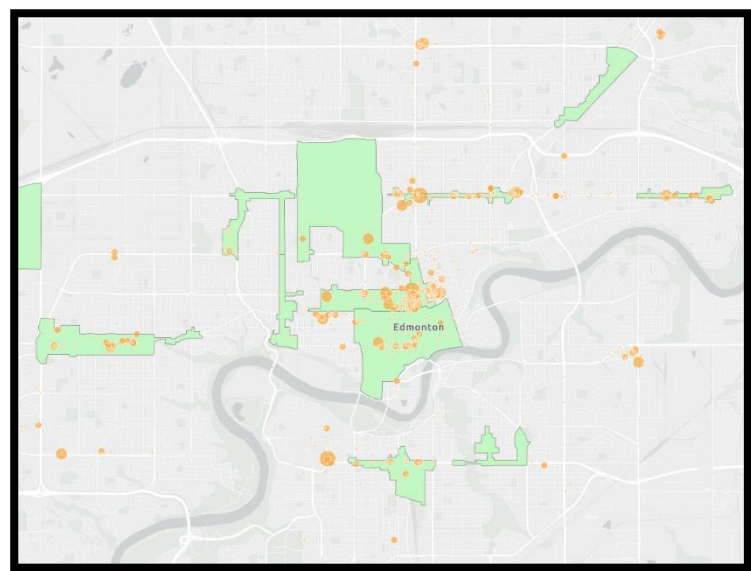
# 24/7 Crisis Diversion December Summary



2,016 dispatches were accepted throughout the City of Edmonton in December. There were noted increases in dispatches to the following:

- **44 dispatches – Clareview Transit Station**
- **44 dispatches – Westmount Transit Station**
- **50 dispatches – University of Alberta Hospital**

## Proactive Engagements



The mobile teams **connected with 3,509 individuals during 1,424 proactive engagements** throughout the city in the month of December.

Support Provided	Number of Client	Number of Event
	3509	1424
Food/Lunch	3232	1237
Water	2482	855
Clothing/ Blankets	1730	559
Other	373	196
Supportive Conversation	297	128
Harm Reduction Supplies	118	52
Overdose	5	5
First Aid	2	2
Rogers Place	2	2

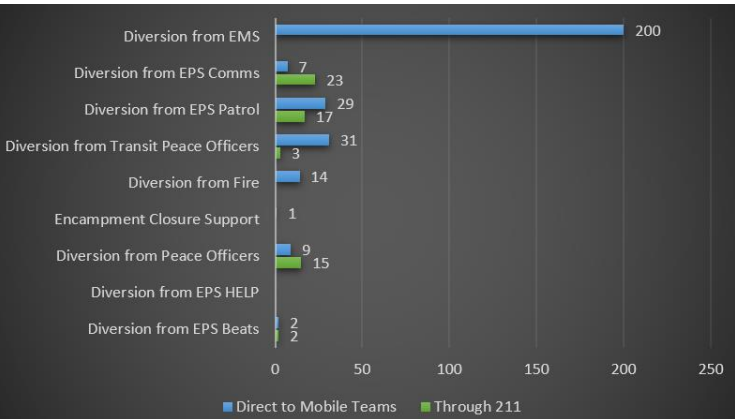
Note: One event can have multiple support provided

**Mobile teams reported 5 instances where overdose response was required during 5 proactive engagements**, this is another decrease from the previous two months.

There was an increased need in the Capilano area with 80 people served during 33 proactive engagements and another increase in need at the Northgate Transit Centre with 94 people served during 30 engagements.

# 24/7 Crisis Diversion December Summary

## Emergency Service Referrals



The various **Emergency Services in Edmonton** made a total of **334 referrals** to the **24/7 Crisis Diversion Program** in December.

291 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 **73 referrals** to Emergency Services in December for reasons noted in the charts below. This is a 12% decrease from last month.

Diversion to EMS (211 only)	
No Sign of Breathing	9
Immediate Medical Need	20
Signs of Overdose	11
Unable to Move Unassisted	0
Biohazard Concerns	2
Outside Service Area - EMS Diversion	3
Other	1

Diversion to EPS (211 only)	
Criminal Activity	4
Violence or Risk of Violence	5
Weapons	0
Hostile Situation	1
Unsafe Location	10
Outside Service Area - RCMP Diversion	0
Other	7

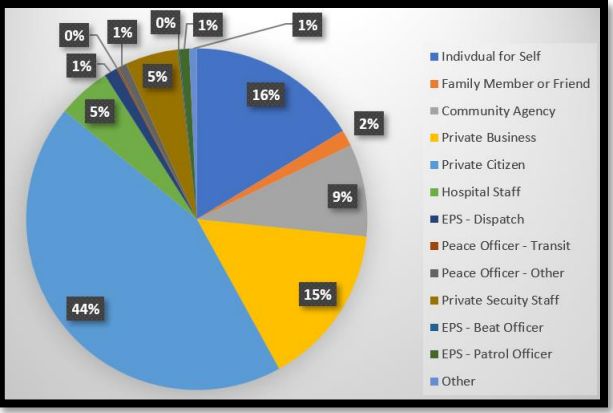
## 211 Summary

**211 responded to 5,407 calls overall in December.** Of these, 2,546 were base 211 contacts where information and referrals were provided to callers based on need. **2,861 calls came though on the 211 press 3 - 24/7 Crisis Diversion line** and **2,805 of those were unique calls for service** which accounted for 52.91% of the overall 211 call volume.



The **average wait time on the 211 press 3 phone line was 142 seconds**, with 50.38% answered within the 90 second target.

# 24/7 Crisis Diversion December Summary

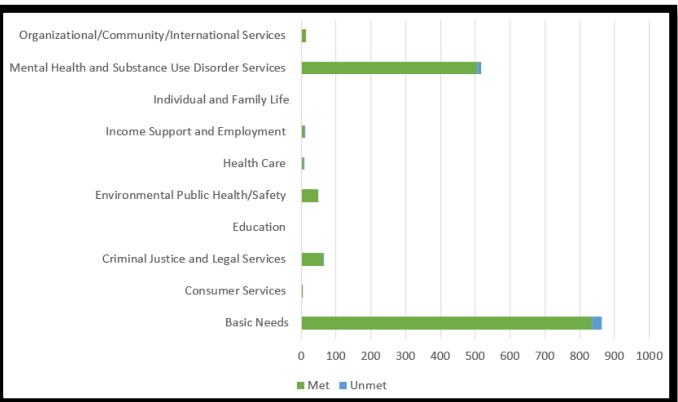
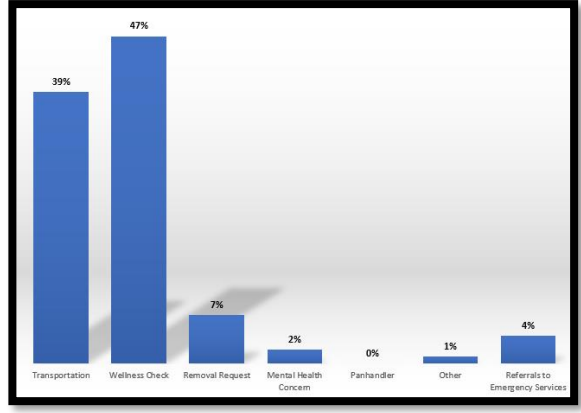


The main referral sources to Crisis Diversion through the 211 press 3 line came from private citizens (44%), the individuals themselves (16%), and private businesses (15%).

**There was an increase in referrals from Private Security (36%) and Hospital Staff (12%).**

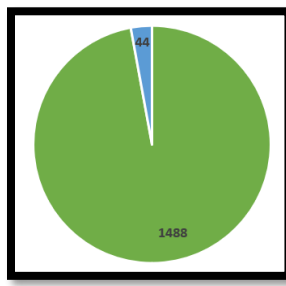
Wellness checks (47%) continue to be the primary reason people call 211+3 requesting Crisis Diversion services.

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



**97% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders.**

Supports for basic needs were those that went unmet by the program due to a lack of available resources at the time of the call.



## Noted Trends/Updates/Gaps in Service

**Weather** – December was unprecedented with its milder temperatures and limited snowfall. As in November, mobile team staff connected with community members to ensure they had proper clothing and blankets to support the fluctuations in temperature.

**Encampment Closure Support** – The end of December brought a planned closure of an encampment site in the city. The 24/7 Crisis Diversion teams provided hourly check-ins and support to the community members who were displaced during the closure. Food, water, and two transports to shelter were provided.



## Program Narratives

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### CMHA/211

Just before midnight on Christmas Day, someone reached out to 211 to request a wellness check for a community member. The caller had seen the community member sitting in a dumpster, appearing very cold, seeming to be settling in for the night to sleep in the dumpster. The community member engaged very little with the caller when they spoke but did mention that they were trying to access shelter. The caller was very worried for their wellbeing overnight as they appeared to be very cold and sleeping in the dumpster. A mobile team from Hope Mission was able to accept this call and offer support to the community member.

A concerned citizen called 211 just before 7:20am on 6 December to request support for two community members that he found sheltered under a tarp outside his parking garage. They were sheltered near a warm exhaust vent on the parking garage causing concern about exposure to elements and increased humidity from the venting air. He requested that our mobile teams follow up with him so he could know that support was made available to these community members. After the CRS consulted with a Boyle Street mobile team, the mobile team was able to arrive at the pairs' location within 35 minutes, offer support, and follow up with caller.

### Boyle Street

At approximately 23:40 a Boyle Team was completing a pickup for a community member who needed transportation from the Herb Jamieson (HJC) to the hospital. One staff went inside to get the community member (CM) for transport while the other stayed in the van. Approximately 10 minutes later, the Crisis Diversion staff and a Hope Mission staff escorted the man to the vehicle, when the staff in the vehicle observed a male on the ground who appeared to be overdosing. She grabbed a Naloxone kit and ran over to the CM on the ground and placed a Pulse Ox on the CM's finger to monitor oxygen levels. The male CM appeared grey, shallow breathing and pinpoint pupils. Both shelter staff and Crisis Diversion staff teamed up to revive the individual with a sternum rub but there was no response from the CM. Hope staff called 911 for further instruction as our staff prepped and administered 2 doses of Naloxone. Over the course of 3 minutes, she applied sternum rubs and made attempts of verbal stimulation. The CM's oxygen went up from 60% to 70% which helped the male CM regain consciousness. Our staff left the CM with the Hope Mission staff and returned to the vehicle to transport the original CM to the hospital to be treated for a possible broken limb and back pain.



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## Hope Mission

On December 10th, the night team had transported a gentleman to the Intox shelter at Hope Mission. When the team realized that the gentleman would require more supports, they informed the 6pm team about the needs. The 6pm team went to Intox and supported the individual with a change of clothes and encouraged him to shower. The man was able to shower and change his clothes. Over the course of the interaction, he expressed willingness to join a recovery program as well. Consequently, the team facilitated his move to the transition dorm for the men's recovery program at Hope Mission.

