



# 24/7 Crisis Diversion June Summary

June 2024

**Mobile Team**  
**Accepted Dispatches – 1,841**  
**Dispatch Contacts Made – 1,321**  
**General Support Contacts – 5,545**

% Change from June 2023	
Accepted Dispatch	+3%
Dispatch Contacts	+5%
General Contacts	+42%

**Top 5 Incoming Referral Sources**  
 211 – 1,464 (80%)  
 EMS – 150 (8%)  
 Outreach Contact – 72 (4%)  
 Community Agency – 56 (3%)  
 Client Self-Referral – 42 (2%)

**211 + 3**  
**Total Incoming Calls – 2,768**  
**Total Calls Answered – 2,222**  
**Total Unique Calls for Service – 2,178**

% Change from June 2023	
Total Answered	-6%
Total Unique Calls	-6%

**Top 5 Incoming Referral Sources**  
 Private Citizens – 648 (29%)  
 Self-Referrals – 303 (14%)  
 Community Agency – 179 (8%)  
 Private Businesses – 168 (8%)  
 Hospital Staff – 57 (3%)

2024 Year to Date

**Mobile Team**  
**Accepted Dispatches – 14,803**  
**Dispatch Contacts Made – 9,151**  
**General Support Contacts – 25,488**

**Top 5 Incoming Referral Sources**  
 211 – 10,224 (69%)  
 EMS – 987 (7%)  
 Community Agency – 504 (3%)  
 Outreach Contact – 465 (3%)  
 Client Self-Referral – 316 (2%)

**211 + 3**  
**Total Incoming Calls – 21,043**  
**Total Calls Answered – 14,611**  
**Total Unique Calls for Service – 14,697**

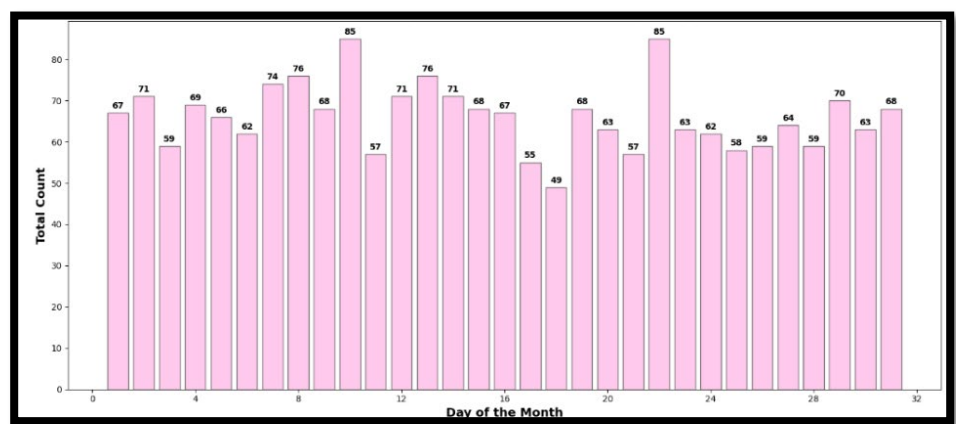
**Top 5 Incoming Referral Sources**  
 Private Citizens – 4,198 (28%)  
 Self-Referrals – 2,198 (15%)  
 Community Agency – 1,657 (11%)  
 Private Businesses – 1,406 (10%)  
 Hospital Staff – 512 (4%)

## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 6,866 contacts in June**, a slight increase from May (2%). This is a 35% increase from June 2023. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

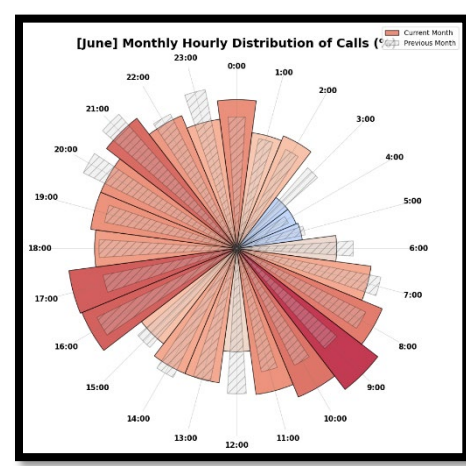
	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	1,873	1,321
General Support	2,003	5,545
<b>Total</b>	<b>3,876</b>	<b>6,866</b>

The **average number of daily dispatches the mobile teams responded to in June was 61**, with highs of 85 dispatches. This average is down slightly from May (66).



The mobile teams were busiest between the hours of 7am and 10am and 5pm and 6pm throughout the month of June.

There is a noticeable increase in need during the afternoon hours when the heat is highest, rather than overnight hours during the colder months.



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Transportation represented 35% of overall support provided to community members in need in June. This is a 9% decrease from May, which could be attributed to the warmer weather and folks wanting to stay outdoors.

Support Provided	Primary	% Change from May	Secondary	% Change from May
Transportation	787	-15%	49	24%
Supportive Conversation - Declined Service	228	1%		
Supportive Conversation	172	-10%	325	-19%
Food/Water	66	6%	618	4%
Other	41	5%	18	-45%
Clothing/Blankets	13	38%	40	-25%
Navigation/Advocacy	6	17%	11	-42%
Referrals Provided	4	50%	12	8%
Harm Reduction Supplies	2	50%	18	22%
First Aid	1	0%	1	-50%
Overdose Response	1	-67%	2	-50%

## Incoming Referrals to 24/7 Crisis Diversion

Through 211	
Private Citizen	648
Self-Referral	303
Community Agency	179
Private Business	168
Hospital Staff	57
Private Security	51
Family Member/Friend	16
EPS Patrol	10
EPS Dispatch	9
EMS	4
EPS Beat	3
Transit Peace Officer	2
Peace Officer	1

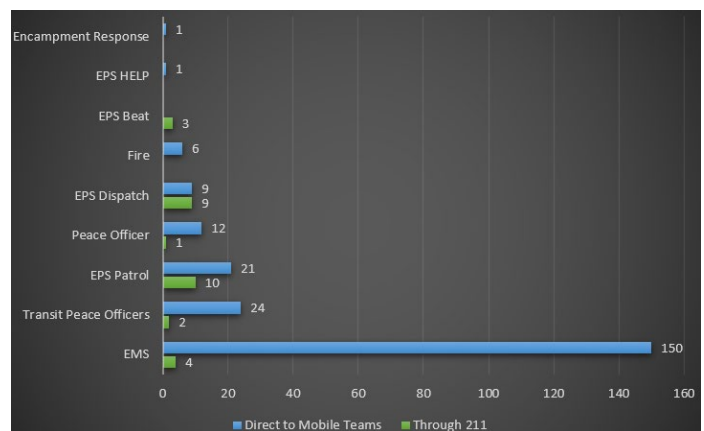
Direct to Mobile Teams	
EMS	150
Outreach Contact	72
Community Agency	56
Self-Referral	42
Transit Peace Officers	24
EPS Patrol	21
Other	13
Peace Officer	12
EPS Dispatch	9
Fire	6
EPS HELP	1
Encampment Response	1

The top 5 combined program referral sources were:

- Private Citizens 648 (35%)
- Self Referrals 345 (19%)
- Community Agencies 235 (13%)
- Private Businesses 168 (9%)
- EMS 150 (8%)

The various **Emergency Services in Edmonton** made a total of 253 referrals to the 24/7 Crisis Diversion Program, a 6% increase from May.

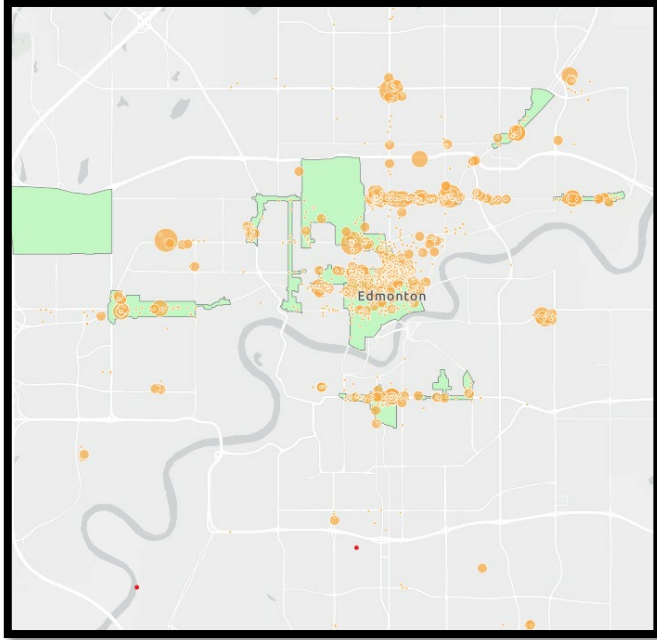
224 of those were direct referrals to the Crisis Diversion Mobile Teams, and 29 referrals from emergency services came through 211 press 3.



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## Proactive Engagements

The mobile teams **connected with 5,545 individuals during 2,003 proactive engagements** throughout the city in the month of June. This is a 5% increase in engagements from May.



Support Provided	Number of Client	Number of Event
	5545	2003
Food/Lunch	5148	1765
Water	4656	1534
Clothing/ Blankets	2643	705
Supportive Conversation	593	193
Harm Reduction Supplies	451	169
Other	178	76
First Aid	27	10
Overdose	22	7
Rogers Place	17	7

Note: One event can have multiple support provided

**Mobile teams reported 7 instances where opioid poisoning response was required.**

Noticeable locations where there were more individuals in need:

**Mayfield Common Area:** 99 individuals (26 events)

**Capilano Area:** 81 individuals (23 events)

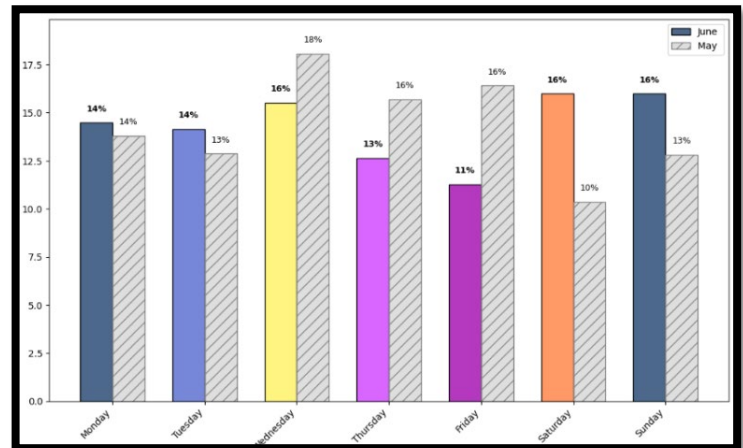
## 211 Summary



**211 responded to a total of 4,653 calls in the month of June**, this was an 11% decrease from May. **2,178 calls came though on the 211 press 3 - 24/7 Crisis Diversion line**, which accounted for 47% of the overall call volume.

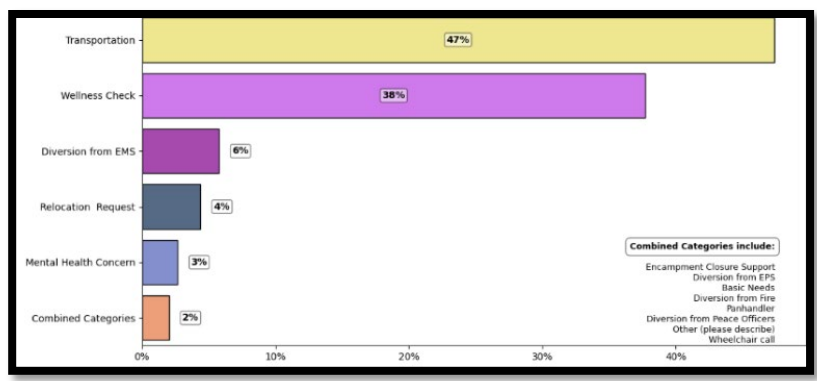
The average wait time was 4 minutes and 21 seconds, with the average call length being 7 minutes and 19 seconds. Ongoing staffing challenges have impacted the wait times in recent months.

Call volumes on the 211 press 3 phone line were busiest on Saturday and Sundays throughout June. Those days saw significant increases from back in May.



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The two primary needs identified by callers were transportation (47%) and wellness checks (38%). There was a small increase (1%) in the number of diversion calls from EMS 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 remain 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	746	Crisis Intervention	14
Crisis Intervention	585	Local Transportation	13
911 Services	113	Emergency Shelter	12
Emergency Shelter	57	Transitional Housing/Shelter	3
General Bylaw Enforcement Officers	51	Protective Services for Animals	3
Undesignated Temporary Financial Assistance	27	Multipurpose Centres	2
Crime Reporting	21	Mobile Devices	2
Emergency Medical Transportation	19	Legal Assistance Referral Services	1
Basic Income Maintenance Programs	17	Supportive Housing	1
Protective Services	12	Undesignated Temporary Financial Assistance	1

## Noted Trends/Gaps in Service

**Staff Safety** – Mobile team staff reported several critical incidents involving violence against Crisis Diversion, and self harm/threats of self harm while staff were transporting community members this month. This highlights the continued gap of a lack of available mental health support for community members requiring intensive case-management.

**Pets/Animals** - A major gap in community resource remains shelter provision for individuals with pets. Typically, this is seen during winter, when the cold weather increases the need for folks to be indoors, however, the staff have run into this issue several times this summer.

## Program Narratives

### CMHA – 211

The Community Outreach Transit Team (COTT) was supporting a young woman at an LRT station on 4 June 2024 just before 5:30pm. The young woman had requested the support of one of the Crisis Diversion mobile teams, so the COTT member dialed 211 and pressed 3 to

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speak with a Community Resource Specialist and request a response. A Boyle Street mobile team was able to attend the LRT station and offer support within 45 minutes.

On 4 June at approximately 10am a private citizen connected with the 24/7 Crisis Diversion dispatch line requesting support for a community member that they had noticed sleeping on a dirt patch next to a wheelchair. The private citizen was requesting that the mobile teams check on the community member's wellness and offer support. A Hope Mission mobile team was able to respond and offer support within 45 minutes.

### Hope Mission

The 9am – 9pm team picked up a gentleman from the Strathcona Community Hospital. He seemed rather lost on what his next plan was, and he was upset that the hospital had discharged him and called for Crisis Diversion. He told the mobile team staff to drop him just anywhere, but the team was able to convince him to be dropped off at a safe location. Over the course of the trip, the conversation turned towards the possibility of recovery. He was not open to going to the transition dorm at Hope Mission and he had thought the transition dorm was the same as the Breakout Recovery Program. The team took him to Green Manor where the Breakout Recovery Program is based; they showed him around and he seemed more welcoming of the idea. He was eventually dropped off at the shelters, but the team was also able to inform his HELP Navigator about his whereabouts. In addition, he was provided a card with his Navigator's contact information and he said he would call her. At the end of the interaction, he expressed his gratitude to the team for showing him the Breakout space.

### Boyle Street

While awaiting a tow truck, two Boyle mobile teams were approached by a senior male who asked if he could sit down and speak to the Crisis Diversion staff members. The staff sat down and asked what was going on and why he wished to speak to someone. The man opened up that he was extremely upset because his son in law had been stealing from him, causing him lots of anxiety and negative emotions. Our staff listened patiently and comforted him, and then his wife joined the conversation as well. They had a supportive conversation with both of them about their frustrations, and answered all of their questions about our services, assuring them we are not just a service for houseless folks as they initially thought, but for anyone in the community who needs support. Our staff also provided him with the EPS non-emergency line, information about ACCESS 24/7, and DROPIYEG.CA. The couple was extremely thankful and commended Crisis Diversion for providing a wonderful service that helps people, the couple even offered staff money or to purchase a drink as a thank you (which staff turned down, but assured couple that they appreciated the thought behind the gesture, however no gifts were necessary), and said that the fact that staff were kind enough to listen to their struggles brought tears to their eyes. Staff wished them well



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and let them know that we are here to help anyone in the community that needs it, any time of the day. Wonderful collaboration between the teams, and we are thankful to have been in the right place at the right time to help these two members of the community in need.

