

24/7 Crisis Diversion September Summary

September 2023

Mobile Team

Accepted Dispatches – 1,577
Dispatch Contacts Made – 1,081
General Support Contacts – 3,449

Top 5 Incoming Referral Sources

- 211 – 1,194 (76%)
- EMS – 174 (11%)
- Outreach Contact – 56 (4%)
- Community Agency – 43 (3%)
- Client Self-Referral – 20 (1.2%)

211 + 3

Total Calls Answered – 2,246
Total Unique Calls for Service – 2,191

Top 5 Incoming Referral Sources

- Private Citizens – (58%)
- Self-Referrals – (14%)
- Private Businesses – (10.8%)
- Community Agency – (6.4%)
- Hospital Staff – (3.8%)

2023 Year to Date

Mobile Team

Accepted Dispatches – 14,527
Dispatch Contacts Made – 10,232
General Support Contacts – 27,127

Top 5 Incoming Referral Sources

- 211 – 10,326 (71%)
- EMS – 1,801 (12.3%)
- Community Agency – 1,012 (7%)
- Outreach Contact – 652 (4.4%)
- Client Self-Referral – 377 (2.6%)

211 + 3

Total Calls Answered – 18,970
Total Unique Calls for Service – 16,451

Top 5 Incoming Referral Sources

- Private Citizens – 7,686 (47%)
- Self-Referrals – 2,300 (14%)
- Private Businesses – 1,926 (12%)
- Community Agency – 1,241 (7.5%)
- Private Security – 711 (4%)

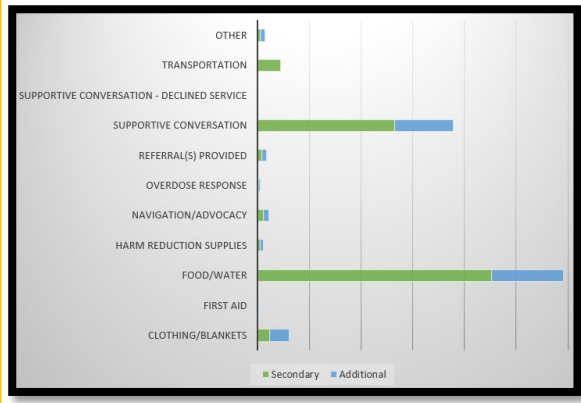
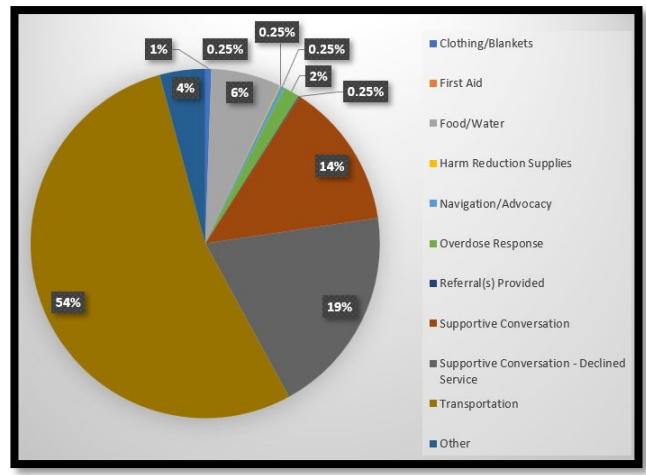
Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 4,530 contacts** in the month of September, a 9% decrease in contacts from August.

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

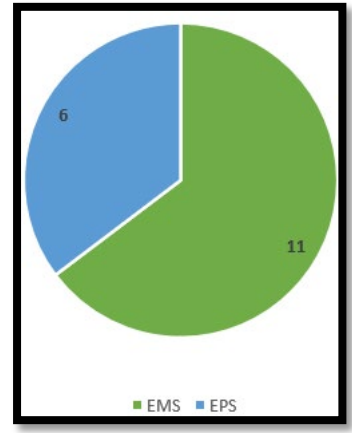
70% of accepted dispatches resulted in mobile teams locating the individual in need again this month.

54% of accepted dispatches resulted in a need for supportive transportation and there was a 25% increase in the need for food and water this month.



There were not any noticeable increases or decreases in secondary & additional support provided from August to September.

Upon arrival on site, **mobile teams required EPS or EMS support on 17 occasions in September.** Mobile teams will wait on site, or near the site (depending on safety) until emergency services arrives to take over.



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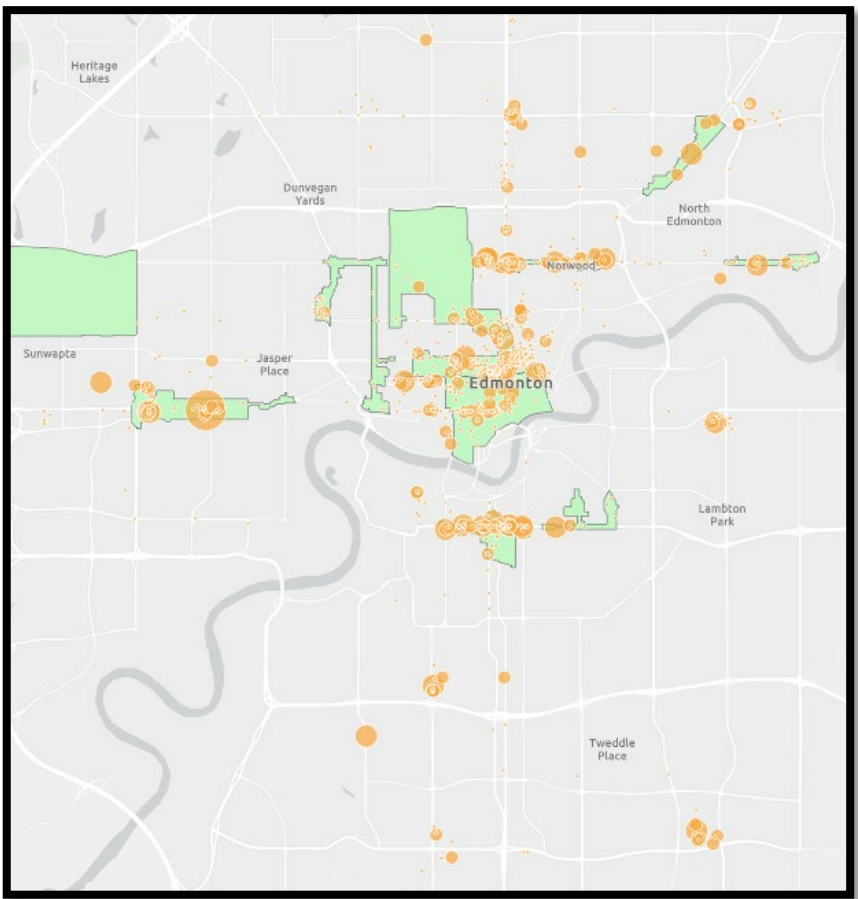
General Support

The mobile teams **connected with 3,449 individuals during 1,315 proactive engagements** throughout the city in the month of September. This was a 7% decrease in contacts from last month.

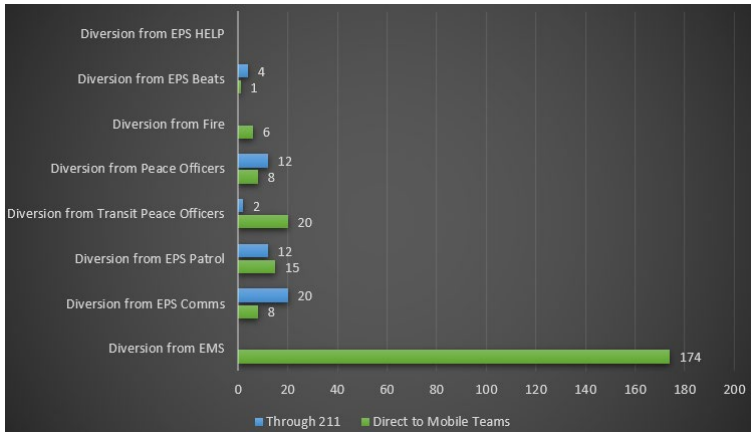
Food/Lunch	3234	1174
Water	2830	956
Clothing/ Blankets	1489	373
Supportive Conversation	507	166
Other	193	78
Overdose	35	18
Harm Reduction Supplies	23	11
First Aid	22	8
Rogers Place	12	3

Mobile teams reported 35 instances where overdose response was required during 18 proactive engagements. This means that there were 17 engagements where multiple people required overdose support.

The teams noticed a **large increase in the need** for support at the **Jasper Place Transit Centre**. They engaged with 149 individuals during 15 engagements in September.



Emergency Service Referrals



The various **Emergency Services in Edmonton made a total of 282 referrals to the 24/7 Crisis Diversion Program** in September, a 13% decrease from August.

232 emergency service referrals went directly to the front-line mobile teams, with 25% of those coming from EMS.

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211 made **81 referrals** to Emergency Services in September for reasons noted in the charts below. This is a 16% decline from last month.

Diversion to EPS (211 only)	
Criminal Activity	6
Violence or Risk of Violence	9
Weapons	1
Hostile Situation	1
Unsafe Location	12
Outside Service Area - RCMP Diversion	0
Other	9

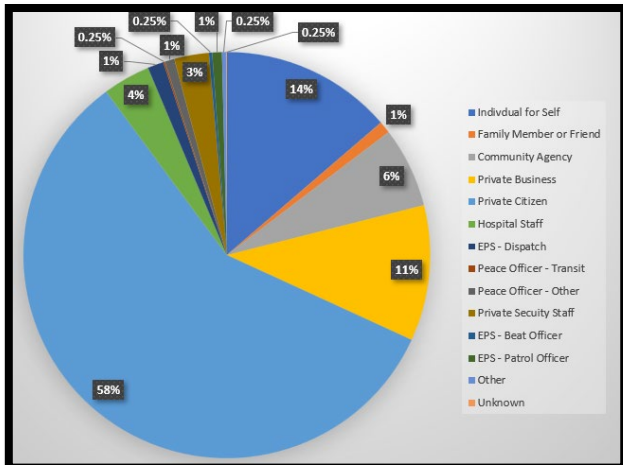
Diversion to EMS (211 only)	
No signs of Breathing	11
Immediate Medical Need	12
Signs of Overdose	15
Outside Service Area - EMS Diversion	0
Unable to Move Unassisted	0
Biohazard Concerns	0
Other	5

211 Summary



211 responded to 4,900 calls overall in September. 2,654 of these were base 211 contacts where information and referrals were provided to callers based on need. **2,246 calls came through on the 211 press 3 - 24/7 Crisis Diversion line, 2,191 being unique calls for service** which accounted for 45.8% of the total volume, a slight increase from August.

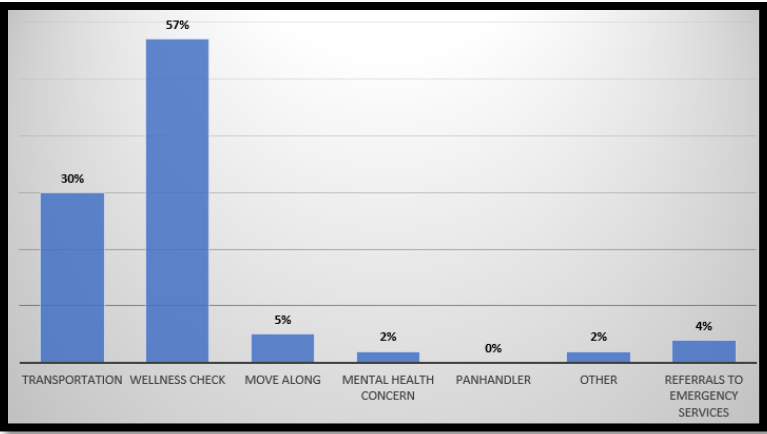
The **average wait time on the 211 press 3 phone line was 145 seconds**, with 48.68% answered within the 90 second target. 211 should be at full staffing capacity this fall, and it is predicted that wait times will drop as a result.



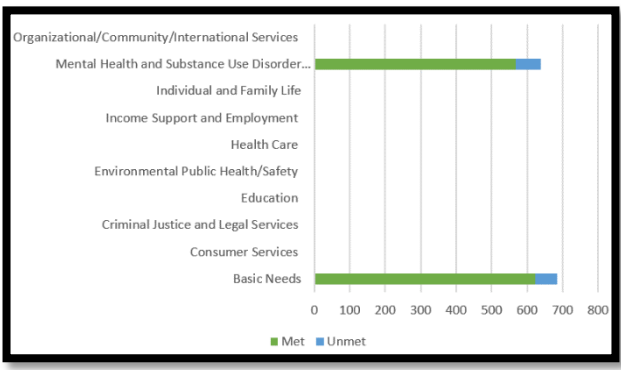
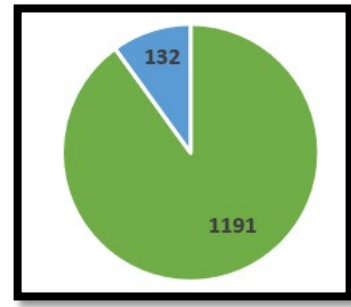
The main referral sources to Crisis Diversion through the 211 press 3 line came from private citizens (58%), individuals themselves (14%), and private businesses (11%).

This month there was another increase in referrals from hospital staff, up 19%.

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Wellness checks (57%) continue to be the primary reason people call 211+3 requesting Crisis Diversion services. Requests for supportive transportation increased by 4% from August.



90% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders in September.

There has been no change in the types of unmet needs, as the program is often met with the challenge of a lack of appropriate services to take folks to.

Noted Trends/Updates/Gaps in Service

Referrals – In the month of September, the Hope Mission Crisis Diversion teams made 42 referrals to support programs. About 50% of these referrals were made to Hope Mission’s Diversion and Housing Outreach program. Referrals were also made to the Mustard Seed Health and Wellness Centre, and the Addiction Recovery Center.

Critical Incidents – The mobile team staff have been experiencing or have been exposed to an increase in critical incidents in the past several months. Debriefing and time off are provided to all staff to ensure their mental health and well-being are maintained while processing such difficult situations.

Vehicle Maintenance – Both Hope Mission and Boyle Street Mobile vehicles experienced significant maintenance needs this month. Supervisors were able to navigate the maintenance challenges to ensure that there was no disruption in services to the community.

Navigating Bans – The mobile teams encountered several situations where community members needing support and a place to sleep were barred from accessing overnight services. This creates difficult challenges that the staff work to overcome through advocacy.

Program Narratives

CMHA/211

At 11pm on 14 September 2023, a man called to request a ride to shelter. Having been just released from incarceration, he was unfamiliar with the current transit system or how to navigate it. He was calling from a private residence where the resident was allowing him to charge his phone and call for a ride. After consulting with a Hope Mission team, the Community Resource Specialist was able to share with the man that he would be picked up for transport to shelter in 20 minutes.

On the morning of 26 September 2023, an EPS dispatcher reached out to the Crisis Diversion dispatch line and shared that they had received a request for a wellness check on an individual located near Capilano Bridge. The EPS dispatcher shared that they were unable to respond in a timely fashion and were hoping that we may be able to respond faster to provide on-site support until EPS could attend. After a consultation with a team from Hope Mission, the Crisis Diversion program was able to provide the requested support.

Hope Mission

Our afternoon team responded to a call for an older gentleman, a war veteran who had served for 30 years in the military. He was in a rough shape, sitting on a bench in the downtown area with feces down his legs. He really did not want to go to the Hope Mission or to any other service provider. He declined everything that was offered initially, but he started to open up and conversed with Crisis Diversion staff and the security personnel that was also involved. As he shared, the team listened empathetically. He agreed that it would be nice to have a doctor, and he was surprised to know that there was a low-mobility shelter where he could sleep on an actual bed. Eventually, he agreed to give it a try. He was transported to the Hope Mission shelter and the team was able to get a shelter staff to bring a walker to the van right as they arrived at the location. The team told him to wait for nursing support staff (whom they made a referral to by email) that would be coming to connect with him in the morning. When they told him that breakfast would be brought to him in the morning, he passionately said: "Breakfast! Last time I had breakfast was in 1994".

Boyle Street

Crisis Diversion support is always extended to anyone, or anything in need. At approximately 1201 hours one day in September, a Crisis Diversion team observed a large black and white male Pitbull dog running across a high traffic intersection. They did not observe an owner to the dog in the vicinity. The staff attempted to get the dog to come to them in an effort to keep from getting hit, however the dog did not seem interested and kept walking away. He started to go towards 107 Ave, another busy road at this time. After a few more minutes of coaxing, the dog to finally approached one of the staff. He did not have any collar with tags and



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appeared to be sick, with old, and new wounds. The team contacted animal bylaw who informed us they would respond; however, their ETA would be over 30 minutes. The team was able to keep the dog with them and when bylaw arrived, the Constable was able to scan successfully for a microchip and informed us that if the owners were not able to be located or no longer wanted him. The team was informed that if interested, they would be able to have first chance at adopting him. One of the Crisis Diversion staff, with her kind heart, offered to adopt him if needed and provided her contact information to the officer.

