

# 24/7 Crisis Diversion October Summary

October 2023

## Mobile Team

**Accepted Dispatches – 1,704**  
**Dispatch Contacts Made – 1,123**  
**General Support Contacts – 3,170**

### Top 5 Incoming Referral Sources

- 211 – 1,235 (72%)
- EMS – 187 (11%)
- Outreach Contact – 71 (4%)
- Community Agency – 50 (3%)
- Transit Peace Officers – 29 (2%)

211 + 3

**Total Calls Answered – 2,085**  
**Total Unique Calls for Service – 2,045**

### Top 5 Incoming Referral Sources

- Private Citizens – (53%)
- Private Businesses – (14%)
- Self-Referrals – (14%)
- Community Agency – (7%)
- Hospital Staff – (3.4%)

## 2023 Year to Date

## Mobile Team

**Accepted Dispatches – 16,231**  
**Dispatch Contacts Made – 11,355**  
**General Support Contacts – 30,297**

### Top 5 Incoming Referral Sources

- 211 – 11,561 (71%)
- EMS – 1,988 (12.2%)
- Community Agency – 1,062 (7%)
- Outreach Contact – 723 (4.5%)
- Client Self-Referral – 399 (2.5%)

211 + 3

**Total Calls Answered – 21,055**  
**Total Unique Calls for Service – 18,496**

### Top 5 Incoming Referral Sources

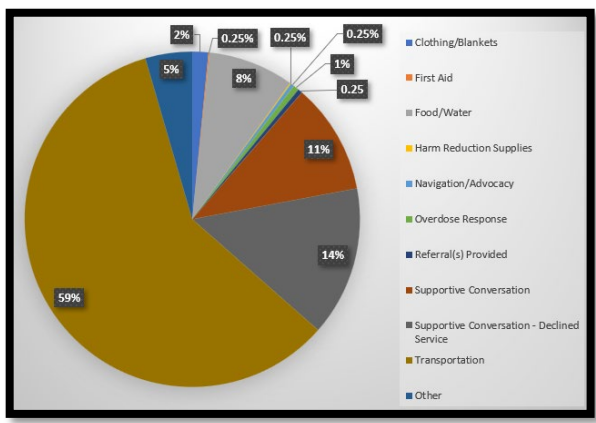
- Private Citizens – 8,507 (46%)
- Self-Referrals – 2,511 (14%)
- Private Businesses – 2,144 (12%)
- Community Agency – 1,349 (7.3%)
- Private Security – 760 (4%)

## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 4,293 contacts** in the month of October.

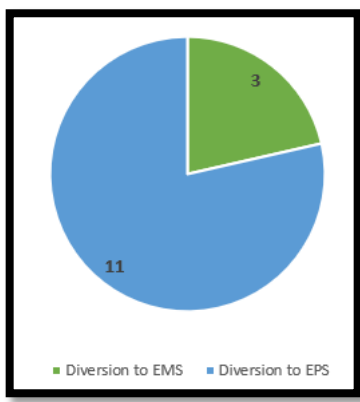
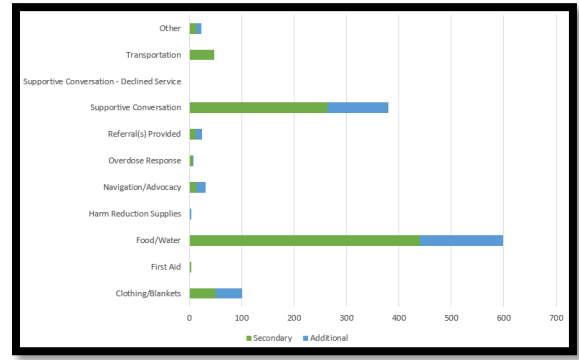
**68% of accepted dispatches resulted in mobile teams locating the individual in need this month.**

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



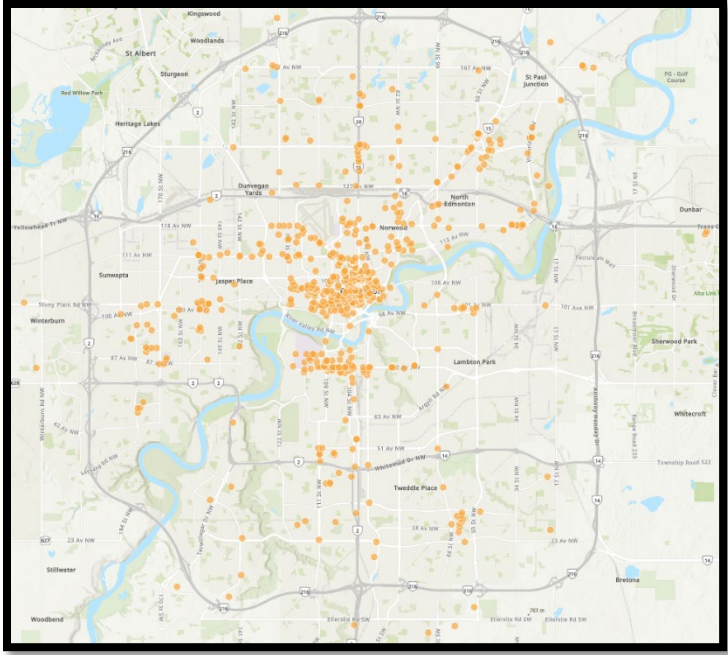
**59% of accepted dispatches resulted in a need for supportive transportation** and there was a 65% increase in the need clothing & blankets this month, likely due to the colder weather.

There was a 40% increase in need for clothing & blankets as secondary and additional supports provided. However, there was a 73% decrease in need for harm reduction supplies this month.



Upon arrival on site, **mobile teams required EPS or EMS support on 14 occasions in October.** Although this was a decrease, there was a **45% increase** in need for EPS response on scene.

# 24/7 Crisis Diversion October Summary



The 1,704 accepted dispatches were spread out across the city of Edmonton and on the outskirts of the city limits.

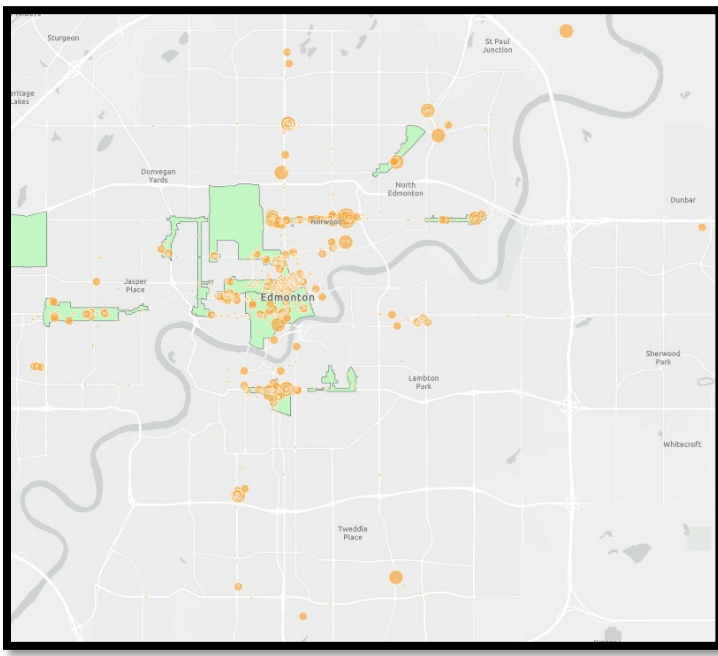
With the launch of our new App, Geographical mapping for dispatch data had not been available since April 2023. Now available, dispatch trends and requests for map details can be fulfilled.

## Proactive Engagements

The mobile teams **connected with 3,170 individuals during 1,222 proactive engagements** throughout the city in the month of October. This was an 8% decrease in contacts from last month.

Food/Lunch	2961	1094
Water	2433	830
Clothing/ Blankets	1533	422
Supportive Conversation	446	149
Other	348	106
Harm Reduction Supplies	56	20
First Aid	43	11
Overdose	23	11
Rogers Place	9	7

Note: One event can have multiple support provided



Mobile teams reported **23 instances where overdose response was required during 11 proactive engagements**. 12 of those engagements resulted in multiple people requiring overdose support.

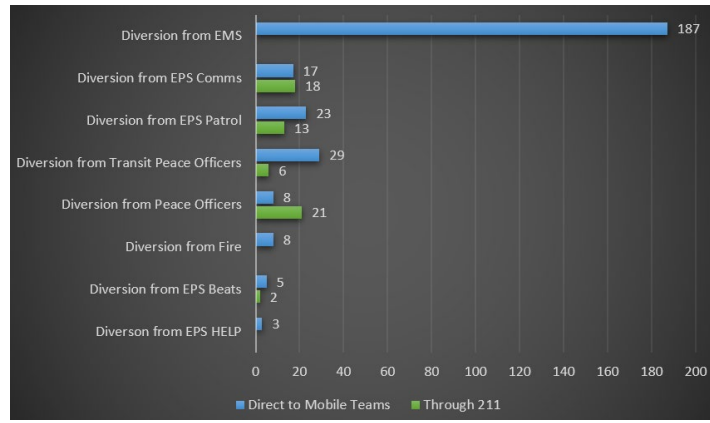
There was a slight increase in engagements at the **Southgate Transit Centre** (19 events/77 people served), and in the Capilano area (26 events/79 people served).

# 24/7 Crisis Diversion October Summary

## Emergency Service Referrals

The various **Emergency Services in Edmonton** made a total of **340 referrals to the 24/7 Crisis Diversion Program** in October, this is a 17% increase from September.

280 emergency service referrals went directly to the front-line mobile teams when diversion was needed for the individual.



211 made **60 referrals** to Emergency Services in October for reasons noted in the charts below. This is a 25% decline from last month.

Diversion to EPS (211 only)	
Criminal Activity	2
Violence or Risk of Violence	4
Weapons	0
Hostile Situation	5
Unsafe Location	5
Outside Service Area - RCMP	2
Diversion	2
Other	5

Diversion to EMS (211 only)	
No Signs of Breathing	11
Immediate Medical Need	16
Signs of Overdose	6
Outside Service Area - EMS	0
Diversion	0
Unable to Move Unassisted	1
Biohazard Concerns	2
Other	1

## 211 Summary

**211 responded to 4,757 calls overall in October.** 2,672 of these were base 211 contacts where information and referrals were provided to callers based on need. **2,085 calls came though on the 211 press 3 - 24/7 Crisis Diversion line and 2,045 of those were unique calls for service** which accounted for 43.8% of the overall 211 call volume.

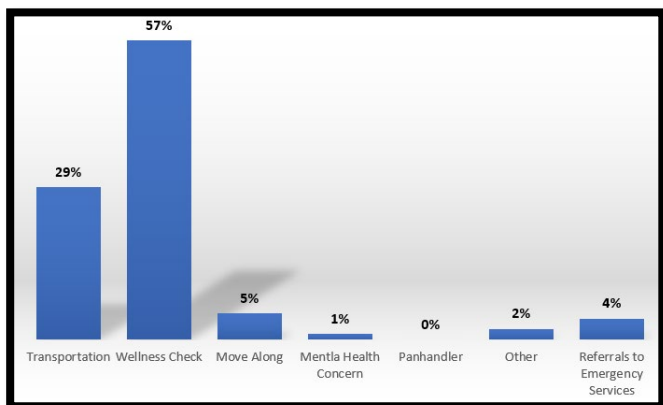
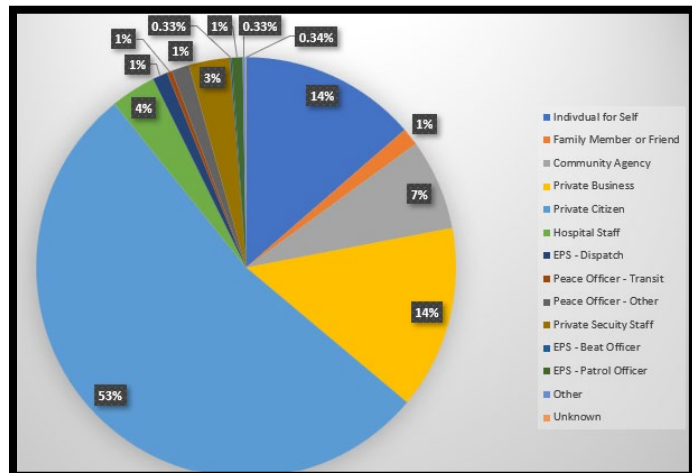


The **average wait time on the 211 press 3 phone line was 155 seconds**, with 48.74% answered within the 90 second target.

# 24/7 Crisis Diversion October Summary

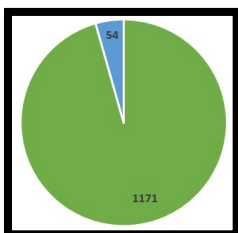
The main referral sources to Crisis Diversion through the 211 press 3 line came from private citizens (53%), private businesses (14%), and individuals themselves (14%).

**There was an increase in referrals from Peace Officers (transit & other) by 48%, as well as from private businesses by 22%.**



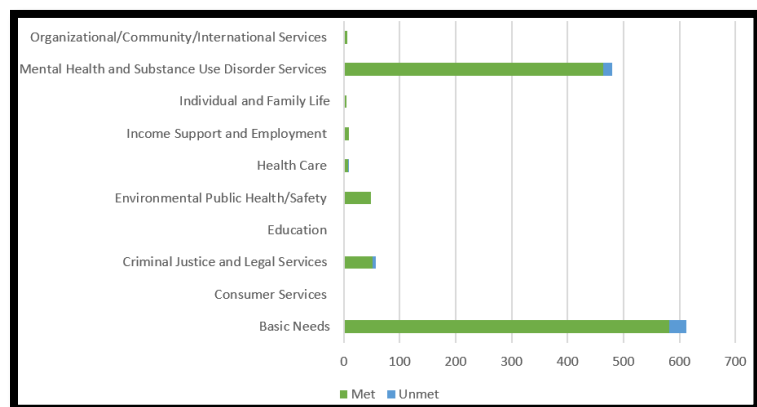
Wellness checks (57%) continue to be the primary reason people call 211+3 requesting Crisis Diversion services.

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



**96% of the needs identified by callers were met by the 24/7 Crisis Diversion Program and 211 responders in October. This is a 6% improvement from the month before.**

Basic needs, as well as mental health & substance use disorder services were the two areas where needs could not be consistently met by the program.



## Noted Trends/Updates/Gaps in Service

**Weather/Shelter Spaces** - The first snowfall of the season was in October. Temperatures also dropped below 0 degrees which resulted in shelter spaces reaching their capacity. This presented challenges to our night teams as they had to advocate for spots for community members that they are dropping off on occasion.

## 24/7 Crisis Diversion October Summary

**Critical Incidents** – The mobile team staff continue to experience serious critical incidents in the community. This month they were related to complex mental health and overdose fatalities. As the colder weather approaches, staff and supervisors are preparing emotionally for what is expected to be a difficult winter of wellness checks.

### Program Narratives

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#### CMHA/211

A female working at a pub phoned the Crisis Diversion dispatch line at around 9pm on October 16 requesting assistance for an underaged female she met outside of the bar. The caller identified the minor as being from a nearby reservation and not familiar with an urban setting at all. From the minor's stories and observing her condition, the caller suspected that the minor was being trafficked in Edmonton and did not wish to contact emergency services. After some collaboration between mobile teams and the Community Resource Specialist, our program was able to respond in person and provide the minor with supports.

Just before midnight on October 11, a female who was very far north in the city contacted the Crisis Diversion dispatch line requesting transportation support to a downtown shelter. She was calling from a transit centre; she had run out of funds and had attempted multiple times to request a free ride from transit operators and was declined to do so. The caller was emotionally escalated for a time. After a supportive conversation and consulting with a Hope Mission Crisis Diversion team, the female was provided with a safe ride to shelter.

#### Hope Mission

The 2pm – 2am team had decided to drive through Dawson Park in hopes of connecting with an individual they had interacted with in the previous weeks. While they did not find him, they discovered a 71-year-old man that was sleeping on a bench out in the cold with no blanket. The staff team spoke to him and asked if he would like to go to a shelter. He agreed, and was transported to the low-mobility shelter at Hope Mission. He has now been connected with one of Hope Mission's housing outreach teams with plans of getting him housed.

During the same rotation, the 2pm – 2am team had responded to a call for a gentleman that had been transported to Strathcona Community Hospital. He had suffered an overdose and had been taken by EMS to the hospital. When he got picked up, he was resistant to going to Hope Mission and was wanting to wait outside of the Neighbour Center until 7pm so that he could try to get a spot there. Over the course of the transport and ensuing conversation, the topic of recovery was brought up and he opted to put in an application for Hope Mission's recovery program. He decided he wanted to be taken to the Breakout Transition Dorm at the Hope Mission instead of waiting outside at the different location.



## 24/7 Crisis Diversion October Summary

### Boyle Street

Crisis Diversion received a call from EPS Non-Emergency regarding a 15-year-old girl exhibiting intense emotions on the side of a busy intersection. Initially, dispatch had said the caller refused to provide information on the young female, with no description, that EMS declined, and it seemed she has little possibilities of help. Crisis Diversion staff agreed to go look for her to see what supports they may be able to offer. It took about 10 minutes of driving in the area before they saw her on the inner stand-path of the intersection crying. As it was busy, staff quickly pulled up and told her to go up to the closest storefront right in front of her and wait so they could talk to her at a safe location. She agreed. When the staff parked, they were unable to locate her again, so they went on foot to try and find her. The staff became anxious as they wanted to keep the young girl safe, so they decided to drive around the area again and found her after another 15 minutes of searching. She was still crying, so staff talked with her and were able to have her de-escalate and accept a ride to a shelter. They gave her a snack, made the van nice and cozy where she asked if she could rest her eyes. She napped while being transported and she was safely connected to shelter staff who offered support from there.

