



# 24/7 Crisis Diversion July Summary

**July 2024**

---

**Mobile Team**

Accepted Dispatches – 2,311  
 Dispatch Contacts Made – 1,592  
 General Support Contacts – 4,982

% Change from July 2023	
Accepted Dispatch	+20%
Dispatch Contacts	+23%
General Contacts	+25%

---

**Top 5 Incoming Referral Sources**

211 – 1,885 (83%)  
 EMS – 140 (7%)  
 Community Agency – 98 (4%)  
 Outreach Contact – 66 (3%)  
 Client Self-Referral – 33 (1%)

---

**211 + 3**

Total Incoming Calls – 3,527  
 Total Calls Answered – 2,663  
 Total Unique Calls for Service – 2,616

---

% Change from July 2023	
Total Answered	+8%
Total Unique Calls	+8%

---

**Top 5 Incoming Referral Sources**

Private Citizens – 963 (36%)  
 Self-Referrals – 348 (13%)  
 Community Agency – 218 (8%)  
 Private Businesses – 180 (8%)  
 Private Security – 61 (2%)

---

**2024 Year to Date**

---

**Mobile Team**

Accepted Dispatches – 17,114  
 Dispatch Contacts Made – 10,743  
 General Support Contacts – 30,470

---

**Top 5 Incoming Referral Sources**

211 – 12,109 (71%)  
 EMS – 1,127 (7%)  
 Community Agency – 602 (4%)  
 Outreach Contact – 531 (3%)  
 Client Self-Referral – 349 (2%)

---

**211 + 3**

Total Incoming Calls – 24,570  
 Total Calls Answered – 17,274  
 Total Unique Calls for Service – 17,313

---

**Top 5 Incoming Referral Sources**

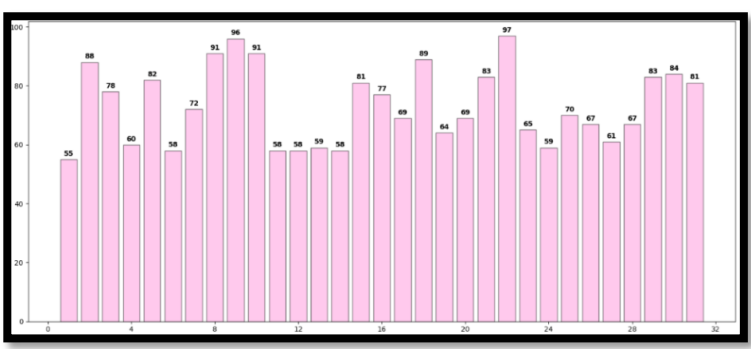
Private Citizens – 5,161 (30%)  
 Self-Referrals – 2,546 (15%)  
 Community Agency – 1,875 (11%)  
 Private Businesses – 1,588 (9%)  
 Hospital Staff – 569 (3%)

## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 6,574 contacts in July**, a decrease of 4% from June, however, a 25% increase from July 2023. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

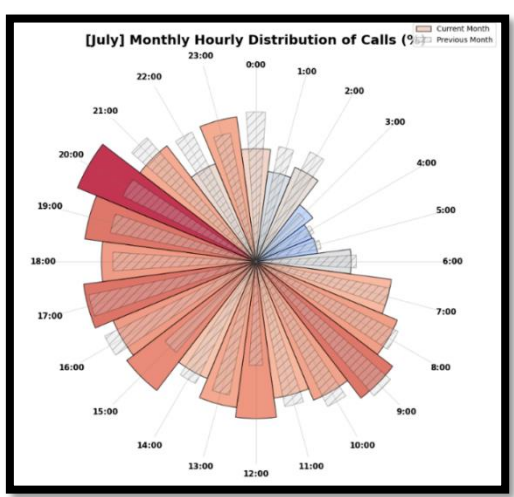
	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,311	1,592
General Support	1,892	4,982
<b>Total</b>	<b>4,203</b>	<b>6,574</b>

The **average number of daily dispatches the mobile teams responded to in July was 73**, with highs of 96/97 dispatches.



During the month of July, there were several emergency activations in the city due to extreme heat (July 8<sup>th</sup> – 12<sup>th</sup>) and poor air quality (July 15<sup>th</sup> – 26<sup>th</sup>), as a result, the Crisis Diversion teams saw a spike in dispatch requests (noted in chart above).

Call volumes throughout the day were relatively consistent with June, however, **there were noticeable increases at noon, 3pm, and 8pm this month.**



# 24/7 Crisis Diversion July Summary

Transportation represented 31% of overall support provided to community members in need in July, and the teams saw a 23% increase in requests for food and water in comparison to June.

Support Provided	Primary	% Change from June	Secondary	% Change from June
Transportation	846	7%	33	-33%
Supportive Conversation - Declined Support	374	64%		
Supportive Conversation	208	21%	369	14%
Food/Water	98	48%	743	20%
Other	28	-32%	26	44%
Clothing/Blankets	12	-8%	69	72%
Navigation/Advocacy	2	-67%	12	9%
Referrals Provided	1	-75%	8	-33%
Harm Reduction Supplies	7	250%	19	6%
First Aid	1	0%	5	400%
Overdose Response	7	600%	1	-50%

## Incoming Referrals to 24/7 Crisis Diversion

Through 211	
Private Citizen	963
Self-Referral	348
Community Agency	218
Private Business	180
Private Security	61
Hospital Staff	43
Family Member/Friend	22
EPS Patrol	20
EPS Dispatch	11
Other	6
EPS Beat	5
Transit Peace Officer	3
EMS	2
Peace Officer	2

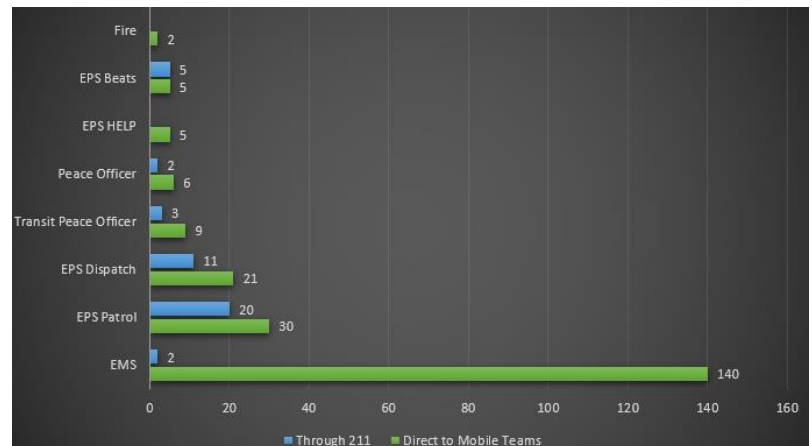
Direct to Mobile Teams	
EMS	140
Community Agency	98
Outreach Contact	66
Self-Referral	33
EPS Patrol	30
EPS Dispatch	21
Other	9
Transit Peace Officer	9
Peace Officer	6
EPS HELP	5
EPS Beats	5
Fire	2

The top 5 combined program referral sources were:

- Private Citizens 963 (41%)
- Self Referrals 381(17%)
- Community Agencies 316 (14%)
- Private Businesses 180 (8%)
- EMS 140 (6%)

The various **Emergency Services in Edmonton** made a total of 261 referrals to the 24/7 Crisis Diversion Program, a 3% increase from June.

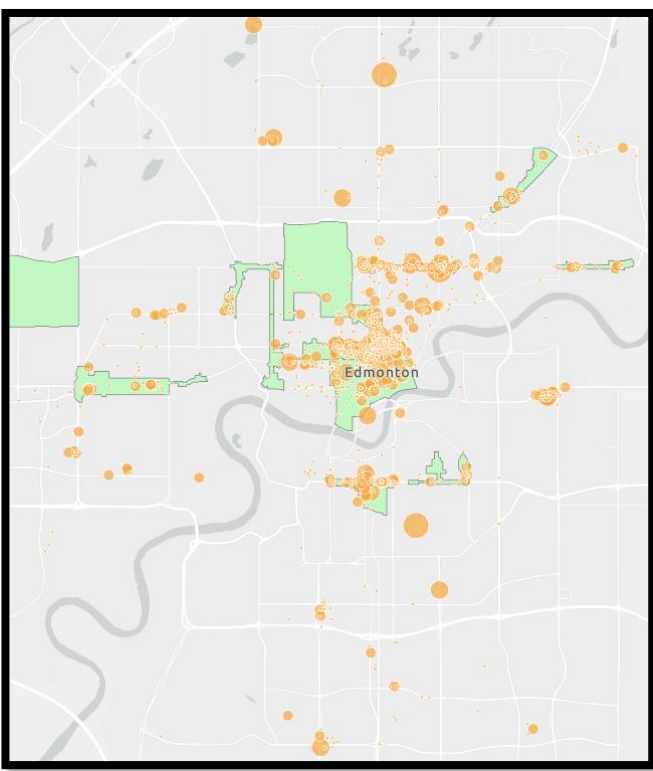
**218 of those were direct referrals** to the Crisis Diversion Mobile Teams, and 43 referrals from emergency services came through 211 press 3.



# 24/7 Crisis Diversion July Summary

## Proactive Engagements

The mobile teams **connected with 4,982 individuals during 1,892 proactive engagements** throughout the city in the month of July. This is a 10% decrease in engagements from June.



Support Provided	Number of Client	Number of Event
Food/Lunch	4982	1892
Water	4473	1646
Clothing/ Blankets	4371	1575
Harm Reduction Supplies	1818	550
Supportive Conversation	545	151
Other	520	196
First Aid	197	88
Overdose	56	19
	15	4

Note: One event can have multiple support provided

**Mobile teams reported 4 instances where opioid poisoning response was required**, down slightly from June, however there was a **90% increase in the need for first aid support**.

A Noticeable location where there were more individuals in need:

**Capilano Area:** 133 individuals (46 events) 100% increase

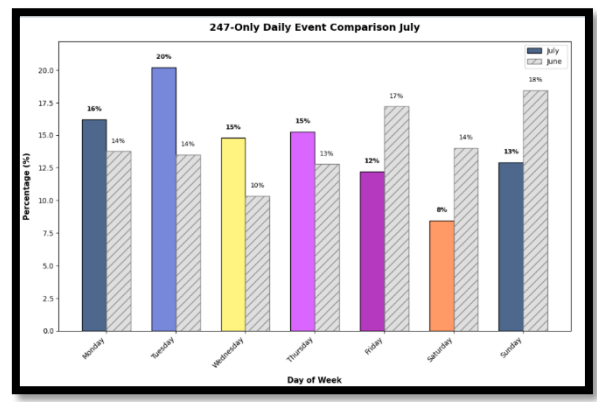
## 211 Summary



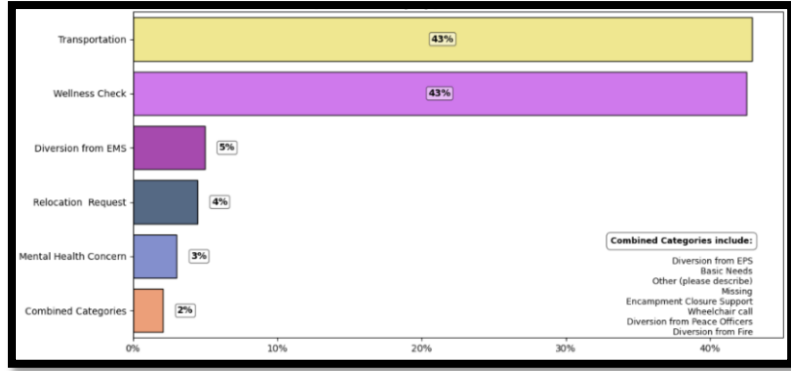
**211 responded to a total of 5,630 calls in the month of July**, this was an 21% increase from June. The increase in call volumes were a result of the weather conditions as well as the tragic fires in Jasper. **46% of this call volume came through on the 211 press 3 phone line for the Crisis Diversion program.**

The average wait time was 4 minutes and 54 seconds, with the average call length being 7 minutes and 5 seconds.

Daily call volumes on the 211 press 3 phone line were busiest on Mondays and Tuesdays in July. Changes in call volumes from June are noted in the chart.



# 24/7 Crisis Diversion July Summary



The two primary needs identified by callers were transportation (43%) and wellness checks (43%). There was 5% increase in requests for wellness checks due to the extreme heat felt throughout the 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. This has been consistent throughout 2024.

Met Needs		Unmet Needs	
Crisis Intervention	786	Crisis Intervention	28
Local Transportation	580	Local Transportation	11
911 Services	102	Emergency Shelter	5
General Bylaw Enforcement Officers	57	Undesignated Temporary Financial Assistance	1
Emergency Shelter	57	Substance Use Disorder Treatment Programs	1
Emergency Medical Transportation	13	Basic Income Maintenance Programs	1
Basic Income Maintenance Programs	12	Detoxification	1
Undesignated Temporary Financial Assistance	12	Transitional Housing/Shelter	1
Crime Reporting	11	911 Services	1
Personal Goods/Services	9	Assessment for Substance Use Disorders	1

## Noted Trends/Gaps in Service

**Vehicle Maintenance**– The 24/7 Crisis Diversion program operates 10 vehicles throughout a 24-hour period, and, as a result, the wear and tear on the vehicles leads to a high need for maintenance and repairs. The program currently does not have any back-up vehicles, so there are often times where 8 vehicles are being used to operate 10 shifts throughout the day.

## Program Narratives

### CMHA – 211

At 12:19pm on 2 July 2024, 211 received a call from someone looking to find support for a friend. The friend had been hospitalized and lost their apartment during their time in hospital. Having been discharged that day, the friend had no where to go and was in immediate need of shelter. The Community Resource Specialist told the caller about the 24/7 Crisis Diversion program and shared that the mobile team staff could support transportation to a shelter and assist with connecting the caller's friend with other resources to support him in finding re-housing. The caller and his friend were very interested, and a Boyle Street Crisis Diversion team was dispatched to the caller's friend's location.

## 24/7 Crisis Diversion July Summary

At 12:14pm on 8 July 2024, a man reached out to the 24/7 Crisis Diversion dispatching line as he was in need of transportation from Alberta Hospital as he was unsuccessful in his attempt to be admitted into detox. The man knew he needed a ride somewhere but expressed feelings of panic as he had no where else to go that day. The Community Resource Specialist provided emotional support and discussed some other local detox and shelter options with the caller. The caller identified a destination that sounded safe and accessible to him and a Boyle Street 24/7 Crisis Diversion team was dispatched to provide transportation.

### Hope Mission

Around May 21<sup>st</sup>, the 2pm – 2am team came across a woman who was new to Edmonton and in a heightened state of distress. She was fleeing a situation of sexual abuse and had been staying on the streets since arriving in the city, she expressed a reluctance to stay in a shelter due to her pre-existing fears. Through a supportive conversation, the woman decided to reconsider staying in a shelter and was transported to The Karis Centre, where she was welcomed and continues to reside. Staff at the Karis Centre have reported that there is a noticeable improvement in her demeanor compared to her initial encounter with the Crisis Diversion team.

### Boyle Street

A Boyle team was dispatched for a male at Castle Downs Subway in distress. Upon arrival, Crisis Diversion easily located the male sitting outside the closed business in the rain. He immediately approached the van and repeatedly said “Somali Girl. Somali”. The staff recognized that the individual had very limited English and attempted to use a translator app unsuccessfully. They reached out to other Crisis Diversion teams who were working, as well as to the Hope Mission shelter to inquire if anyone was able to translate, however no one on shift was able to translate. It was discovered that one of the Boyle staff who was off shift spoke Somali, so they reached out via text asking if she was able to translate briefly. Even though she was on vacation, she was willing to go above and beyond and use her free time to help provide critical translation so the staff could effectively communicate with this member of the community. Through this translation, they learned that the individual had come from Somalia, went through Kenya, and ended up in Edmonton. He was adamant that he did not wish to return to his residence because he had no freedom and was bullied at home. During this translation, the individual received a phone call on his personal cell phone, which he handed to the Crisis Diversion staff to answer. The person on the phone identified himself as his mother and informed staff that although her son was 20 years old, she had a guardianship order for him, as he was developmentally delayed. She explained that his understanding of things is very similar to that of a child much younger than himself, and that he often leaves the residence without a full understanding of the context and consequences of leaving and has been returned several times by police. The Crisis Diversion staff explained that due to the



## 24/7 Crisis Diversion July Summary

language barrier, and him refusing to provide consent to go home, they would have to reach out to EPS for support. The caller said she understood and supported this decision. At 2320, EPS was contacted, and the situation was explained to them. Crisis Diversion waited with the individual in the van until EPS arrived on scene at 2358 and the situation was further explained. EPS assumed care of the individual and cleared the staff. This was an excellent collaboration between agencies to ensure this vulnerable individual made it somewhere safe for the night. Although this call had many barriers, such as the language barrier and communicating between several different people and agencies, everyone involved worked diligently and professionally to ensure this individual was best served. Special thanks to the Boyle staff for volunteering her time and translation skills to assist during her vacation to aid communication with this community member.

