

24/7 Crisis Diversion August Summary

August 2024

Mobile Team
Accepted Dispatches – 2,267
Dispatch Contacts Made – 1,560
General Support Contacts – 4,516

% Change from August 2023	
Accepted Dispatch	+22%
Dispatch Contacts	+24%
General Contacts	+21%

Top 5 Incoming Referral Sources
 211 – 1,825 (81%)
 EMS – 143 (6%)
 Community Agency – 97 (4%)
 Outreach Contact – 65 (3%)
 Client Self-Referral – 42 (2%)

211 + 3
Total Incoming Calls – 3,344
Total Calls Answered – 2,583
Total Unique Calls for Service – 2,537

% Change from August 2023	
Total Answered	+13%
Total Unique Calls	-11%

Top 5 Incoming Referral Sources
 Private Citizens – 784 (43%)
 Self-Referrals – 438 (24%)
 Community Agency – 218 (12%)
 Private Businesses – 175 (10%)
 Hospital Staff – 64 (4%)

2024 Year to Date

Mobile Team
Accepted Dispatches – 19,381
Dispatch Contacts Made – 12,303
General Support Contacts – 34,986

Top 5 Incoming Referral Sources
 211 – 13,934 (72%)
 EMS – 1,270 (7%)
 Community Agency – 699 (4%)
 Outreach Contact – 596 (3%)
 Client Self-Referral – 391 (2%)

211 + 3
Total Incoming Calls – 27,914
Total Calls Answered – 19,857
Total Unique Calls for Service – 19,850

Top 5 Incoming Referral Sources
 Private Citizens – 5,945 (30%)
 Self-Referrals – 2,984 (15%)
 Community Agency – 2,093 (11%)
 Private Businesses – 1,763 (9%)
 Hospital Staff – 630 (3%)

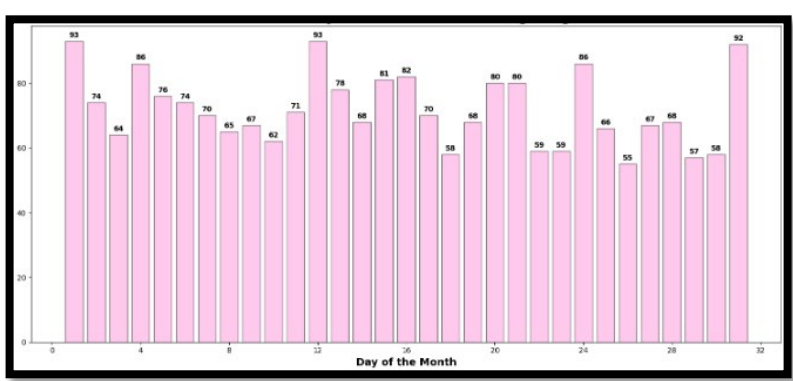
Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 6,076 contacts in August**, an 8% decrease in contacts from July. This is a combination of contacts made through accepted dispatches, and contacts made through proactive engagement in the community.

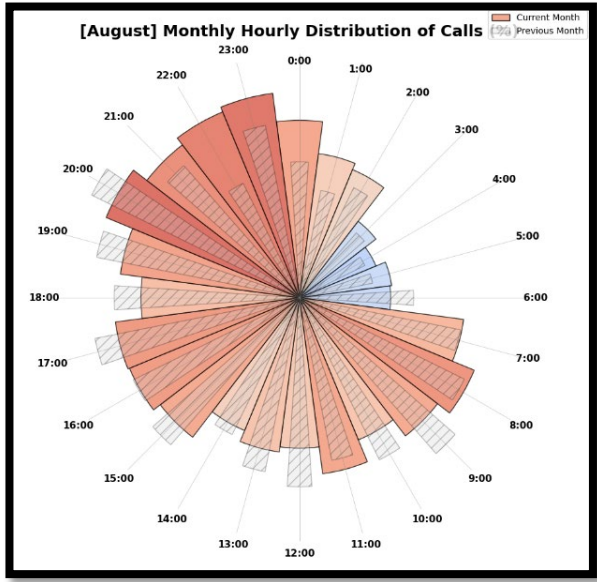
	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,267	1,560
General Support	1,678	4,516
Total	3,945	6,076

There has been a **50% increase in the number of accepted dispatches** and a **44% increase in the number of contacts made** compared to the first 8 months of last year.

The **average number of daily dispatches the mobile teams responded to in August was 72**, with highs of 93 dispatches.



Between the hours of 8pm and 1am there a noticeable increase in calls for support in comparison to July. The remainder of the hours saw comparable call volumes to last month.



24/7 Crisis Diversion August Summary

Transportation represented 38% of overall support provided to community members in need in August and the teams saw a 50% increase in requests for clothing and blankets when compared to July.

Support Provided	Primary	% Change from July	Secondary	% Change from July
Transportation	871	3%	46	39%
Supportive Conversation - Declined Support	326	-13%		
Supportive Conversation	190	-9%	356	-4%
Food/Water	83	-15%	656	-12%
Other	43	54%	30	15%
Clothing/Blankets	18	50%	76	10%
Navigation/Advocacy	8	300%	21	75%
Referrals Provided	2	100%	13	62%
Harm Reduction Supplies	5	-29%	15	-21%
First Aid	3	200%	4	-20%
Overdose Response	7	0%	1	0%

Incoming Referrals to 24/7 Crisis Diversion

Through 211	
Private Citizen	784
Self-Referral	438
Community Agency	218
Private Business	175
Hospital Staff	64
Private Security	50
EPS Dispatch	21
Family/Friend	21
EPS Patrol	19
Other	19
Peace Officer	7
EMS	3
EPS Beats	3
Transit Peace Officer	3

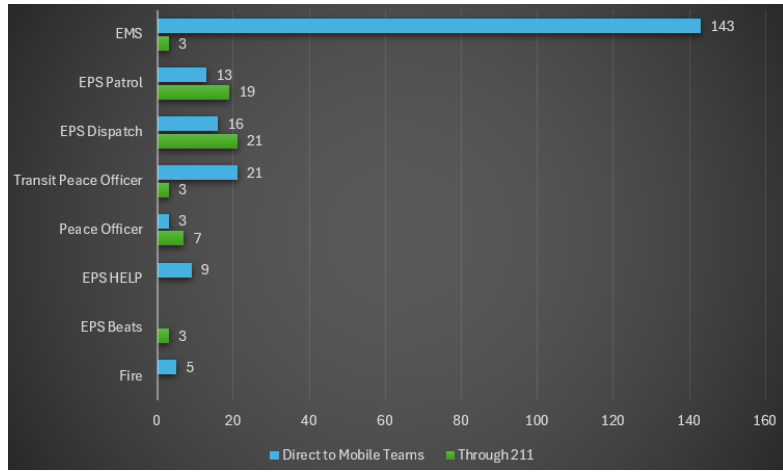
Direct to Mobile Teams	
EMS	143
Community Agency	97
Outreach Contact	65
Self-Referral	42
Other	27
Transit Peace Officer	21
EPS Dispatch	16
EPS Patrol	13
EPS HELP	9
Fire	5
Peace Officer	3

The top 5 combined program referral sources were:

- Private Citizens 784 (35%)
- Self Referrals 480(21%)
- Community Agencies 315 (14%)
- Private Businesses 175 (8%)
- EMS 143 (6%)

The various **Emergency Services in Edmonton** made a total of 266 referrals to the 24/7 Crisis Diversion Program, a 2% increase from July.

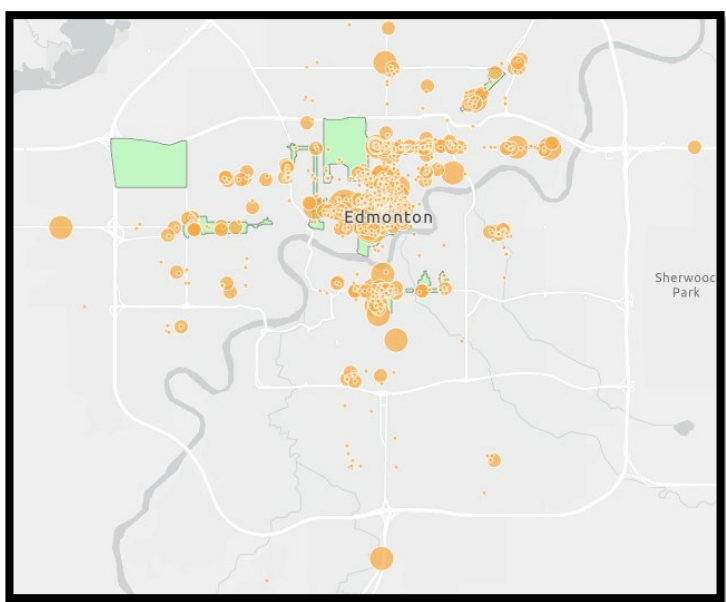
210 of those were direct referrals to the Crisis Diversion Mobile Teams, and 56 referrals from emergency services came through 211 press 3.



24/7 Crisis Diversion August Summary

Proactive Engagements

The mobile teams **connected with 4,516 individuals during 1,678 proactive engagements** throughout the city in the month of August. This is a 9% decrease in engagements from July.



Support Provided	Number of Client	Number of Event
Food/Lunch	4516	1678
Water	4132	1463
Clothing/ Blankets	3792	1312
Supportive Conversation	1770	494
Harm Reduction Supplies	452	153
Other	228	99
First Aid	195	84
Overdose	30	10
Rogers Place	16	8
	6	2

Note: One event can have multiple support provided

Mobile teams reported **8 instances where opioid poisoning response was required**, up 50% from July.

There were **42 instances where mobile teams provided transportation from the Strathcona and Sturgeon hospitals** back downtown after EMS had transported them there for care.

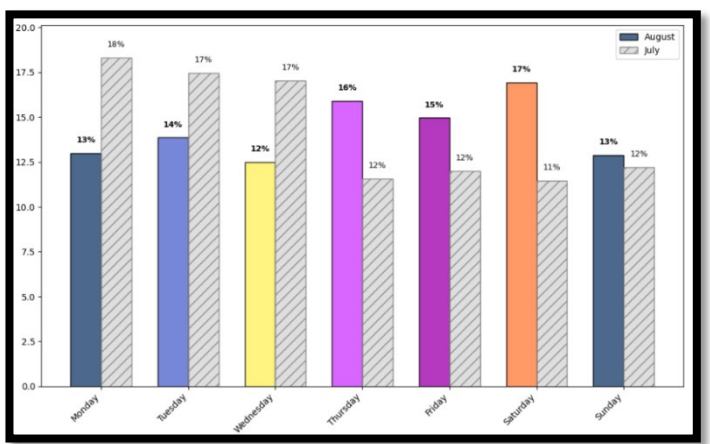
211 Summary



211 responded to a total of 5,653 calls in the month of August. 44% of this call volume (2,538 calls) came through on the 211 press 3 phone line for the Crisis Diversion program.

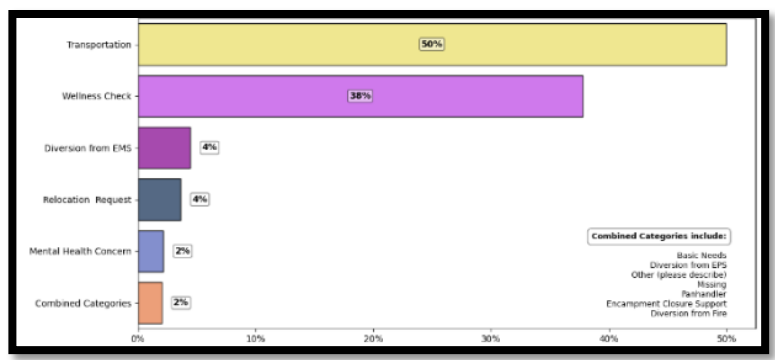
The average wait time was 3 minutes and 29 seconds, **1 minute and 25 seconds faster than July**. The average call length was 7 minutes and 27 seconds.

Daily call volumes on the 211 press 3 phone line were busiest Thursday through Saturday this month. Changes in call volumes from July are noted in the chart.



24/7 Crisis Diversion August Summary

The two primary needs identified by callers were transportation (50%) and wellness checks (38%). Requests for transportation increased by 7% from last 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. 230 referrals were made in those instances where Crisis Diversion was unable to meet the needs of callers.

Met Needs		Unmet Needs	
Crisis Intervention	773	Crisis Intervention	25
Local Transportation	697	Local Transportation	13
911 Services	85	Emergency Shelter	5
General Bylaw Enforcement Officers	55	General Bylaw Enforcement Officers	2
Emergency Shelter	41	Assistive Technology Equipment	1
Undesignated Temporary Financial Assistance	19	Mental Health Evaluation	1
Crime Reporting	18	Basic Income Maintenance Programs	1
Basic Income Maintenance Programs	10	Administrative Entities	1
Emergency Medical Transportation	9	Paramedic/EMT Services	1
Information and Referral	5	Supportive Substance Use Disorder Services	1

Noted Trends/Gaps in Service

Pet Accommodations – This month, the 24/7 Crisis Diversion program noted an increased need for people requiring shelter for themselves and their pet. Unfortunately, these spaces are limited, with most shelters unable to accommodate animals.

Program Narratives

CMHA – 211

At 11:50am on Saturday 3 August a St. Albert Transit Operator picked up a passenger who appeared disoriented and stated to be looking for shelter. The Operator dialed 211 and pressed 3 for the 24/7 Crisis Diversion Dispatch line and explained to the Community Resource Specialist that they could get this woman to a bus stop within Edmonton but couldn't offer her further support with her need to find shelter. A 24/7 Crisis Diversion Team was able to be at this bus stop within an estimated 60-minute wait to offer the passenger support and transportation to shelter.

24/7 Crisis Diversion August Summary

Shortly after 7pm on 3 September an EPS member connected with a Community Resource Specialist on the 24/7 Crisis Diversion Dispatch line. The EPS member shared that they were with an unclothed woman who was wanting to get to shelter for the night. The Community Resource Specialist was able to dispatch a 24/7 Crisis Diversion Team to where the EPS member was waiting with the woman, the responding team was able to ensure that the woman was provided with clothing and shelter.

Hope Mission

The daytime team responded to a call that had been put up on dispatch by 211. Upon arrival at the dispatch location, they encountered a gentleman that was at his girlfriend's house. There appeared to have been a conflict between him and his girlfriend; and to avoid it escalating, he reached out to 211 to see if he could get transportation away from the location. The Hope team that responded had a great conversation with the gentleman where he expressed that he was considering a life change, following time in the prison system, so he could begin caring for his child again. The team supported him with empathetic conversation, provided him with transportation, and referred him to the Hope Mission Men's Recovery Program.

Boyle Street

On a hot summer day, an afternoon team picked up a dispatch for a community member who was looking for transport to Hope Mission. When the team arrived, it was discovered that the man in need was wheelchair bound, of a bigger build, and without proper clothing. He was wearing a hospital gown and had a blanket, but the staff could see that he was embarrassed by this. The team tried to make him feel as comfortable as possible as they assessed the situation. Due to his size, the team knew that they would need assistance with supporting the man to get somewhere safe, so they contacted a Hope Mission team to come to the location. As they waited for the Hope Mission team to arrive, the man told stories and laughed many times. When the additional team arrived, all the staff worked together to help the man into one of the vehicles, they secured his wheelchair in the other vehicle, and then transported them to a Hope Mission shelter. Upon arrival, the man expressed how grateful he was for what they had done for him, he had tears in his eyes.