

24/7 Crisis Diversion April Summary

April 2025

Mobile Team
Accepted Dispatches – 2,460
Dispatch Contacts Made – 1,818
General Support Contacts – 3,302

% Change from April 2024	
Accepted Dispatch	+28%
Dispatch Contacts	+30%
General Contacts	-22%

Top 5 Incoming Referral Sources
 211 – 2,086 (85%)
 Community Agency – 105 (4%)
 EMS – 80 (3%)
 Outreach Contact – 70 (3%)
 Client Self-Referral – 52 (2%)

211 + 3
Total Incoming Calls – 3,431
Total Calls Answered – 2,361
Total Unique Calls for Service – 2,803

% Change from April 2024	
Total Answered	+12%
Total Unique Calls	+37%

Top 5 Incoming Referral Sources
 Self-Referrals – 749 (36%)
 Private Citizens – 590 (28%)
 Community Agency – 319 (15%)
 Private Businesses – 176 (8%)
 Hospital Staff – 111 (5%)

2025 Year to Date

Mobile Team
Accepted Dispatches – 11,644
Dispatch Contacts Made – 8,277
General Support Contacts – 10,678

Top 5 Incoming Referral Sources
 211 – 9,688 (83%)
 Community Agency – 5,621 (5%)
 EMS – 505 (4%)
 Outreach Contact – 298 (3%)
 Client Self-Referral – 185 (2%)

211 + 3
Total Incoming Calls – 14,901
Total Calls Answered – 10,579
Total Unique Calls for Service – 13,113

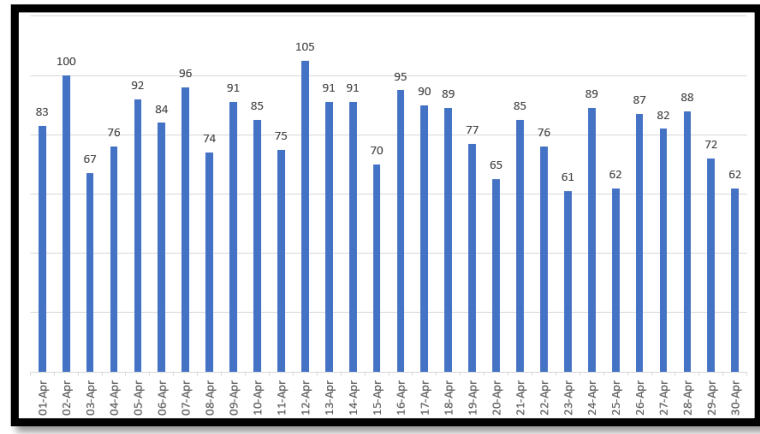
Top 5 Incoming Referral Sources
 Self-Referrals – 3,423 (35%)
 Private Citizens – 2,392 (25%)
 Community Agency – 1,602 (17%)
 Private Businesses – 1,014 (11%)
 Hospital Staff – 543 (6%)

Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 5,120 individual contacts in April**, a 4% decrease from March, which is likely due to the nicer weather seen throughout the month.

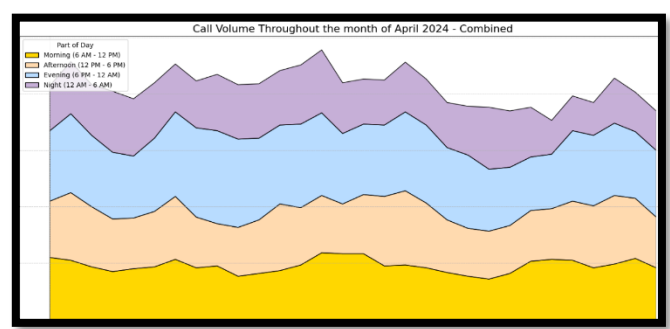
	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,460	1,818
General Support	1,285	3,302
Total	3,745	5,120

The **average number of daily dispatches the mobile teams responded to in April was 82**. This was a 15% decrease from last month; however, **this was a 28% increase** from April 2024 when the daily average was 64.



The **average wait time** from time dispatch was created to time vehicle arrived on site was **33 minutes and 2 seconds**.

Mobile teams were busiest in between the hours 8pm and 10pm in April, with a drop in need in the overnight hours due to the warmer weather.



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Support Provided	Primary	Secondary	Total	%Change from Apr. 2024
Transportation	1,207	91	1,298	48%
None	0	652	652	109%
Supportive Conversation - Declined	268	0	268	33%
Supportive Conversation	195	553	748	46%
Other	51	32	83	14%
Food/Water	53	730	783	26%
Clothing/Blankets	17	65	82	7%
Opioid Poisoning Response	10	0	10	100%
Harm Reduction Supplies	3	13	16	-27%
Navigation/Advocacy	2	15	17	-54%
First Aid	1	5	6	50%
Referral(s) Provided	3	9	12	-8%

Transportation continued to be the primary type of support provided by the mobile teams in April, accounting for 33% of all assistance offered to community members.

Incoming Referrals to 24/7 Crisis Diversion

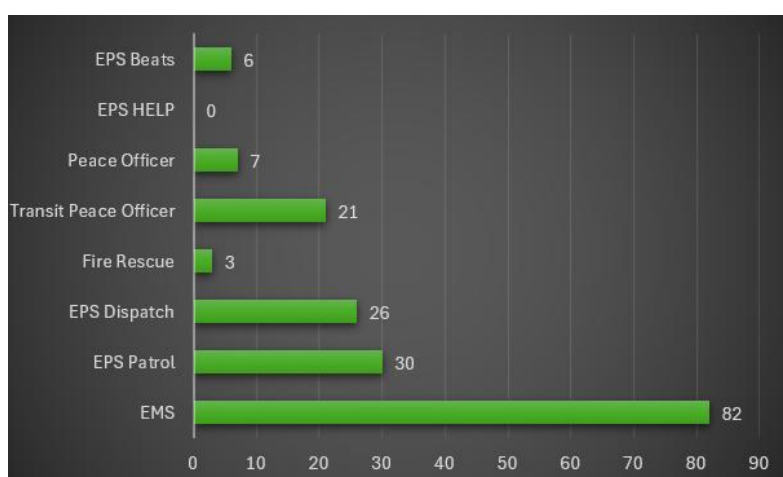
Through 211	
Individual for Self	749
Private Citizens	590
Community Agencies	319
Private Business	176
Hospital Staff	111
Private Security Staff	61
Family Member/Friend	21
EPS Dispatch	15
EPS Patrol	18
Transit Peace Officers	4
Other	11
Peace Officer	2
EMS	2
Fire	0
EPS Beats	6
Blank/None	0

Direct to Mobile Teams	
Community Agencies	105
EMS	80
Outreach Contacts	70
Individual for Self	52
EPS Patrol	12
EPS Dispatch	11
Transit Peace Officers	17
Blank/None	0
Other	3
Fire	3
Peace Officer	5
EPS Beats	0
EPS HELP	0
Encampment Response	1

The top 5 combined program referral sources were:

- **Self Referrals 854 (34%)**
- **Community Agencies 424 (17%)**
- **Private Citizens 590 (24%)**
- **Private Businesses 176 (7%)**
- **Hospital Staff 111 (4%)**

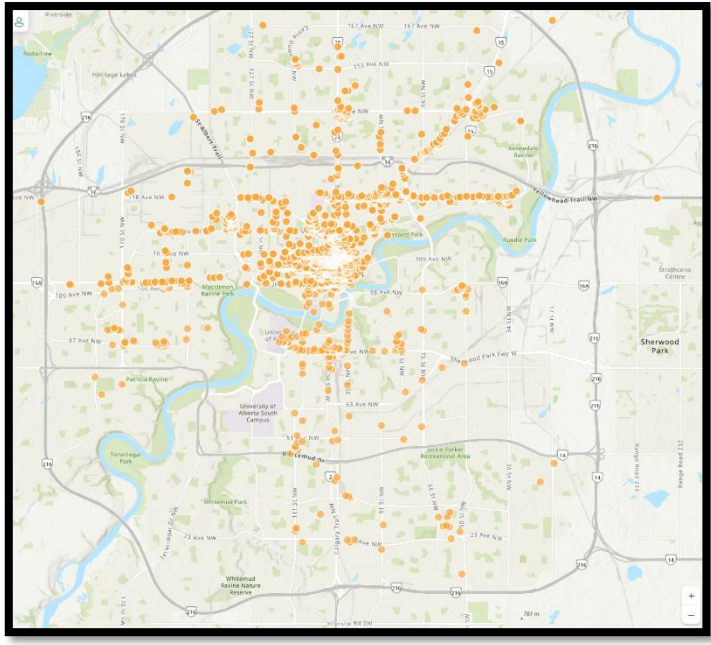
The various **Emergency Services in Edmonton** made a total of **175 referrals to the 24/7 Crisis Diversion Program** this month. **128 of those were direct referrals to the Crisis Diversion Mobile Teams.**



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Proactive Engagements

The mobile teams **connected with 3,302 individuals during 1,285 proactive engagements** throughout the city in the month of April. This is a 4% increase in engagements from last month.



Support Provided	Number of Client	Number of Event
	3302	1285
Food/Lunch	2996	1103
Clothing/ Blankets	1247	336
Water	1173	439
Supportive Conversation	391	150
Harm Reduction Supplies	380	148
Other	193	98
First Aid	27	12
Rogers Place	14	4
Overdose	7	6

Areas where there were more individuals in need:

Westmount Centre: 72 individuals (24 events)

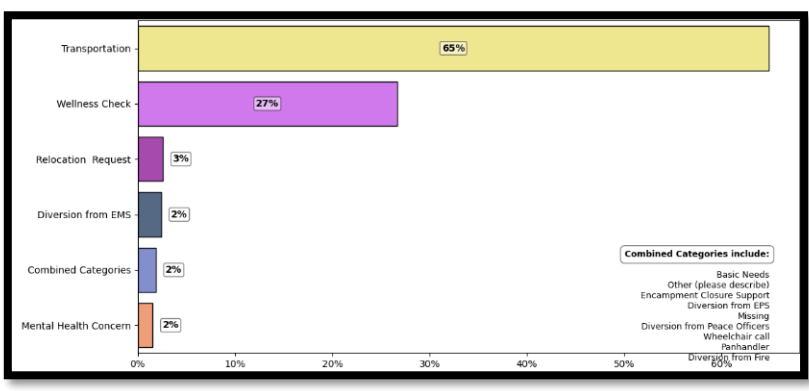
Mayfield Common: 48 individuals (15 events)

211 Summary

In April, **211 received a total of 5,413 calls**, representing a 13% decrease from March. Of these, **52% (2,803 calls) were received through the 211 Press 3 line** for the Crisis Diversion Program.



The average wait time was 4 minutes and 18 seconds, while the average call duration was 6 minutes and 13 seconds.



The two primary needs identified by callers were transportation (65%) and wellness checks (27%). There were no major variations to the other needs identified from last month.

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99% of the needs identified by callers to the 211 Press 3 phone line were addressed by the 24/7 Crisis Diversion Program and 211 Community Resource Specialists. In 33 instances, callers received information and referrals through 211+3 when Mobile Teams were unavailable to provide direct support at the time of the call

Met		Unmet		Referrals	
Local Transportation	1454	Local Transportation	13	24 / 7 Edmonton Crisis Diversion Team	2104
Crisis Intervention	435	Emergency Shelter	7	911 Emergency Services	45
Street Outreach Programs	204	Crisis Intervention	5	Edmonton Police Service	30
911 Services	50	Street Outreach Programs	4	Emergency Shelter and Support Services	22
Emergency Shelter	48	Medical Equipment/Supplies	1	Emergency Financial Assistance	13
General Bylaw Enforcement Officers	32	Mobile Health Care	1	Maskokamik Shelter	8
Crime Reporting	9	Homelessness Issues	1	Community of Hope Emergency Shelter	7
Basic Income Maintenance Programs	7	Housing Expense Assistance	1	Emergency Medical Services	6
Undesignated Temporary Financial Assistance	6			Housing-Focused Shelter Program	6
Residential Housing Options	6			Police Services and Crime Reporting	6

Items of Note in March

Opioid Poisonings: In April, the 24/7 mobile teams delivered life-saving interventions for individuals experiencing opioid poisonings on 16 occasions—a 30% decrease compared to the previous month.

Program Narratives

CMHA – 211

At 9:41am on 8 April, two women had met a 16-year-old who had been sleeping rough for several nights and had some recent non-serious injuries. Offering to help connect the youth to supports, the two women called 211 and pressed 3 to speak with a Community Resource Specialist on the dispatch line for 24/7 Crisis Diversion. Through discussion and a consultation with a Boyle Street mobile team, 24/7 Crisis Diversion was able to respond to the youth's location and ensure they were connected with appropriate supports.

At 11:49 on 21 April, a man was able to borrow a phone and call the dispatch line for 24/7 Crisis Diversion. The man explained to the Community Resource Specialist that he was outside of mall at a bus stop, had no means to pay transit fare, and was unable to otherwise make the long distance back to shelter for the night. He requested a ride or other support to make it to shelter. A Hope Mission mobile team was dispatched to provide support.

Hope Mission

During the course of the month, the evening team transported a female community member they had previously supported. She recognized the team member and engaged in a conversation about her current situation. She shared that although she had recently been

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sober for a short period, she continued to find herself in unsafe environments—reporting experiences of being beaten, followed, and chased.

The team member took the opportunity to speak with her about the Wellspring Recovery Program as a potential next step in her journey. It was shared with hope that she would seriously consider applying and take a meaningful step toward safety, stability, and recovery.

Boyle Street

A Boyle Street mobile team was driving around the Kingsway area when they noticed a man slouched against the fence near the LRT tracks. The staff stopped to check on the man who luckily woke up when he heard their voices. The man agreed to be brought to the Hope Mission shelter. On the way over, the man asked the team if a call had been placed for him and the staff mentioned they had been driving in the area and felt worried about the extent to which the man was slouching, so stopped for a wellness check. The man thanked the staff multiple times for their kindness and concern and thanked them for doing what they do. This was a feel-good moment for the team, knowing that the community member felt their care and concern for his well-being.