



# 24/7 Crisis Diversion March Summary

March 2025

**Mobile Team**  
 Accepted Dispatches – 2,966  
 Dispatch Contacts Made – 2,137  
 General Support Contacts – 3,169

% Change from March 2024	
Accepted Dispatch	+29%
Dispatch Contacts	+29%
General Contacts	-22%

**Top 5 Incoming Referral Sources**  
 211 – 2,437 (82%)  
 Community Agency – 175 (6%)  
 EMS – 146 (5%)  
 Outreach Contact – 79 (3%)  
 Client Self-Referral – 38 (1%)

**211 + 3**  
 Total Incoming Calls – 3,444  
 Total Calls Answered – 2,479  
 Total Unique Calls for Service – 3,258

% Change from March 2024	
Total Answered	-18%
Total Unique Calls	+32%

**Top 5 Incoming Referral Sources**  
 Self-Referrals – 887 (36%)  
 Private Citizens – 525 (22%)  
 Community Agency – 449 (18%)  
 Private Businesses – 265 (11%)  
 Hospital Staff – 129 (5%)

2025 Year to Date

**Mobile Team**  
 Accepted Dispatches – 9,184  
 Dispatch Contacts Made – 6,459  
 General Support Contacts – 7,376

**Top 5 Incoming Referral Sources**  
 211 – 7,612 (83%)  
 Community Agency – 516 (6%)  
 EMS – 425 (5%)  
 Outreach Contact – 228 (3%)  
 Client Self-Referral – 133 (1%)

**211 + 3**  
 Total Incoming Calls – 11,470  
 Total Calls Answered – 8,218  
 Total Unique Calls for Service – 10,310

**Top 5 Incoming Referral Sources**  
 Self-Referrals – 2,674 (35%)  
 Private Citizens – 1,802 (24%)  
 Community Agency – 1,282 (17%)  
 Private Businesses – 838 (11%)  
 Hospital Staff – 432 (6%)

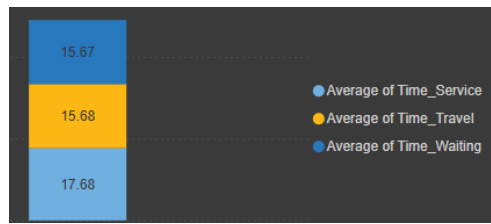
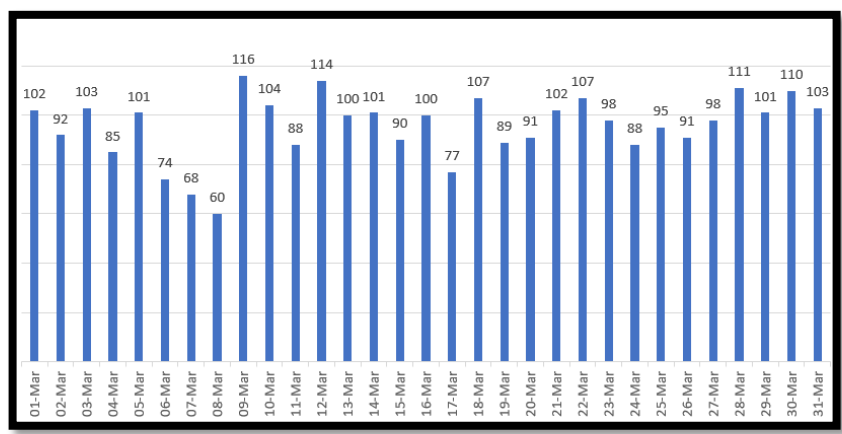
## Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 5,306 contacts in March**, a 24% increase from February. This is a result of the team’s ability to locate more individuals through dispatches and a 42% increase in contacts made through proactive engagements.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,966	2,137
General Support	1,190	3,169
<b>Total</b>	<b>4,156</b>	<b>5,306</b>

The **average number of daily dispatches the mobile teams responded to in March was 96**. With the warmer temperatures throughout the month, this was a 12% decrease from February, however, **this was a 32% increase** from March 2024 when the daily average was 73.

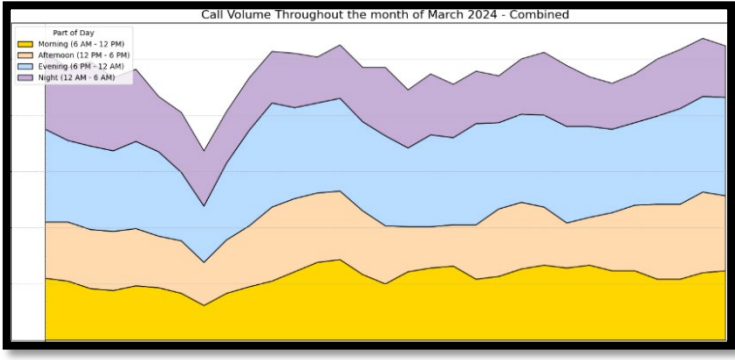
The City of Edmonton’s extreme cold response was activated from March 13<sup>th</sup> to 16<sup>th</sup>. **During this time the daily dispatch average was 98.**



The **average wait time** from time dispatch was created to time vehicle arrived on site was **33 minutes and 36 seconds**.



# 24/7 Crisis Diversion March Summary



Mobile teams were busiest in between the hours 6pm and 12am throughout March, which is consistent with the past few months.

In comparison to March 2024, the mobile teams saw **increase in need** for transportation, food/water, and opioid poisoning response during dispatched events.

Support Provided	Primary	Secondary	Total	%Change from Mar. 2024
Transportation	1,575	99	1,674	44%
None	0	365	365	31%
Supportive Conversation - Declined Service	236	0	236	31%
Supportive Conversation	180	680	860	55%
Other	60	39	99	8%
Food/Water	47	809	856	14%
Clothing/Blankets	14	81	95	-23%
Opioid Poisoning Response	10	4	14	75%
Harm Reduction Supplies	2	7	9	-55%
Navigation/Advocacy	5	29	34	-15%
First Aid	0	1	1	-86%
Referral(s) Provided	0	13	13	-19%

## Incoming Referrals to 24/7 Crisis Diversion

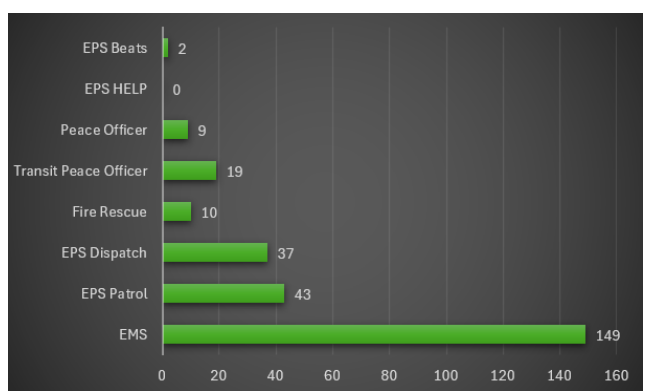
Through 211	
Individual for Self	887
Private Citizens	525
Community Agencies	449
Private Business	265
Hospital Staff	129
Private Security Staff	76
Family Member/Friend	46
EPS Dispatch	17
EPS Patrol	19
Transit Peace Officers	6
Other	5
Peace Officer	4
EMS	3
Fire	3
EPS Beats	2
Blank/None	2

Direct to Mobile Teams	
Community Agencies	175
EMS	146
Outreach Contacts	79
Individual for Self	38
EPS Patrol	24
EPS Dispatch	20
Transit Peace Officers	13
Blank/None	13
Other	8
Fire	7
Peace Officer	5
EPS Beats	0
EPS HELP	0
Encampment Response	1

The top 5 combined program referral sources were:

- **Self Referrals 1,062 (34%)**
- **Community Agencies 624 (20%)**
- **Private Citizens 525 (17%)**
- **Private Businesses 265 (9%)**
- **EMS 149 (5%)**

The various **Emergency Services in Edmonton** made a total of **269 referrals to the 24/7 Crisis Diversion Program** this month. **215 of those were direct referrals to the Crisis Diversion Mobile Teams.**



## Proactive Engagements

The mobile teams **connected with 3,169 individuals during 1,190 proactive engagements** throughout the city in the month of March. This is a 42% increase in engagements from last month.

Support Provided	Number of Client	Number of Event
Overdose	10	9
First Aid	17	5
Rogers Place	40	14
Other	275	120
Harm Reduction Supplies	330	148
Supportive Conversation	331	116
Water	892	315
Clothing/ Blankets	1294	341
Food/Lunch	2813	993

Areas where there were more individuals in need:

**Westmount Centre:** 52 individuals (15 events)

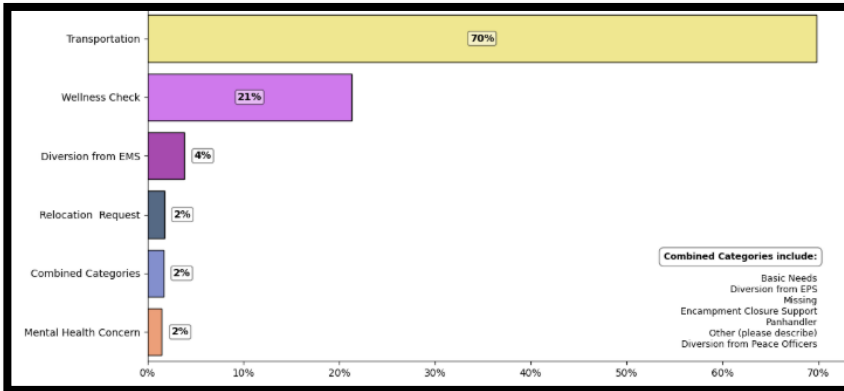
**Northgate:** 51 individuals (14 events)

## 211 Summary

**211 answered a total of 6,203 calls in the month of March**, a 2% decrease from February. **53% of this call volume (3,258 calls) came through on the 211 press 3 phone line for the Crisis Diversion program.**



The average wait time was 3 minutes and 52 seconds, with the average call length being 6 minutes and 26 seconds.



The two primary needs identified by callers were **transportation (70%) and wellness checks (21%)**. There were no major variations to the other needs identified from last month.



# 24/7 Crisis Diversion March Summary

**98% 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. During 55 211+3 interactions, information and referrals were provided as support could not be provided by Mobile Teams at time of call.

Met		Unmet		Referrals Made	
Local Transportation	1933	Local Transportation	25	24 / 7 Edmonton Crisis Diversion Team	2482
Crisis Intervention	547	Crisis Intervention	12	911 Emergency Services	51
Emergency Shelter	101	Undesignated Temporary Financial Assistance	5	Emergency Shelter and Support Services	44
911 Services	55	Emergency Shelter	4	Emergency Financial Assistance	42
General Bylaw Enforcement Officers	38	Information and Referral	3	Edmonton Police Service	38
Undesignated Temporary Financial Assistance	34	Protective Services for Animals	2	Maskokamik Shelter	21
Crime Reporting	18	Fire Services	1	Police Services and Crime Reporting	20
Emergency Medical Transportation	13	Paramedic/EMT Services	1	Emergency Medical Services	20
Information Sources	11	Alternative Sentencing/Supervision	1	Access 24 / 7, Adult Intake Services	16
Protective Services	10	Travellers Assistance	1	Child Intervention Intake and Response Team	11

## Items of Note in March

**Opioid Poisonings:** The 24/7 mobile teams provided life-saving care to individuals experiencing opioid poisonings 23 times in March. This is the same number of responses as provided in February.

## Program Narratives

### CMHA - 211

At 11:39am on Wednesday, 19 March 2025, a Community Resource Specialist (CRS) answered the 24/7 Crisis Diversion dispatch line and spoke with a member from a local Armed Forces site. They were calling regarding another member who had been sleeping rough, without food, and struggling with substance use for some days. The caller was hoping to learn what supports might be available for their colleague, and to help get them connected. After learning more about the Service Member's needs, the CRS consulted with a Boyle Street mobile team who were able to attend the site and offer transportation and a warm hand-off to mental health and substance use support services.

On Monday, 31 March 2025 at approximately 10:30am, a community member called the 24/7 Crisis Diversion dispatch line and expressed that they were experiencing homelessness for the first time and didn't have any knowledge of shelter services or other supports that might be available. The CRS was able to teach the Community Member about nearby shelter options, and afterwards, was able to dispatch a Boyle Street mobile team to offer transportation and a warm hand-off to one of the service providers that they spoke about.



## 24/7 Crisis Diversion March Summary

### Hope Mission

During the month, one of the Hope Mission mobile team members encountered a young female community member who they recognized from their home community. She was cold, soaked from the rain and snow, and visibly disoriented due to alcohol use. The sight was deeply emotional for the team member, who was heartbroken to see someone familiar in such a vulnerable state. The team provided her with dry clothing and offered warmth, both physically and emotionally. The community member expressed deep gratitude for the support. In their conversation, the team member shared a personal story—how Hope Mission had helped their own sister secure housing on the south side of Edmonton. They encouraged the client to speak with a worker and take that same step toward stability and healing. The female opened up, tearfully admitting that she had begun using needles. The team members listened with empathy, offering reassurance and hope that change was possible. They hoped that their words, rooted in lived experience and genuine care, might help spark the client’s own desire to seek a better path—one that leads away from unsafe environments and toward a healthier future.

### Boyle Street

A Boyle Street team had finished up a call for a community member at Roger's Place close to the MacEwan LRT entrance, when they noticed a community member sitting on a bench with his head down, shivering. There was a jacket next to the man, but he didn't have one on. The team approached the man and asked him if he was okay and the man said he had been outdoors since morning time and was freezing and was too cold to even attempt to put on his coat as his muscles were so stiff. The team offered to help the man put his jacket on, to which he accepted, and asked if they could bring him to a warm place to sleep that night (extreme weather protocol had been activated and it was quite cold). The man accepted and they were able to secure him a spot at the Hope Mission for the night. The man thanked the team profusely for helping him, as no one had checked on him all day, despite it being a high foot-traffic area. It was a feel-good moment for the team that we were able to help him out and make sure he was safe for the night.