



EDMONTON POLICE SERVICE

REPORT TO THE EDMONTON POLICE COMMISSION

DATE: 2025 04 17

SUBJECT: Edmonton Police Service HELP Annual Report 2024

RECOMMENDATION(S):

That this report be received for information.

BACKGROUND:

The Human-centered Engagement and Liaison Partnership (HELP) is based on a client-centered, multi-disciplinary approach. The initiative involves navigating vulnerable community members towards social, health, and community resources. The aim of HELP is to address the needs of vulnerable community members and reduce demand on frontline patrol officers. To achieve this, HELP consists of teams of civilian navigators and constables embedded in patrol branches, as well as a core team of navigators and constables. HELP is a partnership among Edmonton Police Service (EPS) and six social agencies.

HELP launched in January 2021. The purpose of the Annual Report is to track the evolution of the initiative and measure progress towards achieving outcomes.

EXPLANATION:

The attached presentation (Attachment 1 – 2024 HELP Annual Report) describes how HELP continued to grow over 2024 and the impacts HELP had in the community. The perspectives of patrol sergeants and representatives of partner agencies, are also reported.

Key findings include:

- In 2024, Enoch Cree First Nation joined HELP as a contractual partner.
- 2024 was the first year in which all patrol branches had a dedicated HELP team.
- 7,779 referrals came into HELP over the year. Their most common needs for support were housing, identification, and income.
- Following HELP support, there was a significant decrease in the number of occurrences and violations clients were involved in as compared to before HELP support.

- Overall, the HELP collaboration is strong. Agencies report several benefits from being part of HELP and are satisfied with the collaboration.

CONCLUSION:

While there are opportunities for continuous improvement, the results of the 2024 HELP Annual Report suggest that HELP continues to have a positive impact on the community.

ADDITIONAL INFORMATION ATTACHED:

Attachment 1 – 2024 HELP Annual Report Presentation


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Reviewed By: Andria Wasylyshen, Community Safety and Wellbeing Bureau

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Interim Chief of Police:  _____

Date: APR 09, 2025