

Human-centered Engagement & Liaison Partnership: *An evaluation of HELP's fourth year*

Presentation to Edmonton Police Commission

April 17, 2025

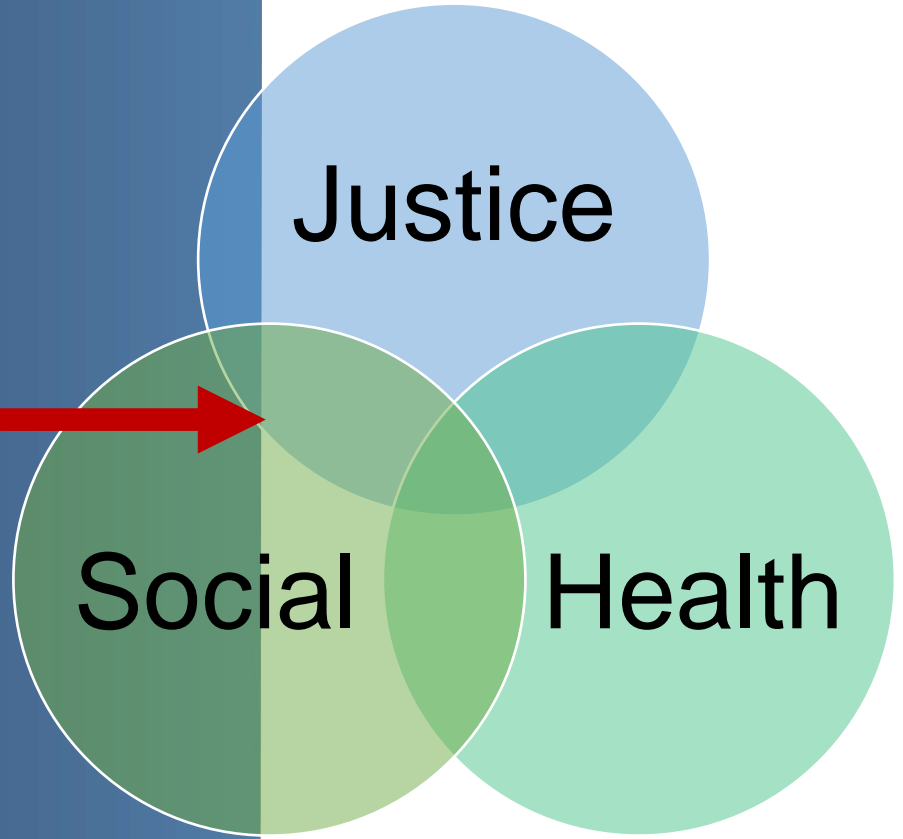


Outline

- Program and referral overview
- Evaluation approach
- Client outcomes
- Collaboration health



A Vision for HELP



HELP – Core and Branch

CORE

- Consent based
- Work with vulnerable, at-risk community members
- Clients assessed for involvement with social disorder occurrences, risk, and need.

- Intake sources: EPS Units, social agencies and partners, governmental organizations
- Centralized
- Case management

BRANCH

- Intake sources: Proactive community work, calls for service, EPS Units
- Embedded in divisions

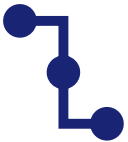
2024 HELP Program at Glance



- EPS and **six contractual partners**.



- In 2024, all divisions had Branch HELP teams operational for the entire calendar year.



- A HELP navigator was embedded in Detainee Management Unit to pilot a release planning program that connects clients to resources.

2024 HELP Program at Glance

At the end of 2024:

- **7** Core navigators, **10** Branch navigators, and **2** medical navigators
- **5** Core constables, **3** Branch constables, **2** sergeants, and **1** staff sergeant
- **1** manager, **1** Core team-lead, **2** Branch team-leads, **1** coordinator and **1** admin support.



2024 Evaluation and Methods

Purpose

- Track program implementation
- Measure progress towards outcomes

Methods

- Program and Administrative Data Analysis
- Collaboration Survey of Agency Representatives (Spring 2024)



Client Impacts



HELP Referrals



HELP received **7,779 referrals** in 2024.



For Core HELP, **86% of referrals** originated from other areas of EPS.



55% of Core HELP referrals received case-management support, while **45%** were referred to other support services.



The average length of case-management support in 2024 was **120 days**.



Housing (3,212), **ID** (1,391), and **income** (1,296) were top client needs across HELP teams.

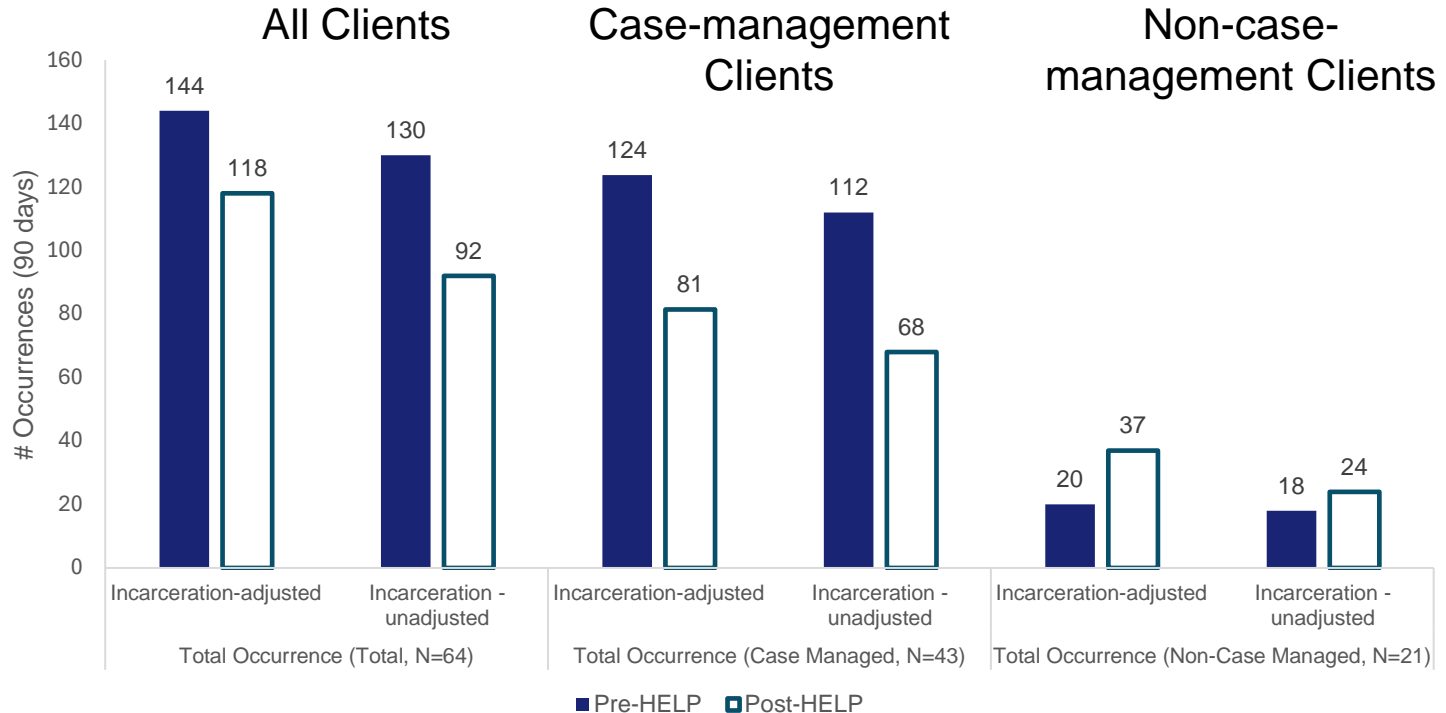
Measuring the Impact of HELP

- The analysis focused on clients admitted to the Core HELP program in 2024, with files closed by September 30, 2024.
- HELP Impact was assessed by comparing the number of **occurrences** and **violations** clients were involved in before and after the program.
- The before and after periods were 90 days long.

Indicator	Categories
Occurrences	Violent
	Non-violent
	Disorder
Violations	Total violations
	Disorder related violations

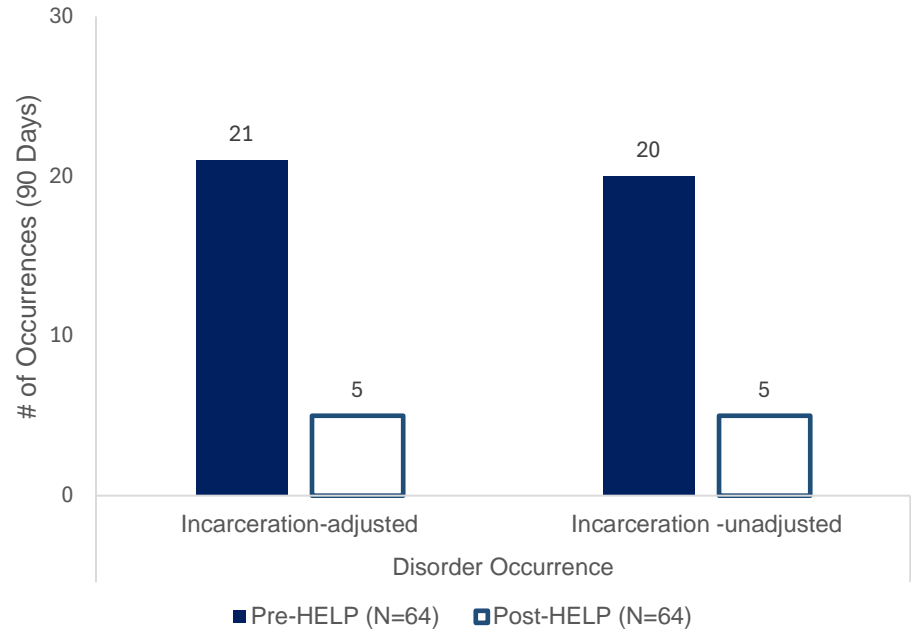
Impacts on Occurrences

The total number of occurrences decreased after HELP support, especially for clients who participated in case management.

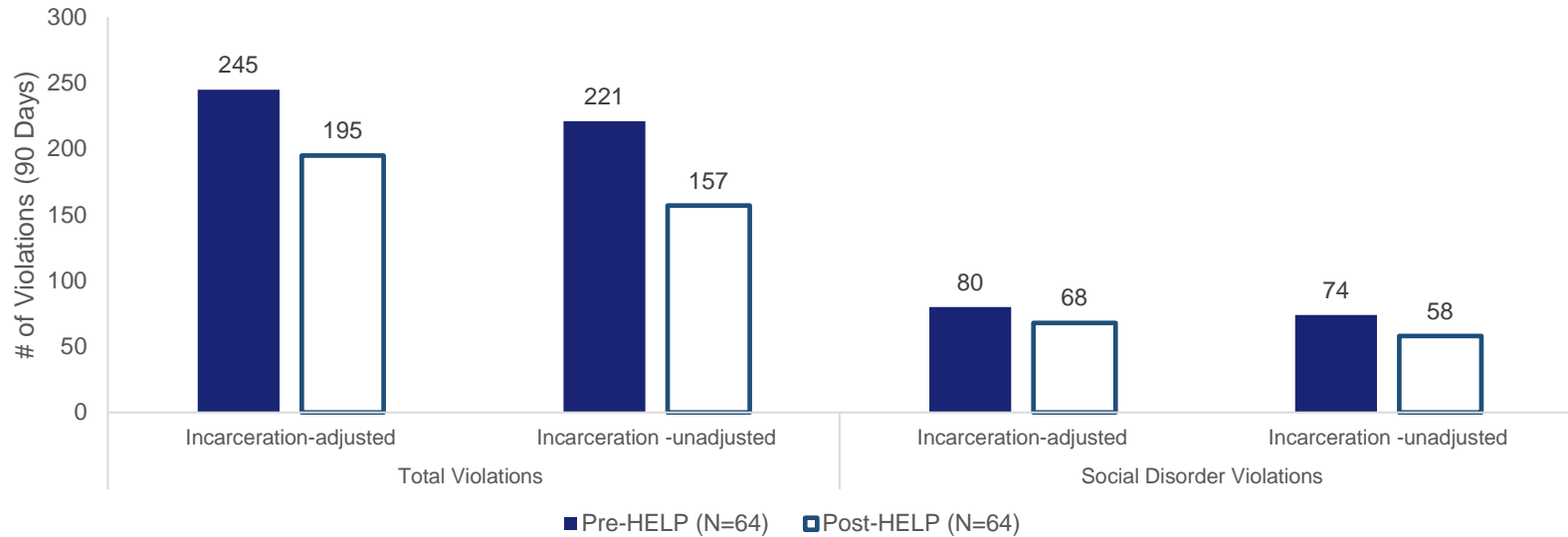


Impacts of the Main Types of Occurrences

- After HELP, there was a 75% reduction in disorder occurrences (a statistically significant decrease)
 - This pattern held for case-management and non-case-management clients, though the effect was larger for case-management clients
- Changes in violent and non-violent occurrences were not statistically significant.



Effects on Violations



Summary of the HELP Impacts

1. Case-managed clients show a decrease in total occurrences and total violations after the HELP program.
2. Among other categories of occurrences, **disorder** occurrences showed a statistically significant decrease.
3. Non-case-managed clients also experienced a decrease in **disorder** occurrences after receiving support from HELP.

HELP Agency Representative Views



Agency Representatives: Examining Collaboration Functioning

Spring 2024 Collaboration Survey of HELP Agency Representatives (n=6/6)

- Based on an assessment adapted from the **Wilder Collaboration Factors Inventory** HELP collaboration was strong.

Inventory of 25 Success Factors (Scale: 1 to 5)

- **20 factors** scored above 4.0 (Strength)
- **5 factors** scored between 3.0 and 4.0
- **No factors** scored below 2.9 (Concern)

Top Ranked Factors

- Members see the collaboration in their self-interest
- A favorable political and social climate
- Shared vision
- Concrete attainable goals and objectives
- Mutual respect, understanding and trust

Spring 2024 Collaboration Survey

All agency representatives (n=6/6):

- Felt benefits of collaboration **exceeded** drawbacks.
- Reported being **satisfied** with the collaboration overall.

Next Collaboration Survey:
Spring 2026.



THANK YOU

