24/7 Crisis Diversion August Summary

August 2025

Mobile Team

Accepted Dispatches – 2,036
Dispatch Contacts Made – 1,722
General Support Contacts – 3,916

% Change from August 2024	
Accepted Dispatch	**+5%**
Dispatch Contacts	**+10%**
General Contacts	**-13%**

Top 5 Incoming Referral Sources

211 – 2,039 (86%)
EMS – 129 (5%)
Outreach Contact – 62 (3%)
Community Agency – 59 (3%)
Client Self-Referral – 37 (2%)

211 + 3

Total Incoming Calls – 3,676
Total Calls Answered – 2,447
Total Unique Calls for Service – 2,844

% Change from August 2024	
Total Answered	**-5%**
Total Unique Calls	**+12%**

Top 5 Incoming Referral Sources

Private Citizens – 767 (38%)
Self-Referrals – 654 (32%)
Community Agency – 265 (13%)
Private Businesses – 160 (8%)
Hospital Staff – 70 (3%)

2025 Year to Date

Mobile Team

Accepted Dispatches – 20,610
Dispatch Contacts Made – 15,031
General Support Contacts – 26,649

Top 5 Incoming Referral Sources

211 – 17,933 (85%)
EMS – 878 (4%)
Community Agency – 846 (4%)
Outreach Contact – 540 (3%)
Client Self-Referral – 385 (2%)

211 + 3

Total Incoming Calls – 29,348
Total Calls Answered – 20,206
Total Unique Calls for Service – 24,482

Top 5 Incoming Referral Sources

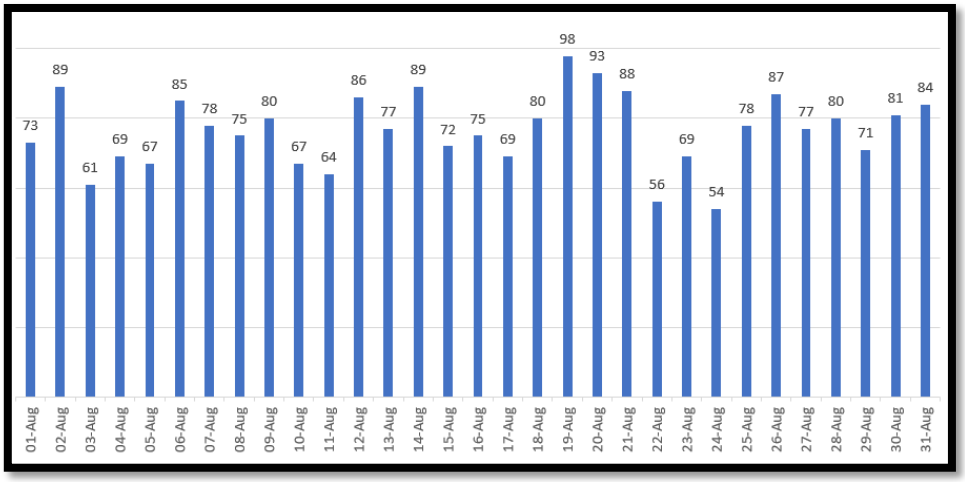
Self-Referrals – 6,275 (35%)
Private Citizens – 5,144 (29%)
Community Agency – 2,672 (15%)
Private Businesses – 1,688 (10%)
Hospital Staff – 830 (5%)

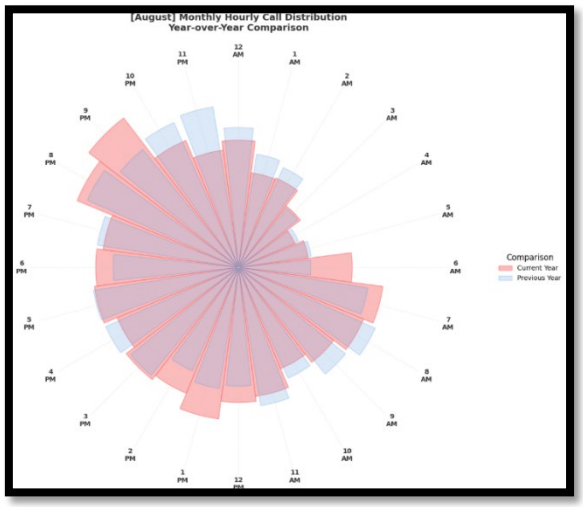
Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 5,638 individual contacts in August**, an 11% decrease from July.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,036	1,722
General Support	1,371	3,916
Total	**3,407**	**5,638**

The **average number of daily dispatches the mobile teams responded to in August was 77. *This was a 7% increase*** from August 2024 when the daily average was 72.





In August 2025, call volumes were higher during the morning and evening peak hours compared to 2024, while the previous year saw more late-night activity. Overall, the daily pattern of calls remains consistent, but demand has shifted slightly earlier in the day.

24/7 Crisis Diversion August Summary

Support Provided	Primary	Secondary	Total	%Change from Aug. 2024
Transportation	1,016	68	1,084	18%
None	661	291	952	-8%
Supportive Conversation - Declined Service	319	0	319	-2%
Supportive Conversation	172	473	645	18%
Other	53	17	70	-4%
Food/Water	111	753	864	17%
Clothing/Blankets	15	68	83	-12%
Opioid Poisioning Response	13	2	15	88%
Harm Reduction Supplies	3	10	13	-35%
Navigation/Advocacy	2	11	13	-55%
First Aid	3	2	5	-28%
Referral(s) Provided	4	16	20	33%

In August 2025, support increased compared to August 2024 in key areas like transportation, food/water, and supportive conversations, **with a sharp increase in opioid poisoning responses**. At the same time, harm reduction, navigation, and first aid responses declined. This suggests a shift toward meeting immediate daily needs but reduced focus on harm reduction and advocacy supports.

Incoming Referrals to 24/7 Crisis Diversion

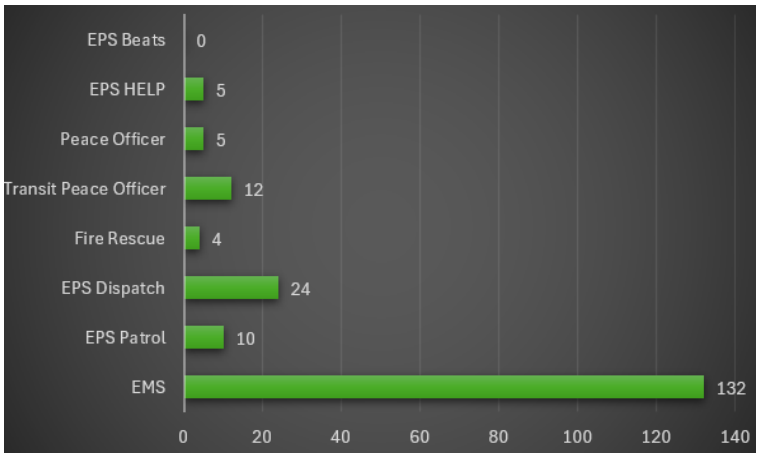
Direct to Mobile Teams	
211	2039
Community Agency	59
EMS	129
Outreach Contact	62
Client Self-Referral	37
EPS Patrol	
EPS Dispatch	11
Transit Peace Officers	10
Blank/None	7
Other	2
Fire	4
Peace Officer	1
EPS Beats	0
EPS HELP	5
Encampment Response	0

Through 211	
Indivdual for Self	654
Private Citizens	767
Community Agencies	265
Private Business	160
Hospital Staff	70
Private Secuity Staff	55
Family Member/Friend	26
EPS Dispatch	13
EPS Patrol	10
Transit Peace Officers	2
Other	7
Peace Officer	4
EMS	3
Fire	0
EPS Beats	0
Blank/None	0

The top 5 <u>combined</u> program referral sources were:

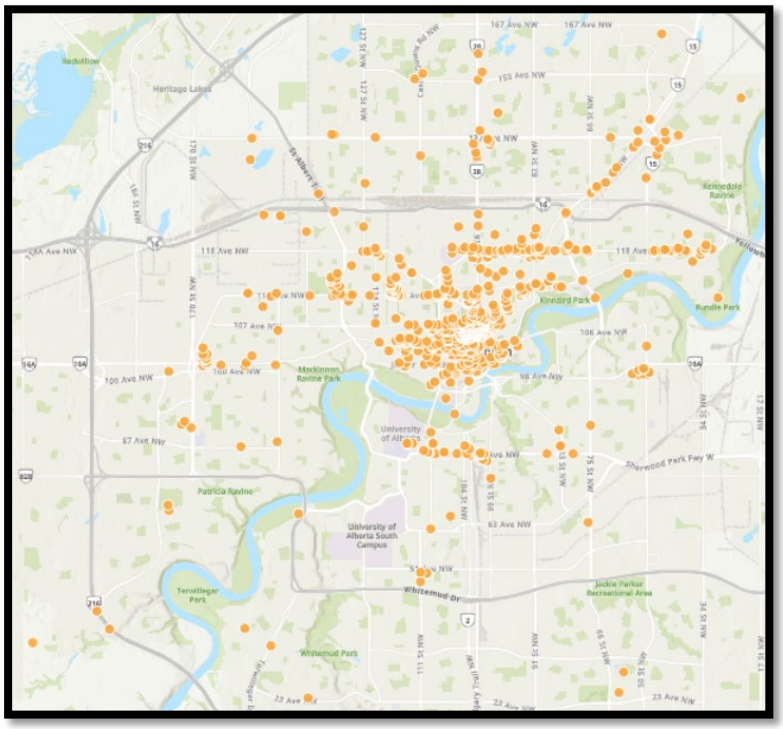
- **Private Citizens 767 (31%)**
- **Self Referrals 691 (28%)**
- **Community Agencies 324 (13%)**
- **Private Businesses 160 (7%)**
- **EMS 132 (5%)**

The various **Emergency Services in Edmonton made a total of 192 referrals to the 24/7 Crisis Diversion Program** this month. 160 of those were direct referrals to the Crisis Diversion Mobile Teams.



24/7 Crisis Diversion August Summary

Proactive Engagements



The mobile teams **connected with 3,916 individuals during 1,371 proactive engagements** throughout the city in the month of August. This is a 14% decrease in engagements from last month.

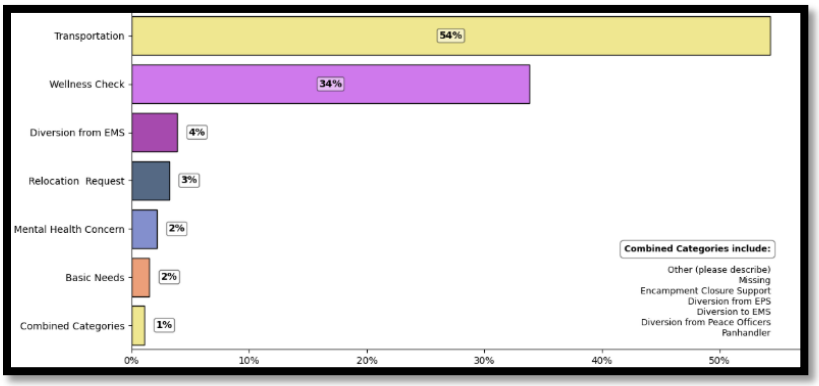
Support Provided	Number of Client	Number of Event
	3916	1371
Food/Lunch	3530	1153
Water	3234	1071
Clothing/ Blankets	1585	342
Supportive Conversation	472	133
Harm Reduction Supplies	432	189
Other	110	67
Overdose	27	8
First Aid	15	7
Rogers Place	1	1

In August, supports remained concentrated downtown but expanded further east along 118 Avenue, south toward Whyte Avenue and Whitemud, and more widely into northwest neighborhoods. Compared to July, west side activity decreased slightly, while overall the geographic spread of supports broadened.

211 Summary

In June, **211 received a total of 5,685 calls**, of these, 50% **(2,844 calls) were received through the 211 Press 3 line** for the Crisis Diversion Program.

The average wait time was 4 minutes and 37 seconds, while the average call duration was 7 minutes and 50 seconds.



Compared to July, August saw fewer requests for transportation supports but more wellness checks and EMS diversions, demonstrating a shift this month toward health-focused responses.

24/7 Crisis Diversion August Summary

Community Resource Specialists met most immediate needs directly for folks calling 211, especially transportation, crisis intervention, and shelter, but gaps persisted in emergency shelter, financial assistance, and food. The 24/7 Crisis Diversion Team was by far the top referral partner, with additional referrals directed to financial, housing, and helpline supports. Overall, **the data highlights strong frontline problem-solving while pointing to ongoing system pressures in housing and income support.**

Met		Unmet		Referrals	
Local Transportation	1265	Emergency Shelter	30	24 / 7 Edmonton Crisis Diversion Team	2131
Crisis Intervention	793	Local Transportation	30	Emergency Financial Assistance	513
Emergency Shelter	500	Undesignated Temporary Financial Assistance	29	Emergency Shelter and Support Services	134
Undesignated Temporary Financial Assistance	413	Emergency Food	21	Access 24 / 7, Adult Intake Services	109
Emergency Food	311	Basic Income Maintenance Programs	13	Community Bridge	94
Street Outreach Programs	267	Housing Expense Assistance	13	Distress Line	86
Information Sources	263	Crisis Intervention	12	Hello Seniors (Seniors Coordinated Outreach)	83
Information and Referral	236	Residential Housing Options	10	Edmonton Police Service	78
Basic Income Maintenance Programs	178	Canadian Courts	10	Hello Seniors - Seniors Home Supports	77
Residential Housing Options	169	Royal Canadian Mounted Police	10	Affordable Housing Programs	75

Items of Note in August

Evictions: Mobile Teams have seen a **rise in calls involving individuals who have recently been evicted**. These situations are often complex, as personal belongings can prevent access to shelter spaces and create additional barriers to support. Addressing these calls requires careful coordination and collaborative problem-solving to ensure community members are connected to safe and appropriate resources.

Opioid Poisonings: In August, the 24/7 mobile teams responded with **23 life-saving interventions** for opioid poisonings – nearly double July's total of 12 and more than twice June's 11. This sharp increase highlights a concerning upward trend in opioid-related emergencies, underscoring the ongoing need for timely interventions and community support.

Program Narratives

CMHA – 211

On August 15, 2025, at 8:41 PM, a concerned resident contacted 211+3 after finding a Community Member (CM) crying inconsolably near her garage. Despite attempts to communicate, the CM was unable to respond verbally and continued crying. The Community Resource Specialist (CRS) listened with care, assessed the situation, and offered a wellness check to ensure the CM's safety and wellbeing. A Hope Mission Crisis Diversion team was dispatched to provide support.

On August 18, 2025, at 11:37 AM, staff from a storage facility contacted 211+3 regarding a Community Member (CM) who had been evicted from their unit. The caller described the CM as highly emotional, struggling with self-identified mental health and

substance use issues, and now left outside with their belongings. The staff member expressed compassion, emphasizing their desire to avoid trespassing the CM and instead seek other supports. The Community Resource Specialist (CRS) validated the caller's concerns and consulted with a Boyle Street Crisis Diversion team who responded to the dispatch.

Hope Mission

One of the month's highlights occurred when a Mobile Team supported a blind community member who had become lost in the city. After being contacted by police, the team responded promptly and learned she had been wandering for nearly three hours trying to find her way back to shelter. The team safely transported her to the shelter, and she expressed heartfelt gratitude for their timely assistance and compassion.

Boyle Street

As one of the Crisis Diversion teams was ending their shift one evening, they noticed a group of people gathered around an individual lying in the middle of a back alley. The team quickly approached to provide assistance and initiated an opioid poisoning response. Three doses of naloxone were administered before the Fire Department and EMS arrived to take over care. The team was grateful to have been there to provide life-saving support until emergency services arrived.