24/7 Crisis Diversion July Summary

July 2025

Mobile Team

Accepted Dispatches – 2,389
Dispatch Contacts Made – 1,763
General Support Contacts – 4,541

% Change from July 2024	
Accepted Dispatch	**+28%**
Dispatch Contacts	**+29%**
General Contacts	**-37%**

Top 5 Incoming Referral Sources
- 211 – 2,052 (86%)
- EMS – 122 (5%)
- Outreach Contact – 66 (3%)
- Community Agency – 61 (3%)
- Client Self-Referral – 52 (2%)

211 + 3

Total Incoming Calls – 3,561
Total Calls Answered – 2,329
Total Unique Calls for Service – 2,777

% Change from July 2024	
Total Answered	**-13%**
Total Unique Calls	**+6%**

Top 5 Incoming Referral Sources
- Self-Referrals – 725 (35%)
- Private Citizens – 708 (35%)
- Community Agency – 246 (12%)
- Private Businesses – 180 (9%)
- Hospital Staff – 64 (3%)

2025 Year to Date

Mobile Team

Accepted Dispatches – 18,574
Dispatch Contacts Made – 13,309
General Support Contacts – 22,733

Top 5 Incoming Referral Sources
- 211 – 15,894 (85%)
- Community Agency – 787 (4%)
- EMS – 749 (4%)
- Outreach Contact – 478 (3%)
- Client Self-Referral – 348 (2%)

211 + 3

Total Incoming Calls – 25,672
Total Calls Answered – 17,759
Total Unique Calls for Service – 21,638

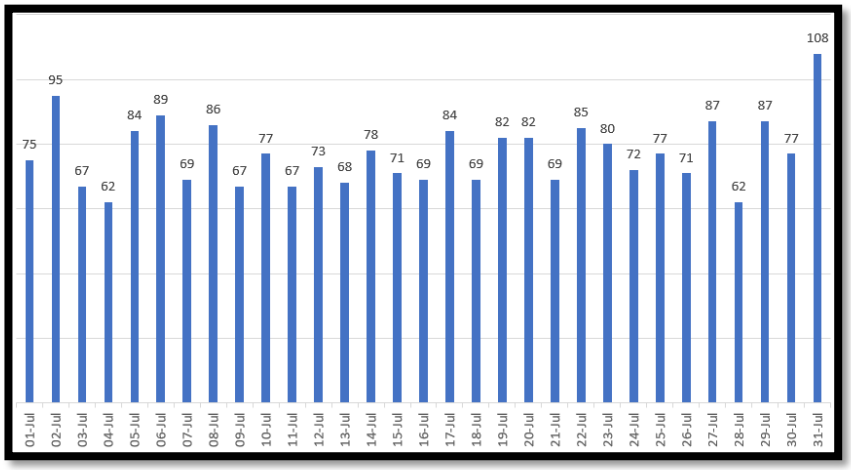
Top 5 Incoming Referral Sources
- Self-Referrals – 5,621 (35%)
- Private Citizens – 4,377 (28%)
- Community Agency – 2,497 (16%)
- Private Businesses – 1,528 (10%)
- Hospital Staff – 760 (5%)

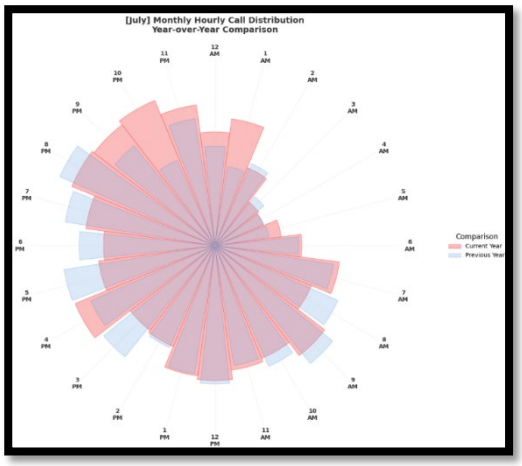
Mobile Team Summary

The 24/7 Crisis Diversion mobile teams **made a total of 6,304 individual contacts in July**, a 23% increase from June.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,389	1,763
General Support	1,733	4,541
Total	**4,122**	**6,304**

The **average number of daily dispatches the mobile teams responded to in July was 77. *This was a 6% increase*** from July 2024 when the daily average was 73.





July call patterns are broadly consistent year-over-year, but with some shifts. The current year has higher volumes in the late evening and overnight (8 PM–2 AM), while the previous year saw more calls in the late afternoon to early evening (4–7 PM). Early mornings (3–8 AM) remain the quietest period in both years.

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Support Provided	Primary	Secondary	Total	%Change from July 2024
Transportation	1,075	74	1,149	30%
None	632	293	925	-11%
Supportive Conversation - Declined Service	302	0	302	-19%
Supportive Conversation	210	504	714	24%
Other	48	30	78	44%
Food/Water	88	755	843	0%
Clothing/Blankets	12	63	75	36%
Opioid Poisioning Response	8	3	11	38%
Harm Reduction Supplies	9	9	18	-31%
Navigation/Advocacy	0	15	15	7%
First Aid	3	4	7	17%
Referral(s) Provided	2	6	8	-11%

In July 2025, **transportation, supportive conversations, clothing/blankets, and opioid poisoning responses all saw notable increases compared to July 2024,** while food and water provision remained steady. **The largest declines were in harm reduction supplies and individuals declining our support.** Overall, the data suggests growing demand for direct support and engagement, with fewer supplies being distributed.

Incoming Referrals to 24/7 Crisis Diversion

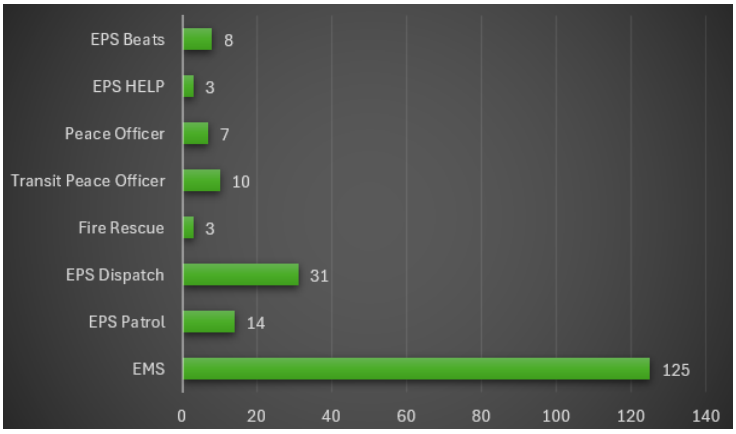
Direct to Mobile Teams	
211	2051
Community Agency	61
EMS	122
Outreach Contact	66
Client Self-Referral	52
EPS Patrol	2
EPS Dispatch	15
Transit Peace Officers	7
Blank/None	2
Other	3
Fire	3
Peace Officer	0
EPS Beats	1
EPS HELP	3
Encampment Response	0

Through 211	
Indivdual for Self	725
Private Citizens	708
Community Agencies	246
Private Business	180
Hospital Staff	64
Private Secuity Staff	42
Family Member/Friend	32
EPS Dispatch	16
EPS Patrol	12
Transit Peace Officers	3
Other	8
Peace Officer	7
EMS	3
Fire	0
EPS Beats	7
Blank/None	0

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

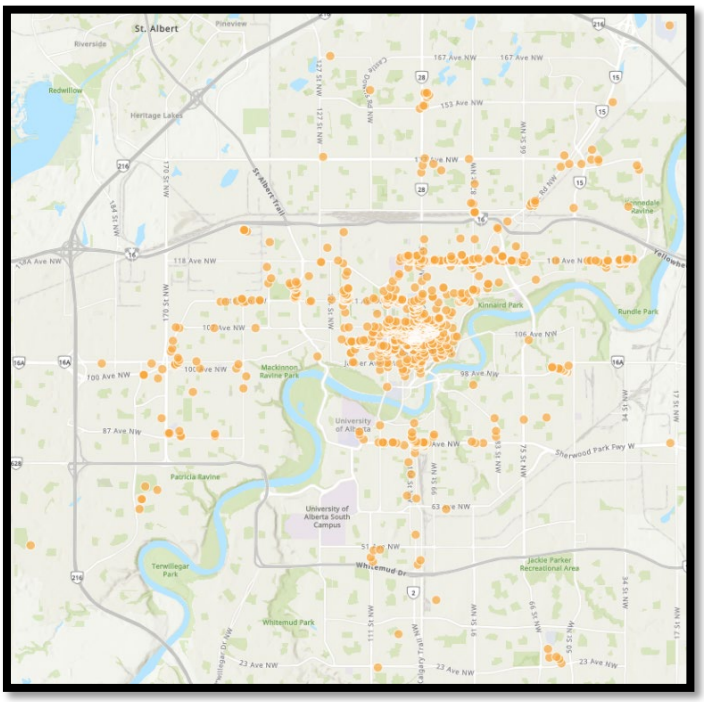
- **Self Referrals 777 (32%)**
- **Private Citizens 708 (29%)**
- **Community Agencies 307 (13%)**
- **Private Businesses 180 (7%)**
- **EMS 125 (5%)**

The various **Emergency Services in Edmonton made a total of 201 referrals to the 24/7 Crisis Diversion Program** this month, **a 31% increase from June.** 153 of those were direct referrals to the Crisis Diversion Mobile Teams.



24/7 Crisis Diversion July Summary

Proactive Engagements



The mobile teams **connected with 4,541 individuals during 1,733 proactive engagements** throughout the city in the month of July. This is a 34% increase in engagements from last month.

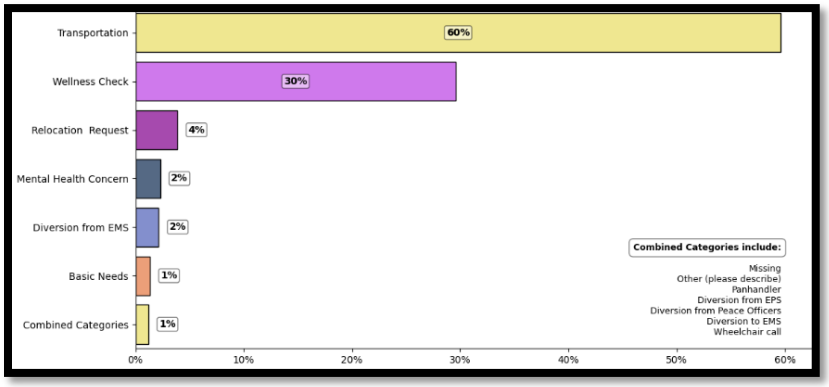
Support Provided	Number of Client	Number of Event
	4541	1733
Food/Lunch	4141	1496
Water	3675	1324
Clothing/ Blankets	1752	442
Supportive Conversation	514	196
Harm Reduction Supplies	468	199
Other	209	106
First Aid	35	9
Overdose	12	5

Comparing June and July, the downtown core remained the dominant hotspot, with July showing even denser clustering. Activity also expanded further along 118 Avenue, became more pronounced near Whyte Avenue, and extended further south toward Whitemud Drive, while some of the more scattered west-end activity seen in June decreased.

211 Summary

In June, **211 received a total of 5,723 calls**, representing a 1% increase from June. Of these, 49% **(2,777 calls) were received through the 211 Press 3 line** for the Crisis Diversion Program.

The average wait time was 4 minutes and 42 seconds, while the average call duration was 8 minutes and 2 seconds.



Between June and July, the overall distribution of support requests remained consistent, with **Transportation and Wellness Checks continuing to make up the vast majority of needs.** Smaller categories experienced modest shifts, with slight increases in Diversions from EMS, Mental Health Concerns, and Basic Needs, alongside a minor decrease in Relocation Requests.

24/7 Crisis Diversion July Summary

In July, nearly all 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, with only a small number going unmet. **The most frequent gaps were in areas such as shelter, outreach, income supports, and specialized medical services**, highlighting the need for broader system capacity. At the same time, the high volume of referrals to crisis diversion, emergency services, shelters, and other community supports shows **strong efforts to connect individuals to appropriate resources, even when needs could not be met directly.**

Met		Unmet		Referrals	
Local Transportation	1193	Local Transportation	9	24 / 7 Edmonton Crisis Diversion Team	2051
Crisis Intervention	539	Street Outreach Programs	8	911 Emergency Services	59
Street Outreach Programs	313	Crisis Intervention	7	Emergency Medical Services	35
911 Services	76	Emergency Shelter	2	Emergency Shelter and Support Services	27
Emergency Shelter	72	Basic Income Maintenance Programs	2	Edmonton Police Service	26
General Bylaw Enforcement Officers	26	Supportive Substance Use Disorder Services	1	Emergency Financial Assistance	20
Emergency Medical Transportation	14	Paramedic/EMT Services	1	Maskokamik Shelter	15
Undesignated Temporary Financial Assistance	14			Access 24 / 7, Adult Intake Services	14
Crime Reporting	13			Police Services and Crime Reporting	11
Counselling Services	9			Encampment Reporting	10

Items of Note in July

Weather: Edmonton's Extreme Heat Response was activated on July 30, 2025, following a sharp rise in temperatures. Dispatches peaked the next day at the highest level for the month (108), highlighting extreme weather directly increased demand for crisis diversion supports.

Opioid Poisonings: In July, the 24/7 mobile teams responded with 12 life-saving interventions for opioid poisonings – this number was consistent with June's total of 11.

Program Narratives

CMHA – 211

On July 3, 2025, at 11:09 AM, a passerby contacted 211+3 to report concern for an older male Community Member seen wheeling himself in a wheelchair through a high-traffic plaza area. The caller noted that the man was not on the road itself but was still in a risky location and expressed concern after attempting to speak with him and only receiving nonverbal sounds in response. While the caller did not feel safe enough to remain on scene, they were clearly worried and wanted to ensure the man received support. The Community Resource Specialist (CRS) provided reassurance that the Crisis Diversion team would follow up and conduct a wellness check. A Hope Mission mobile team had been dispatched with an estimated arrival time of 30–45 minutes. Before ending the call, the concerned citizen shared their gratitude, saying, "I really appreciate you guys are out there doing this work."

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On July 3, 2025, at 10:05 AM, a caller reached out to 211+3 after encountering a Community Member in a wheelchair who appeared to be in visible distress. The person, a double leg amputee with tattered clothing and no visible belongings, was seen outside a Tim Hortons struggling to maneuver his wheelchair and crying. The caller kindly offered him a coffee and muffin. The caller expressed concern not only for the person's wellbeing, but also for the broader lack of supports for unhoused and vulnerable individuals in the area. The Community Resource Specialist (CRS) provided compassionate support to the caller while also coordinating a wellness check with a Boyle Street Mobile Team. To help ease the caller's worry, the CRS followed up with the Boyle Team via consult to confirm an estimated arrival time of 30–45 minutes, which the caller deeply appreciated.

Hope Mission

Throughout the month, the 8 p.m.–8 a.m. Mobile Team engaged with a community member who appeared unfamiliar with local shelter systems. Through conversation, the team learned he was employed and owned a home but was temporarily displaced due to a family conflict. Focusing on reunification, the team contacted his family and helped mediate the situation. Following a thoughtful discussion, the family agreed to welcome him back, and the team provided safe transport to his residence—supporting a peaceful resolution and preventing a shelter stay.

Boyle Street

On July 28, 2025, Crisis Diversion staff learned that an individual had been trying to access the Coliseum Inn for a week but had been unable to secure a low-mobility spot. While our staff were speaking with Coliseum staff, they were advised that two low-mobility spots were available at that time. Over the next two days, Crisis Diversion searched the downtown core shelters for the individual. On July 29, around 11:30 p.m., staff located them outside the Herb Jamieson shelter. When staff contacted Coliseum, they were informed that only one low-mobility spot remained. The individual agreed right away to go, and were able to transport them to Coliseum and secure the final low-mobility spot. Upon arrival, introductions were made, and the individual expressed deep appreciation for the team's efforts to go the extra mile to find them and bring them to a safe, warm place. Staff and the individual exchanged hugs before parting ways.