24/7 Crisis Diversion June Summary

June 2025

Mobile Team

Accepted Dispatches – 2,350
Dispatch Contacts Made – 1,706
General Support Contacts – 3,401

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

Top 5 Incoming Referral Sources
- 211 – 2,047 (87%)
- EMS – 80 (3%)
- Outreach Contact – 66 (3%)
- Client Self-Referral – 62 (3%)
- Community Agency – 44 (2%)

211 + 3

Total Incoming Calls – 3,575
Total Calls Answered – 2,471
Total Unique Calls for Service – 2,869

% Change from June 2024	
Total Answered	**+11%**
Total Unique Calls	**+31%**

Top 5 Incoming Referral Sources
- Self-Referrals – 702 (34%)
- Private Citizens – 671 (33%)
- Community Agency – 295 (14%)
- Private Businesses – 162 (8%)
- Hospital Staff – 75 (4%)

2025 Year to Date

Mobile Team

Accepted Dispatches – 16,263
Dispatch Contacts Made – 11,717
General Support Contacts – 17,751

Top 5 Incoming Referral Sources
- 211 – 13,843 (85%)
- Community Agency – 726 (4%)
- EMS – 627 (4%)
- Outreach Contact – 412 (3%)
- Client Self-Referral – 296 (2%)

211 + 3

Total Incoming Calls – 22,111
Total Calls Answered – 15,430
Total Unique Calls for Service – 18,861

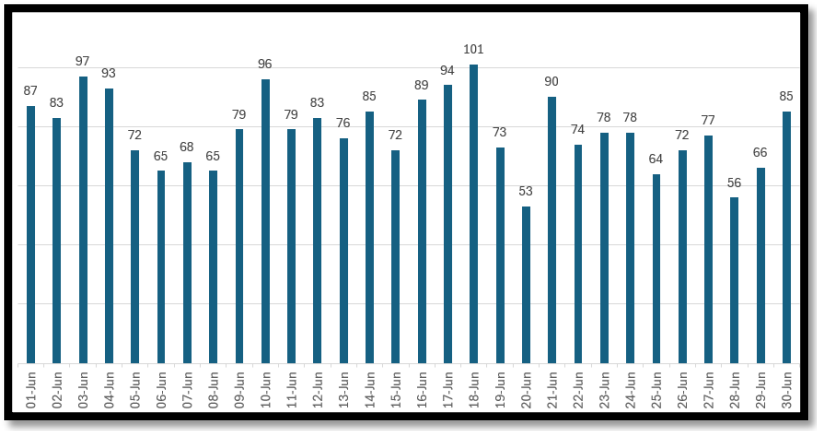
Top 5 Incoming Referral Sources
- Self-Referrals – 4,896 (35%)
- Private Citizens – 3,669 (27%)
- Community Agency – 2,251 (16%)
- Private Businesses – 1,348 (10%)
- Hospital Staff – 696 (5%)

Mobile Team Summary

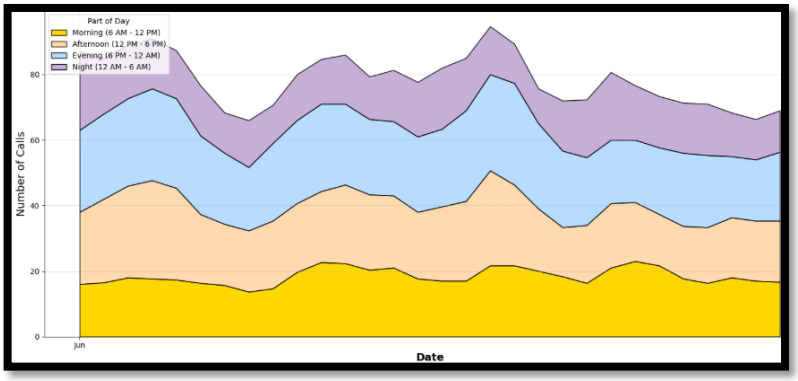
The 24/7 Crisis Diversion mobile teams **made a total of 5,107 individual contacts in June,** a 5% decrease from May. This June, the mobile teams were able to locate 29% more individuals during dispatched events than in June 2024.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,350	1,706
General Support	1,284	3,401
Total	**3,709**	**5,107**

The **average number of daily dispatches the mobile teams responded to in June was 78.** ***This was a 28% increase*** from June 2024 when the daily average was 61.



Mobile teams remain **heavily active in the evening and overnight hours**, underscoring the importance of maintaining strong coverage during these periods. The consistent call volume across the month also suggests a **steady demand** for crisis diversion services.



24/7 Crisis Diversion June Summary

Support Provided	Primary	Secondary	Total	%Change from June 2024
Transportation	1,030	74	1,104	21%
None	663	279	942	3%
Supportive Conversation - Declined Service	308	0	308	35%
Supportive Conversation	188	520	708	43%
Other	57	31	88	49%
Food/Water	77	688	765	12%
Clothing/Blankets	12	60	72	36%
Opioid Poisioning Response	4	1	5	-55%
Harm Reduction Supplies	5	7	12	-40%
Navigation/Advocacy	2	11	13	-24%
First Aid	3	7	10	200%
Referral(s) Provided	0	12	12	-25%

In **June**, mobile teams most frequently provided **transportation, food/water, and supportive conversations**, all of which increased compared to June 2024. In contrast, there were significant declines in **opioid poisoning responses, harm reduction supplies, and referrals**, which may indicate shifting service demands or emerging barriers to providing more specialized interventions.

Incoming Referrals to 24/7 Crisis Diversion

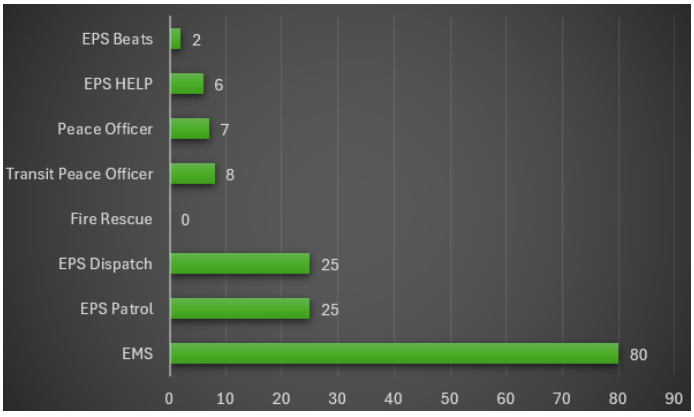
Through 211	
Indivdual for Self	702
Private Citizens	671
Community Agencies	295
Private Business	162
Hospital Staff	75
Private Secuity Staff	60
Family Member/Friend	26
EPS Dispatch	15
EPS Patrol	15
Transit Peace Officers	1
Other	7
Peace Officer	6
EMS	6
Fire	0
EPS Beats	2
Blank/None	0

Direct to Mobile Teams	
211	2047
Community Agency	44
EMS	80
Outreach Contact	66
Client Self-Referral	62
EPS Patrol	10
EPS Dispatch	10
Transit Peace Officers	7
Blank/None	15
Other	2
Fire	0
Peace Officer	1
EPS Beats	0
EPS HELP	6
Encampment Response	0

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

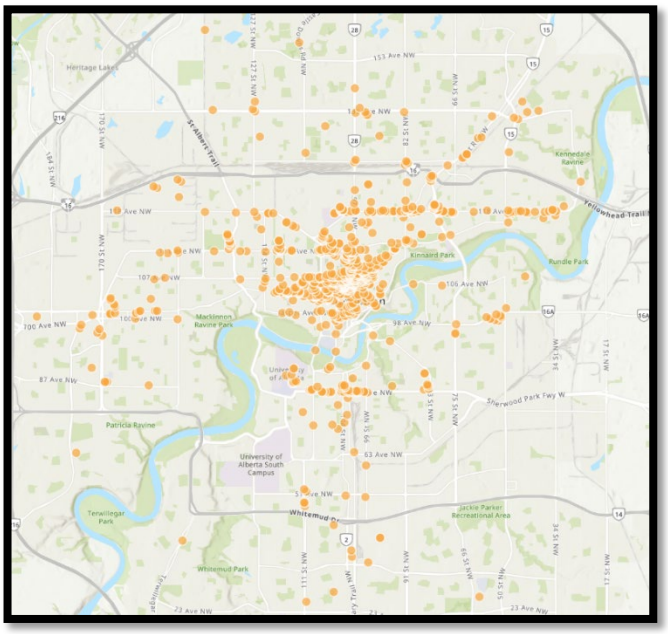
- **Self Referrals 764 (32%)**
- **Private Citizens 671 (28%)**
- **Community Agencies 339 (14%)**
- **Private Businesses 162 (7%)**
- **EMS 80 (4%)**

The various **Emergency Services in Edmonton made a total of 153 referrals to the 24/7 Crisis Diversion Program** this month. **114 of those were direct referrals** to the Crisis Diversion Mobile Teams.



24/7 Crisis Diversion June Summary

Proactive Engagements



The mobile teams **connected with 3,401 individuals during 1,284 proactive engagements** throughout the city in the month of June. This is an 7% decrease in engagements from last month.

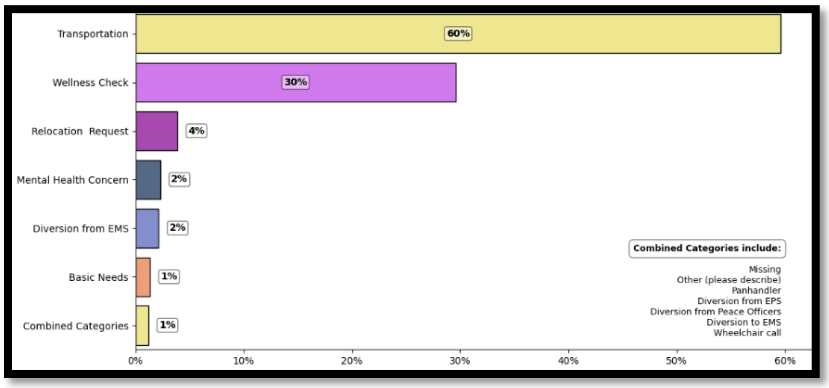
Support Provided	Number of Client	Number of Event
	3401	1284
Food/Lunch	3097	1104
Water	2631	898
Clothing/ Blankets	1324	336
Harm Reduction Supplies	359	148
Supportive Conversation	329	127
Other	114	65
Rogers Place	16	4
First Aid	13	6
Overdose	8	6

This month, mobile team activity became more **concentrated in the downtown core** and **expanded west and south**. The **overall distribution suggests growing geographic reach**, while maintaining coverage in high-need areas from last month.

211 Summary

In June, **211 received a total of 5,670 calls**, representing a 1% increase from May. Of these, **51% (2,869 calls) were received through the 211 Press 3 line** for the Crisis Diversion Program.

The average wait time was 4 minutes and 10 seconds, while the average call duration was 7 minutes and 50 seconds.



Transportation and **wellness checks** continue to be the most common needs identified by callers. All other categories—such as **relocation requests**, **mental health concerns** accounted for only a small portion of needs. This suggests that most callers are seeking **practical support for mobility and safety checks**, while fewer calls are directly related to complex medical or social needs.

24/7 Crisis Diversion June Summary

98% of the 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. There are **ongoing gaps in housing, mental health, and detox services** that require further system support. The high number of referrals indicates **strong efforts to connect individuals to the right resources**, even when the team can't meet the need directly.

Met		Unmet		Referrals	
Local Transportation	1305	Local Transportation	18	24 / 7 Edmonton Crisis Diversion Team	2114
Crisis Intervention	509	Crisis Intervention	9	911 Emergency Services	58
Street Outreach Programs	296	Street Outreach Programs	7	Edmonton Police Service	48
Emergency Shelter	73	Emergency Shelter	4	Emergency Financial Assistance	34
911 Services	67	Transitional Housing/Shelter	2	Emergency Shelter and Support Services	32
General Bylaw Enforcement Officers	49	Residential Housing Options	2	Emergency Medical Services	23
Undesignated Temporary Financial Assistance	26	Mental Health Evaluation	2	Police Services and Crime Reporting	18
Crime Reporting	20	Undesignated Temporary Financial Assistance	1	Access 24 / 7, Adult Intake Services	12
Information and Referral	13	Detoxification	1	Community of Hope Emergency Shelter	11
Emergency Medical Transportation	11	Supportive Housing	1	211 Alberta	10

Items of Note in June

Baggage Limits: The mobile teams have noted that shelter policies around baggage limits can create added challenges when assisting community members who have multiple belongings.

Opioid Poisonings: In June the 24/7 mobile teams delivered 11 life-saving interventions for opioid poisonings – a 50% decrease from May (22).

Rogers Place Support: The Oilers playoff run continued through June and aligned with increased engagement during dedicated support times before and after games, with mobile teams assisting 16 individuals.

Program Narratives

CMHA – 211

At 9:25am on 5 June, a worker from a local car wash dialed 211 + 3 and explained to a Community Resource Specialist (CRS) that a Community Member had come into their business who seemed disoriented and was asking for a ride to another city. The worker allowed the CRS to speak with the Community Member directly, but they had some challenges in communicating successfully over the phone. They were, however, able to articulate their current distress, disorientation, and need of assistance. The CRS asked if they might be able to better articulate their needs in person, which they affirmed. After a consultation with a Hope Mission team, a plan was made to have a mobile team attend the location to offer support in person.

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At 11:29pm on 17 June, a Community Resource Specialist answered a call from someone who dialed 211 + 3. They had been regularly checking on a Community Member in a nearby alley for hours, and the person, while responsive, was not speaking with the private citizen, though it seemed like they were trying to speak. Concerned for the wellbeing of the person, and hopeful that familiar service provider could better engage with them, the caller and CRS agreed a consultation with a Mobile Team might be helpful for this CM. The CRS consulted with a Boyle Street team who was able to attend the location to try and support the community member.

Hope Mission

During the June 26–29 rotation, the 8 p.m. team encountered a woman who had been evicted by her landlord and was in urgent need of accommodation. She was unable to access shelter services due to the volume of her belongings, and the timing—being a weekend evening—made it more difficult to connect with appropriate resources. The team spent approximately three hours with her and successfully secured funding to cover a hotel stay. Throughout their time together, they engaged her in supportive conversation, during which she opened up about her challenges. This led to an introduction to the Wellspring program, and the team submitted a referral to support her application.

Boyle Street

A Crisis Diversion mobile team responded to a call in the far west on 178 Street involving a community member who was moving erratically and mumbling, though not displaying any aggression. Staff recognized the individual from previous interactions and began speaking to him in his native language, French. His face immediately lit up, and he became noticeably more engaged and responsive. While he declined transport, he did accept snacks and new clothing from the team.

Given ongoing concerns for his well-being, the team followed up with the original caller, who was working at a nearby business. Staff explained that Crisis Diversion is a consent-based service and that the individual was not ready to leave at that time but encouraged the caller to reach out again through 211 if anything changed. The caller expressed deep concern and gratitude, promising to share the information with colleagues. The team was encouraged by the individual's shift in demeanor when communication was made in his first language and touched by the caller's sincere care and willingness to support him and others through 211.