24/7 Crisis Diversion May Summary

May 2025

Mobile Team

Accepted Dispatches – 2,269
Dispatch Contacts Made – 1,734
General Support Contacts – 3,672

% Change from May 2024	
Accepted Dispatch	**+8%**
Dispatch Contacts	**+18%**
General Contacts	**-30%**

Top 5 Incoming Referral Sources
- 211 – 2,018 (89%)
- Community Agency – 61 (3%)
- Client Self-Referral – 49 (2%)
- Outreach Contact – 48 (2%)
- EMS – 42 (2%)

211 + 3

Total Incoming Calls – 3,635
Total Calls Answered – 2,380
Total Unique Calls for Service – 2,879

% Change from May 2024	
Total Answered	**-1%**
Total Unique Calls	**+22%**

Top 5 Incoming Referral Sources
- Self-Referrals – 771 (37%)
- Private Citizens – 606 (29%)
- Community Agency – 354 (17%)
- Private Businesses – 172 (8%)
- Hospital Staff – 78 (4%)

2025 Year to Date

Mobile Team

Accepted Dispatches – 13,913
Dispatch Contacts Made – 10,011
General Support Contacts – 14,350

Top 5 Incoming Referral Sources
- 211 – 11,796 (84%)
- Community Agency – 682 (5%)
- EMS – 547 (4%)
- Outreach Contact – 346 (3%)
- Client Self-Referral – 234 (2%)

211 + 3

Total Incoming Calls – 18,536
Total Calls Answered – 12,959
Total Unique Calls for Service – 15,992

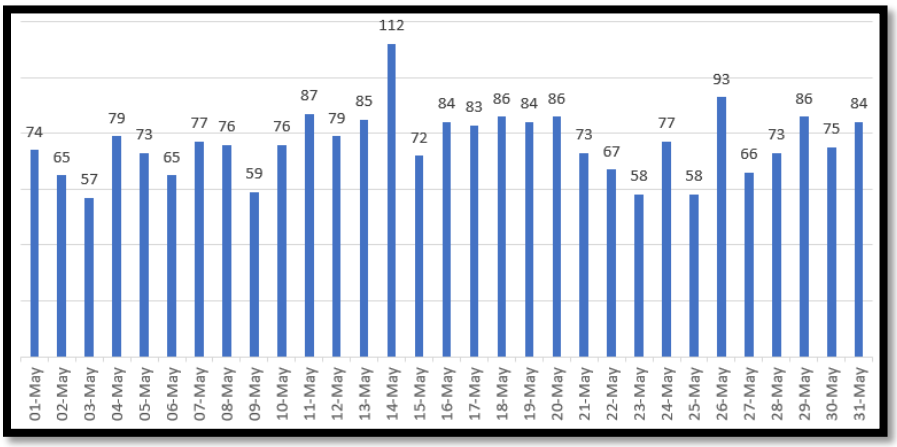
Top 5 Incoming Referral Sources
- Self-Referrals – 4,194 (36%)
- Private Citizens – 2,998 (25%)
- Community Agency – 1,956 (17%)
- Private Businesses – 1,186 (10%)
- Hospital Staff – 621 (5%)

Mobile Team Summary

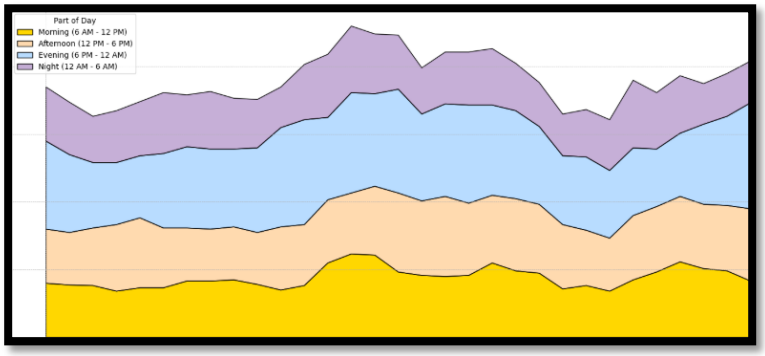
The 24/7 Crisis Diversion mobile teams **made a total of 5,406 individual contacts in May,** a 6% increase from April. With the warmer weather, the teams are connecting with more people through proactive engagements than dispatched calls.

	# of Vehicle Responses	# of People Connected With
Accepted Dispatches	2,369	1,734
General Support	1,340	3,672
Total	**3,709**	**5,406**

The **average number of daily dispatches the mobile teams responded to in May was 76.** This was a 7% decrease from last month; however, ***this was a 15% increase*** from May 2024 when the daily average was 66.



Call volumes were highest during the evening and night hours, with consistently lower activity in the morning. A noticeable spike occurred mid-month due to the air quality from wildfire smoke, but overall call patterns remained steady across most days.



BOYLEstreet COMMUNITY SERVICES
Canadian Mental Health Association Edmonton Mental health for all
hope MISSION
REACH EDMONTON Council for Safe Communities

24/7 Crisis Diversion May Summary

In May, the most common supports provided were transportation, supportive conversation, and food/water. Compared to May 2024, there were notable increases in first aid, supportive conversation, and clothing/blankets.

Support Provided	Primary	Secondary	Total	%Change from May 2024
Transportation	1,108	78	1,186	23%
None	642	278	920	1%
Supportive Conversation - Declined	253	0	253	12%
Supportive Conversation	191	572	763	29%
Other	45	25	70	-3%
Food/Water	93	665	758	16%
Clothing/Blankets	12	65	77	26%
Opioid Poisioning Response	10	1	11	50%
Harm Reduction Supplies	6	9	15	-6%
Navigation/Advocacy	6	13	19	-21%
First Aid	3	7	10	70%
Referral(s) Provided	0	12	12	-8%

Incoming Referrals to 24/7 Crisis Diversion

Through 211	
Indivdual for Self	771
Private Citizens	606
Community Agencies	354
Private Business	172
Hospital Staff	78
Private Secuity Staff	49
Family Member/Friend	21
EPS Dispatch	24
EPS Patrol	14
Transit Peace Officers	0
Other	8
Peace Officer	2
EMS	1
Fire	0
EPS Beats	3
Blank/None	0

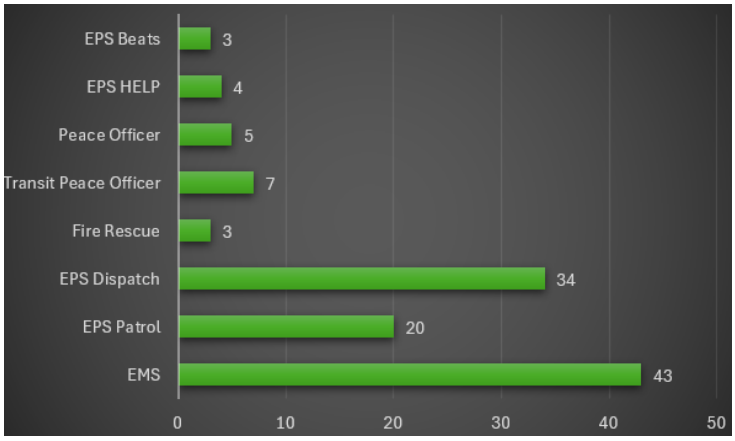
Direct to Mobile Teams	
211	2108
Community Agency	61
EMS	42
Outreach Contact	48
Client Self-Referral	49
EPS Patrol	6
EPS Dispatch	10
Transit Peace Officers	7
Blank/None	22
Other	6
Fire	3
Peace Officer	3
EPS Beats	0
EPS HELP	4
Encampment Response	0

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

- **Self Referrals 820 (34%)**
- **Private Citizens 606 (25%)**
- **Community Agencies 415 (17%)**
- **Private Businesses 172 (7%)**
- **Hospital Staff 78 (3%)**

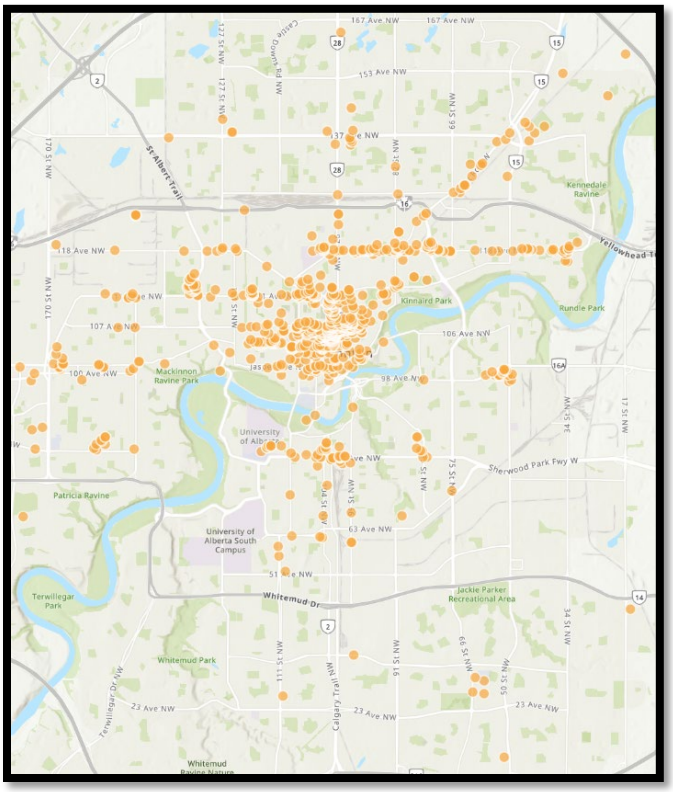
The various **Emergency Services in Edmonton made a total of 119 referrals to the 24/7 Crisis Diversion Program** this month. **75 of those were direct referrals** to the Crisis Diversion Mobile Teams.

In addition, the program also received <u>68 EPS and EMS referrals</u> that were directed to the new Unsheltered Homelessness Encampments Initiative EPS Support Team for response.



24/7 Crisis Diversion May Summary

Proactive Engagements



The mobile teams **connected with 3,672 individuals during 1,340 proactive engagements** throughout the city in the month of May. This is an 11% increase in engagements from last month.

Support Provided	Number of Client	Number of Event
	3672	1340
Food/Lunch	3346	1140
Water	2720	867
Clothing/ Blankets	1483	353
Harm Reduction Supplies	458	172
Supportive Conversation	392	138
Other	130	75
Overdose	23	11
First Aid	13	3
Rogers Place	12	8

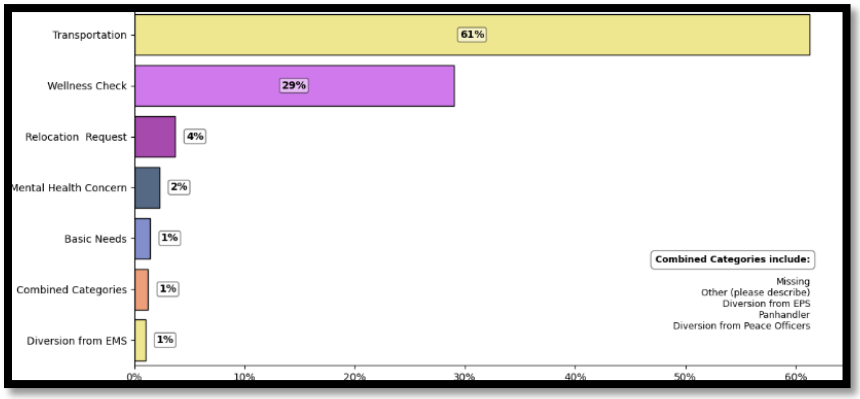
In comparison to last month, the mobile teams expanded coverage suggesting increased need West of 170 St. (Callingwood area), and there were more evenly distributed engagements in the South-Central zone (between University and 51 Ave).

211 Summary

In May, **211 received a total of 5,597 calls**, representing a 4% increase from April. Of these, **43% (2,380 calls) were received through the 211 Press 3 line** for the Crisis Diversion Program.

The average wait time was 4 minutes and 34 seconds, while the average call duration was 6 minutes and 34 seconds.

The two primary needs identified by callers were transportation (6%1) and wellness checks (29%). There were no major variations to the other needs identified from last month.



24/7 Crisis Diversion May Summary

97% 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. In 66 instances, callers received information and referrals through 211+3 when Mobile Teams were unavailable to provide direct support at the time of the call

Met		Unmet		Referrals	
Local Transportation	1347	Local Transportation	30	24 / 7 Edmonton Crisis Diversion Team	2138
Crisis Intervention	462	Crisis Intervention	10	911 Emergency Services	83
Street Outreach Programs	303	Street Outreach Programs	8	Edmonton Police Service	52
911 Services	90	Emergency Shelter	8	Emergency Financial Assistance	43
Emergency Shelter	77	Undesignated Temporary Financial Assistance	4	Emergency Shelter and Support Services	38
General Bylaw Enforcement Officers	52	Information and Referral	2	Emergency Medical Services	20
Undesignated Temporary Financial Assistance	35	Emergency Medical Transportation	1	211 Alberta	17
Crime Reporting	22	Emergency Food	1	Police Services and Crime Reporting	14
Information and Referral	17	Transportation	1	Maskokamik Shelter	14
Emergency Medical Transportation	12	Transportation Passes	1	Housing-Focused Shelter Program	10

Items of Note in May

Opioid Poisonings: In May alone, the 24/7 mobile teams delivered 22 life-saving interventions for opioid poisonings – half through proactive outreach and half via wellness check dispatches.

Rogers Place Support: The Oilers playoff run in May coincided with higher engagement levels during dedicated support before and after the game, supporting 12 individuals

Program Narratives

CMHA – 211

On 26 May at 11:45AM a Community Resource Specialist (CRS) answered the 24/7 Crisis Diversion dispatch line and spoke with a librarian who shared their concern for a woman who had been acting erratically in the restroom. The CRS explained how 24/7 CD could support the woman, and what information the 24/7 CD teams required to help. The librarian accompanied the woman out of the washroom sat with her while the CRS spoke to the woman to assess how 24/7 CD could best support. After sharing with the woman what she could expect upon a team's arrival, the CRS dispatched a Boyle Street 24/7 CD team to the location.

On Friday 9 May at 3:06AM, a person who had fled to Edmonton as a result of the wildfires, spoke with a CRS and shared that they had left their belongings behind and was in need of shelter for the night. As they were unfamiliar with the city, the CRS spoke with the person about different options available for those fleeing and also spoke about emergency shelter options for the night. After the person had decided on a plan for the night, a Hope

24/7 Crisis Diversion May Summary

Mission team was dispatched who attended the person's location to offer transportation to shelter.

Hope Mission

During the month, a Mobile Team supported a community member, recently discharged from the Royal Alexandra Hospital, who was experiencing leg pain but initially intended to walk to the Maskokamik shelter on his own. After realizing he couldn't make the distance, he contacted 211 for assistance. The mobile team staff learned that the community member had recently lost his housing and was navigating both addiction and homelessness. Upon confirming bed availability at Maskokamik, the team began transporting him there. During the ride, he expressed concern about being in an environment where others might be using substances, as he had maintained one week of sobriety during his hospital stay and feared relapsing. Recognizing his commitment to recovery, the team suggested Carepoint shelter as a more supportive option for his sobriety journey. Upon hearing this, the community member's demeanor shifted—he appeared hopeful and uplifted, realizing that a safer environment could help him manage the challenges he faced. The team contacted Carepoint, and though only a mat on the floor was available, the community member was genuinely thankful and gladly accepted the offer

Another notable interaction this month involved a 16-year-old girl who we found intoxicated and unable to access her residence due to lost keys. After a thoughtful and supportive conversation, the Mobile Team contacted her grandfather to confirm her age, full name, and address. The team then provided a safe transport and completed a warm hand-off at her home, where she was warmly welcomed by her entire family waiting outside. She appeared extremely relieved and happy to be reunited with her loved ones. Though the shift had been long and tiring, the staff member expressed a deep sense of satisfaction in being able to support someone so young in a moment of vulnerability.

Boyle Street

Crisis Diversion responded to a dispatch for a woman needing help confirming a safe place to stay. Upon arrival, the team located her and learned she had recently fled an abusive relationship. She shared that she was not from Edmonton and had only been in the city for two months. The team contacted Edmonton Police Service (EPS) and several domestic violence shelters, ultimately securing a bed at a shelter outside the city. Emergency Social Services was then contacted to arrange transport. The team stayed with her until both EPS and the transport arrived. Before departing, she thanked the team for their support in navigating multiple services. After she left, the mobile team updated the responding officers, who thanked the team for remaining on scene.