



24/7 CRISIS DIVERSION TEAM

Community coordinated response to help Edmontonians in non-emergency crisis.

24/7 Crisis Diversion teams help people experiencing non-emergency crisis get to a safe place, freeing up police and emergency medical services to respond to more critical events. 24/7 Crisis Diversion program contributes to the decriminalization of poverty, mental health and addiction by supporting people to connect with appropriate resources versus engagement with police, justice and corrections.

- Non-Emergency Crisis
- Emergency Service Ecosystem
- Frontline coordination
- Health and wellness data

PROGRAM INFO

Goals of the program

- To coordinate access to 24hr services for vulnerable Edmontonians experiencing crisis
- To divert non-emergency calls away from 911, reducing inappropriate use of police and emergency services. This also reduces the need for expensive medical, judicial and police intervention.
- To connect vulnerable individuals with resources equipped to address their needs

Ways teams support those experiencing crisis

- Understand the client needs and ensuring safety
- Services offered include transportation, basic needs like clothing, blankets, food and water, harm reduction supplies and relationship building
- Warm hand off connects clients to a safe space whether it be a shelter, hospital, private residence and other social services and supports
- The program is committed to working with citizens living with complex issues like homelessness, addiction and mental/physical health challenges

Crisis Diversion Teams

- Do not carry weapons and do not receive tactical training
- HOPE works using decommissioned ambulances while Boyle Street teams use Dodge outfitted Caravans
- All staff are trained in first aid, mental health first aid, trauma-informed care, non-violent crisis intervention with the focus on de-escalation and not on holds or restraints

INITIATIVE IMPACT

The 211 - 24/7 Crisis Diversion line **received over 23,000 calls in 2020**. Less than 50% were referred to Crisis Diversion as the information and referral staff play an important role in triaging calls for the program but also ensure that Edmontonians are referred to appropriate services and information.

As a part of the City's infrastructure for Crisis Response, **the program provides city wide data about non-emergency crisis events, needs of clients and gaps** in the services to multiple stakeholders including **Edmonton Police Commission, Social Service Agencies, and Business Improvement Areas**.

In 2018, REACH worked with external evaluation to assess the **Social Return of Investment** of the 24/7 Crisis Diversion program. The analysis calculated the average first three-year social return of the 24/7 Crisis Diversion Team was determined to be **\$1.91 for every \$1 invested**.

The 24/7 Crisis Diversion Teams have been **the primary means for transportation for COVID-19 symptomatic, asymptomatic, and close contacts** for the vulnerable population of Edmonton since the pandemic began in March 2020.

