



24/7 CRISIS DIVERSION: COMMUNITY REPORT BACK

The 24/7 Crisis Diversion program is a collaboration between the following organizations:



Learn more about the 24/7 Crisis Diversion with our website: scan the code above or go to

crisisdiversion.ca

The 24/7 Crisis Diversion program helps people experiencing non-emergency crisis get to a safe place, freeing up police, fire rescue, emergency medical services and peace officers to respond to more critical events. It is Edmonton's first and only citywide response that is available to the public by calling 211 and pressing 3 that will respond to any person experiencing vulnerability and will connect them with the supports and services they need in the moment - **24 hours a day, 365 days a year.**

\$5.20

Estimated Return on Investment

*based on year one analysis (2023)

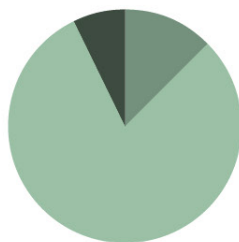
24/7 Crisis Diversion provided support to

3,591

NEW clients in 2024

Operating Budget (2024)

Total: \$5,636,420



City of Edmonton

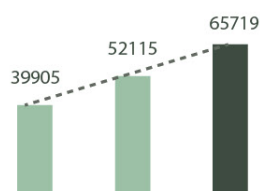
\$4,517,000

REACH Operations

\$712,958

In-Kind Partner Contributions

\$406,462



65% Increase in contacts made since 2022

KEY PERFORMANCE INDICATORS SUMMARY	2022	2023	2024
Calls Answered by 211+3	94	94	94
Unique Calls for Service	199	199	199
Dispatched Created	350	350	350
Contacts Made Through Dispatches	3,122	3,122	3,122
Persons Supported Through Proactive Engagement	3,233	3,233	3,233
Total Emergency Service & PO Referrals	4,866	4,866	4,866

Top Five Referral Sources

Private Citizens 30%

Self-Referrals 21%

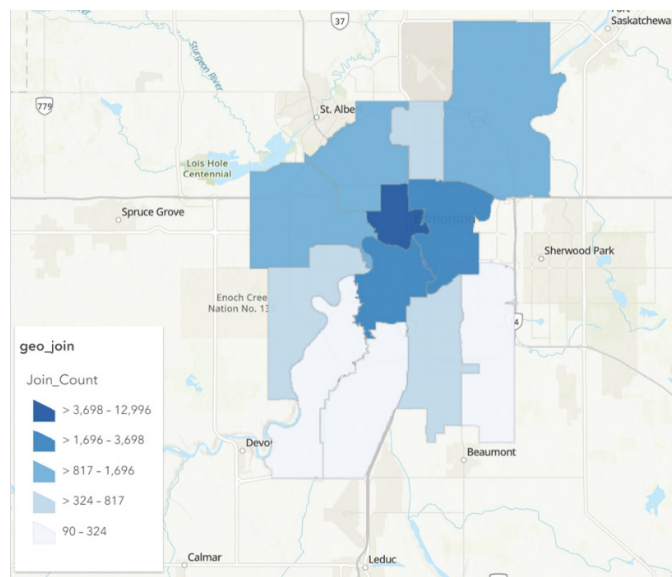
Community Agencies 16%

Private Businesses 12%

Emergency Services 12%



Number of Dispatches by Ward



REACH'S STORY

REACH Edmonton is helping build a safer city by convening front-line partners to find innovative approaches to complex social challenges.

By bringing together community, agency and government partners, we work to identify and address gaps in services for multi-barriered people and communities across the city.

REACH is a capacity-building organization, which means that in order to sustain long-term systemic change that has collective impact, we do the following:



Guide a community safety vision and strategy together with stakeholders.



Establish measurement practices to evaluate initiatives.



Advance policy that will result in systemic change.



Support aligned activities that drive towards the vision.



Build public will and support for the vision.



Mobilize funding for initiatives.

REACH STRATEGY

Enhancing equity, diversity and inclusion

Systematic integrated evaluation

Build and strengthen social trust

Strengthen coalitions for social impact

Concentrate efforts in ways that have the most impact



REACH Vision

A city we are proud of, in a region which is harmonious, where all people, including the first peoples on whose lands we reside, are included, and are safe.



REACH Mission

To strengthen community safety in our city and region through innovative ideas, building relationships and inspiring action.



THANK YOU TO OUR COMMUNITY PARTNERS

The work of REACH is not possible without the collaborative community of partners we support, foster and are a part of.



Discover the full impact of REACH and partner organizations in our 2024 Business Plan Report Back reachedmonton.ca/publications



REACH website: reachedmonton.ca »