

The Toronto Community Crisis Service (TCCS) is a new community-based service of trained teams of crisis workers who will respond to people experiencing a mental health crisis. It is a non-police response to mental health crisis calls and well-being checks that is client centred, trauma-informed and focuses on harm reduction.

This infographic summarizes high-level preliminary program data from March 31 to June 18, 2022 for the northeast and downtown east pilot areas only.



549

total calls received
for service

438

number of times mobile
teams were dispatched

**Dispatches
by call source**

79%

from 911

16%

directly from the
community partner

5%

from 211

Top three call types



36%

person
in crisis

33%

wellbeing
check

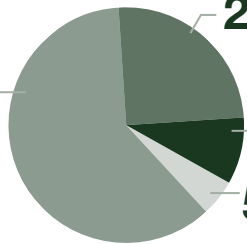
20%

distressing or
disorderly
behaviour

On scene interaction



61%
successfully
supported
the client



25% unable to
locate client

9% service declined
by the client

5% service no
longer needed



19 minutes

median travel time
to address

39 minutes

median time spent
with client

Building Community Awareness



144 outreach activities

were completed including connecting with local shelters, businesses, community centres, court houses and social services agencies



Call Diversion

87%

of calls transferred from
911 were handled by TCCS
with no police involvement

15%

of calls transferred from
911 to 211 were handled
on the phone without a
mobile team dispatch

9%

of total calls attended
resulted in a visit to a
hospital emergency room



Ambulance attendance was
requested on **3%** of calls



Police attendance was
requested on **2%** of calls



Connection to Community-Based Services

23% of clients accepted
referrals for additional support

47% of clients requested a follow
up from the TCCS team within
48 hours

70 clients were connected to case
management supports