
2023 OPERATING BUDGET BRIEFING NOTE

Update on the Toronto Community Crisis Service (TCCS)

Issue/Background:

- On January 13th, the Budget Committee requested the Executive Director Social Development, Finance and Administration, in consultation with the Executive Director Financial Planning, to provide a briefing note on:
 - a. The date the Toronto Community Crisis program was approved and began;
 - b. The funding history since inception, including absolute dollars and percentage increases;
 - c. The number of calls received by the service in the first six months and the number of calls that were dispatched to the mobile teams;
 - d. The number of follow ups that occurred with clients after a crisis call;
 - e. The number of community-based referrals made to clients; and
 - f. The percentage of the City that is currently covered by Toronto Community Crisis program.

Key Points:

A. The date the Toronto Community Crisis program was approved and began

The Toronto Community Crisis Service (TCCS) was unanimously approved by Toronto City Council on February 2, 2021. The TCCS dispatches trained teams of multi-disciplinary crisis workers to respond to calls made to 911 or 211 for people experiencing a mental health crisis. It is a community-based, non-police response to mental health crisis calls and well-being checks. The TCCS was launched in two phases, starting with the pilots in the downtown east and northeast on March 31 and April 4, 2022 respectively. The next phase was launched with the downtown west pilot on July 11, 2022 and the northwest pilot on July 18, 2022.

Following Council Direction in July 2022, the geographic catchment of the northeast pilot was realigned to include Toronto Police Division 41 which improves alignment with the Scarborough Health Network service area; and the downtown east catchment area was realigned to include Toronto Police Division 52, which is the catchment where the concentration of hospitals and health services are located (also known as “hospital row”). The Toronto Community Crisis Service now operates in 60 per cent of the city’s wards providing 24/7 service.

The City has also partnered with the Provincial System Support Program and Shkaabe Makwa at the Centre for Addiction and Mental Health to establish a program evaluation framework co-developed with our community anchor partners, the Toronto Police Service and FindHelp | 211 Central. The evaluation will include the following indicators: how well the service has diverted calls from requiring police attendance, service response times and performance, how successful the service was able to connect clients to referrals and supports. An evaluation report of the pilots’ first year of operations and a recommended path to full expansion will be submitted for City Council consideration in the fall of 2023.

B. The funding history since inception, for the Toronto Community Crisis Service including absolute dollars and percentage increases

Year	Funding Amount	FTE*	Percentage Increase
2021	\$2,816,750	6	n/a
2022	\$10,982,571	6	289%
2023**	\$13,754,456	8	25%

* The FTE (full time equivalent) refer to the staff team of the SDFA’s Policing Reform Unit that leads and administers the Toronto Community Crisis Service.

**2023 reflects the Tabled Operating budget. This investment is in addition to the \$3.296 million net for the Community Crisis Response Program, which provides post-traumatic support to communities exposed to and impacted from gun violence. When combining these two, the total investment in the Community Crisis Program is \$17.050 million

C. The number of calls received by the service in the first six months and the number of calls that were dispatched to the mobile teams

Program data and analysis from the pilot’s first six months from March 31 to September 30, 2022 indicate the Toronto Community Crisis Service received 2,489 unique calls for service from all sources (911, 211, and calls that went directly to community anchor partners). Of the total calls received, 84% (2,092) resulted in the mobile teams being dispatched. Work is underway to increase the number of calls being dispatched to the Toronto Community Crisis Service,

including a public awareness campaign through in the catchment areas, and continuous improvements to the dispatch process.

D. The number of follow ups that occurred with clients after a crisis call

Program data and analysis from the pilot's first six months from March 31 to September 30, 2022 demonstrate the crisis teams completed 485 post-crisis follow-ups with clients within the 48-hour service standard and enrolled over a quarter of service users (28%) in post-crisis case management.

E. The number of community-based referrals made to clients

Over the first six months of the pilot, the service offered over 700 referrals to community-based follow-up supports to clients on site.

The most commonly referred to cultural supports included those to Afrocentric and Caribbean-centric supports, and Indigenous specific supports, which reflects the underserved communities of interest identified as the outset of the model development for the TCCS.

F. The percentage of the City currently covered by Toronto Community Crisis program

The TCCS currently operates in four pilot areas of the city, covering 60 per cent of the city's wards with 24/7 service. These pilot boundaries were identified based on areas where there is a demonstrated need, and in which calls for people in crisis are the highest in Toronto.

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