

TCCS Infographic Update: 1 Year Data Summary

The Toronto Community Crisis Service (TCCS) is a community-based service of trained teams of crisis workers who 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 program data from March 31, 2022 to April 30, 2023 for the Toronto Community Crisis Service.



6,827

total calls received
for service

5,868

number of times mobile
teams were dispatched

**Calls by
intake source**

54%

from 911

34%

from 211

12%

directly from the
community partners

Average TCCS call duration

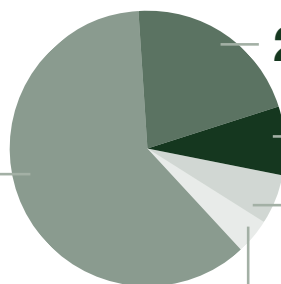
8 minutes and 15 seconds

Call duration includes the average total wait time before a TCCS call is answered by a 211 Service Navigator and the average total interaction time with caller.



On scene interaction

61%
successfully
supported
the client



21% unable to
locate client

8% service declined
by the client

6% service no
longer needed

4% supported over
the phone



25 minutes

median travel time
to address

30 minutes

median time spent
with client

Building Community Awareness



1,581 outreach activities

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



Call Diversion

78%

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

8%

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



Ambulance attendance was
requested on **1.7%** of calls



Police attendance was
requested on **2.2%** of calls



Connection to Community-Based Services

4% of calls were resolved over
the phone by staff providing
information and referral services

441 outbound referrals were made
on scene including referrals to
shelter beds, crisis beds, and
EMS services.

1,996 referrals were made during follow
up visits including referrals to
mental health, substance use,
and housing supports

1,160 service users were connected
to case management supports