



# Toronto Community Crisis Service

**2023 Update and Proposed Expansion Plan**

Social Development, Finance and Administration  
Executive Committee

October 31, 2023

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I don't know what else to say, I really don't, other than, you know, that [TCCS staff] were the best things that ever walked into my life when they did. If they hadn't when they did, I don't know what I would have done, I really don't, with all of the mess that my apartment was in, with the way I was feeling. I don't know, I would have given up and maybe gone and just left everything behind instead of sticking it out and putting my life back together and getting the help that I needed here.



# positively impacting the lives of Torontonians

## PROVIDING A POSITIVE SERVICE USER EXPERIENCE:

**95%** of service users reported being **very satisfied** or **satisfied** with the TCCS service they received

## INCREASING FEELINGS OF SAFETY AND WELLBEING:

**90%** of service users indicated the TCCS **very positively** or **positively** impacts their perception of community safety and well-being

## CONNECTING PEOPLE TO THE SUPPORTS THEY WANT:

**95%** of service users indicated they **agree** or **strongly agree** that they decided what types of supports they wanted and felt emotionally safe receiving those supports

# The Toronto Community Crisis Service works:

## Service uptake from multiple doors



**6,827**

total calls received for service



**5,868**

number of times mobile teams were dispatched



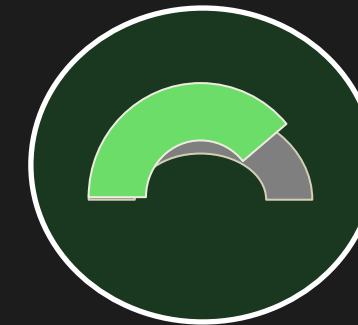
**54%**

completed calls received from 911

**46%**

by 211 or community sources

## Diverting crisis calls to TCCS



**78%**

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



**8%**

of total calls resulted in a visit to a hospital emergency department



**4%**

of calls attended resulted in a request for emergency services

# The Toronto Community Crisis Service works:

## Connecting people to appropriate supports



**2,407**

referrals made onsite and during follow up visits



**1,160**

service users accepted a follow up within 48 hours



**56%**

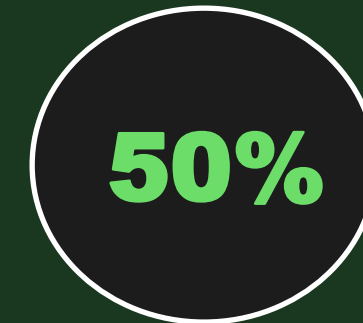
of service users who agreed to follow-up enrolled in post-crisis case management and support

## Culturally relevant supports



**300**

culturally relevant supports provided to service users



**50%**

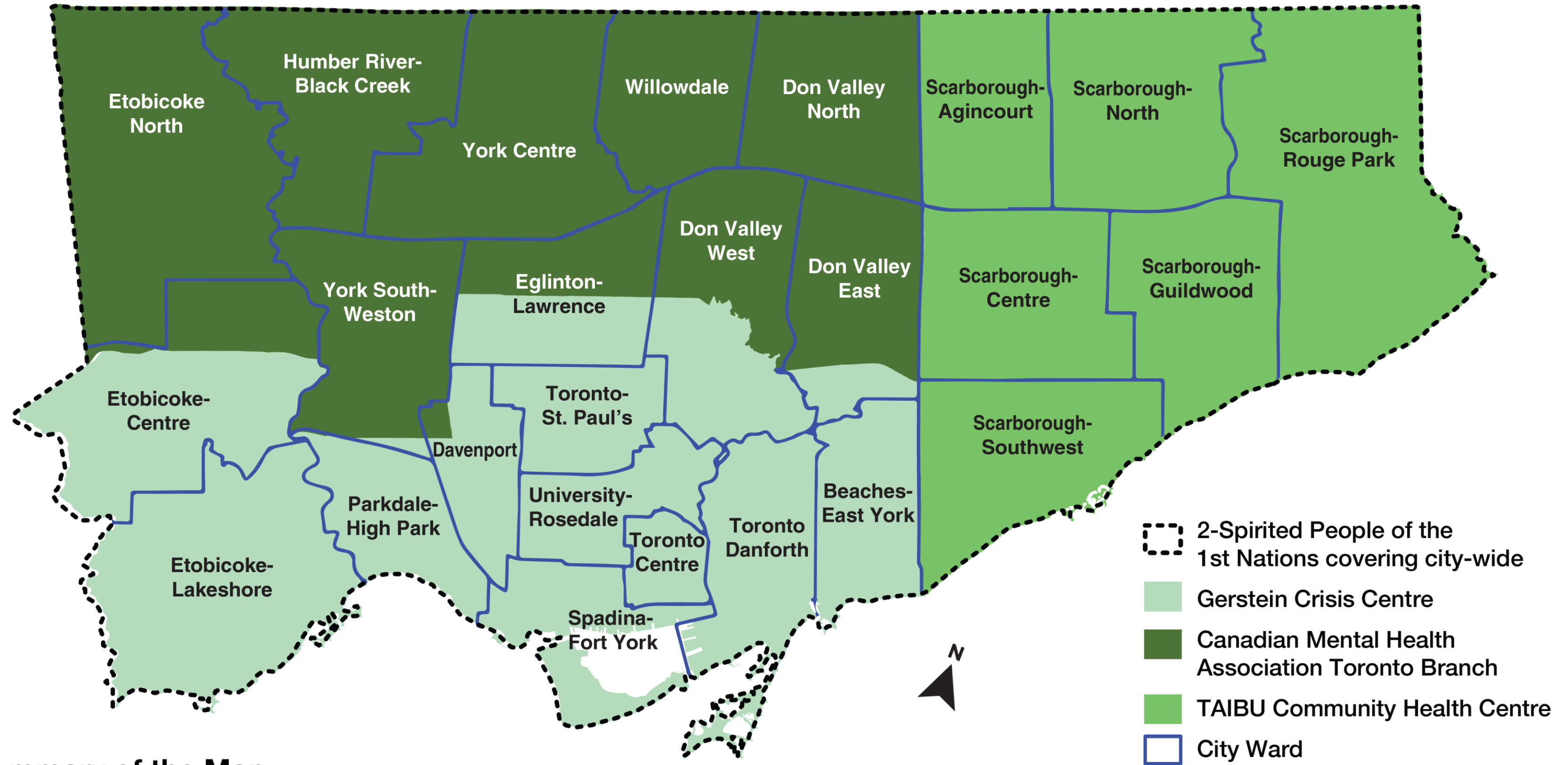
Indigenous-specific (such as access to ceremony, traditional medicine, family and kinship care)



**20%**

Afrocentric and West Indian / Caribbean-centric supports (such as access to culturally appropriate foods, referrals to Black physicians and access to cultural programming)

# Toronto Community Crisis Service City-Wide Expansion



map of the Map

# Becoming the fourth emergency service

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Alongside Toronto Fire Services, Toronto Police Services and Toronto Paramedic Services, the Toronto Community Crisis Service is being expanded to become **fourth municipal emergency service** in Toronto.

Anticipated call volume from all sources in first year of expansion is **14,321** calls.

Anticipated call volume from all sources if additional policy changes are implemented (removing 911 consent, adding eligible paramedic calls) is **36,836** in year 2 and **46,205** in year 3.





# TORONTO

