

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 program data from March 31- September 30, 2022.



2,489
total calls received
for service

2,092
number of times mobile
teams were dispatched

Top three sources of dispatch

63%
from 911

23%
from 211

13%
directly from the
community partner



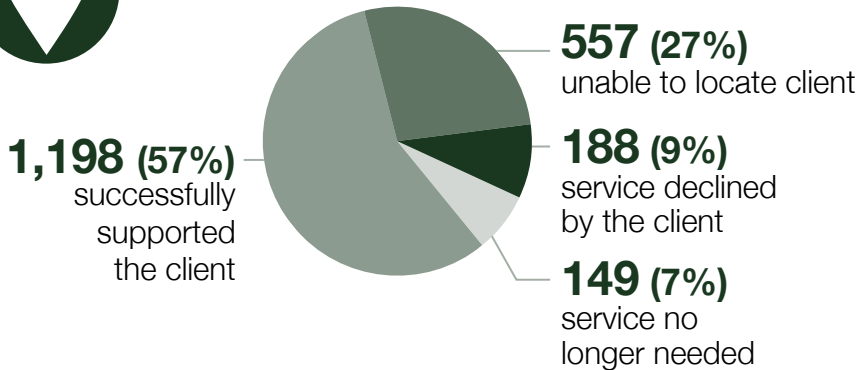
Average TCCS call duration

9 minutes and **6 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



22 minutes
median travel time
to address

53 minutes
median time spent
with client



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



Police attendance was
requested on **2.5%** of calls



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



Connection to community-based services

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

700
referrals for service users
were made on site

485
service users accepted a
follow up from the TCCS
team within 48 hours

334
service users (28%) were
enrolled in post-crisis case
management