

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



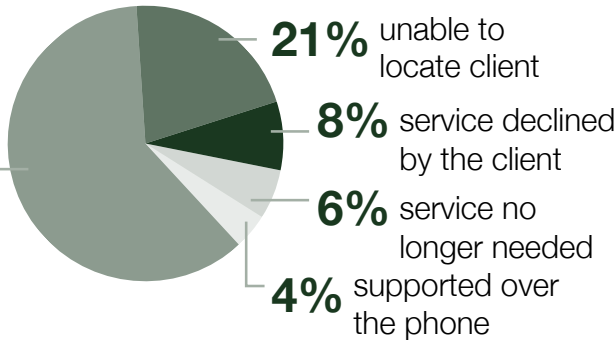
8 minutes and 15 seconds

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



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