

# 2023 CSIF Allocation

## Background

The Community Safety Investment Framework (CSIF) is a collaborative effort between the City of Calgary and Calgary Police Service to reallocate funding to community partners to improve support for Calgarians in crisis. CSIF addresses gaps in crisis services for individuals, their families and support networks, outreach services, and the emergency response system in Calgary – including racially and culturally appropriate services.

CSIF is guided by the following outcomes:

Crisis response: Improving service to Calgarians in crisis situations through:

Improved crisis triage: Improved call intake and triage at points of contact to ensure Calgarians get the right supports in the right place at the right time.

Integrated case management: Ensure that systems and programs are working together and communicating through a crisis response and beyond so that citizens get effective supports in the short- and medium-term.

Increased availability of 24/7 non-emergency support and outreach services: Ensure non-emergency mental health, addiction, domestic conflict, and other supports are available 24/7.

Resilience to crisis: Increasing Calgarians' ability to prevent future crises through:

Increased capacity of support networks.

Increased access to community and peer support programs.

Increased access to court diversion options.

## Previous Council Direction


DATE	REPORT NUMBER	DIRECTION/DESCRIPTION
6/8/2021	PFC2021-0458	The Calgary Police Commission and Calgary Police Service in conjunction with Administration, report on outcomes of the Community Safety Investment Framework (CSIF) annually through the Calgary Police Service annual report

## 2023 Allocation of Funding

In 2023, CPS budgeted a total of \$12 million<sup>1</sup> toward CSIF. CPS allocated \$10.6 million in 2023, leaving \$1.4 million carried forward into 2024. The following projects received funding from CPS in 2023:

Organization	Program name and description	CPS Funding
Alberta Health Services	Mobile Response Team (MRT): to provide clinicians to staff the MRT consult line – a resource for frontline police who encounter individuals experiencing mental health crisis.	\$1,210,215
Alberta Health Services	Police and Crisis Teams (PACT): to provide one clinician to a PACT team – a partnership between AHS and Calgary Police that offers mental health assessment, support, and/or consultation in crisis situations and can arrange urgent psychiatry assessments and referrals as needed.	\$143,288
Calgary Alpha House Society	Human-centred Engagement Liaison and Partnership (HELP – formerly DOAP) team: to provide informed, culturally aware, and timely service that reaches individuals struggling with substance use at the street level. This funding is shared between CPS and the City of Calgary.	\$1,900,000
Carya Society of Calgary	Older Adult Crisis Stabilization Outreach Team (OASCOT): to provide older adults experiencing homelessness, mental health and addictions challenges, and complex needs with the necessary supports that allow them to transition to appropriate housing with wraparound services that create the conditions to age well in community.	\$575,650
Centre for Suicide Prevention	Suicide Prevention Respite Care in Calgary: to provide timely, accessible, people-centred care for those in suicide crisis, diverting from hospitals, and creating a connecting organization in the recovery path of guests.	\$2,592,400
Distress Centre Calgary	911/211 Co-location Initiative: to embed 211 call-takers in the 911 Centre to divert lower-risk mental health crisis	\$899,662

<sup>1</sup> \$4 million carried forward from 2022 and \$8 million for 2023.

	 Background and Previous Council Dir calls away from emergency services to 211/Distress Centre.	
Immigrant Outreach Society	Immigrant Outreach Crisis Response (IOCR): to provide East African refugees with complex mental health and psychosocial challenges with a trauma-informed and culturally appropriate crisis response that is rooted in community needs and reduce unnecessary engagement with law enforcement agencies.	\$805,650
Kindred Connections Society	Community Connect YYC – Crisis Response and Coordination: to provide access to much needed mental health and counselling supports, including case management, for those experiencing crisis and those providing a primary response to those in need.	\$1,450,070
The Children's Cottage Society of Calgary	Heartstrings – Family Mental Health Crisis Support: to ensure that parents experiencing a mental health crisis are provided with timely support that is designed to meet the needs of not only the individual but also their family members, keeping children safe, and preserving the family in the process.	\$998,880

## 2023 Program Highlights

### 1. HELP (Alpha House Calgary – formerly DOAP team)

3240 total calls for the HELP team in 2023.

Impact stories (names have been changed in the following stories to protect the individual's privacy)

*Bill had been working with his housing case worker and was included in the Drop-In Centre's housing program. Bill's last step in acquiring housing was setting up a bank account so he could pay rent and receive financial aid. Because he's low mobility, the HELP team was contacted to facilitate. HELP transported Bill to and from the bank. He was thankful for the support and was sent on his way to be housed and is fully stable.*

*Sarah had an open referral to Triveri House; a facility for vulnerable young adults experiencing homelessness. Sarah had not been located for weeks and her intake deadline was fast approaching. The HELP team successfully located Sarah at a transit station. They shuttled her to Triveri House where she completed her intake and was housed that day.*

**2. Police and Crisis Team (PACT)**

2,595 calls with PACT dispatch

**3. Calgary 9-1-1/211 Calgary Co-location**

	<b>2022</b>	<b>2023</b>
Program transfers per year	1,789	7,150

Total resources provided in 2023 by 211 from transferred calls = 11,718

**4. Mobile Response Team (MRT)**

5,140 calls to the consult line

**5. Action Table Calgary**

CPS is partnering in the implementation of Action Table Calgary (ATC) with the United Way of Calgary and the City of Calgary. ATC is a situation table model, which convenes a cross-sector triage table to collaboratively mobilize resources in a timely way for individuals or families with complex needs and who are at risk of harm to themselves or others. CSIF funded the United Way (via the City's allocation) for a Co-chair position in 2023, while CPS is resourcing this project internally by providing another Co-chair and an Intake Officer, as police will be primarily a referral pathway for cases at the table with the hopes of transferring care to appropriate community resources. The table launched on January 31, 2024.