

2024 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.

The long-term goal of CSIF is to improve service to Calgarians in crisis as well as increasing Calgarians' ability to prevent future crises. Outcome areas include:

- **Improved crisis triage:** Programs and services that direct a person in crisis to get the right service at the right time.
- **Integrated case management:** Crisis response services and programs that are collaborative, coordinated, and client-centred, meeting the unique needs of clients/participants.
- **Increased availability of 24/7 non-emergency support and outreach services:** Crisis services and programs other than emergency services (Police/EMS/Fire) that are accessible 24 hours a day, 7 days a week.
- **Increased access to community and peer support programs:** Crisis response programs that address gaps in service to Indigenous, Black, and diverse Racialized communities.

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

2024 Allocation of Funding

In 2024, CPS budgeted a total of \$9.4 million¹ toward CSIF and all funds were allocated in the calendar year. The following projects received funding from CPS in 2024:

Organization Name	Program Name and Description	Funding Amount	End Date
Calgary Alpha House Society	Ambassador Program: To support street-involved individuals in need, with referrals, immediate crisis response, and basic needs while supporting businesses with a more immediate and appropriate response than police.	\$935,734	Dec. 2026
Calgary Alpha House Society	HELP Team: To provide a trauma-informed, culturally aware, and timely service that reaches individuals struggling with substance use at the street level. *Funding of this program is shared with the City of Calgary. The indicated funded amount reflects the contribution from the Calgary Police Service.	\$1,266,667	Dec. 2024
Calgary Alpha House Society	HELP Downtown: Provides rapid, 24/7 support through proactive outreach, safe transportation to shelters or medical care, and connections to long-term housing, mental health, and addictions services.	\$541,214	Dec. 2025
Calgary Alpha House Society	211/911 Outreach (HELP Expansion): Diverting 911 and 211 calls from unrequired police response towards HELP and Ambassador teams for a more relevant response, city-wide.	\$2,201,169	Dec. 2025
Calgary Health Foundation	Sheldon Chumir Urgent Care Social Work Wrap-Around Care: To provide a responsive, expansive service for people in crisis, to address the systemic barriers those most vulnerable are having at accessing services in Calgary.	\$392,588	Dec. 2026
Calgary Police Service – Missing Persons Unit	Indigenous Navigator/Liaison: To address and prevent violence against Indigenous women and girls by reducing the number of missing Indigenous people and ensuring that the victims and families receive culturally appropriate supports, information, and resources.	\$168,220	Aug. 2025
Connections for Families Society	Mental Health Crisis Support for Families with Cognitive Disabilities: Provide parents and families with cognitive disabilities with immediate access to one-on-one, couples, family, and group-based counselling in the aftermath of crisis or trauma.	\$251,836	Dec. 2026

¹ \$1.4 million carried forward from 2023 and \$8 million base budget for 2024.

Distress Centre Calgary	211/911 Co-location: To imbed 211 call-takers in the 911 Centre to divert lower-risk mental health crisis calls away from emergency services.	\$505,053	Dec. 2024
Distress Centre Calgary	Enhancing Access and Crisis Resolution for Vulnerable Communities: Ensure vulnerable Calgarians can access essential services, this dedicated System Navigator & Resource Specialist supports people emerging from crisis situations in reaching wellness goals in financial, health, home, and community connection domains.	\$324,844	Dec. 2026
Distress Centre Calgary	Make the Right Call: A campaign using diverse marketing channels to educate Calgarians on the difference between 211 and 911, highlighting when it is more appropriate to call 211, and raising awareness of 211's availability of a 24/7 resource for social, government, and community support.	\$406,271	Dec. 2026
Missing Children Society of Canada	MCSC Missing Persons Search Network: An advanced system that integrates multiple technologies to tackle the crisis of missing and vulnerable populations, including children, adults, seniors, neurodivergent individuals, Indigenous populations, and human trafficking victims.	\$533,200	Dec. 2026
Northeast Addiction & Mental Health Centre for Holistic Recovery	NAM Crisis Response Program: Improving wellness in Northeast communities by offering culturally competent mental health and addictions services to residents in crisis and providing police with de-escalation and stress management techniques.	\$424,250	Dec. 2026
Parachutes for Pets	Angel Outreach Team: A 24/7 crisis response service in Calgary providing unhoused individuals and those in crisis with barrier-free emergency resources, essential pet care, and safe environments.	\$400,000	Dec. 2026
REACH Up YYC	REACH Up YYC (CPS Initiative): Early stages planning for an integrated mental health and addictions centre. Project on pause after being transferred to the City and with the Government of Alberta opening a Navigation Centre in Calgary.	\$24,457	Dec. 2024
Recovery Alberta	Police and Crisis Team (PACT): Providing one clinician to a PACT team – a partnership between Recovery Alberta and Calgary Police Service that offers mental health assessment, support, and/or consultation in crisis situations, and can arrange urgent psychiatry assessments and referrals as needed.	\$117,000*	Dec. 2024

Recovery Alberta	Mobile Response Team (MRT): Providing clinicians to staff the MRT consult line – a resource for frontline police who encounter individuals experiencing mental health crises.	\$905,718*	Dec. 2024
Skippling Stone Foundation	Community Connections: Creating inclusive, affirming, and low-barrier access for two-spirit, trans and gender diverse individuals in crisis to connect with supports they need.	\$80,000	Dec. 2025

2024 Program Highlights

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

- HELP responded to 21,858 calls from community.
- 2,215 calls were diverted from 911 to the HELP team (via the co-location project with 211/Distress Centre.)
- Transit team expanded service provision scope to include service on Transit property and surrounding areas.
- Winter Response/Emergency Shuttle project
- Partner Agency Liaison (PAL) teams attend calls with Bylaw Services, working with individuals in encampments or sleeping rough to reduce risk and provide supports.
- 23-minute response time in District 1, working on business engagement/support.
- Support for hospitals city-wide.
- Expansion in late 2024 to District 4

Impact story:

Client B has been a long-term Encampment client who has recently attended the Calgary Dream Center Treatment Program. PAL has supported Client B through this entire process. Client B is now receiving treatment for some untreated illnesses, he had dentures put in, and a prosthetic for his recent amputation. He has also agreed to see a psychiatrist and has been keeping up on his appointments.

2. Calgary 9-1-1/211 Calgary Co-location

	2022	2023	2024
Program transfers per year	1,789	7,150	8,479

Impact Story:

A caller reached out to 211, deeply concerned for their sibling, who had been exhibiting troubling signs of psychosis over the past three weeks. They described bizarre and surreal experiences, such as their sibling believing the caller and their partner had rented a room next to them and were communicating with them telepathically. During a recent coffee outing, the sibling spoke of hearing voices and seeing people who weren't there. These alarming behaviors, coupled with their history of past suicide attempts in March, left the family feeling overwhelmed and fearful. The caller expressed frustration with the healthcare system, explaining that their sibling was discharged from the hospital with high-risk behaviors, and suicidal ideations prevalent.

The 211 CDNS agent provided a compassionate and empathetic ear, giving the caller space to share their fears and frustrations. Through active listening and thoughtful dialogue, the 211 CDNS agent helped the caller assess the risks and explore options for addressing their sibling's mental health needs. After explaining the differences between police welfare checks and the Mobile Response Team (MRT), the caller chose to pursue a consultation with MRT as the most suitable course of action. The 211 CDNS agent facilitated a warm transfer to MRT, providing all necessary information to ensure the caller and caller's situation was fully understood. The MRT worker accepted the transfer, offering the family a direct connection to specialized support and guidance.

This situation highlights the challenges families face when navigating complex mental health crises. The 211 CDNS agent's ability to provide empathetic support and actionable options helped the family take an important step toward addressing their loved one's needs. By connecting them with MRT, the 211 CDNS agent ensured that the family had access to appropriate resources, offering a sense of direction during a difficult and uncertain time.

3. Police and Crisis Team (PACT)

- 2,695 calls with PACT dispatch and hosted a Mental Health conference in October.

4. Mobile Response Team (MRT)

- 4,800+ calls to the consult line by police
- 13% decrease from the 5-year average in mental health apprehensions by police

5. Action Table Calgary (ATC)

While ATC is funded by the City of Calgary's side of CSIF allocations, CPS partners with the City and the United Way in this initiative and provides in-kind resources of full-time Co-Chair and Intake Coordinator positions. 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.

- 108 cases in 2024.
- 51 partners participating
- 50% of cases in 2024 brought forward by police, 50% by community agencies.
- Year-end feedback showed increased collaboration between agencies, supports provided for complex cases, process changes creating an improvement, increase in positive relationships.

Impact Story:

CPS responded to a call involving a mother and daughter, both intoxicated and struggling cognitively. The mother appeared to have dementia and mobility issues, while the apartment was in poor condition. After being brought to ATC, the mother received financial support, including a tax refund and reinstatement of GIS. Medical assessment was provided and suggested cognitive impairment, leading to advocacy for ticket cancellation. Assistance was provided for re-keying the apartment due to security concerns. The daughter received supports also via Homefront.