

2025 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 increase 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

2025 Allocation of Funding

Table 1, below, lists the initiatives that were supported by CPS CSIF component of funding, along with a brief description and specific monetary allocation. The focus for the year was extending successful programs into 2026, as well as targeted investments with existing initiatives. Of the 12 initiatives, two (2), supported internal projects; that is, projects directly implemented by units within the CPS. Of all initiatives supported, 58 % (7) were aligned to primary crisis response; that is, they provided support to a person in crisis within 24 hours of reaching out for help. The remaining initiatives focused on secondary crisis response by providing coordinated access and follow-up to immediate services, with a focus on case management in the immediate aftermath of the crisis occurring. All twelve projects collectively supported CSIF’s four outcomes, as listed:

1. Improved crisis triage (12)
2. Increased availability of 24/7 non-emergency support and outreach services (4)
3. Increased access to community and peer support programs (5)
4. Integrated case management (7)

In supporting initiatives such as the Missing Persons Team’s Indigenous Navigator role, CPS was able to achieve its outcome of progressing a culture of accessibility, inclusion and belonging, aligned with Focus Area #2 of CPS’ 2025 Annual Policing Plan – Our Diversity. This further achieved the goal of honoring relations with Indigenous peoples. Not only was this hire supportive of an internal focus, but also served to impact external police relations within the community. All other initiatives directly impacted Focus Area #3, Our Community by fostering community safety and well-being and achieving the goal of continued collaboration with partners to improve service delivery.

Table 1: 2025 Calgary Police Service Community Safety Investment Framework Funding Allocations

	Organization Name	Program Name and Description	Funding Amount (2025)	End Date
1	Calgary Alpha House Society	HELP Team: To provide trauma-informed, culturally aware, and timely service that reaches individuals struggling with substance use at the street level.	\$1,900,000.00	Dec 31, 2026
2	Calgary Alpha House Society	211/911 Outreach (HELP Expansion): Diverting 211 and 911 calls from unnecessary police response towards HELP and Ambassador teams for a more relevant response, city-wide.	\$1,190,484.00	Dec 31, 2026

	Organization Name	Program Name and Description	Funding Amount (2025)	End Date
3	Calgary Legal Guidance Society	Calgary Community Court Support: Connecting individuals struggling with trauma, addiction, mental health and/or homelessness whose actions result in bylaw infractions with critical supports. This funding will supplement City support for Community Court by providing a Case Manager to coordinate supports from community partners and participants, and program evaluation support to measure program outcomes and impact.	\$194,028.00	Dec 31, 2026
4	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 reported and ensuring that the victims and families receive culturally appropriate supports, information, and resources.	\$154,633.35	Dec 31, 2026
5	Calgary Police Service – Restorative Justice & Community Crisis Response Unit	CPS Member Training: Primary Crisis Response: Directly supporting CPS members with training programs that promote knowledge and skills in trauma-informed crisis response, mental health and addictions, and other topics related to CSIF outcomes.	\$8,914.01	Dec 31, 2026
6	Carya Society of Calgary	Older Adult Crisis Stabilization Outreach Team – Providing 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	\$297,312.00	Dec 31, 2026

	Organization Name	Program Name and Description	Funding Amount (2025)	End Date
		services that create conditions to age well in community.		
7	Children's Cottage Society of Calgary	Heartstrings – Family Mental Health Crisis Support – Ensuring 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.	\$522,829.00	Dec 31, 2026
8	Distress Centre Calgary	211/911 Co-location: To embed 211 call-takers in the 911 Centre to divert lower-risk mental health crisis calls away from emergency services.	\$757,580.00	Dec 31, 2026
9	Immigrant Outreach Society	Immigrant Outreach Crisis Response: Providing East African refugees and immigrants with complex mental health and psychosocial challenges with a trauma-informed and culturally appropriate crisis response that is rooted in community needs, reducing unnecessary engagement with emergency services including law enforcement.	\$503,835.00	Dec 31, 2026
10	Kindred Connections Society	Community Connect YYC: Providing access to well-needed mental health and counselling supports, including case management, for those experiencing crisis and those providing primary response to those in need.	\$814,104.00	Dec 31, 2026
11	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,	\$155,407.75	Dec 31, 2026

	Organization Name	Program Name and Description	Funding Amount (2025)	End Date
		support, and/or consultation in crisis situations, and can arrange urgent psychiatry assessments and referrals as needed.		
12	Recovery Alberta	Mobile Response Team (MRT): Providing 11.8 FTEs to staff the MRT consult line – a resource for frontline police who encounter individuals experiencing mental health crises.	\$1,492,725.25	Dec 31, 2026

2025 Program Highlights

- Commencement of process to independently manage the Calgary Police Service funding allocation.
- Completion of an updated Terms of Reference specific to:
 - Advancing The City's and CPS' commitment to addressing issues of inequity and racism.
 - Clarifying governance and outlining the decision-making process between The City and CPS in the administration of CSIF funds.
- Dedication of a bucket of funding to support internal training aimed at increasing the capacity of supervisory and frontline members to appropriately identify, respond to, and support access to resources for individuals in crisis.
- Increasing the promotion of CSIF funding opportunities to internal units resulting in 10 applications for 2026.
- Monthly meetings in collaboration with City CSIF administration team and supporting application reviews.
- Revision of reporting template to improve impact reporting for 2026.
- Commencement of site visits to build partner relationships, better understand the work in context, assess alignment and impact, and identify opportunities for deeper and strategic support.
- Allocation of approximately 100% of funds (\$7,991,852.36) to 12 initiatives across Calgary.

Impact Stories

While 2025 evaluation reports will become due on March 1st, CSIF administrators are able to highlight some valuable program impacts:

Impact Story 1: Distress Centre Calgary - 211/911 Co-location

Alignment: *Outcomes 1 & 2 - Improved crisis triage & increased availability of 24/7 non-emergency support and outreach services*

A total of 7,758 calls were transferred from 911 to 211 in 2025. One example of impact includes:

A young person in acute suicidal crisis was transferred from 911 to 211, allowing emergency operators to stay available for other calls while 211 conducted a full risk assessment. When the caller disclosed a recent suicide attempt, active intent, and fear of police attending their residence, an urgent safety response plan was initiated.

Through calm negotiation, the agent secured the caller's agreement to meet police at a neutral location, enabling officers to intervene without escalating the caller's housing or training concerns. Police were able to engage safely and directly, supported by the groundwork laid by 211.

This incident demonstrates how 211 reduces pressure on emergency dispatch, provides specialized mental-health crisis intervention, and supports police in responding effectively and safely. It highlights the value of integrated crisis pathways that protect individuals in severe distress while ensuring law enforcement involvement is purposeful, coordinated, and minimally disruptive. Additionally, through the intervention of 211, de-escalation resulted in police resources being protected since an escalation would have required greater detailing and investigative steps.

Impact Story 2: Call Diversion – Calgary Alpha House 211/911 Outreach (HELP Expansion)

Alignment: *Outcomes 1 & 4 - Improved crisis triage & integrated case management*

In partnership with CPS, 911, and the Distress Center (211), Alpha House provides an alternate response to non-emergency 1041- Unwanted Guest/Trespassing calls. With most of such calls being against individuals experiencing homelessness, being publicly intoxicated and creating social disorder, this program redirects police resources to higher priority matters by supplying direct engagement to safe sheltering and outreach resources. Importantly, the partnership fosters a reduction in response times to street crises as outreach workers can immediately address individuals' needs, leading to further reduction in escalations and potential need for the use of policing and other emergency resources. The option for call diversion direct to Alpha House thus offers a streamlined response to outreach services instead of an emergency service at the time of the initial call.

2025 saw the expansion of Alpha House Outreach services with calls emanating within districts 2 and 3, being received and attended to. Through detailed analysis, it was found that more than 70% of the city's 'unwanted guest' calls fell within the corridor of 16th Ave North and Glenmore

Trail in the South. In response, Alpha House adjusted its model, shifting away from the district-based model and targeting a specific region with a high volume of calls. To improve efficiency and effectiveness, a West Team was added.

CPS-CSIF funding to Alpha House Outreach resulted in 6,651 calls that emanated within districts 1-4 being diverted, with an average response time of 22 minutes. Additionally, as of October 2025, direct calls to Alpha House increased by 20% over 2024 annuals, moving from 21,765 to 26,167.

Impact Story 3: Kindred Connections Society - Community Connect YYC

Alignment: *Outcome 4 - Improved crisis triage & integrated case management*

In 2025, Community Connect YYC (CCYYC), through the integration of five (5) CSIF-funded agencies - Kindred, YW, Centre for Newcomers, Centre for Sexuality, and The Alex – offered 5,465 counselling sessions to Calgarians. The funding support allowed partners to improve collaboration and build relationships that better serve vulnerable Calgarians. One such partnership, between Kindred and Centre for Sexuality, increased staff capacity to better serve 2SLGBTQ+ clients in a single-session or brief intervention capacity. The result of this was improved interactions that resulted in better understanding, navigation and response to crisis affecting this population.

In 2025, CCYYC more than 500 agencies/practices/sectors referred their clients to CCYYC for mental health supports. Among top referral partners were AHS/Recovery Alberta (including Access Mental Health, doctors' offices, emergency rooms), 211, and Action Coalition on Human Trafficking Alberta. Support provided to referees from these agencies directly impacted police resources as potential calls for service were thwarted or minimized by appropriate interventions. Due to the increased availability of supports through the CCYYC partnership, clients at increased risk for safety can be connected to mental health support quickly and affordably, with each agency offering free or sliding scale options for payment. CSIF funding has increased the ability for at-risk clients to get the help they need by broadening the supports available to them, and therefore supporting in reducing risk.

Impact Story 4 – CPS Indigenous Community Navigator- Missing Persons Team

Alignment: *Outcomes 1,3 & 4 - Improved crisis triage, increased access to community and peer support programs & integrated case management*

Indigenous people make up only a small portion of Calgary's population, yet they experience a deeply disproportionate impact when loved ones go missing, carrying far more fear, trauma, and uncertainty than the numbers alone can show. Statistically, Indigenous peoples represent 25% of all persons who have been reported missing at least once, with many repeatedly missing youths being Indigenous and involved in group care or Children and Family Services. Indigenous peoples

account for approximately 35% of missing persons city-wide, with the Missing Persons Team managing over 400 reports annually.

The Indigenous Community Navigator roles serves to bridge the gap by supporting investigations with cultural insight, trauma-informed guidance, and consistent communication that strengthens trust between families and the Calgary Police Service. This work has led to meaningful outcomes, including the reduction of repeated missing-person reports for vulnerable youth, by building relationships grounded in respect, safety, and understanding. The navigator provides continuity and culturally grounded support across missing persons files, historical cases, child abuse investigations, and sudden deaths, helping sworn members respond more effectively while ensuring Indigenous families feel seen, heard, and supported during their most difficult moments.

One specific scenario that has served to redirect police resources through a reduction in the number of missing persons investigations conducted is that of a fifteen-year-old Indigenous girl. She was repeatedly reported missing and exposed to serious risks including drug use and exploitation. Her initial interaction with the navigator was guarded and laced with unsurety if anyone truly cared. The navigator validated her experience, spent time to learn her needs, and built a relationship that honored her voice. The navigator also provided integrative supports by working closely with her father, her caseworker, and her group home to create a safety plan that reflected her reality and ensured the wrap-around supports were consistent and culturally grounded. Over time she began reaching out to voluntarily connect with the CPS navigator, sharing that for the first time in a long time she felt understood and supported. Since building this rapport, the number of times this young person went missing, requiring police and other resources to support notifications and investigations, decreased.

Impact Story 5 – Action Table Calgary (ATC)

Alignment: *Outcomes 1,3 & 4 - Improved crisis triage, increased access to community and peer support programs & integrated case management*

Note: Though funded via the City's CSIF allocation, Action Table Calgary is a three-way partnership between United Way, The City of Calgary, and Calgary Police Service. CPS provides support in kind, through two positions: a Sergeant for the Co-Chair role, and a Constable acting as Intake Coordinator. ATC connects individuals or families who are at risk of crisis or harm with timely, multi-sectoral supports.

In 2025, 126 cases were submitted to the ATC for review and connection to services. Among the success stories for ATC were:

1. The prevention of homelessness through the power of early, coordinated intervention, something that often occurs *after* a crisis. In the case of client Jane Doe, the collaborative efforts between the Wellness Advocate Supervisor, ATC, and community partners like Rise Calgary enabled a rapid response that directly prevented the client from entering the shelter system. This case stands out because it highlights how ATC's approach is shifting

the focus from crisis management to crisis prevention: proactive, person-centered support, resulting in immediate and tangible benefits for vulnerable individuals. Witnessing this kind of seamless coordination and the real-time impact it has on maintaining housing stability confirms that their work is driving lasting social change, which in turn strengthens community stability and reduces calls for service arising from incidents of homelessness. It also reinforces the value of partnerships and flexible funding solutions that address urgent needs before they escalate.

2. Crisis mitigation and the facilitation of improved mental and emotional well-being through collaboration. This story particularly meaningful as it highlights how a small intervention—covering a phone bill—created a significant and immediate impact in the life of someone who was truly at rock bottom. At the time the case was presented, the client had no access to communication, no income, was three months behind on rent, and was entirely cut off from supports due to a closed AB Works file and lack of a working phone. His mental health challenges, history of abuse, and recent incarceration only compounded his isolation. Through the ATC process, multiple agencies, including Rise Calgary and The Mustard Seed, were able to come together quickly and effectively. This demonstrated the true power of collaboration—addressing immediate needs while also building a bridge to long-term stability. It wasn't just about providing financial support; it was about restoring hope, dignity, and connection. The outcomes reinforced the importance of accessible, low-barrier aid like Rise Calgary's one-time support and the impact that compassionate, cross-agency partnerships can have. The Action Table didn't just solve a crisis momentarily — it helped shift the client's trajectory toward a more hopeful future, potentially deflecting negative outcomes that would have required police interventions.

LOOKING AHEAD – 2026

Key deliverables for 2026 include:

- Full integration of policing objectives within CPS' broader CSIF framework
- Full establishment of internal administrative framework to sustainably guide implementation of CPS CSIF fund.
- Establishment of formal engagement and monitoring strategies for external projects.
- Allocation of 100% CPS CSIF fund (\$8m).
- Evaluation reporting, to include direct alignment with policing objectives and impact.