



# Toronto Community Crisis Service

The Regional Municipality of Durham  
Committee of the Whole

June 12, 2024

---



I don't know what else to say, I really don't, other than, you know, that [TCCS staff] were the best things that ever walked into my life when they did. If they hadn't when they did, I don't know what I would have done, I really don't, with all of the mess that my apartment was in, with the way I was feeling. I don't know, I would have given up and maybe gone and just left everything behind instead of sticking it out and putting my life back together and getting the help that I needed here.



# A Made-in-Toronto Approach

- In **June 2020**, City Council adopted a set of 36 recommendations for policing reform in Toronto. These reforms touch on several areas including policing, public safety, and crisis response.
- In **February 2021**, Council approved four community crisis support service pilots to test a non-police led response to mental health calls, known as the Toronto Community Crisis Service (TCCS).
- In **November 2023** - after a successful pilot year - Council approved city-wide expansion of TCCS by the end of 2024.
- The service is one of the key priority actions under **SafeTO** – Toronto’s 10 Year community safety and wellbeing plan.



**Toronto  
Community  
Crisis Service**

# What is the TCCS?



24/7 service



voluntary and  
consent-based



serves clients 16+



trauma-informed care and  
harm-reduction



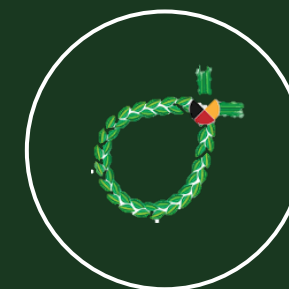
no-wrong-door approach that  
leverages multiple intake channels



mobile crisis teams

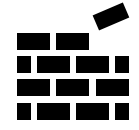


post-crisis follow-up, case  
management and service navigation



culturally relevant services  
and referral network

# How the service works



## City's Role

Serves as service system manager, program funder, intergovernmental advocacy lead, develops public education campaigns, and identifies areas for increased community investments to strengthen the model.



## Governance

Community Advisory Table shapes and guides the service.



## Evaluation

A third party leads monitoring, evaluation and knowledge mobilization, including developing a community of practice around crisis support.



## Anchor Agencies

Anchored in a health service provider (e.g. Community Health Centre), anchor partners are funded to hire and manage the mobile crisis teams, as well as provide wrap-around supports and case management.



## Crisis Teams

Multi-disciplinary, community-based crisis response teams comprise, at minimum, two crisis workers that respond to calls together to ensure mutual safety.

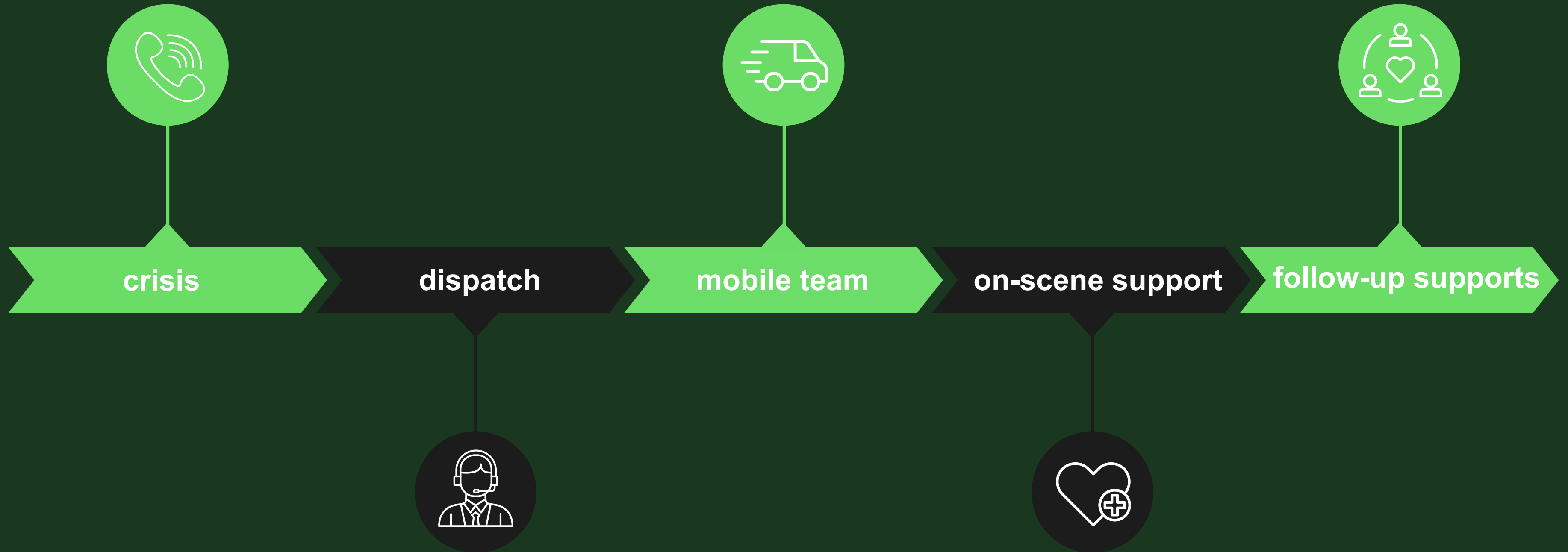


## Access & Intake

FindHelp 211 dispatches calls to the appropriate team.



# High-level service map



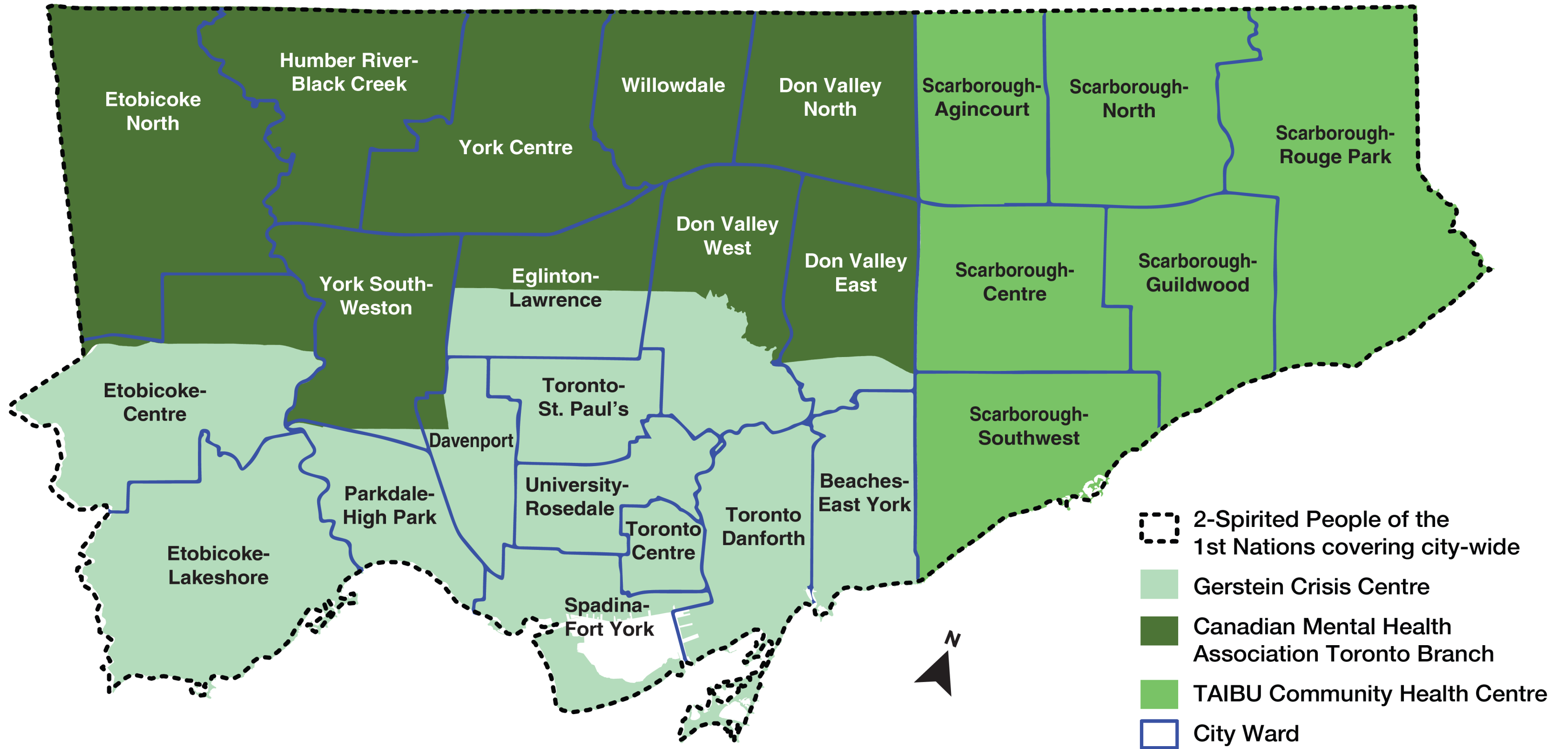
# Becoming the fourth emergency service

---

Alongside Toronto Fire Services, Toronto Police Services and Toronto Paramedic Services, the Toronto Community Crisis Service is being expanded to become **fourth municipal emergency service** in Toronto.



# Toronto Community Crisis Service City-Wide Expansion





# Outcomes

## Service uptake from multiple doors



**6,827**

total calls received for service



**5,868**

number of times mobile teams were dispatched



**55%**

completed calls received from 911

**46%**

by 211 or community sources

## Diverting crisis calls to TCCS



**78%**

of calls transferred from 911 handled by TCCS with no police involvement



**8%**

of total calls resulted in a visit to a hospital emergency department



**4%**

of calls attended resulted in a request for emergency services

# Outcomes continued

## Connecting people to appropriate supports



**2,407**

referrals made onsite and during follow up visits



**1,160**

service users accepted a follow up within 48 hours



**56%**

of service users who agreed to follow-up enrolled in post-crisis case management and support

## Culturally relevant supports

**300**

culturally relevant supports provided to service users

**50%**

Indigenous-specific (such as access to ceremony, traditional medicine, family and kinship care)

**20%**

Afrocentric and West Indian / Caribbean-centric supports (such as access to culturally appropriate foods, referrals to Black physicians and access to cultural programming)

# Positively impacting the lives of Torontonians

## PROVIDING A POSITIVE SERVICE USER EXPERIENCE:

**95%** of service users reported being **very satisfied** or **satisfied** with the TCCS service they received

## INCREASING FEELINGS OF SAFETY AND WELLBEING:

**90%** of service users indicated the TCCS **very positively** or **positively** impacts their perception of community safety and well-being

## CONNECTING PEOPLE TO THE SUPPORTS THEY WANT:

**95%** of service users indicated they **agree** or **strongly agree** that they decided what types of supports they wanted and felt emotionally safe receiving those supports

“

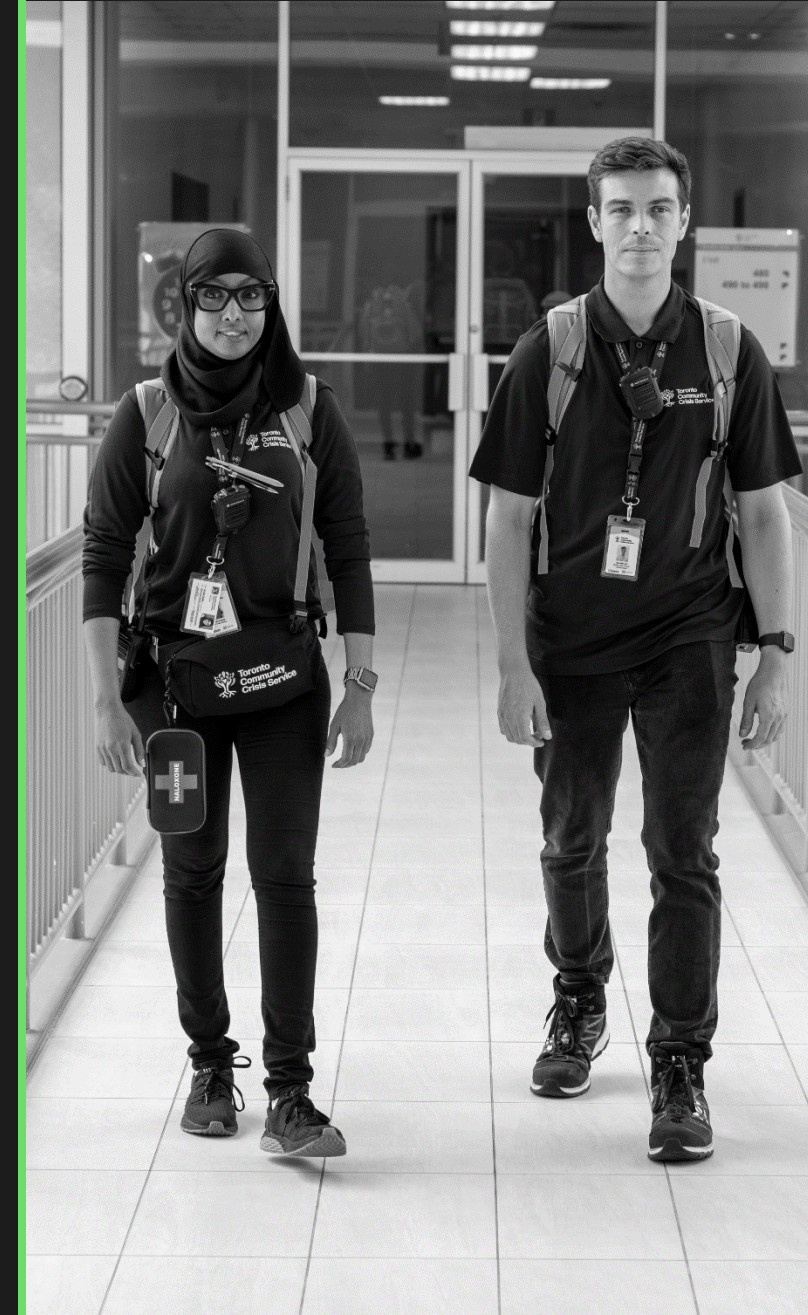
They helped me understand that I'm worthy and they wanted to see me go forward. They uplifted me and made me feel like I'm worthy.

“

It's just such a feeling of comfort, and with that the element of safety is present, knowing that the service is there and it is safe.

“

[TCCS] talked to me and they talked to my son and they talked to us all and I'm still used to people saying 'We're gonna do X Y and Z' and then nothing really happens, but oh my gosh, they went above and beyond.





# Additional Resources



1 - Year Outcomes Evaluation Report

City Council consideration on February 2, 2021

EX20.1	ACTION	Amended		Ward: All
--------	--------	---------	--	-----------

**Community Crisis Support Service Pilot**

**City Council Decision**  
City Council on February 2, 3 and 5, 2021, adopted the following:

1. City Council endorse the 2022 implementation of four community crisis support service pilots as outlined in Attachment 1, Framework to Pilot the Community Crisis Support Service and Attachment 2, Map of the Proposed Community Crisis Support Service, to the report (January 13, 2021) from the City Manager.
2. City Council direct that a guiding principle of the Community Crisis Support Service is that the Service will be the primary first responder to mental health crisis calls received during the pilot program and subsequent to full implementation.
3. City Council request the Federal and Provincial Governments to provide matching funds for the expansion of the Community Crisis Support Service Pilots.
4. City Council request that the Province commit to providing permanent and sustainable funding for:
  - a. supportive housing for those experiencing mental health or substance use issues; and
  - b. mental health services generally, including funding for community mental health service providers to support crisis response and wrap-around services, as well as funding to address the mental health impacts of the COVID-19 pandemic.
5. City Council request the Province of Ontario to financially support the implementation and

Staff Reports and Council Decisions

# Questions?

---

## **Denise Andrea Campbell**

Executive Director  
Social Development, Finance & Administration  
City of Toronto  
416-392-5207  
[deniseandrea.campbell@toronto.ca](mailto:deniseandrea.campbell@toronto.ca)

## **Mohamed Shuriye**

Director, Community Safety and Wellbeing Section  
Social Development, Finance & Administration  
City of Toronto  
416-392-7443  
[mohamed.shuriye@toronto.ca](mailto:mohamed.shuriye@toronto.ca)

[Toronto.ca/CrisisService](https://toronto.ca/CrisisService)



# TORONTO

