



Community Safety & Well-Being Services

Update: Mental Health Program & Autism Strategy
February 28, 2025

CSWB Services – Core Functions



- Co-response to MHA calls via MCRRT/COAST
- Community Crisis Rapid Response Teams – non police
- Facilitate socially-based interventions/wrap around supports
- Community engagement and programs to support priority populations
- CPTED audits, CP presentations and programming
- YIPI / youth engagement and mentorships / Safety Village / VPR
- Hate crime follow-up and community reassurance
- Build and maintain relationships with faith/cultural communities

Mental Health Update



Mental Health & Addiction 2024 – by the #s

Indicator	2023	2024	Change (+/-)
Mental health calls (CAD events)	8,574	8,270 (est.)	-3.5%
Mental health apprehensions	5,180	5,179	0%
Hours waiting in hospital	11,684	12,045	+3.1%

Only a small percent of MHA interactions are captured in official call statistics

482 apprehensions in 2024 were among young people below the age of 18

Equivalent to more than 1,000 officer shifts spent waiting in hospital

Mental Health Update

Mental health response – 2024

Mobile Crisis
Rapid Response
Teams (MCCRT)

In 2024, MCCRT:

- Deployed to 3,031 calls
- Completed 1,711 MHA assessments

Apprehension rate:

<20%

Calls diverted:

964

Equivalent to approximately:

- 3,860 hours of officer time
- Over 320 12-hour officer shifts

Community Crisis
Rapid Response
Team (CCRRT)

1,483

Mental health
engagements by COAST

Nearly
1,000

P1 CAD risk referrals
from Frontline officers



Mental Health Update



Priorities for 2025

- Continue to enhance program efficiency
- Explore the development of a targeted youth mental health response
- Establish protocol for identifying MHA factors in a broader range of call-types



Autism Strategy



Background

- Launched in May 2023
- Co-developed with Peel Autism Collaborative
- Built on four pillars to strengthen how we understand, engage and serve Peel's autistic community



Mr. Majd Darwich

Autism Strategy – Four Pillars



Training and Education

Support officers to effectively respond to the needs of autistic individuals through enhanced knowledge and training

Community Engagement

Proactively engage the autistic community to build mutual understanding partnerships and awareness

Collaborative Service Delivery

Work with our partners to establish a coordinated approach to serve individuals with autism and their families

System Enhancements

Explore opportunities to improve existing processes and systems to enhance the effectiveness of service delivery

Autism Strategy – highlights



- More than 1,600 officers received baseline training (CPKN) and 140 in fundamentals session (Kerry's Place)
- Non-crisis model of engagement with ErinoakKids - weekly engagement in respite program
- Autism Internal Support Network created to support member families and build internal awareness
- Modernization of Vulnerable Person Registry – relaunch anticipated in May 2025
- Autism occurrence review process to proactively identify opportunities to make referrals and provide support
- Memorandum of Understanding with Peel Crisis Capacity Network for system navigation



Autism Strategy



**Client intervention –
collaborative approach**

Strategic Plan Alignment



Our Community



- Follow the Mental Health and Addiction Strategy to guide response to and support for **mental health related calls**
- Align with the Community Safety and Well-Being Plan to implement strategies and initiatives to identify and support victims, offenders and **priority populations**
- Collaborate with community partners on opportunities for enhanced information sharing and **integrated service delivery**