



REPORT TO CALGARY POLICE COMMISSION



CPS Referrals to Navigation Centre

Date

2024 10 30

Commission Role

- Information only Approval

Type of Meeting

- Full Commission meeting
 Governance and Personnel (G&P) Sub-Committee
 Finance and Audit (F&A) Sub-Committee
 Complaint Oversight (COC) Sub-Committee
 Anti-Racism Committee

Purpose

Select the appropriate category (below) to explain "why" the Commission is receiving this report and (if applicable) insert a narrative here identifying the report's alignment to the 2019-2022 CPS Service Action Plans (Strategic Priority/Objective/Action Plan).

- Obligation under the Police Act
 Update on progress
 Other: Request for referral numbers by CPS

Recommendations

As requested by the CPC, CPS will be collecting referral information for anyone they direct to the Navigation Centre. Going forward, this information will be provided on the monthly snapshot.

Background / Issue

Demonstrating collaborative work between CPS and the Government of Alberta Services (Navigation Centre) it is imperative to capture data related to this.

Discussion / Analysis

Currently, there are some limitations to the collection of this information, but we will endeavor to hone our processes.

Conclusion

September 1st, 2024 – October 17th, 2024, there have been 131 referrals to the Navigation Centre by CPS members.

Attachments (if any)

Navigation Centre Briefing Note

Approval signatures

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Issue | Navigation Centre

In July of 2024, the Province of Alberta launched the Calgary Navigation and Support Centre to provide vulnerable Albertans with a safe environment and easy access to wrap around supports from a variety of government and social serving agencies. At the September 2024 Calgary Police Commission meeting the CPC requested information on the number of individuals Calgary Police officers have referred to the Navigation and Support Centre.

Issue Background |

Calgary Police are considered to be a key stakeholder in the Navigation and Support Centre and are involved in biweekly meetings with other stakeholders to discuss successes and challenges. The Navigation and Support Centre measures the number of people that attend, and which resources those individuals are connected with while at the Centre, but do not have a way to measure how people heard about the Centre, or who referred the individuals attending. While the Centre has been asked to collect this data, they are currently unable to do so due to their intake process.

Calgary Police continues to attend the Navigation and Support Centre at least twice a day (1100 and 1300) to do walk throughs of the Centre to increase uniform presence at the site, and the Navigation Centre tracks when officers walk into the Centre.

However, as of September 2024, there was no ongoing measurement of the number of referrals that were made to the Navigation Centre by Calgary Police. Anecdotally, the Navigation Centre staff report that the Calgary Police Service is the top referring agency to their Centre. Frequently, officers advise vulnerable persons of the Navigation Centre and the resources that can be accessed there when interacting with them throughout normal course of duty. Although this happens frequently, it is rare that the officers referring will walk an individual into the Centre – they may transport to the location or advise of where it is. Officers respect the privacy of individuals that are accessing services, and escorting them into the Centre can sometimes be seen as an invasion of that privacy. The Calgary Police is currently working on a solution to track referrals to the Navigation Centre for all officers.

The Community Engagement Response Teams (CERT) have begun to collect data on referrals as of September 1, 2024 for the District 1 team and as of October 1, 2024 for the remaining seven teams. Data collection is ongoing, but as of October 17, 2024, there were 131 referrals to the Navigation Centre by CERT. It is expected that these numbers will continue to rise as the remaining seven teams begin to utilize this data collection process more frequently.

Updates on referrals to the Navigation and Support Centre will be provided in the Monthly Snapshot to the Calgary Police Commission effective November 2024.

Key Messages |

- Calgary Police as a representative at biweekly meetings with the Navigation and Support Centre to discuss any issues raised and to celebrate successes.

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- While the Navigation Centre has been a positive beginning to resources, CPS continues to advocate for 24/7/365 resources where officers can bring or refer vulnerable persons who require resources or are suffering from mental health and addictions issues.
- Solutions to data collection for referrals by the Calgary Police is ongoing.

Questions & Answers

Question 1: How many people have the Calgary Police Service referred to the Navigation and Support Centre?

*Answer: At this time, this question cannot be answered with the data that we have. The CPS has begun to measure Community Engagement Response Team (CERT) referrals to the Navigation Centre with one team and has expanded that collection to the other seven CERT teams. **As of 2024/10/17, the CERT team being measured has made 131 referrals to the Navigation Centre** – this is the resource referred to the most by the CERT team.*

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Distributed To | Calgary Police Commission
