



Community Resource Team: Characteristics of Mobile Crisis Services for 2015-2016

Introduction to the Community Resource Team (CRT)

The Community Resource Team (CRT) was developed in 1987 to provide immediate crisis intervention services to families at risk. These services were originally designed to serve youths and their families who had been involved with Woods Stabilization program but subsequently expanded to introduce a 24-hour crisis line staffed by trained crisis counselors. Crisis counselors also offered mobile community-based crisis meetings to offer crisis counselling, intervention and problem-solving strategies, education and information as well as support in connecting to other services in the community. Over the years, services were added or adapted to meet the ever changing needs of a growing Calgary community. Most recently in 2013/2014, CRT introduced a text messaging and live chat initiative as a way to connect with youth more comfortable in using alternative forms of crisis support. All CRT services are available to individuals and families in Calgary and area.

Methodology and Question for Analysis

The Wood's Homes Outcome Measurement (WHOM) reports on the use of CRT services for an annual reporting period (Wood's Homes, 2016). These reports highlight the key trends in demographics for the past year for types of services provided, client age and gender, residence, cultural heritage and top presenting concerns.

An important cornerstone of the services offered by the Community Resource Team is the mobile crisis services with children, youth and families in the community. This Research Brief will examine the characteristics of those children and families served by mobile crisis meetings for the period January, 2015 – March, 2016.

Findings

During this reporting period there was a total of 1,268 mobile crisis meetings with a total of 450 unique clients. The age of the identified client for these meetings was primarily under 18 (96.7%), with the remaining 3.3% ranging from 18 to 64 years of age. Approximately 54% were male and 46% were female. Almost 82% of clients lived within the Calgary city limits while 16% lived in other locations. Table 1 highlights the quadrant of the city where mobile crisis meetings took place.

Quadrant of the City of Calgary	#	%
Northwest	98	22%
Southeast	116	26%
Northeast	86	20%
Southwest	67	15%
Outside Calgary	73	17%
Subtotal	440	100%

English was the primary language of 87.3% of clients participating in mobile crisis meetings. The remaining 12.7% of clients spoke Spanish, Tagalog, Afrikaans, Arabic, Cantonese, French, Hindustani, or other languages. Cultural heritage was primarily Caucasian (65.3%) followed by Aboriginal (5.8%), African/Caribbean (4.4%), Latin American (2.9%), South Asian (2.4%) and Filipino (2%). Other categories were reported at rates below 2%.

Mobile crisis meetings are required for a spectrum of concerns related to children, youth and the family. Behavioural concerns of the youth are noted in 68% of all meetings followed by anger management (44%), parent/child relationship issues (43%), parenting issues (42%), and family relationship issues (32%). Table 2 highlights the top ten presenting concerns noted for the 450 mobile crisis meetings reporting. Multiple presenting concerns could be identified.

Presenting Concerns *	#	%
Behavioural Issues	305	68%
Anger Management	200	44%
Parent/Child Relationship Issues	193	43%
Parenting Issues	190	42%
Family Relationship Concerns	143	32%
School Problems	143	32%
Identified Mental Health Concerns	76	17%
Self-harming	65	14%
Suicide	61	14%
Client Addiction Issues	58	13%
Subtotal	450	100%

** Multiple Presenting Concerns Reported - Column Percentages Do Not Total 100%*

Conclusions and Considerations for Future Research

The Community Resource Team serves an acute population requiring immediate, crisis services. Meetings address a range of family and relationship concerns, as well as concerns related to safety and well-being of the children/youth. A challenge for future years will be to ensure that the client profile served by CRT reflects the cultures and languages of a changing population

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Suggested citation: Wood's Homes (2017), Community Resource Team: Characteristics of Mobile Crisis Meetings for 2015-2016. Wood's Homes Research Brief # 7. Calgary, AB: Wood's Homes