



Emergency Social Services

Mobile Outreach Program (MOP)

Vision: The Mobile Outreach Program responds to concerns related to social disorder and assists individuals with complex needs in accessing and navigating services within the City of Grande Prairie. The program aims to develop and establish a more coordinated, streamlined service delivery approach for individuals accessing services in an effort to better meet their needs to achieve greater overall wellness, with a positive impact on the community in which they live.

Program Objective: MOP works to maximize the delivery of coordinated, effective and efficient services to individuals with complex needs resulting in a reduction of often unnecessary involvement with the justice, health and other emergency services

Highlights

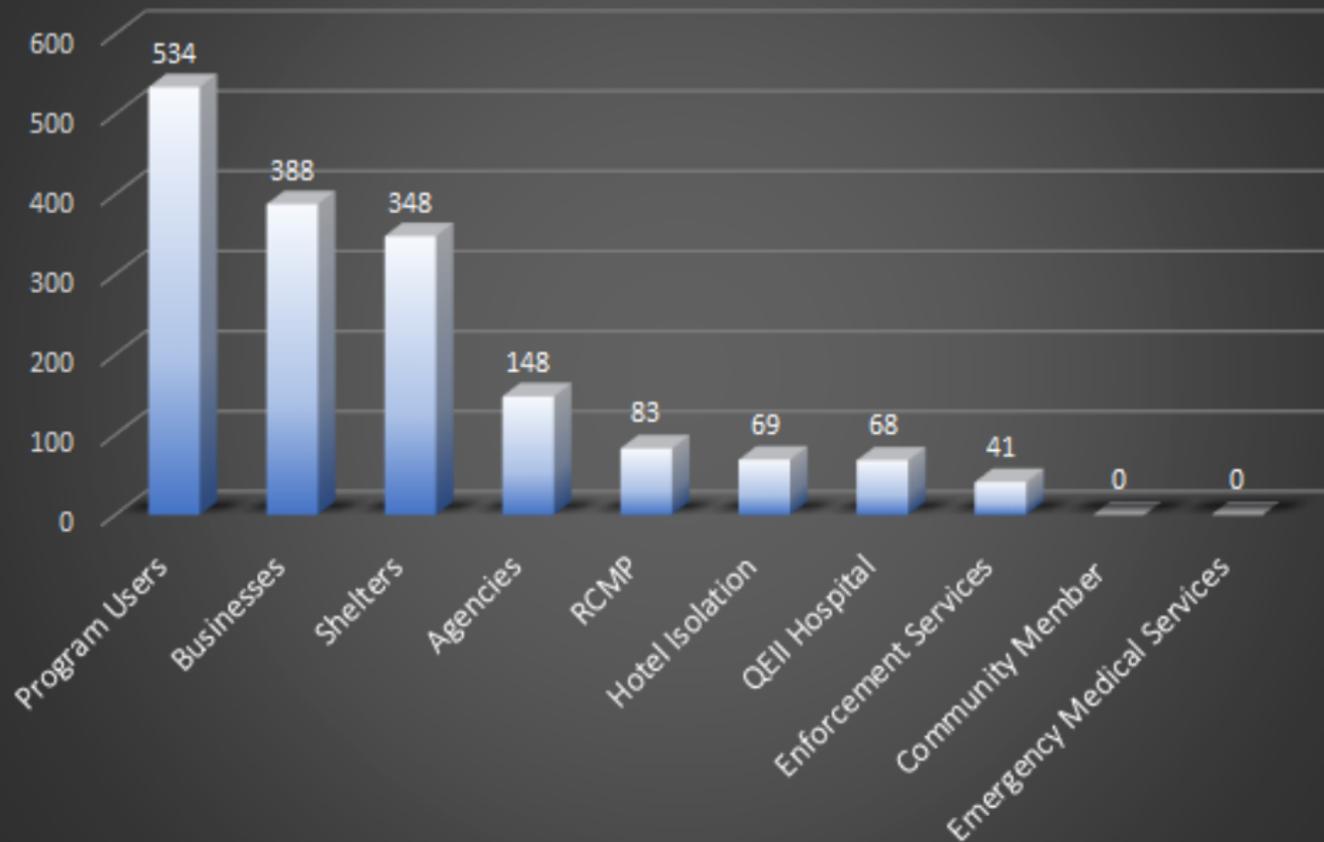
- The Mobile Outreach Program (MOP) continues to respond to community concerns related to the street engaged population.
- MOP acts as an agency liaison, working in conjunction with other Government and Non-Government Organizations (NGO's) to provide wrap around services for their clients.
- MOP is actively working with RCMP and Grande Prairie Enforcement Services (GPES) to enhance a blended support model when dealing with concerns related to social disorder.
- Regular proactive measures are conducted in the downtown core and high traffic areas to engage the vulnerable population and assist with connections to appropriate supports.
- The department provides a critical response to individuals who are experiencing homelessness and exhibiting COVID-19 symptoms. MOP provides safe transportation of individuals to the Isolation Hotel and 24-hour onsite support.
- Created a new dispatch/ client database system for more accurate and efficient reporting.
- Awarded a grant which will be used towards adding a vehicle to our fleet to assist in daily operations, responding to calls for services, client appointments, transporting client to their home communities and natural supports.
- Worked with Public Health on a workflow process to support those who are in and out of the shelter supports. MOP will provide education and assertive outreach for vaccine support to those who are rough sleeping.

- Grande Prairie’s rough sleeping response is a dual partnership between Grande Prairie Enforcement Services (GPES) and the Mobile Outreach Program (MOP). It includes assessing and documenting site risks, connecting rough sleepers to appropriate services and management/cleanup in a timely manner.

Program Statistics

Calls for Service	January - March, 2021
Dispatch Calls	1,679 were responded to in the first quarter
# of new client engagements	129 new client encounters out of 321 since the program start up in September of 2020
Needles Picked Up	621 picked up of the streets of Grande Prairie and disposed of properly
Encampments	28 encampments responded to and dismantled with only 8 individuals present and offered services to
Relocated Clients	13 unique individuals relocated to their home communities and natural supports services
New Faces	20 unique individuals identified as new to Grande Prairie and sleeping rough and or using the shelter systems

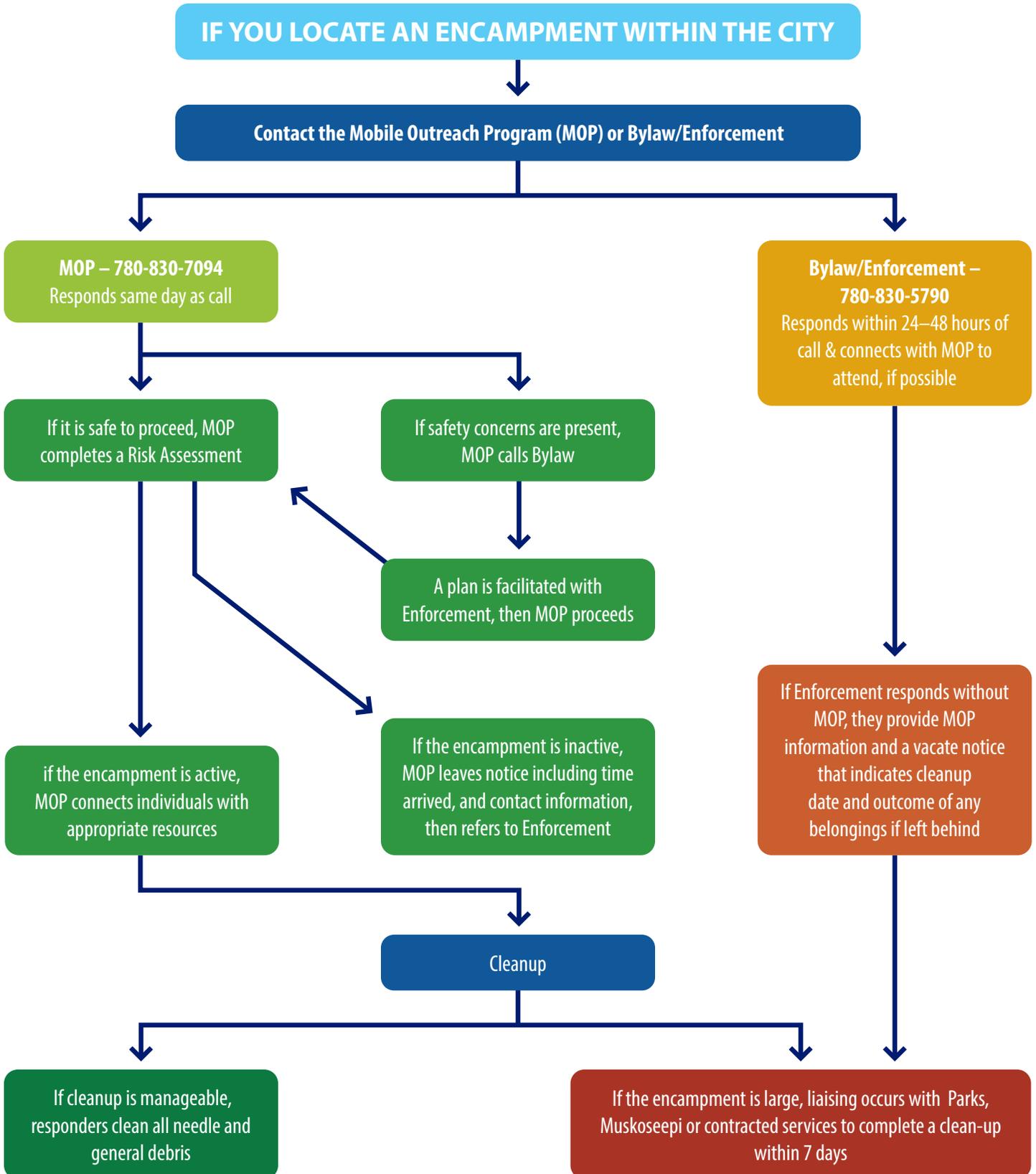
Q1 Calls for Service



Program Trends

- MOP has seen an increase of new faces to Grande Prairie since the start of March 2021. New faces consist of individuals being discharged from hospital, coming to Grande Prairie for service access and to look for work. When we identify a new face, we work diligently to connect them back to their natural supports, to ensure they are equipped with appropriate resources, assist with referrals and provide regular check ins.
- Encampments are starting to pop up more regularly. However, with our new encampment strategy workflow process they are not lasting long. We will continue with the heavy presence around the Rotary House footprint with the consistent messaging that encampments will not be tolerated.
- MOP is seeing a higher number of client overdoses. MOP is doing regular patrols and check ins with known opiate users, educating when we are aware of 'bad batches' cycling through, encouraging safe use, providing naloxone kits as needed and referrals to appropriate services.
- Though there appears to be an increase in violent and aggressive behaviour, MOP utilizes their client rapport, safe work procedures and training to assist in de-escalating potential community safety concerns.

Rough Sleeping Flowchart



Department Manager's Contact Information

Chelsea Frizzell

Program Manager

587-297-0700

cfrizzell@cityofgp.com