Dena’ina land acknowledgment
Dena’inaq ełnenaq’ gheshtnu ch’u yeshdu.
I live and work on the land of the Dena’ina.
Mission Statement:

- The Mobile Crisis Team (MCT) provides a mobile crisis response with a specialized interdisciplinary team to respond to behavioral health crises and provide support and services to all individuals within the Municipality of Anchorage with compassion and collaboration.

Values:

- Diversity, Equity, and Inclusion: We will honor diverse lived experiences and perspectives, emphasize social inclusion, and provide equitable opportunities through engagement and purposeful involvement.
- Compassion: We will listen and acknowledge without judgment. We will treat others with respect and dignity.
- Trauma informed: We will provide safety, transparency, and collaboration for everyone.
- Empowerment: We will strive for everyone to have a voice and participate in their own care.
The Mobile Crisis Team provides a community based face-to-face response for anyone experiencing behavioral health crisis.

Meets individuals in an environment they are comfortable. Can be conducted in homeless shelters, residences, hotels, other public agencies, and the community at large.

Provides crisis follow up to continue to provide support and ensure recommendations and connection to services were made.

Currently one team available 7 days a week from 10am to 8pm.

The goal of this service is to reduce: hospitalizations, incarceration, out of home placements, and emergency room visits.
What a Caller Can Expect

- An EMT/Paramedic and a Master's level mental health clinician
- A medical and mental health assessment
- Brief Therapeutic Interventions; Safety Planning
- Providing emotional support/de-escalation
- Risk Assessments, education and referrals for support in the community and mental health resources
- Provide a warm handoff at the hospital if needed
Data from July 2021 through May 18, 2023

**Total Responses**
- Total Responses: 4,538
- Total 911 Responses: 3,434

**Average Response Time**
- Average Response time: 35 minutes

**Average Time Spent on Scene**
- Average time spent on scene: 32 minutes

**Current Average Calls per day**
- Current Average Calls per day: 10.5

* In service a total of 579 days for 10 hours a day out of 672 calendar days

**9-1-1 Response Disposition**
- Stayed in the community: 87%
- Transported by APD: 11%
- Transported by AFD: 2%

**Housing Status - 911 Call**
- Housed: 79%
- Homeless: 21%
AFD MOBILE CRISIS TEAM
2022 ANNUAL REPORT
Individuals

MCT interacted with 758 unduplicated individuals
- 180 had more than 1 contact
- 47 had 5 or more contacts
- 25 had 10 or more contacts
- 180 experiencing homelessness

<table>
<thead>
<tr>
<th>Individuals served by AFD MCT</th>
<th>Anchorage Census Data 2022</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Indian or Alaska Native:</td>
<td>40.5%</td>
</tr>
<tr>
<td>Asian:</td>
<td>1.6%</td>
</tr>
<tr>
<td>Black or African American:</td>
<td>8.3%</td>
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<tr>
<td>Hispanic or Latino:</td>
<td>2.4%</td>
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<tr>
<td>Native Hawaiian/other Pacific Islander:</td>
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<tr>
<td>White:</td>
<td>44.6%</td>
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<tr>
<td>Mixed:</td>
<td>0.04%</td>
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<tr>
<td>Unknown:</td>
<td>21.3%</td>
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<thead>
<tr>
<th>Individuals served by AFD MCT</th>
<th>Dept. Labor and Statistics</th>
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<tbody>
<tr>
<td>Ages 0 - 14</td>
<td>1.8%</td>
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<tr>
<td>Ages 15 – 24</td>
<td>14.7%</td>
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<tr>
<td>Ages 25 – 34</td>
<td>20.6%</td>
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<tr>
<td>Ages 35 – 44</td>
<td>20.4%</td>
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<tr>
<td>Ages 45 – 54</td>
<td>13.5%</td>
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<tr>
<td>Ages 55 – 64</td>
<td>14.6%</td>
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<tr>
<td>Ages 65+</td>
<td>14.4%</td>
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<td>Male</td>
<td>46.9%</td>
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<tr>
<td>Female</td>
<td>52.3%</td>
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<tr>
<td>Non-Binary</td>
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<tr>
<td>Transgender Female (Bio-Male)</td>
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<tr>
<td>Transgender Male (Bio-Female)</td>
<td>0.1% (1)</td>
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<thead>
<tr>
<th>Gender</th>
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<tbody>
<tr>
<td>Male</td>
<td>51.2%</td>
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<tr>
<td>Female</td>
<td>48.7%</td>
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<tr>
<td>Non-Binary</td>
<td>N/A</td>
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<tr>
<td>Transgender Female (Bio-Male)</td>
<td>N/A</td>
</tr>
<tr>
<td>Transgender Male (Bio-Female)</td>
<td>N/A</td>
</tr>
</tbody>
</table>
MCT, APD, and AFD Line

- AFD MCT on scene with APD 181 times
- APD requested MCT 140 times
  - APD transported 12 times
- AFD Line Operations requested MCT 145 times
  - 36 were transported by EMS
- 26 total APD transports
  - 6 were transported to jail; 5 individuals had warrants
AFD MCT Data
Consumer Satisfaction Survey

- How satisfied were you with MCT? Scale of 1 to 10, average 9.4
- Did MCT treat you with respect? Scale of 1 to 10, average 9.9
- How helpful was MCT? Scale of 1 to 10, average 9.7
- Anything else you would like to say about the Mobile Crisis Team?
  - “The Mobile Crisis Team helped me a great deal and thank them for helping.”
  - “They were very calming, friendly, and nice especially with how anxious I was.”
  - “They were a god send. They even came back the next day to check on me, I was in really bad shape.”
  - “They were 100% great and helpful! I’m used to dealing with police and stuff, so they were really great about making sure I knew it was all confidential and understanding the situation.”
MCT in the Community

- Maintained open communication with community stakeholders
- Attended mental health awareness events
- Provided de-escalation and trauma informed trainings for Fire/EMS
  - Anchorage FD
  - Girdwood VFD
  - Chugiak VFD
  - 2022 EMS Symposium
  - Shelters (Covenant House, Sullivan Arena)
- Provided Mental Health First Aide for Fire/EMS
  - AFD, Girdwood FD, Chugiak VFD, DOF
  - 2022 EMS Symposium