

MOA Crisis Response System: Theory of Change + Performance Metrics		GOAL: <i>The right response, to each person in crisis, when and where they need it.</i>
Activities	Outputs <sup>1</sup> (March 2025 - December 2026)	Outcomes (2027 and beyond)
<p><b>Maintain full Behavioral Health Crisis Continuum.<sup>2</sup></b></p> <p><b>Recruit and train all Crisis Responders in the Essential Principles and Practices of Behavioral Health Crisis Care.<sup>3</sup></b></p> <p><b>Communicate: increase access to care and reduce stigma.</b></p>	<p><b>More crisis calls transferred to Careline.</b> <i>Measure: % of calls diverted monthly; # of calls returned to dispatch for higher level response.</i></p> <p><b>Fully staffed and cross-trained crisis workforce.</b> <i>Measures: # of staff trained in Essential Principles and Practices; number of peers employed.</i></p> <p><b>More client encounters with mobile crisis response teams.</b> <i>Measures: Number and % of total calls dispatched to MCT, MIT, ASP per month; number of client encounters per team per month by location; client reported satisfaction with services.</i></p> <p><b>Immediate access to Medication Assisted Treatment (MAT), with follow up.</b> <i>Measures: # of MAT initiations by EMS; # of referrals to ongoing behavioral health care.</i></p> <p><b>Diversion to treatment from law enforcement, EMS contacts.</b> <i>Measures: # of behavioral health providers engaged in network; policies and procedures for diversion program developed.</i></p> <p><b>More access to crisis stabilization and sobering.</b> <i>Measures: increase in voluntary admissions and length of stay at Safety Center; increase in immediate crisis stabilization services and connections to behavioral health care; Client reported satisfaction with services and connections to care.</i></p> <p><b>Connect users of crisis services to ongoing care, housing and supports.</b> <i>Measures: Data sharing between AFD, APD, AHD to identify common clients; \$ secured to coordinated follow-on care; # of individuals in follow-on care; Reduction in crisis service use over 6 and 12 months for those engaged in follow-on care.</i></p> <p><b>Promote healthy behaviors and positive mental health, reduce harms from substance misuse, publicize crisis services.</b> <i>Measures: Campaign developed and launch; \$ secured for campaign; survey of community perception.</i></p>	<ol style="list-style-type: none"> <li><b>Patrol and EMS spend less time responding to behavioral health crisis calls.</b> <i>Measure: Reduction in Patrol and EMS responses for behavioral health-related calls.</i></li> <li><b>First responders report increased satisfaction and ability to address behavioral health crisis.</b> <i>Measure: Employee surveys.</i></li> <li><b>Crisis care clients are connected to MAT and crisis stabilization, and follow-on care.</b> <i>Measure: # of individuals accessing MAT; # of individuals engaged in care 3 months post-crisis.</i></li> <li><b>More people in crisis are diverted from the criminal justice system.</b> <i>Measure: # of diversions from law enforcement and EMS; # of individuals who complete treatment following diversion; # of individuals returned to criminal justice system.</i></li> <li><b>Sustainability for all services.</b> <i>Measure: Increase in proportion of funding from billing revenue.</i></li> </ol>
<p><b>Resources:</b> Municipality of Anchorage: Police, Fire, EMS, Safety Patrol/Center, Health, Municipal Attorney and Prosecutor, Municipal Manager and Mayor's Offices; Alcohol Tax, General Fund, Federal + State funding; Alaska Court System and Therapeutic courts; Tribal and non-Tribal health care and behavioral health providers; housing, shelter and social support providers; Peer Support, Recovery, and Consumer Advocates, Advisory Boards; Municipality residents; Community and faith-based organizations; Homelessness Prevention and Response System (HPRS); SAMHSA National Guidelines for Crisis Care and Best Practice Toolkits; Careline; Alaska Training Cooperative; Alaska Mental Health Trust Authority Crisis Now Implementation support</p>		

<sup>1</sup> Unless otherwise noted, measures are by MOA Department and aggregate

<sup>2</sup> See 2-7-25 slides for key definitions of Behavioral Health, Behavioral Health Crisis, fully integrated crisis care, Mobile Crisis Team, and Co-response Teams

<sup>3</sup> Alaska's Behavioral Health Crisis System of Care: Provider Training Guide, October 2024, Alaska Mental Health Trust Authority