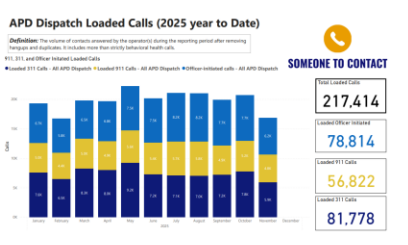
Tracking Anchorage's Crisis Response

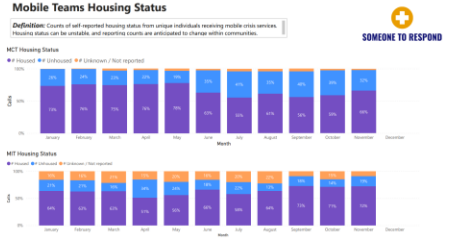
Public Health and Safety Committee
December 18, 2025

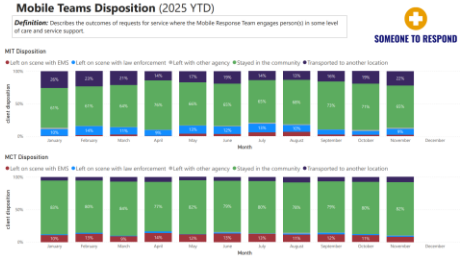
Goal: to support Anchorage's crisis response teams

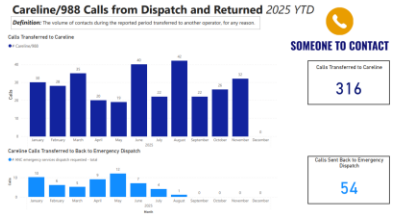
📈 📉 Help track, understand, and share the investments and initiatives across the Municipality’s Behavioral Health Crisis Response System

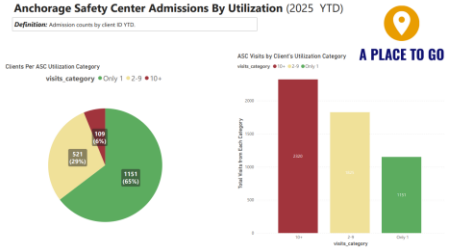
Monthly data snapshot

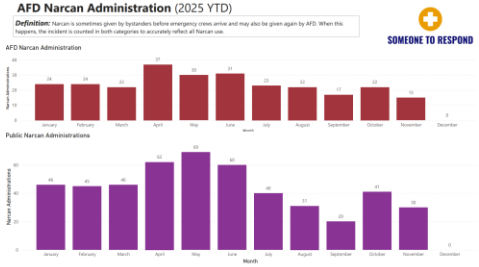


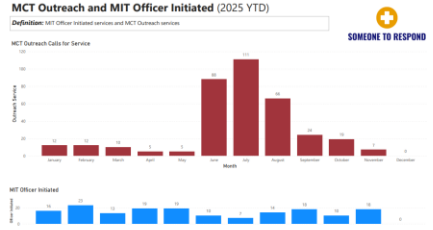


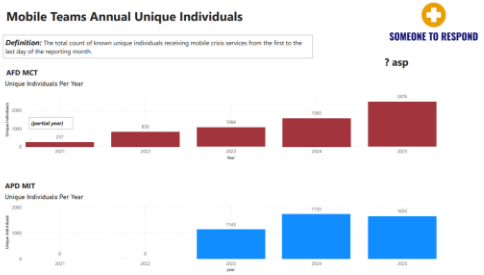


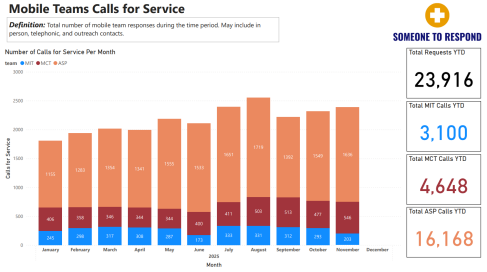






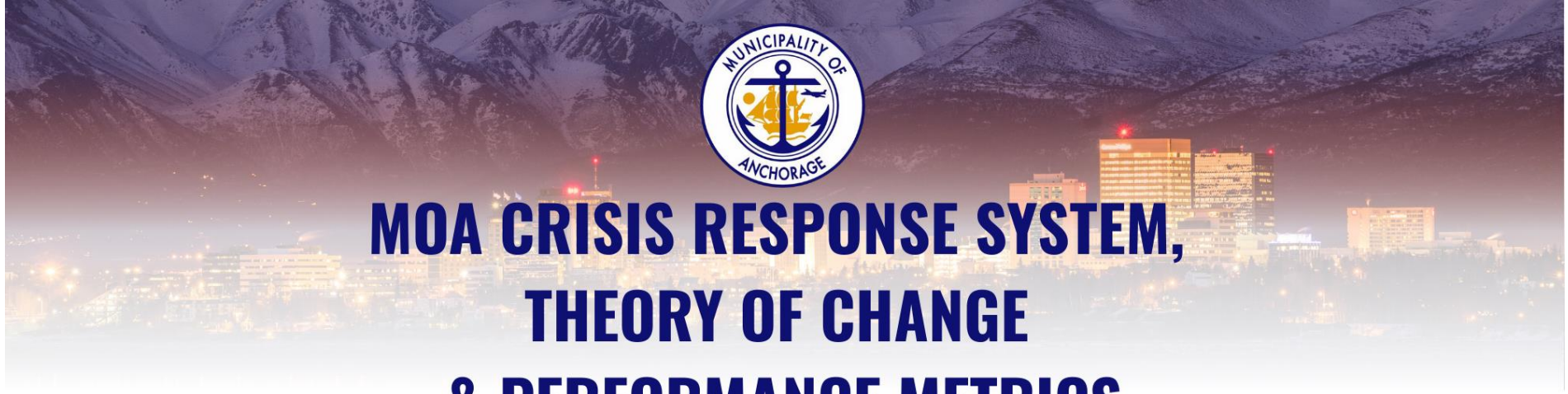






Audiences

- **MOA Crisis Response Work Group**
- **Department leadership**
- **Policymaker updates** *(Quarterly)*



MOA CRISIS RESPONSE SYSTEM, THEORY OF CHANGE & PERFORMANCE METRICS

OUTPUT PERFORMANCE METRICS: PHASE 1

Bracketed items are for Phase 2

SOMEONE TO CONTACT

Calls for Service (911 and 311)

- Number of calls for service from 911, 311, officer-initiated, crisis team initiated
- Number of calls sent to Careline from 911, 311, officer-initiated, crisis team initiated
- Number of calls returned from Careline

SOMEONE TO RESPOND

Mobile Crisis Teams (MCT, MIT, ASP)

- Number of encounters per month, per year, per team
- Number of unique individuals per month, per year, per team
- Housing status per encounter per team
- Disposition post mobile encounter
- Overdose rates and hotspots
- [Number of high users among teams]
- Narcan Administration for APD & AFD
- [MAT initiation and connection to care]
- [Pre-arrest diversion to treatment]

A PLACE TO GO

Crisis Stabilization/Sobering Center

- Number of admissions to Anchorage Safety Center (ASC) and daily census
- Number of unique individuals per month and per year at ASC
- Length of stay at ASC
- Location from and to for admission/discharge at ASC
- [Case management]
  - Number/percent of admissions participating in case management
  - Connections to care from case management
- [Crisis Stabilization Center admissions, 23-hour, crisis residential, by location]

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Police

- DATA Patrol
- DATA Patrol CIT-Trained
- DATA HOPE
- DATA Mobile Intervention
- DATA Dispatch

Fire

- DATA MCT
- DATA Safety Patrol
- DATA Safety Center

Health

Coming soon

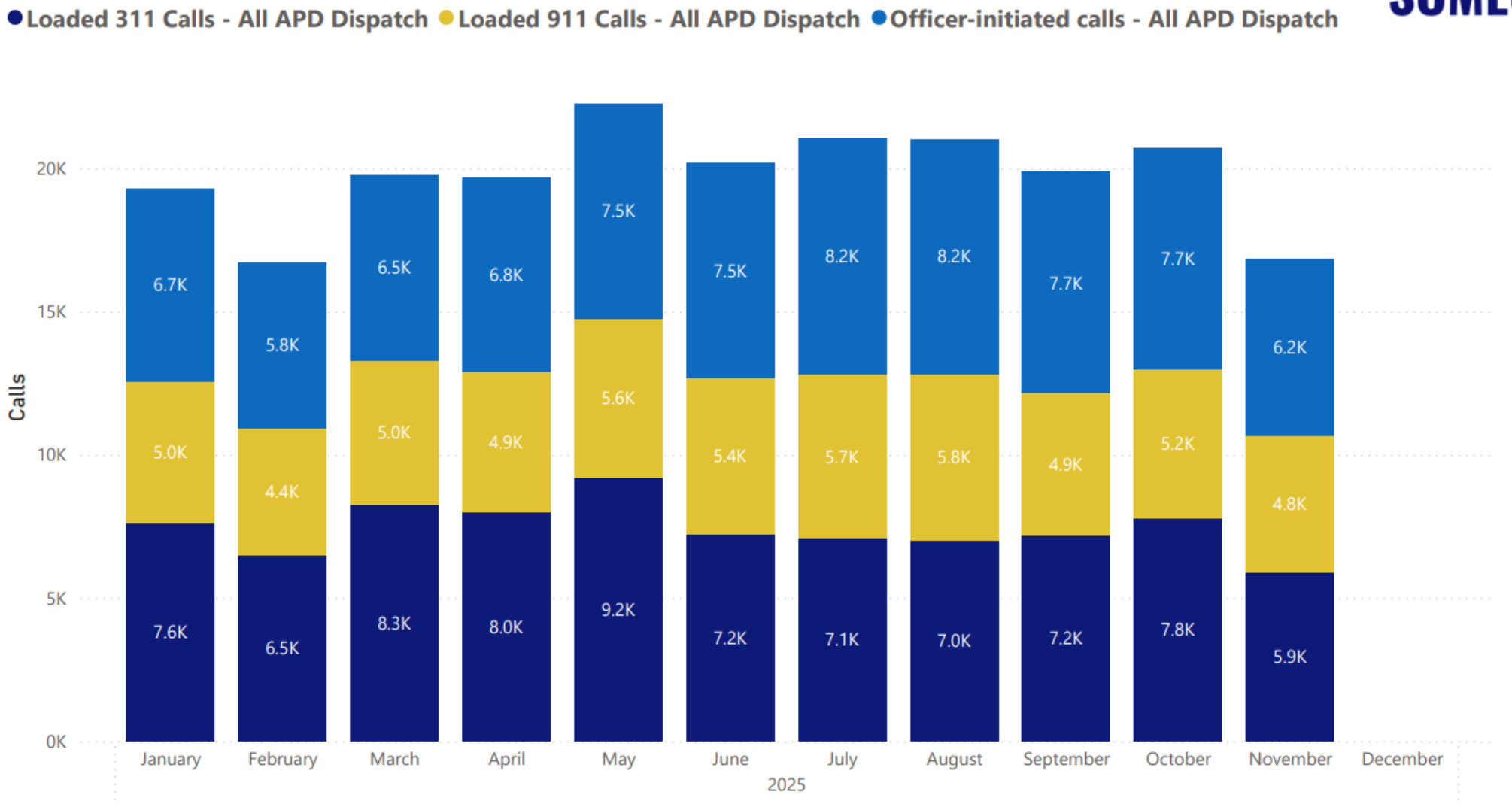
What's new

- Narcan administration
- Loaded Calls
- Safety Center Utilization
- Outreach and officer-initiated
- Careline returned calls

APD Dispatch Loaded Calls (2025 year to Date)

Definition: The volume of contacts answered by the operator(s) during the reporting period after removing hangups and duplicates. It includes more than strictly behavioral health calls.

911, 311, and Officer Initated Loaded Calls



SOMEONE TO CONTACT

Total Loaded Calls

217,414

Loaded Officer Initiated

78,814

Loaded 911 Calls

56,822

Loaded 311 Calls

81,778

Careline/988 Calls from Dispatch and Returned *2025 YTD*

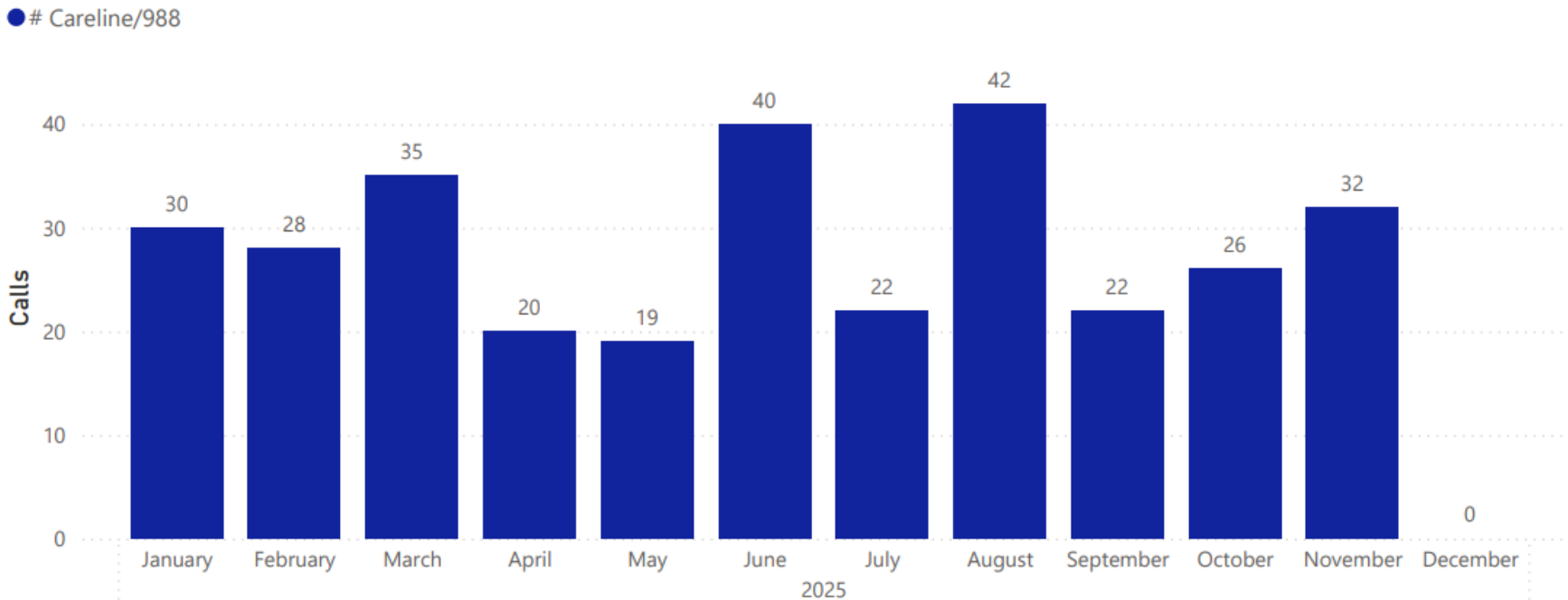
Definition: The volume of contacts during the reported period transferred to another operator, for any reason.

SOMEONE TO CONTACT

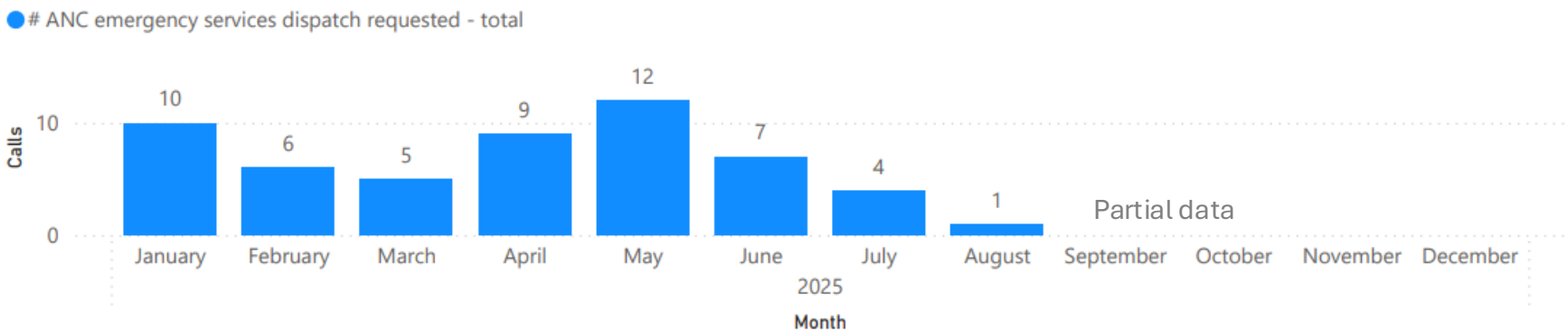
Calls Transferred to Careline

316

Calls Transferred to Careline



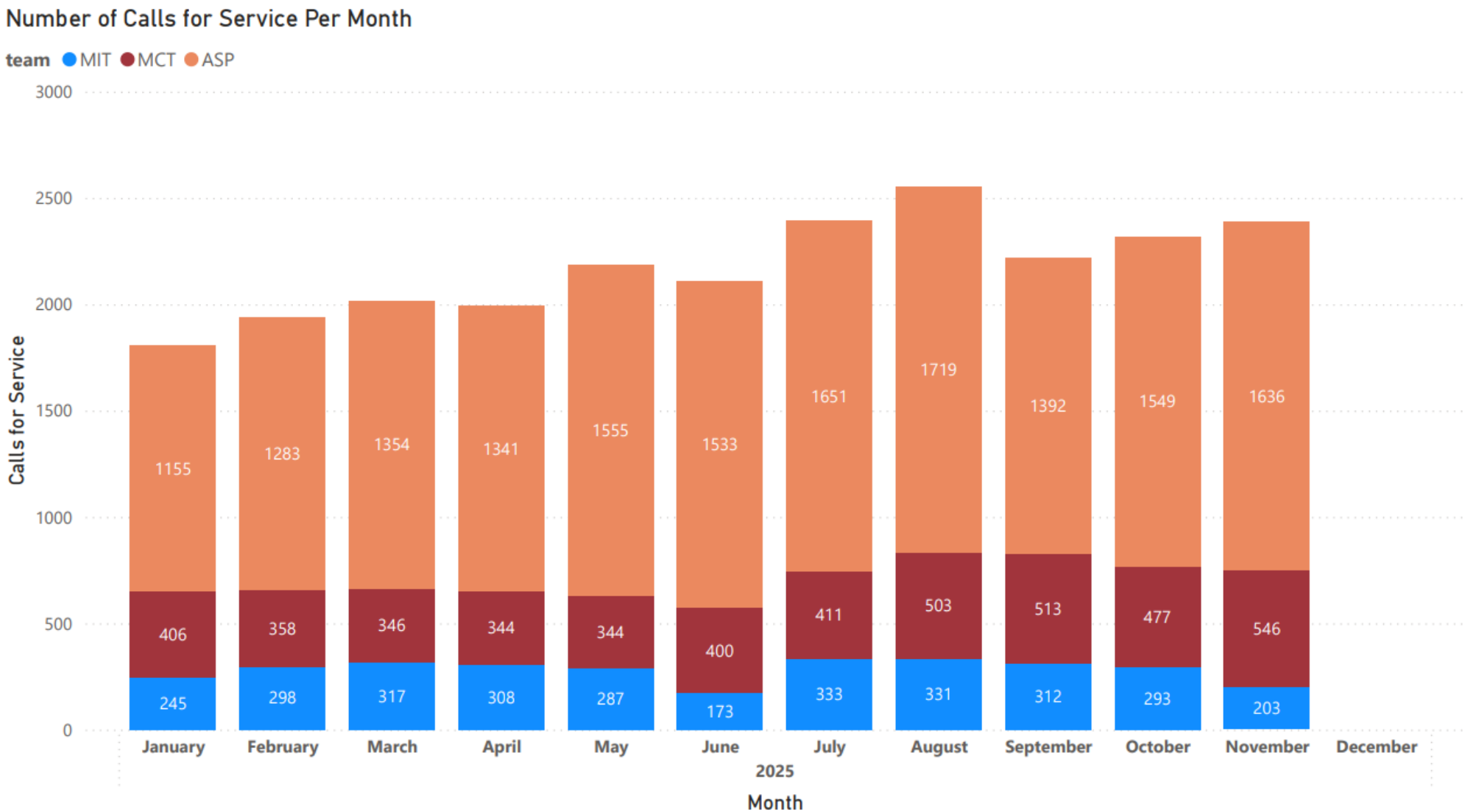
Careline Calls Transferred to Back to Emergency Dispatch



Mobile Teams Calls for Service

Definition: Total number of mobile team responses during the time period. May include in person, telephonic, and outreach contacts.

SOMEONE TO RESPOND



Total Requests YTD

23,916

Total MIT Calls YTD

3,100

Total MCT Calls YTD

4,648

Total ASP Calls YTD

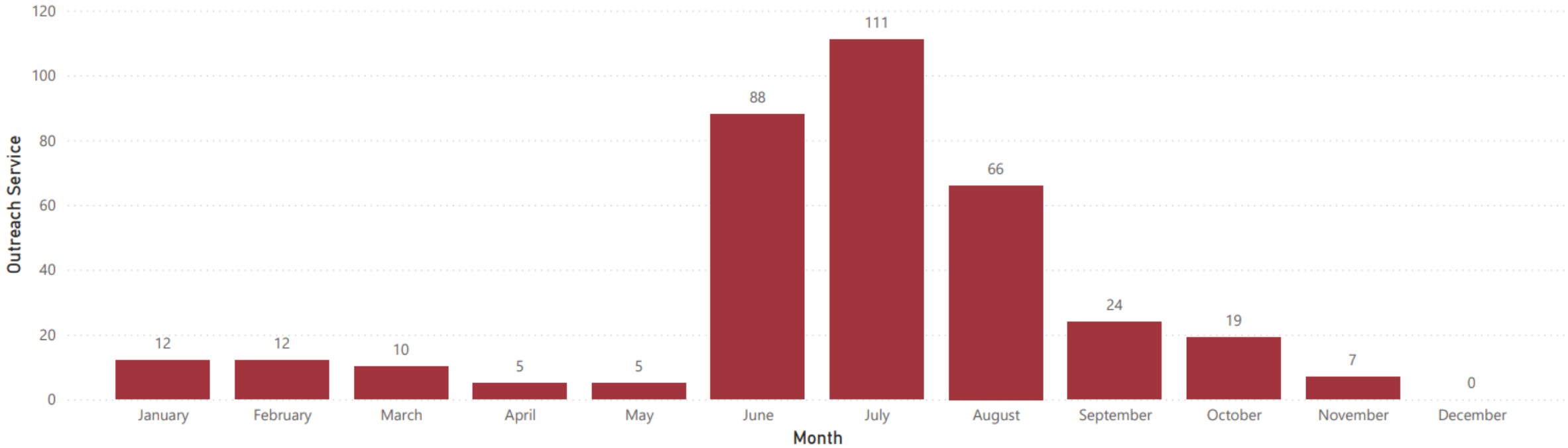
16,168

MCT Outreach and MIT Officer Initiated (2025 YTD)

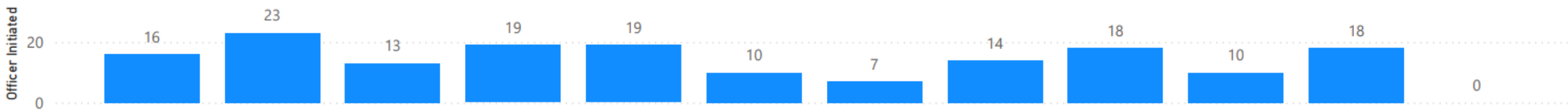
Definition: MIT Officer Initiated services and MCT Outreach services

SOMEONE TO RESPOND

MCT Outreach Calls for Service



MIT Officer Initiated

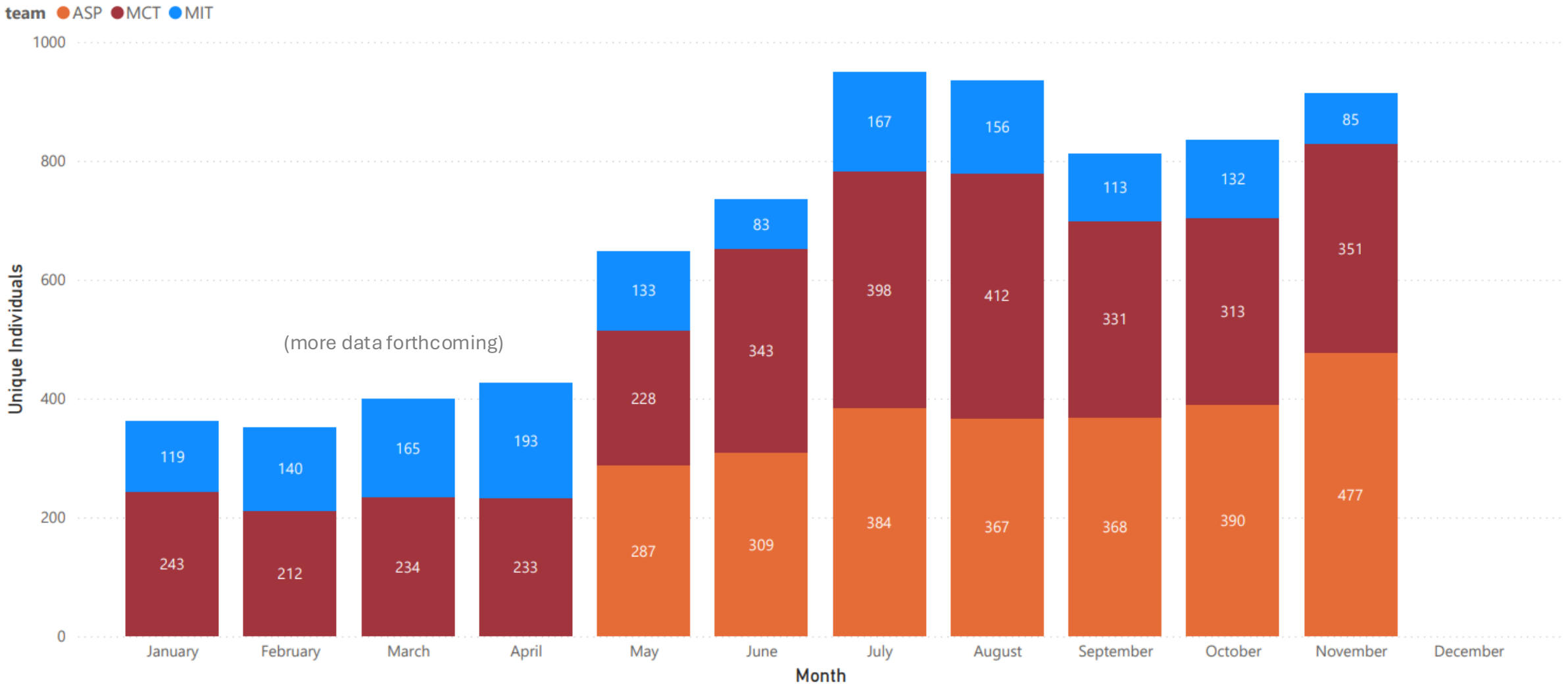


Mobile Teams Monthly Unique Individuals (2025 year to date)

Definition: The total count of known unique individuals receiving mobile crisis services from the first to the last day of the month.

SOMEONE TO RESPOND

Unique Individuals Per Month



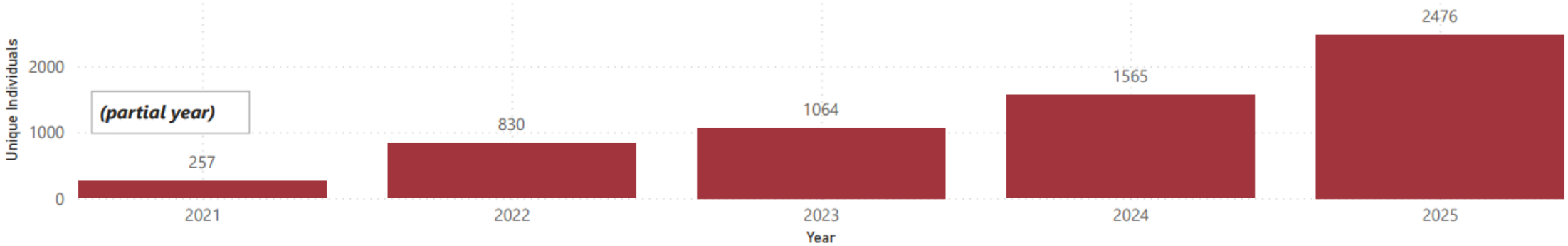
Mobile Teams Annual Unique Individuals

SOMEONE TO RESPOND

Definition: The total count of known unique individuals receiving mobile crisis services

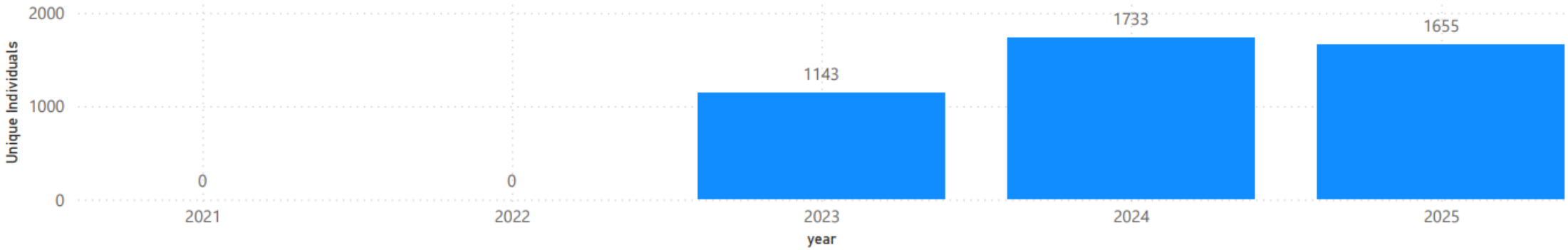
AFD MCT

Unique Individuals Per Year



APD MIT

Unique Individuals Per Year

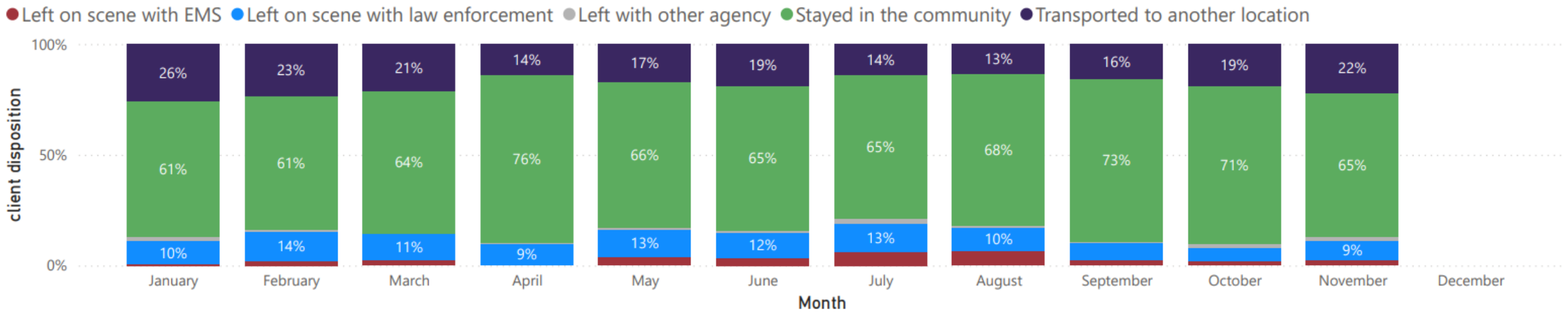


Mobile Teams Disposition (2025 YTD)

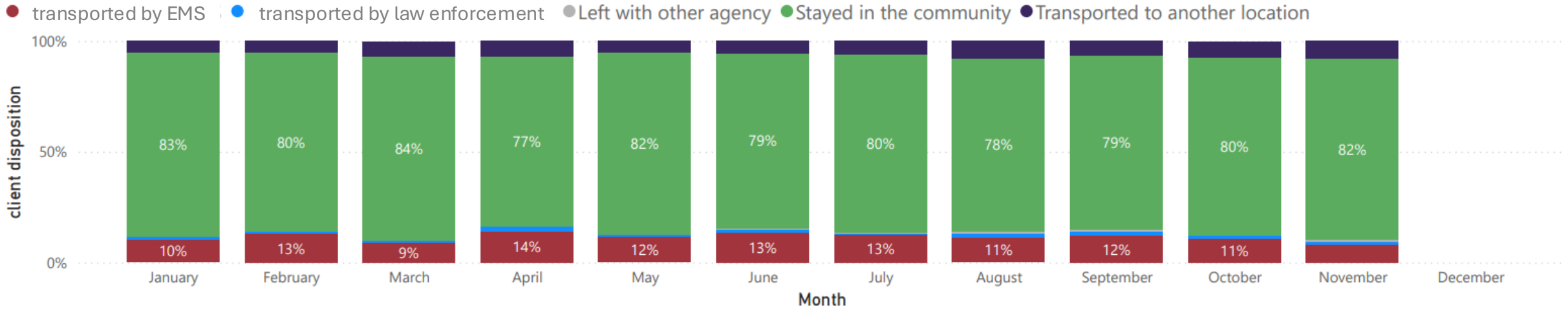
Definition: Describes the outcomes of requests for service where the Mobile Response Team engages person(s) in some level of care and service support.

SOMEONE TO RESPOND

MIT Disposition



MCT Disposition



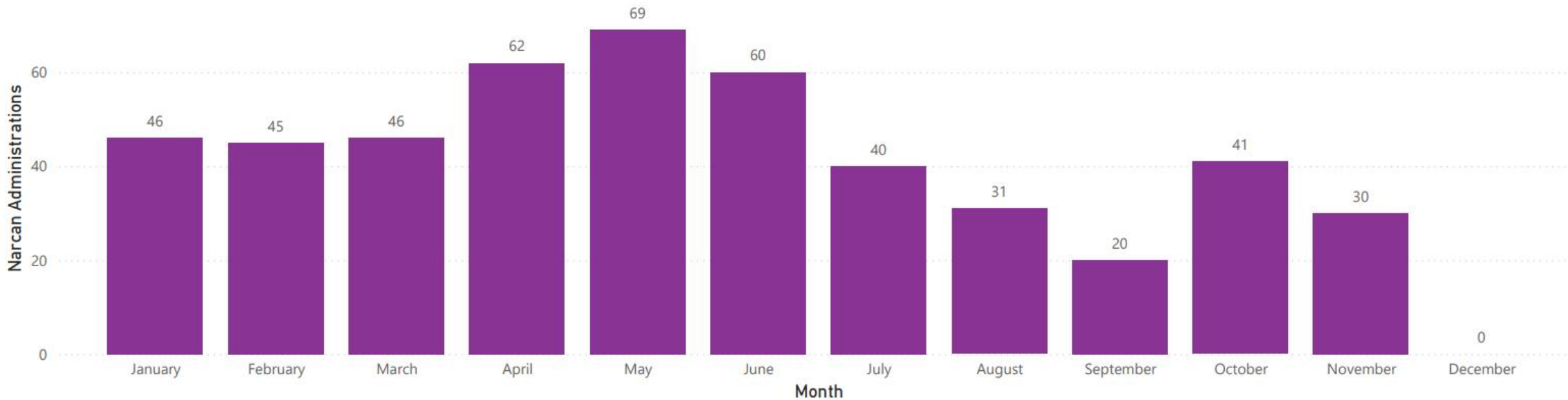
AFD Narcan Administration (2025 YTD)

Definition: Narcan is sometimes given by bystanders before emergency crews arrive and may also be given again by AFD. When this happens, the incident is counted in both categories to accurately reflect all Narcan use.

SOMEONE TO RESPOND

AFD Narcan Administration

Public Narcan Administrations

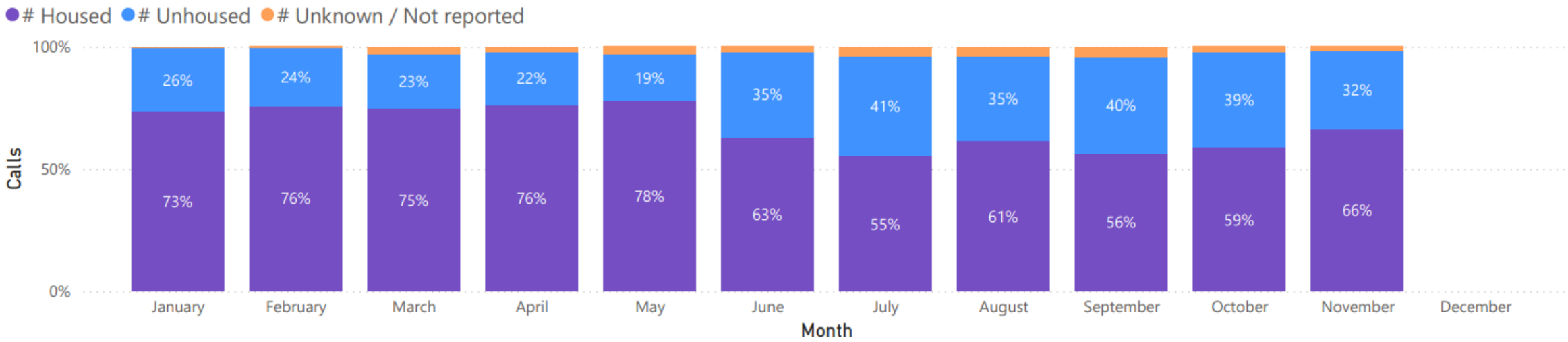


Mobile Teams Housing Status

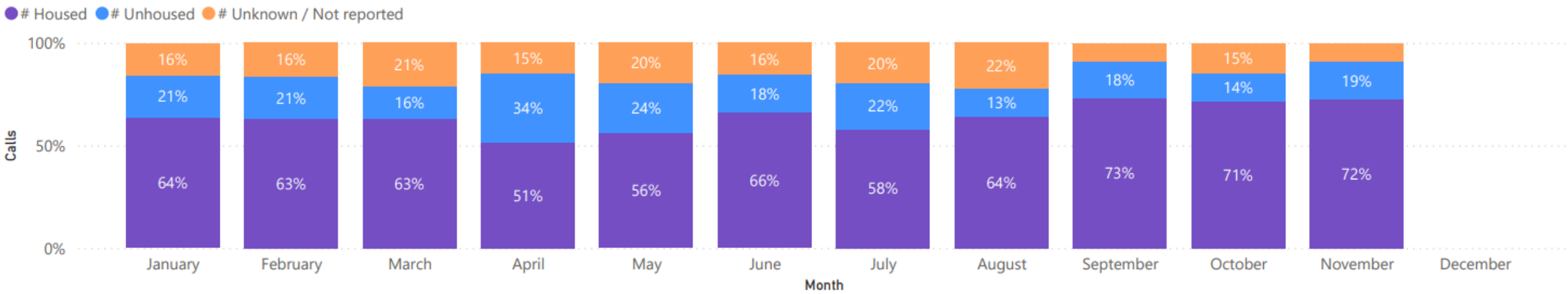
Definition: Counts of self-reported housing status from unique individuals receiving mobile crisis services. Housing status can be unstable, and reporting counts are anticipated to change within communities.

SOMEONE TO RESPOND

MCT Housing Status



MIT Housing Status

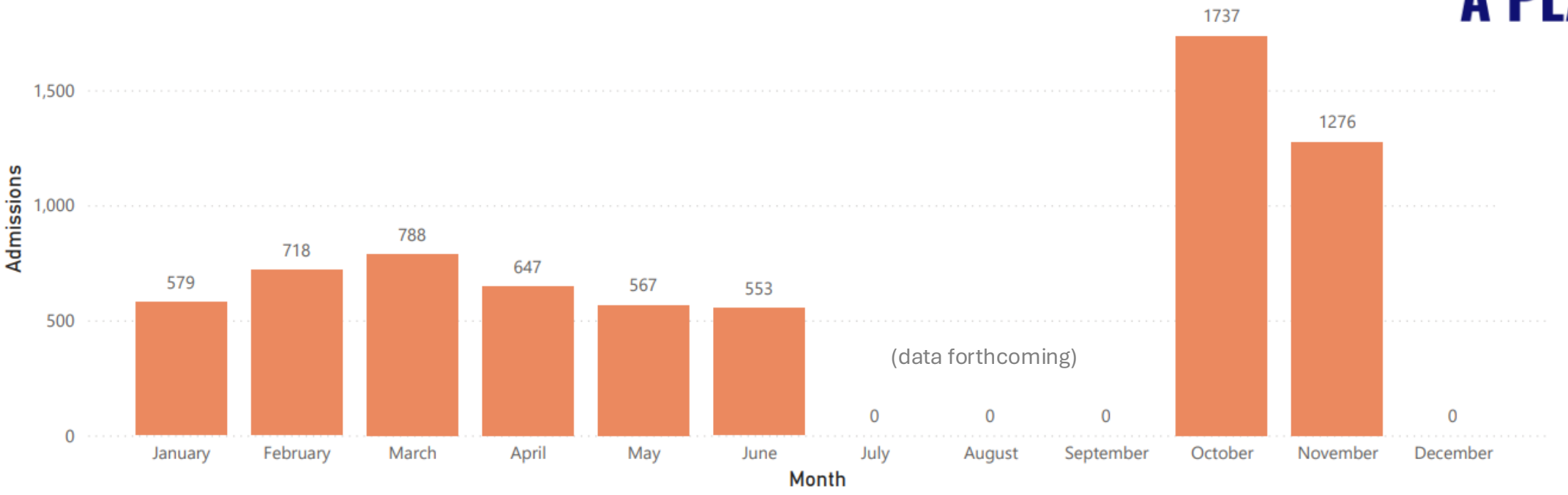


Safety Center Admissions

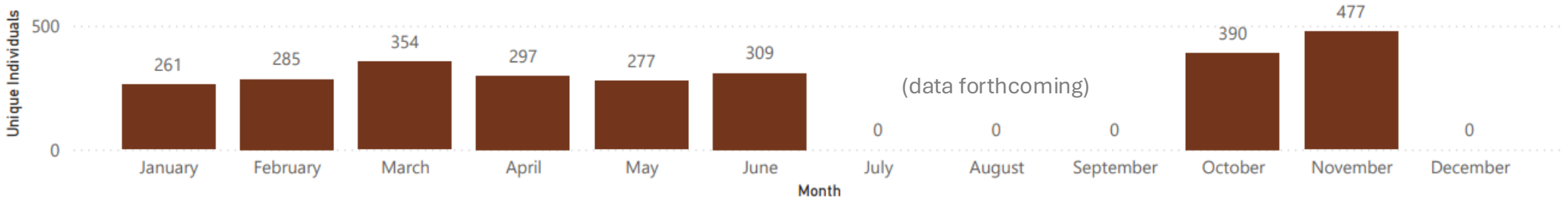
Definition: The total count of admissions to the service/facility during the reporting period. This count is for all admissions, and may include duplicate for individuals within the reporting period.

A PLACE TO GO

Safety Center Admissions



Safety Center Unique Clients

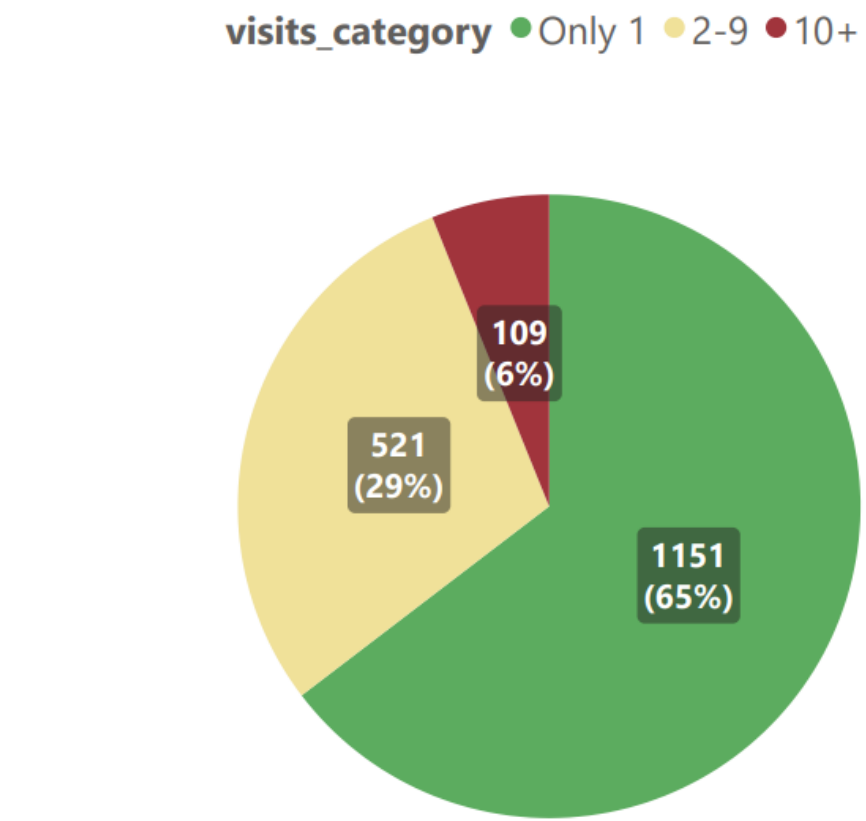


Anchorage Safety Center Admissions By Utilization (2025 YTD)

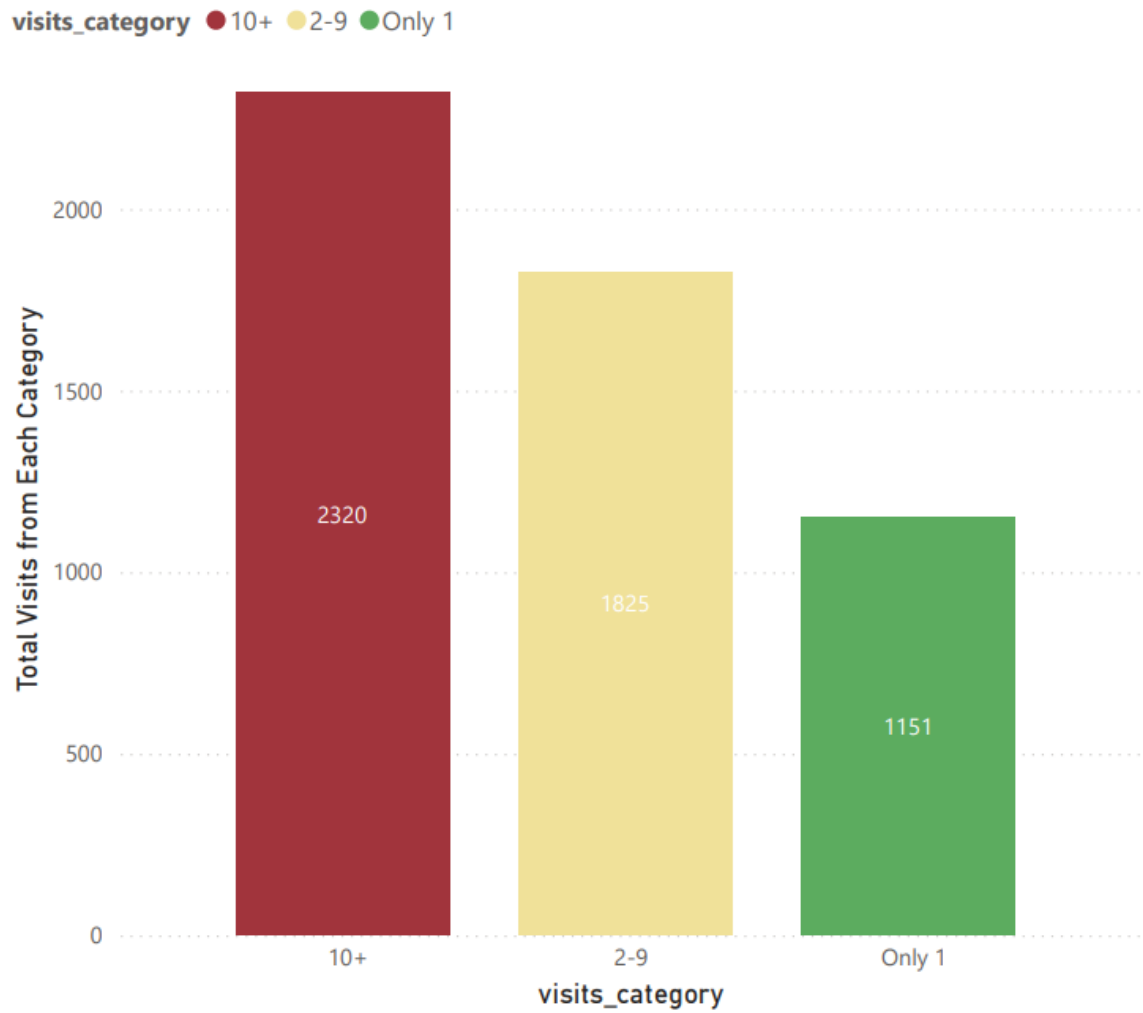
Definition: Admission counts by client ID YTD.

A PLACE TO GO

Clients Per ASC Utilization Category



ASC Visits by Client's Utilization Category



DRAFT

2024 Loaded Calls

DRAFT

MOA Data	Per Month (2024)	Calls per year
SOMEONE TO CALL		
APD Loaded Calls for Service (CFS)		
Officer-initiated		89,749
Calls to 9-1-1/3-1-1 that result in a CFS		132,213
Total	18,497	221,962
Calls to PSAP (APD 9-1-1)	32,163	385,956
Calls diverted to Careline from APD9-1-1	195	0.088%
Calls diverted to MIT (APD)	209	1.130%
Calls diverted to MCT (AFD)	170	0.919%