



CRISIS NOW

ANNUAL IMPLEMENTATION REPORT 2024

COMMUNITY IMPACT DATA

Community	Someone to Contact 		Someone to Respond 		Community Achievements
	<i>Calls Answered by Alaska Careline*</i>	<i>% of Calls Resolved on Phone</i>	<i>Mobile Responses**</i>	<i>% Resolved in Community (Average)</i>	
Anchorage	9,002	99%	7,727+^	89%	Anchorage Fire Dept. Mobile Crisis Team (MCT) pilots 24/7 response and is codified as an essential service.
Fairbanks	2,308	99%	800^	84%	Fairbanks Community Council approves a community paramedicine position.
Juneau	2,343	99%	2,627~	n/a	Bartlett Hospital and Capital City Fire and Rescue launched a Mobile Crisis Team in late 2024.
Ketchikan	133	97%	288~	n/a	The Ketchikan Mobile Integrated Health (MIH) Program experienced 7 months of success graduating 17 of 21 participants from the high-utilizer program, which contributed to a 10% reduction in emergency calls.
Kotzebue	<20	100%	n/a	n/a	Maniilaq Association continues participation in SAMSHA-funded project to increase connectivity between 988 and Tribal communities.
Mat-Su	1,673	99%	506^	80%	Mobile Crisis Team involvement reduced the amount of time other first responders were on scene in 1/3 of responses.
Statewide Totals	39,951	99%	10,093	84%	

A Safe Place for Help



Anchorage: Groundbreaking for Southcentral Foundation 23-hour crisis stabilization and residential program; Providence continues planning for crisis stabilization center

Fairbanks: Alaska Behavioral Health begins planning for no-wrong-door 23-hour crisis stabilization

Kotzebue: Maniilaq Association continues planning for crisis stabilization unit unit to be constructed adjacent to the emergency department

Mat-Su: True North Recovery's peer-led voluntary stabilization program sees 1,138 visits; Set Free's voluntary crisis residential program sees 138 admissions

Data Notes:

* Callers can choose whether to share their location. The volume of calls from specific communities may be underrepresented.

** Includes in-person and telephonic responses

+ Includes: Anchorage Fire Dept. Mobile Crisis Team (MCT), Anchorage Police Dept. Mobile Intervention Team (MIT), and Volunteers of America (VOA) Rapid Response Team (operational July - December)

^ Denotes mobile crisis team data

~ Denotes mobile integrated health team data

SUCCESS STORIES

Anchorage

The Anchorage Fire Dept. Mobile Crisis Team (MCT) responded to a call involving a woman in the midst of a manic episode. She was struggling to manage her medications and maintain a safe living space. MCT clinicians encouraged her to reconnect with her outpatient treatment providers, gave her a medication organizer and worked with her to set up a system for more easily tracking her prescriptions. Thanks to the collaborative efforts and follow-up she successfully reconnected with her care team and regained control of her medication routine. Several months later the MCT encountered her while responding to another call. She waved and expressed gratitude for the support she had received, sharing that she was feeling stable and doing well.

Mat-Su

A individual experiencing chronic homelessness received MCT services and was brought to the True North Recovery (TNR) Launchpad where they were connected to substance use treatment and HUMS for case management. Following completion of withdrawal management, and while awaiting availability at a sober living/outpatient program, TNR housed the individual at a local hotel, using grant funding from the Mat-Su Health Foundation. The client continued engagement with outpatient treatment and secured employment - the individual's first job in almost 20 years. The collaboration between organizations working to meet this individual's needs were paramount to this success.

Fairbanks

In 2024, the MCT approached Fairbanks Emergency Communications Center (FECC) and Fairbanks Police Department (FPD) leadership about responding to a wider range of distress calls to be of support for family and friends of loved ones. When a child in the community was tragically killed, MCT provided emotional support, connected the family with necessary services, and guided them through critical next steps such as contacting the medical examiner and making funeral arrangements. MCT also offered continued follow-up care to support the family through the ongoing process of grief and loss. MCT also makes themselves available to spend time with first responders after traumatic incidents in the community.

Ketchikan

An unhoused elderly individual was referred to Mobile Integrated Health (MIH) following multiple EMS calls per week. The individual was struggling with substance use and multiple physical health concerns. Following several weeks of outreach, the MIH team became an important partner in the individual's care. MIH secured placement for the individual in a long-term care facility and supported engagement in treatment in Seattle for previously undiagnosed cancer. Following surgery, the patient returned to Ketchikan, but even with a housing voucher, was unable to find housing. The MIH team worked with partners to coordinate housing out of state. The individual contacted MIH three times since leaving the community to check-in and say thank you.

Training Toolkit

This guide uses SAMHSA's National Guidelines for Behavioral Health Crisis Care and was developed as a resource for all behavioral health crisis care service providers in Alaska. The guide incorporates SAMSHA's essential principles with expert recommended core training objectives. The Training Guide includes comparison charts detailing currently available training providers and courses based on SAMHSA's essential principles and a selection of sample training PowerPoints that providers can customize to meet their needs.

Quarterly Implementation Updates

For more information about community and statewide implementation efforts, data, training opportunities and ways to get involved, check out the Crisis Now Alaska Implementation Update archive on the [Trust's webpage](#).

Data Tracking and Key Performance Indicators

Client and systems monitoring are essential elements of a well coordinated continuum of behavioral health crisis services. Using SAMSHA guidelines and best practice research, Agnew::Beck developed a set of key performance indicators for each component of the Crisis Now framework in an effort to establish shared definitions and essential data elements for operators to collect and share to inform crisis system performance. Community Coordinators in Anchorage, Mat-Su, Fairbanks, Ketchikan and Juneau are actively working to collect and track provider data and identify impact. In the coming year, aligning KPIs across communities will be an area of focus.

For more information about these resources, please contact Megan Carlson, megan@agnewbeck.com

2025 PRIORITIES AND SYSTEM NEEDS

- Final licensing regulations for sub-acute mental health facilities.
- Sustainable funding across the behavioral health crisis continuum of care, including funding for program start-up, operations, capital needs and community and statewide coordination.
- Technological infrastructure and incentives to support program-level data reporting, client care coordination and behavioral health bed and appointment availability.

DEFINITIONS

Someone to Contact

988 is a nationally designated number for a crisis contact center that provides mental health and substance use crisis counseling, support and listening, and safety planning and referral services 24 hours a day, 7 days a week. In Alaska, 988 calls are answered by the Alaska Careline, which also answers calls on a 10-digit number. Careline's law enforcement backline provides direct access for 911 dispatchers to connect callers to a trained crisis call taker.

Someone to Respond

SAMHSA identifies three distinct types of behavioral health mobile crisis teams that provide on-demand, rapid and in-person response to individuals in crisis:

- **Behavioral health practitioner-only (BHP) team:** a team comprised exclusively of behavioral health practitioners.
- **Co-responder (COR) team:** generally a team that pairs specially trained law enforcement officers or other public health first responders with behavioral health practitioners
- **Mobile response and stabilization services (MRSS):** developmentally appropriate BHP-only MCT response and time-limited community-based stabilization services focused on preventing unnecessary out-of-home placements for youth

While not included in SAMSHA's model definitions, **Mobile Integrated Health (MIH)** teams are another method Alaska communities use to respond to behavioral

health needs in communities. These teams are typically comprised of EMTs or paramedics and may provide support for chronic disease management, preventative or post-discharge follow-up care or transportation services for a wide range of health and behavioral health needs.

A Safe Place for Help

High-Intensity Crisis Stabilization Services provide voluntary and involuntary crisis stabilization services to individuals with a wide range of behavioral health needs and include:

- **Hospital-Based Emergency Stabilization Units:** Also known as EmpATH Units, these units are typically located adjacent to a hospital ED but provide a behavioral health specific environment of care
- **Behavioral Health Emergency Centers:** Referred to in Alaska as 23-hour stabilization centers operating under a "no-wrong-door" approach
- **Behavioral Health Extended Stabilization Centers:** Referred to in Alaska as crisis residential centers. These centers serve individuals who need more than 24 hours for stabilization.

Other options: Alaskan communities are adapting to community need and provider capacity by providing other types of place-based stabilization services. There are numerous levels of care described in SAMSHA guidelines and in development or implementation in Alaska. Common models in this category include sobering centers, referral-based crisis residential programs and peer respite programs.



Community	Someone to Contact	Someone to Respond				A Safe Place for Help: High-Intensity		A Safe Place for Help: Other Options
		BHP	COR	MRSS	MIH	Emergency <24 hrs	Extended >24 hrs	
Anchorage	✓	P	✓	✓	P	P	P	P
Central Kenai	✓	P				E	E	E
Copper Center	✓				✓			
Fairbanks	✓	✓		✓	P	P		
Juneau	✓	✓			✓			
Ketchikan	✓				✓			P
Kotzebue	✓					P	P	P
Mat-Su	✓	✓						✓
Unalaska	✓					E	E	E



Operational



Planning



Exploring