



Anchorage Chamber Community Care Kit

Best Practices for Responding to Community
Members and Employees in Crisis

What is the Chamber Community Care Kit?

The Anchorage Chamber of Commerce developed the Community Care Kit to help local businesses respond to challenging on-the-ground situations.

Situations include:

- Individuals experiencing behavioral health crisis
- Unsheltered individuals sleeping or congregating outside of local businesses
- Substance misuse and related risks
- Damage to property
- Employees in crisis and in need of resources

The Care Kit is action oriented. The content focuses on solutions that help local businesses respond kindly and effectively and connect community members in crisis to the support they need.

Embracing Community Values

Local business leaders weighed in on the community values that drive the content of this Care Kit. These values rose to the surface during the focus groups and survey process and reflect the priorities Anchorage Chamber members have for how we respond when community members are in crisis.

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How was the Community Care Kit developed?

The Anchorage Chamber of Commerce, with a grant from the Rasmuson Foundation, developed the Community Care Kit by combining best practices from other cities around the country with Anchorage stakeholder feedback.

Local feedback came from surveys and two round-tables where businesses had an opportunity to weigh in on the challenges they see and ways a Care Kit could help address them. Businesses shared additional feedback and ideas for the Care Kit through an online survey. An advisory group of service providers, businesses, and community members provided feedback on the Care Kit content.

Agnew::Beck Consulting conducted the research and developed the content on behalf of the Anchorage Chamber of Commerce.



Responding to Community Members and Employees in Crisis

Best Practices During Crisis Response

Do

- ✓ Only engage if you are comfortable doing so and feel safe.
- ✓ If a situation ever becomes unsafe, call 9-1-1.
- ✓ Treat all people with respect, no matter their circumstances.
- ✓ Make eye contact and connect with people as fellow community members.
- ✓ If possible, ask questions to help identify the right resource/number to call.
- ✓ Try to de-escalate the situation if possible.
The goal is to reduce the likelihood of escalation to physical violence. Use phrases such as "I understand you are upset" and "I'd like to try to help you."
- ✓ If conversation is not possible, use the resource guide and situational examples to determine who to call.
- ✓ Please take time to take care for yourself and recognize that this is a deeply painful community problem. These conversations are hard.

Do Not

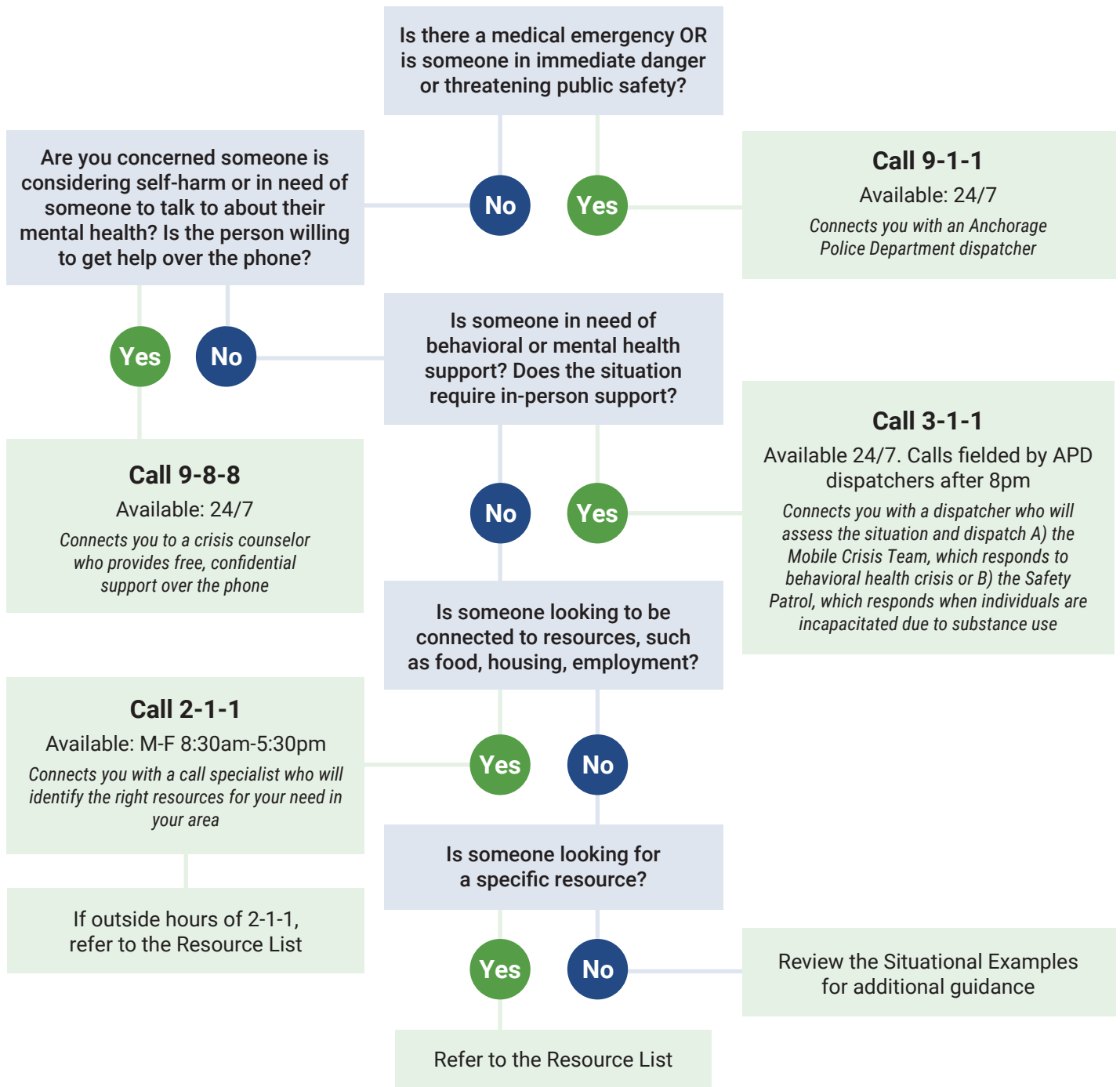
- ✗ Do not approach a potentially violent situation.
- ✗ Do not approach a situation with anger or a raised voice. This will escalate a situation and make resolution more difficult.
- ✗ Do not permit individuals to store personal items at your business.
- ✗ Do not offer money to individuals. Instead, try to connect individuals to the services they need, and contribute to organizations that provide community services as you're able.

WHEN TO CALL 911

Call 911 in the event of a medical emergency, a situation that could or does pose a danger to life, property or both. Also call 911 to report a serious crime, such as physical assault, robbery, domestic violence, or sexual assault.

Response in Action

PHONE TREE



“What to do if...?”

Business Owner Situation

Best Practices

Someone is exhibiting violent behavior, such as physical threats or displays of weapons.	Call 9-1-1 if a situation is violent or shows threats of violence.
Someone is being verbally abusive to staff or customers.	Call 3-1-1 and ask for the Mobile Crisis Team. If the situation becomes unsafe, call 9-1-1.
Someone is experiencing a behavioral health crisis at or near your business.	Call 3-1-1 and ask for the Mobile Crisis Team.
Someone is sleeping in your building entrance or parking lot.	Keep in mind that this person has just spent the night outside and likely had a hard night's sleep. Be kind and use direct language to let the individual know they can no longer sleep in that location. Ask if they need help and provide suggestions for where to go to seek shelter and resources. If a situation is not resolving on its own, call 3-1-1 and ask for the Mobile Crisis Team to come assist. If a situation ever becomes unsafe for you or the individual, call 9-1-1.
There are hazardous materials in or near your business, including human waste or drug paraphernalia.	<p>A hazardous waste pick-up service is available on a call-in basis. Please call 428-1742 or 343-6250 for further information.</p> <p>Hazardous waste dropoff is available at the Anchorage Regional Landfill from 8:00am–5:00pm Tuesday to Saturday, and at the Central Transfer Station from 8:00am–5:00pm on Tuesday, Thursday, and Saturday.</p> <p>For additional guidance, refer to the CDC's guidelines for cleanup: http://www.cdc.gov/healthywater/global/</p>
Someone is incapacitated.	Call 3-1-1 and ask for the Safety Patrol.
A patron or employee is experiencing a mental health crisis or threatening self harm.	Call 9-8-8 if the individual is willing and able to talk to someone remotely. Call 3-1-1 if the individual needs in-person assistance. If a situation becomes unsafe, call 9-1-1.
A patron or employee needs help getting access to resources, such as food or housing assistance.	Direct the employee to call 2-1-1 to be connected to services, or refer to the resource list to find a specific service or organization.
Someone asks for money or other goods.	Politely decline. Offer to connect individual to community services (see Resource List) or via 2-1-1.

Responding to Community Members and Employees in Crisis

How You Can Make A Difference

What Else You Can Do

Business leaders in the focus groups and who responded to the survey shared interest in understanding longer-term solutions to these situations. Beyond having the tools to effectively respond to challenging situations as they happen, how can local businesses contribute to reducing the instance of these situations in the first place?



Share materials with employees and make a business-specific plan that fits your needs.



Invest in training opportunities, including de-escalation and trauma-informed care. Educate yourself and staff on best practices.



Hold company-wide volunteer opportunities.



Find out if you can donate excess items from your business, such as food, clothing, or hygienic items.



Consider building improvements to enhance safety, particularly the Crime Prevention Through Environmental Design model.

Contact Anchorage Police Department's CAP team to set up a consultation about building improvements to enhance security. Contact Sgt. Bakken at 907-786-2406 or mark.bakken@anchorageak.gov.



Support efforts to increase affordable housing and supportive services in Anchorage, including behavioral and mental health supports, so that fewer people are in crisis.

Resource List

Crisis Response/Intervention

911: Emergency line

311: Non-emergency line for reaching Municipal services, including the Mobile Crisis Team, Safety Patrol, and more

988: Suicide prevention and mental health crisis helpline

211: Helpline to get connected to local resources, such as food, housing, healthcare, and more

Emergency Shelter

Anchorage Gospel Rescue Mission	907-563-5603	2823 Tudor Rd, Anchorage	University Area	Shelter for single men and women, faith-based recovery program for men, six month shelter accommodation for women returning to the workforce or transitioning to permanent housing.
Abused Women's Aid in Crisis (AWAIC)	907-272-0100 (24-hour line)	100 W 13th Ave, Anchorage	South Addition	24 hour Crisis line, shelter, and support for victims of domestic violence and their children.
Brother Francis Shelter	907-277-1731	1021 E 3rd Ave, Anchorage	Mountain View	Shelter for single men and women; check in between 4:15pm-11pm. Guests at the shelter have access to on-site basic medical care.
Clare House	907-563-4545	4110 Spenard Rd, Anchorage	Spenard	Shelter for pregnant women and women with children under the age of 18.
Covenant House	907-272-1255	755 A St, Anchorage	Downtown	Shelter and other supportive services for homeless youth.
Hope Center	907-277-4302	240 E 3rd Ave, Anchorage	Downtown	Women's cold weather shelter opens at 5:45 pm daily, dinner is provided. Shower house 9a-2pm M-F for men and women.
Salvation Army McKinnell House	907-276-1609	1712 A St, Anchorage	Fairview	Shelter for families with children.

Legal Aid

Alaska Legal Services	907-272-9431	1016 West Sixth Avenue, Suite 200, Anchorage	Downtown	Legal assistance for those facing critical civil legal issues ranging from consumer law, family law, housing problems, public benefits, healthcare, Alaska Native law, and other areas specific to veterans or the elderly.
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Health Insurance

Need help signing up for insurance? United Way Insurance Navigators can help individuals sign up for insurance. **Call 2-1-1** or visit their website here: alaska211.org

Enroll in Medicaid at Healthcare.gov

Food

Responding to Community Members and Employees in Crisis: Resource List

Anchorage Gospel Rescue Mission	907-563-5603	2823 Tudor Rd, Anchorage	University Area	Meals served Monday-Friday 6:00-7:15 & 4:30-6:00pm. Meals Saturday and Sunday at 10:00am-11:00 am and 4:30pm-6:00pm. Families welcome. Must have ID and be able to pass breathalyzer.
Bean's Café	907-433-8600	1020 4th Ave, Anchorage	Mountain View	Mobile meal services for Bean's Café and The Children's Lunchbox.
Muldoon Community Assembly	907-337-9495	1005 Ermine Street	Northeast	Mobile food pantry every Wednesday at 9:30am.
Chugiak/Eagle River Food Pantry	907-694-5228	12836 Old Glenn Hwy, Eagle River	Eagle River	Food pantry open 10am-1pm Mondays and Fridays, 5:30-7:30pm Tuesdays.
Church of the Nations	907-272-1255	810 E 9th Ave, Anchorage	Downtown	Hot meal on Sundays 3:00pm-4:30pm.
Covenant House	907-272-1255	755 A St, Anchorage	Downtown	Food provided for homeless youth.
Division of Public Assistance: Food Stamps	1-800-478-7778	3901 Old Seward Highway Suite 131	Midtown	Call to learn about food stamps and eligibility.
Downtown Soup Kitchen Hope Center	907-277-4302	240 E 3rd Ave, Anchorage	Downtown	Bagged lunches available Monday-Saturday 12:00-1:30pm, Feed Me Hope Bakery and Culinary School vocational training programs.
Fairview Rec Center Mobile Food Pantry	907-343-4130	1121 E 10th Ave, Anchorage	Fairview	Food pantry on the 2nd and 3rd Saturdays of the month at 2:00pm.
First CME Church Mobile Food Pantry	907 563 7044	3600 MacInnes St, Anchorage	Tudor Area	Food pantry open 1st and 4th Saturday of the month at 2:00pm.
Friends in Serving Humanity (F.I.S.H.)	907-277-0818	Anchorage, 99501	Anchorage	Call the F.I.S.H. line (from 9:00am-3:00pm Sunday, Tuesday, Thursday, or Friday) for food assistance. Food will be bought, packaged, and delivered directly by the following day. Can be used only once per month.
Harvest Christian Fellowship	907-694-9395	17108 Hansen Dr, Eagle River	Eagle River	Food pantry open Tuesday 11:00am-2:00pm and Wednesday 5:30pm-6:30pm. (*for Chugiak/Eagle River residents only)
Jewel Lake Church of the Nazarene Mobile Food Pantry	907-243-2344	4025 W 88th Ave, Anchorage	Sand Lake	Food pantry open Saturdays at 10:00am.
Lutheran Church of Hope Mobile Food Pantry	907 279 7714	1847 W Northern Lights Blvd, Anchorage	Turnagain Heights	Food pantry open Tuesdays, registration starts at 4:30pm. Please don't arrive before 4:00pm.
Lutheran Social Services	907-272-0643 x14	1303 W 33rd Ave, Anchorage	Spenard	Food pantry open Tuesday, Thursday, Friday 1:00-4:00pm & Wednesday 4:00-7:00pm. Can only be used once per month.
Mountain View Mobile Food Pantry	(907) 272-3663	Clark Junior High, 150 Bragaw St, Anchorage	Mountain View	Food pantry open Fridays at 5:00pm.
Muni Women, Infants, & Children program	907-343-4668	825 L St. Suite 215	Anchorage	4320 Diplomacy Dr, Alaska Native Primary Care Center: 907-343-4440 9497 20th St, Arctic Oasis Building JBER Military Base: 907-343-4430 The L Street and JBER Clinics are open Monday, Tuesday, Thursday, and Friday 8:00 am-4:30 pm, and Wednesday 12:00 pm- 4:30 pm. The Alaska Native Primary Care Center takes walk-in appointments from 9:05am until full, and appointments can be scheduled for the afternoon. 9:05am-full walk ins, scheduled appointments in the afternoon.
New Hope on the Last Frontier	907-274-4673	1220 E St, Anchorage	South Addition	Food pantry open Tuesdays 10:00am-1:00pm. Please bring ID and only one person per household.
Open Door Mission	907-677- 3630	2600 E 16th Ave, Anchorage	Airport Heights	Food pantry open Tuesdays 4:00-5:30pm.
Salvation Army Family Emergency Services	907-277-2593	1712 A St, Anchorage	Fairview	Food pantry open Tuesday-Friday 1:30-4:30pm. Requires photo ID, proof of address, and DOB for household members.
Sonrise Community Church	907 279 4316	300 N Bragaw St, Anchorage	Mountain View	Food pantry open 2nd and 4th Sunday of the month at 11:00am. Must sign up.
St. Francis House Food Pantry	907 222 7323	3710 E 20th Ave, Anchorage	Airport Heights	Food pantry open Monday-Thursday 9:00am-1:00pm and 4th Wednesday of the month 4:00-6:30pm.

Access Alaska	907-248-4777	1217 E 10th Ave, Anchorage	Fairview	Independent living skills training, peer counseling, advocacy, and information and referral services. Individuals with any type of physical or mental impairment that significantly impacts their ability to live independently in the home and community are eligible for services. Information and referral services are available to anyone.
Adult Learning Center	907-375-6000	912 E 15th Ave, Anchorage	Fairview	High school diploma courses, exam tutoring, computer training, English as a second language classes, naturalization classes, Spanish classes, and parenting courses.
Alaska Center for the Blind and Visually Impaired	907-248-7770	3903 Taft Dr, Anchorage	Spenard	Vocational services and worksite evaluations, orientation and mobility training, assistive technology training, manual skills, the Bright Path Program for youth ages 15-22. Alaskans who are blind or visually impaired are eligible for services and training.
Alaska Commission on Postsecondary Education	800-441-2962	acpe.alaska.gov	Anchorage	Education planning tools and resources, financial aid for college and career training, one-on-one coaching and group workshops with a college and career specialist. The Success Center offers virtual services through Zoom, email, and telephone. Schedule an appointment at ACPESuccessCenter@alaska.gov or https://acpe-successcenter.youcanbook.me/
Alaska Department of Labor & Workforce Development	907-269-4651	labor.alaska.gov	Anchorage	See job postings in Alaska, post a job, get education and training, and receive information on the labor market.
Alaska Job Center Network	907-269-4800 907-269-0000	3301 Eagle St. Suite 101/ 1251 Muldoon Rd	Midtown/ Northeast	Workshops on employment after incarceration, interviewing strategies, resume writing, federal applications, computer skills. Workshops may be in-person or online.
Alaska Works Partnership	907-569-4711	161 Klevin St, Anchorage Suite 203	Mountain View	Training in construction job skills, including trainings for women and transitioning active-duty military members. For course listings and applications visit the website: www.alaskaworks.org .
Anchorage Literacy Program	907-337-1981	1345 Rudakof Circle Suite 104, Anchorage	Russian Jack Park	Literacy classes for adults and families with young children. Classes include GED, English as a Second Language, Digital Literacy, and Health.
Assets, Inc.	907-279-6617	2330 Nichols St, Anchorage	Airport Heights	Supported living services and employment for adults with disabilities.
Cook Inlet Tribal Council Career Development Center	907-793-3467	3600 San Jeronimo Dr, Anchorage	Airport Heights	Walk-in resource center for Alaska Native people seeking employment or training opportunities. Job search assistance, career assessment, workshops, and computers with internet access. Open 8:00am- 5:00pm Monday- Friday.
Covenant House	907-272-1255	755 A St, Anchorage	Downtown	Career counseling, vocational referrals, internship opportunities, transportation assistance, job search and education workshops, resume and cover letter building, professional clothing provision, employment and college referrals, life skills training. Youth ages 16-24 are eligible.
Goodwill Job Connections Center	541-431-3309	goodwill-alaska.org	Anchorage	Work with an Employment Specialist by phone, email, or appointment to identify work skills, experience and interests in order to provide job leads in the community. Assistance with application and interview process, access to computers and other office equipment. https://goodwill-alaska.org/job-connections/
Job Lab at Loussac Library	907-644-9600 ext 1003	anchoragelibrary.org	Anchorage	Coaching and online programs to assist with job searches, applications, resumes, and interview preparation. https://www.anchoragelibrary.org/resources/learn-explore/job-and-career-help-center/
Nine Star	907-279-7827	730 I St, Anchorage	Downtown	Variety of education and employment services for youth and adults. Includes GED preparation, ESL classes, job search assistance, and career advising.
Partners for Progress	907-258-1192	417 Barrow St, Anchorage	Downtown	Support groups, life skills training, goal setting, mentoring, job readiness training, budgeting and money management classes for recently incarcerated individuals. Also provide short-term housing, bus passes and food assistance.
Southcentral Foundation RAISE Program	907-729-5015	4175 Tudor Center Dr. Suite 105, Anchorage	University Area	Summer, winter and graduate program sessions in health-related careers and workplace skills development for Alaska Native and American Indian youth ages 14-19.

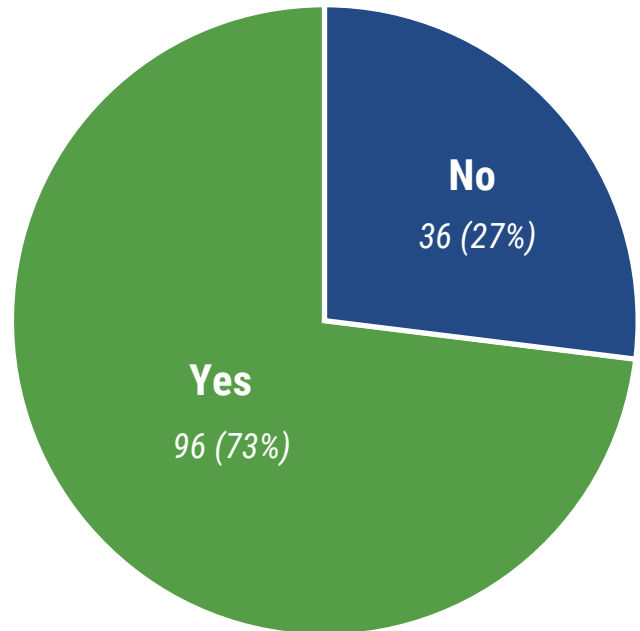
Responding to Community Members and Employees in Crisis

Background & Data

Survey Data

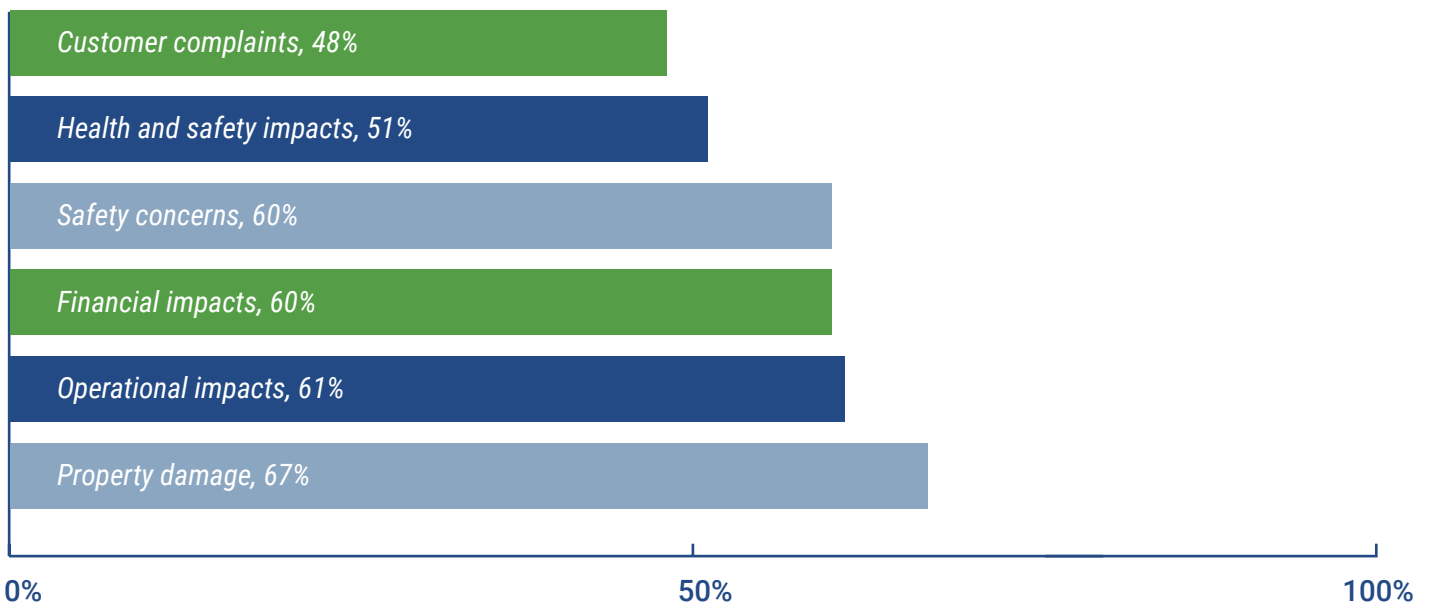
Development of the Care Kit included a survey of Anchorage businesses. Results show that **73 percent of responding businesses have been directly impacted** by challenging situations with community members in crisis. That's 96 businesses out of the 132 that responded.

Of those businesses, a majority have experienced several direct impacts.



Businesses that report experiencing challenging situations with community members in crisis, 2022

Percent of businesses reporting impacts from interactions with community members in crisis, 2022



Background & Data Continued

Data can help us further understand the types of challenges facing our community, as well as the scope of these challenges. This data can also help us address the roots of these challenges – not just responding to individual crises more effectively, but creating a community where fewer people are in crisis.

Homelessness

- Almost 9,000 unique individuals who experienced homelessness accessed services in Anchorage between January and August of 2022.¹
- Over 3,000 of these individuals used emergency overnight shelter.²
- As of September 1, 2022, approximately 350 individuals are experiencing unsheltered homelessness in Anchorage.³
- 19 percent of people experiencing homelessness in Anchorage in 2022—or 1,710 individuals—are chronically homeless, meaning they have experienced homelessness for at least a year, or have had repeated episodes of homelessness.

Behavioral Health and Substance Misuse

- The state’s Mental Health Agency served almost 23,000 individuals in 2020. Over 21,000 individuals were served in community settings, while 453 individuals were served in state psychiatric hospitals..⁴
- Alcohol is the substance of highest use and misuse in Anchorage, representing the greatest share of substance-induced deaths.⁵

Crime

- Property crime rates are down from recent peaks in 2019, including for burglary, DUI, stolen vehicle, and theft. Rates of vandalism have increased since 2021, reaching their previous 2019 rate.⁶
- Rates of assault and sexual assault have both increased since 2021, but have not returned to their 2019 highs. Rates of robbery have continued to decrease.⁷

¹Anchorage Coalition to End Homelessness, AK HMIS Dashboard, 2022. <https://aceh.org/data/>

²Ibid.

³Anchorage Coalition to End Homelessness, 2022. Plan to Address Severe Service Needs.

⁴Alaska 2020 Mental Health National Outcome Measures. <https://www.samhsa.gov/data/sites/default/files/reports/rpt35256/Alaska.pdf>

⁵Anchorage Health Department, 2019. <https://www.muni.org/Departments/health/SiteAssets/Pages/SubstanceMisuse/AHD%20Substance%20Misuse%20Community%20Assessment%20Summary.pdf>

⁶Anchorage Police Department, 2022 Property Crimes Calls for Service. <https://static1.squarespace.com/static/5f80ce8c1783002d6e280cdb/t/627aa45ee24d6669f64794b1/1652204639705/CFS+-+All+Anchorage+-+Property+Crimes+2022+Q1.pdf>

⁷Anchorage Police Department, 2022 Violent Crimes Calls for Service. <https://static1.squarespace.com/static/5f80ce8c1783002d6e280cdb/t/627aa4683a5f0c1780c5be61/1652204652291/CFS+-+All+Anchorage+-+Violent+Crimes+2022+Q1.pdf>

(Coming Soon)

Additional Resources for Anchorage Chamber Members Only

Member Resources



Sample employee policies - controlled substances, mental health support, self-disclosure



Hands on, scenario-driven training - how to respond in a crisis, de-escalation techniques, best practices, etc



Thank You

For more information, visit the Anchorage Chamber
website at anchoragechamber.org



Prepared by
Agnew::Beck Consulting