ANCHORAGE CHAMBER
of COMMERCE

Response in Action
PHONE TREE

Is there a medical emergency OR is someone in immediate danger or threatening public safety?

No — **Yes**

Yes →
Call 9-1-1
Available: 24/7
Connects you with an Anchorage Police Department dispatcher

Are you concerned someone is considering self-harm or in need of someone to talk to about their mental health? Is the person willing to get help over the phone?

Yes / **No**

Is someone in need of behavioral or mental health support? Does the situation require in-person support?

No — **Yes**

Yes →
Call 9-8-8
Available: 24/7
Connects you to a crisis counselor who provides free, confidential support over the phone

Yes →
Call 3-1-1
Available 24/7. Calls fielded by APD dispatchers after 8pm
Connects you with a dispatcher who will assess the situation and dispatch A) the Mobile Crisis Team, which responds to behavioral health crisis or B) the Safety Patrol, which responds when individuals are incapacitated due to substance use

Is someone looking to be connected to resources, such as food, housing, employment?

Yes / **No**

Yes →
Call 2-1-1
Available: M-F 8:30am-5:30pm
Connects you with a call specialist who will identify the right resources for your need in your area

If outside hours of 2-1-1, refer to the Resource List

Is someone looking for a specific resource?

Yes / **No**

No → Review the Situational Examples for additional guidance

Yes → Refer to the Resource List