Responding to Community Members and Employees in Crisis

**Response in Action**

**PHONE TREE**

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**

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

**No**

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

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

- **No**
  - **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
  - If outside hours of 2-1-1, refer to the Resource List

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

- **No**
  - Is someone looking to be connected to resources, such as food, housing, employment?
    - **Yes**
      - Review the Situational Examples for additional guidance
    - **No**
      - Refer to the Resource List

- **Yes**
  - Is someone looking for a specific resource?
    - **Yes**
      - Review the Situational Examples for additional guidance
    - **No**
      - Refer to the Resource List