


The Alternate Neighbourhood Crisis Response (ANCHOR) is a non-emergency, community based Mental Health and Substance Use (MHSU) crisis response service available in the Centretown area of Ottawa. It is a mobile crisis service that approaches mental health and substance use crises using a trauma-informed, culturally relevant, compassionate perspective.

High-level summary of ANCHOR program data from August 15 to October 31, 2024



1,310
Total calls received successfully by ANCHOR

626
Number of times calls were dispatched to ANCHOR Crisis Response Teams

Calls by Intake Source

84.27% 2-1-1 Community Navigation of Eastern Ontario/211 Eastern Ontario (CNEO/211)	9.92% 9-1-1 Ottawa Police Service (OPS)	2.60% Other Sources (e.g. ANCHOR partners)	3.21% Unknown
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Call Diversion

92.05% 

of crisis interactions were handled by ANCHOR Crisis Response Teams with no police involvement.

All Crisis Interactions

- 3.53%** Ambulance attendance was requested
- 7.95%** Police attendance was requested
- 2.83%** A visit to the hospital emergency occurred

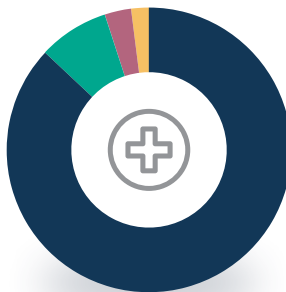
Average Call Wait Time
1 minute + 12 seconds



Average Call Duration
5 minutes + 18 seconds

“Call Wait Time” is how long the contact spent in the queue before conversing with an agent while “Call Duration” is the amount of time the contact spent conversing with an agent

On Scene Interaction



- ANCHOR Dispatches**
- 86.59%** Support was provided
 - 8.41%** Client declined services
 - 3.41%** Client no longer needs support
 - 1.59%** Calls rerouted to 9-1-1

Outreach
Additionally, 126 clients were found in crisis while driving in the community and received support from ANCHOR crisis response teams



9.5 minutes Median time from dispatch to arrival	20 minutes Median time from arrival to completion
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Referrals

45.34% calls were addressed by the CNEO/211 Community Navigators on the phone

217 referrals made by CNEO/211 Community Navigators for additional supports and resources

62 referrals made by ANCHOR Crisis Response Teams to external agencies for ongoing case management services or support



Data collected and analyzed during the first 11 weeks, serves as baseline data to be used as a benchmark for ANCHOR to continuously understand this service within the Ottawa context.