



ANCHOR

**ASSISTING WITH NAVIGATION, CRISIS HELP, AND
OUTREACH RESOURCES**

City Manager's Update - 4.15.24

BACKGROUND

- The ANCHOR co-responder models the County's HARTS co-responder model; Durham, North Carolina's HEART (Holistic Empathetic Assistance Response Team) program; and the CAHOOTS (Crisis Assistance Helping out on the Streets) program from Eugene, Oregon.
- Included a review of the City's workgroup, led by former Councilor Sena Magill for Marcus Alert implementation.
- Consultants include Region Ten, CARS, Partners for Mental Health, Albemarle County HARTS team, Emergency Communications Center.

Internal Planning Team includes:

- Sue Moffett, Director, Dept. of Social Services
- Jenny Jones, Deputy Director, Dept. Social Services
- Joe Phillips, Deputy Chief Fire Department
- Captain Larry Jones & Officer Tammy Shifflett, CPD
- Misty Graves, Director, Dept. of Human Services
- Ashley Marshall, Deputy City Manager of Social Equity



PURPOSE/GOALS

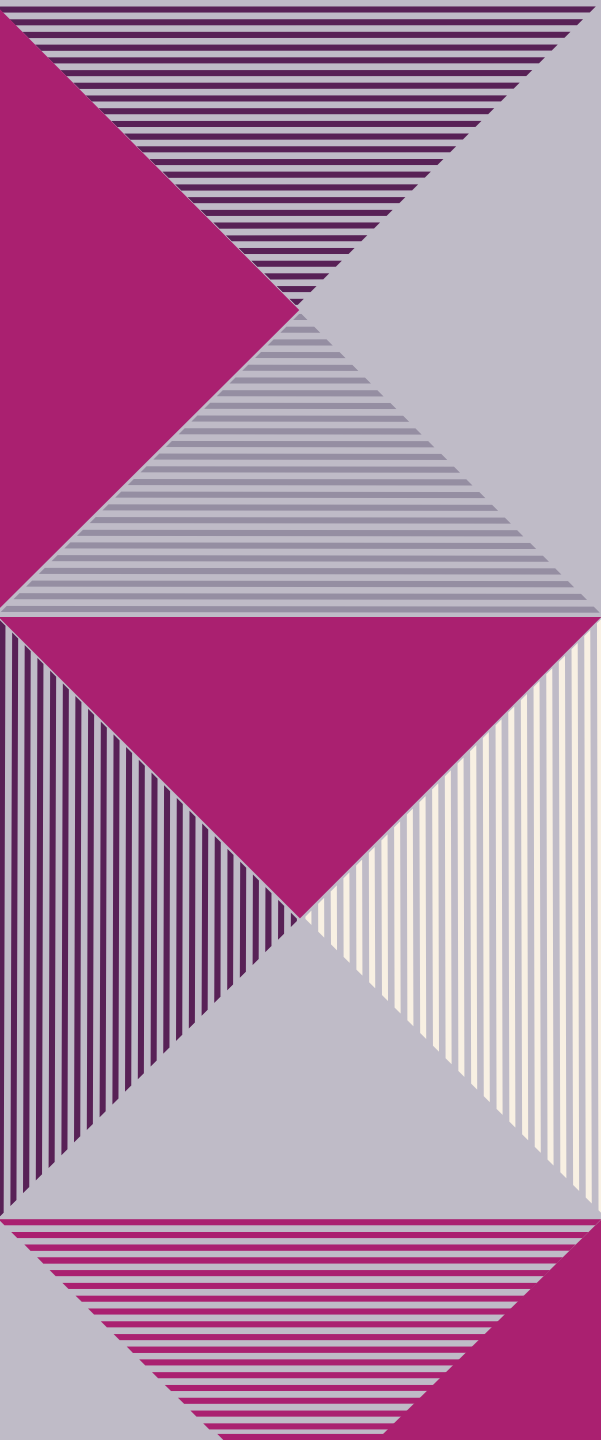
The ANCHOR team seeks to respond to behavioral health needs of individuals, including opioid overdoses, within the city limits through providing trauma-informed and culturally responsive supports.

Program Goals:

- Connect residents to stabilizing provider(s) for long-term supports and prevention services.
- Engage in harm reduction efforts
- Prepare the community to implement Marcus Alert legislation

Data:

- Feb. 2023 – Feb. 2024
 - 619 behavioral health or substance use calls in the City of Charlottesville (Emergency Communications Center Data)



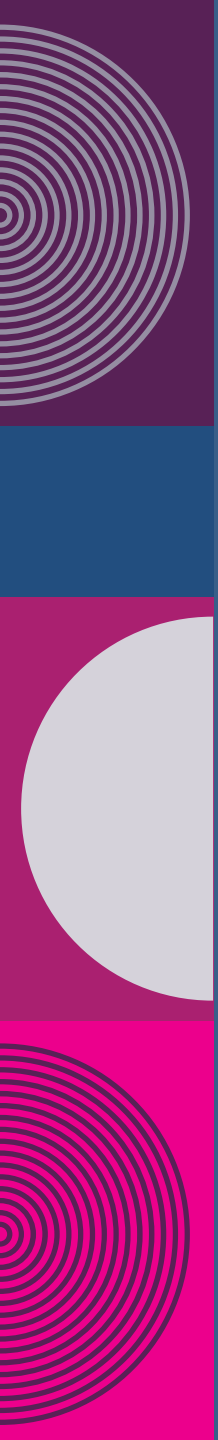
THE CO-RESPONDER TEAM

Members:

- 2 Charlottesville Fire Department CIT-Trained Firefighter/Medics
- 2 CIT trained police officers
- 1 QMHP employed by Partners for Mental Health
- 1 Peer Support Specialist employed by Partners for Mental Health
- Department of Human Services Director will provide coordination, support, and serve as the liaison to the City Manager's Office.

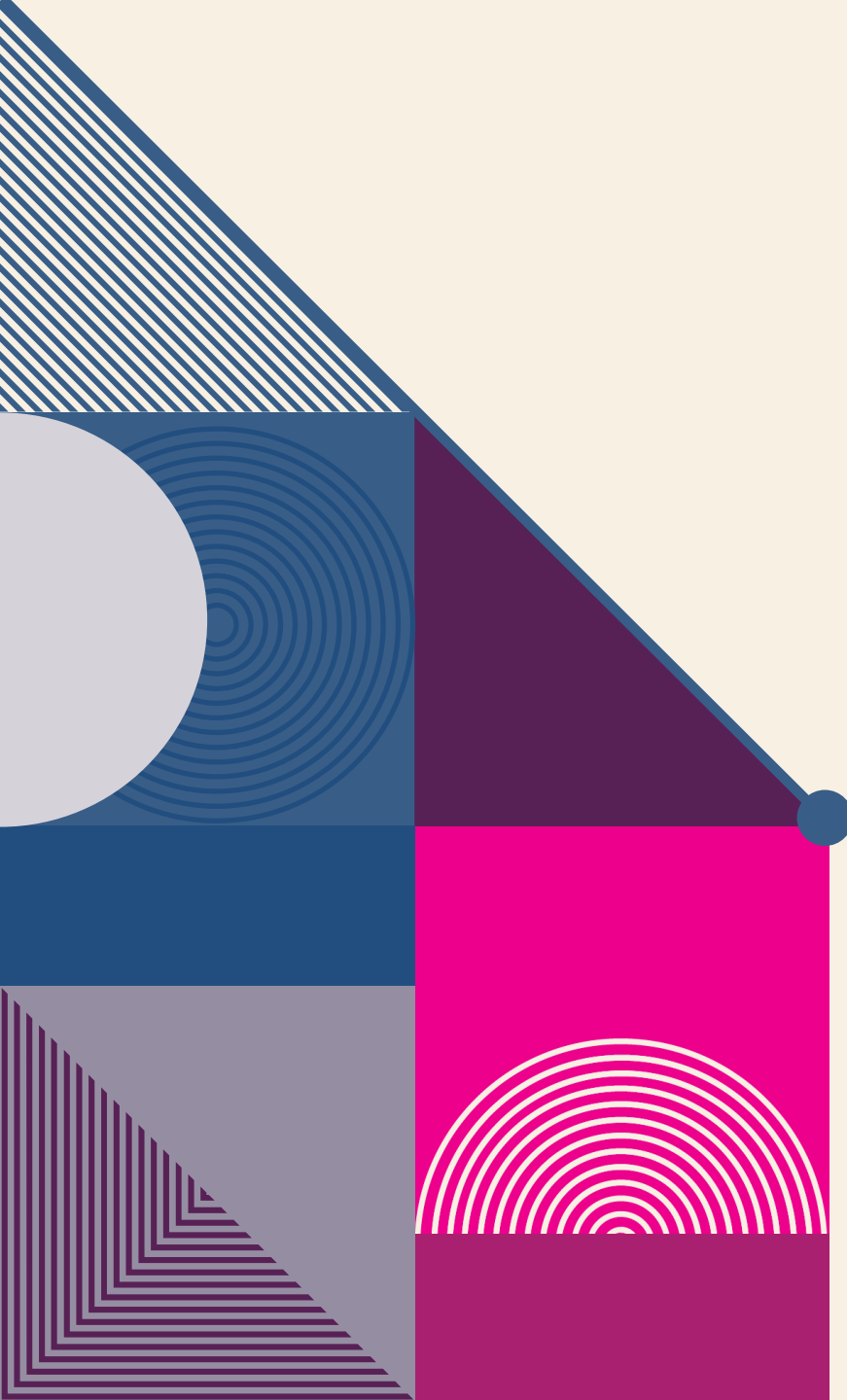
Hours of Operation:

- Monday through Friday: 8:00 am - 6:00 pm



MAJOR ACTIVITIES

- **Collect and Analyze** data to respond to community needs
- **Engage in Follow Up Calls** identified as mental health needs
- **Perform Welfare Checks** referred by partners
- **Collaborate with First Responders and Intervene** to support the community member and their families in crisis



ACTIVITIES CONTINUED

- The ANCHOR team provides de-escalation and assessment with individuals experiencing a mental health crisis.
- During the follow up response, the ANCHOR team members will partner with the individual and/or families to connect them to resources and stabilizing services and will complete thoughtful hand-offs to appropriate providers.
- The Charlottesville Fire Department has delegated a Community Resilience Van for this purpose.

An abstract geometric design on the left side of the slide. It features a dark blue background with various geometric shapes and patterns. A white circle is positioned near the top left. Below it, a light blue semi-circle is visible. To the right of the semi-circle, there is a pink triangle with diagonal lines. Further down, there is a pink square with a pattern of concentric lines. At the bottom, there is a pink triangle with a pattern of concentric lines. The overall design is modern and minimalist.

THANK YOU