



ANCHOR

ASSISTING WITH NAVIGATION,
CRISIS HELP, AND OUTREACH
RESOURCES

YEAR 2 REPORT

ANCHOR TEAM!



INTRO & BRIEF OVERVIEW

The ANCHOR Team responds to behavioral health and mental health related calls to 911 and aims to reduce the need for criminal justice involvement for the neighbors to whom we respond. We maintain a positive relationship with the county's HART team, which provides a similar service to county residents. We have a long list of community partners that assist in our work!

Members:

- 1 Qualified Mental Health Professional (part of the Human Services staff as of July 1st, 2026!)
- 1 Peer Support Specialist (part of the Human Services staff as of July 1st, 2026!)
- 2 CIT trained Police Officers
- 2 Charlottesville Fire Department CIT-Trained Firefighter/Medics
- Department of Human Services Deputy Director will provide operational support and assist on calls when necessary and available.

Hours of Operation:

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

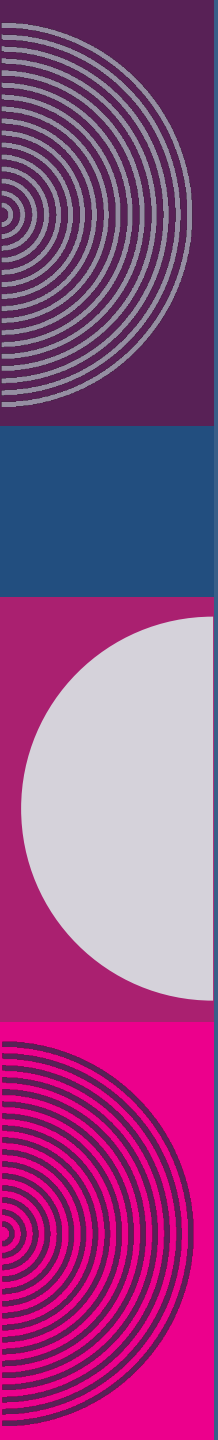


PURPOSE/GOALS

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
- Success definition (*working*): Minimizing the need for criminal justice involvement for individuals experiencing mental health or behavioral health crises and assisting those individuals with obtaining other supports.
 - *Voluntary hospitalizations*
 - *Voluntary wellness recovery admissions*
 - *Reduced ECC utilization*
 - *Decreased arrests*



MAJOR ACTIVITIES

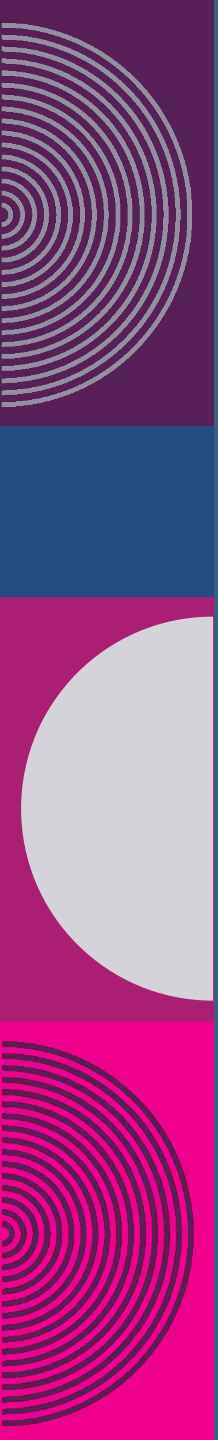
- **Respond to Active Calls from ECC**
- **Engage in Follow Up Calls** identified as mental health needs
- **Perform Welfare Checks** referred by partners
- **Collaborate with First Responders and Intervene** to support the community member and their families in crisis
- **Collect and Analyze** data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

STATISTICS

ANCHORData	FY25			FY26	
	number	percent		number	percent
Number of Encounters	444			419	
Male (# of Encounters)	225	40%		196	47%
Female (# of Encounters)	177	51%		219	52%
Unknown or no response	42	9%		4	1%
Number of Unique Neighbors	222			239	
Unique Male Neighbors	119	54%		121	50%
Unique Female Neighbors	82	37%		115	48%
Unique unknown	21	9%		4	2%
Encounters per Neighbor (avg.)	2			1.75	
Call Types					
Active	288	65%		281	67%
Follow up	145	33%		106	25%
Collateral	8	2%		17	4%
Other*	1	0%		15	4%
Primary Concern					
Mental Health	257	58%		167	40%
Mental Hhealth & Susbstance Abuse	70	16%		58	14%
Substance Abuse	35	8%		14	3%
Behavioral/Behavioral & Mental Health	8	2%		69	17%
Other & Multiple Concerns	82	17%		101	26%

NEIGHBOR STORIES

- *Neighbor navigating active substance abuse along with symptoms of various mental health diagnoses received immediate support from ANCHOR.*
- *Neighbor who called for ECC for himself. Self-reported mental health related behaviors and responded to multi-disciplinary approach and voluntarily accessed emergency services through Region Ten.*
- *Neighbor who had repeatedly called 911 for hallucinatory and delusional experiences worked with ANCHOR staff which resulted in a dramatic reduction in 911 calls.*
- *Neighbor who frequently had 911 called on him for service. Had been observed walking in town carrying weapons, reportedly to minimize contact with other and his own safety. Through ANCHOR and this person's care team, a plan was developed to help establish safer behaviors that have led to a reduction in calls for service.*
- *Neighbor had CPD on scene experiencing symptoms of unknown mental health diagnosis. There was a weapon on scene and PD realized there was need for alternative response. PD, ANCHOR and Region Ten Mobile Crisis worked together to assist this neighbor to voluntarily seek treatment at UVA.*



FUTURE/ONGOING GOALS

- **Development of Care Navigation Team to support neighbors after crisis.** This initiative will help assist neighbors with immediate next steps to help reduce the need for subsequent crisis related calls.
- **Develop a robust and multi-faceted training plan that is centered on best practices for engaging neighbors in crisis but also for situational awareness for safety ANCHOR Team members.**
- **Ongoing community outreach and education.**
- **Continue to partner with other similar co-response teams across the country.**
- **Analyze data internally to improve and enhance operations.**

THANK YOU

