

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

### Call Diversion

**92.05%**



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

### All Crisis Interactions

**3.53%** Paramedic attendance was requested

**7.95%** Police attendance was requested

**2.83%** A visit to the hospital emergency occurred

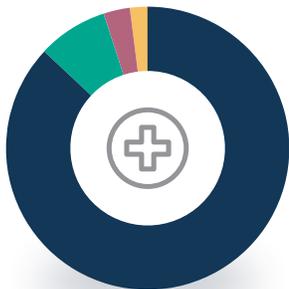
Average Call Wait Time  
**1 minute + 12 seconds**



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



### 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.