

NARRATIVE PROGRAM PROGRESS REPORT: ASP/C SERVICES

SEPTEMBER 2024

INTRODUCTION

Last month, the Anchorage Safety Center and Patrol (ASC/P) recorded the following operational data. Key metrics for the month include 1,095 client hours, 355 intakes involving 263 individual clients, and 976 calls for service. This report compiles detailed data on client utilization, response efforts, and community engagement initiatives to provide a comprehensive overview of ASP/C's activities.

Client Hours and Utilization Overview

- **Client Hours:** This month saw a total of 1,095 hours logged by clients at the center, marking a decrease of 2% from the previous month's figures. Daily averages indicate that clients utilized the center for approximately 36.5 hours each day, a 3% decrease from last month.
- **Client Intakes:** The center processed 355 intakes from 263 individuals throughout the month. This translates to 74% of intakes being different individual clients.
- **Usage Patterns:** Analysis of client visitation patterns reveals a gradual increase in center use between 2:00 pm and 9:00 pm, reaching a peak at 9:00 pm. A notable decline in utilization was observed starting at 4:00 AM.

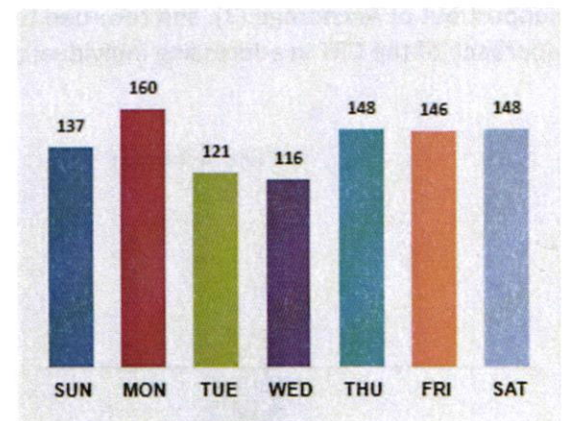
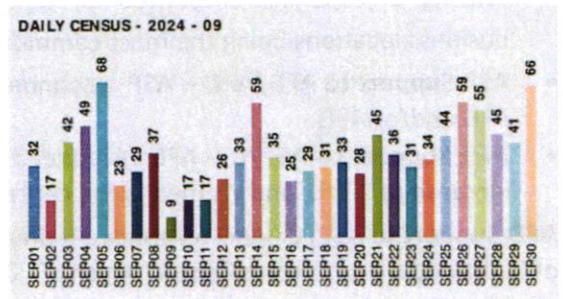
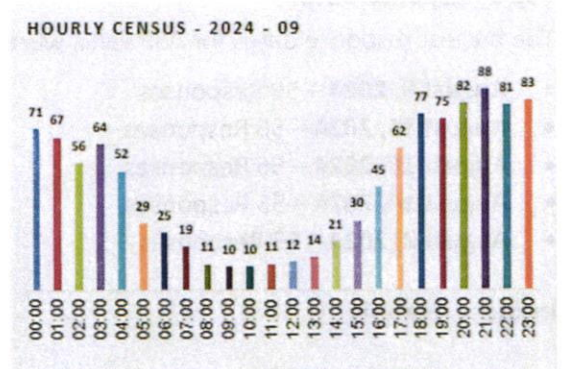
Top 5 Center Census Dates

The busiest days for the center, based on client numbers, were:

- **September 5, 2024** – 68 client hours
- **September 14, 2024** – 59 client hours
- **September 26, 2024** – 59 client hours
- **September 27, 2024** – 55 client hours
- **September 30, 2024** – 66 client hours

RESPONSE DATA ANALYSIS

- **Service Calls:** ASP received 976 calls for service, a decrease of 19% over the previous month. 261 individuals were transported to ASC, a decrease of 11%.
- **Daily Responses:** There was an average of 31.4 responses per day, with an average response time of 14 minutes and 22 seconds. There was a tie identified as the busiest days which was Thursday and Saturday, with an average of 37 responses.
- **Response Patterns:** Incident responses began to decline around 11:00 PM, reaching a low at 5:00 AM. An increase in incidents was observed starting at 8:00 AM, peaking at 6:00 PM.



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Average Response Time by Priority

- **Priority 1:** 7 minutes and 20 seconds
- **Priority 2:** 12 minutes and 24 seconds
- **Priority 3:** 7 minutes and 51 seconds
- **Priority 4:** 29 minutes and 53 seconds
- **Priority 5:** 0 minutes and 00 seconds

Top 5 Response Dates

The busiest response dates for ASP vans, were:

- **August 9, 2024** – 59 Responses
- **August 15, 2024** – 56 Responses
- **August 18, 2024** – 56 Responses
- **August 14, 2024** – 55 Responses
- **August 2, 2024** – 53 Responses

Incident Analysis

- **Priority 3** responses accounted for 61% of ASP responses, with business locations being the most common incident locations.
- **ASP Support to AFD/APD** – ASP responded to 81 calls in support of AFD and/or APD.
- **AFD Support to ASP/C** – AFD responded 10 times to the field, an increase of 233%, and 7 times to the center, an increase of 40%.

APD Support to ASP/C – APD responded 6 times to the field, an increase of 200% and 3 times to the center, which is a 0% from the previous month.

Hospital Pickups – ASP responded 69 times to local hospitals for medically cleared clients.

COMMUNITY RESPONSE TEAM (CRT) PERFORMANCE

The SALA CRT had a direct impact on 30 clients, representing 11.83% of the monthly unduplicated client case, by facilitating access to 1-year housing (6), transitional housing (1), detox (1), substance abuse treatment (0), mental health programs (1), Returned to support out of Anchorage (3), and returned to support in Anchorage (18). This highlights the personalized and effective approach of the CRT in addressing individual needs.

