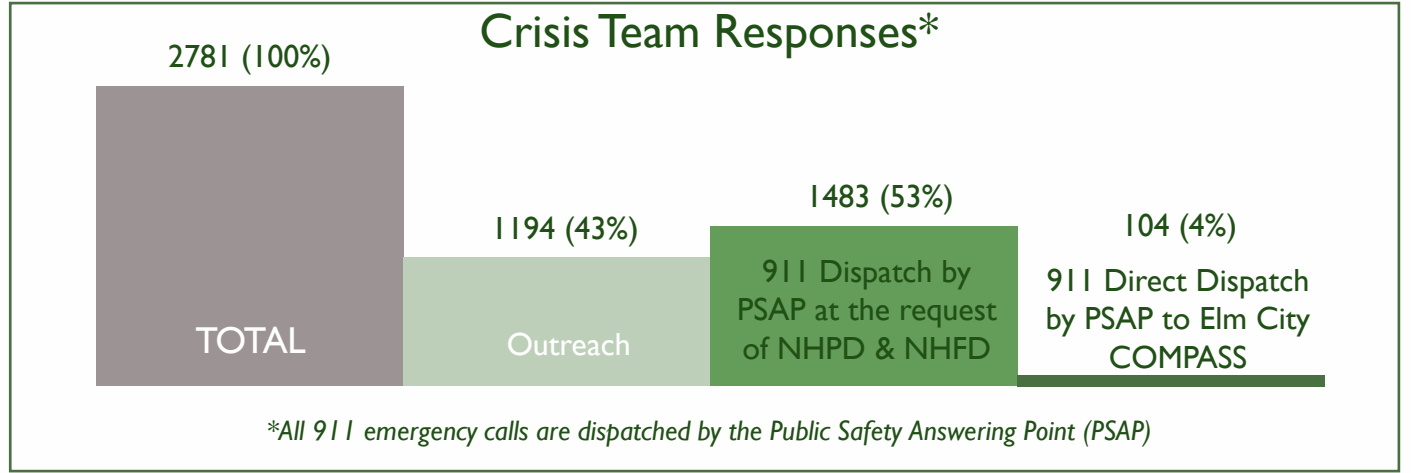


# Elm City COMPASS: Compassionate Allies Serving our Streets

## Crisis Response Team Services

### June 2025

Elm City COMPASS provides mobile crisis services to individuals in New Haven who need assistance due to mental health or substance use challenges or who may need resources or supports due to housing or other service needs. Services are provided seven days per week by a team staffed by a social worker and a peer with lived experience. The team launched with one team on 11-1-22 from 10 am – 6 pm; on 7-1-23 a second team was added, with teams operating from 8 am – 4 pm and 4 pm to 12 am; a third team was added 8-26-24 and operates 7 pm – 3 am. Teams respond to calls dispatched through 911 by the City of New Haven Public Safety Answering Point (PSAP) at the request of the New Haven Police Department (NHPD) or the New Haven Fire Department (NHFD). Effective 8-26-24, after a 14-month pilot period, the team also began direct dispatch by PSAP to 911 calls when there is no medical emergency or public safety risk. Since its launch, the team also conducts outreach to individuals in need.



Total Responses			
June 2025 (n=112)		Overall (n=2781)	
38% (42)	911 NHPD/NHFD Calls	53% (1483)	911 NHPD/NHFD Calls
17%	from NHFD	15%	from NHFD
83%	from NHPD	85%	from NHPD
59% (66)	Outreach	43% (1194)	Outreach
4% (4)	Direct Dispatch	4% (104)	Direct Dispatch



## Time Spent on Crisis Team Responses

### June 2025

### Overall

#### Average time to response:

*\*for PSAP dispatch only*

**14 minutes\***  
(90% in 12 minutes)

**14 minutes\***  
(90% in 12 minutes)

#### Average time on scene:

**27 minutes**  
(90% for 25 minutes)

**42 minutes**  
(90% for 32 minutes)

#### Average PD time on scene:

**17 minutes**  
(329 minutes saved)

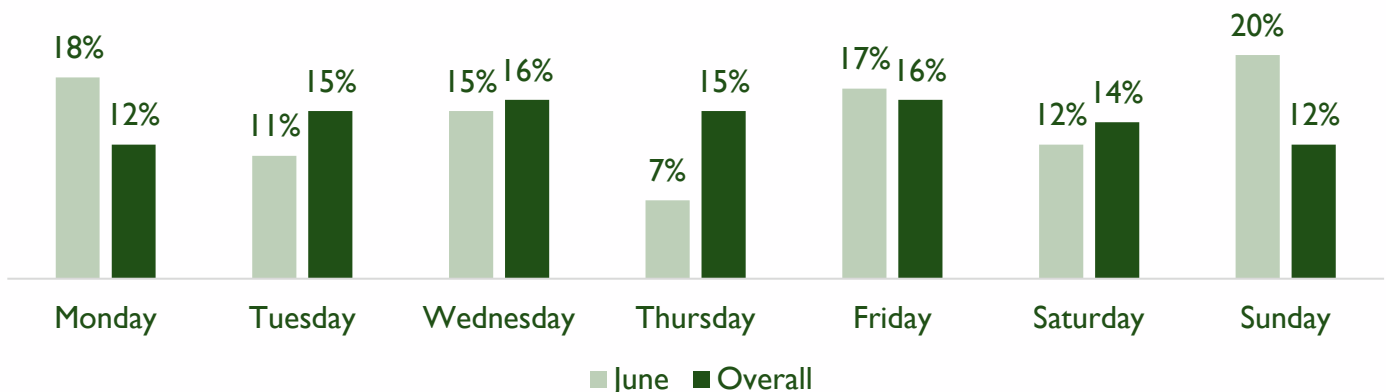
**18 minutes**  
(34,395 minutes saved)

#### Average FD time on scene:

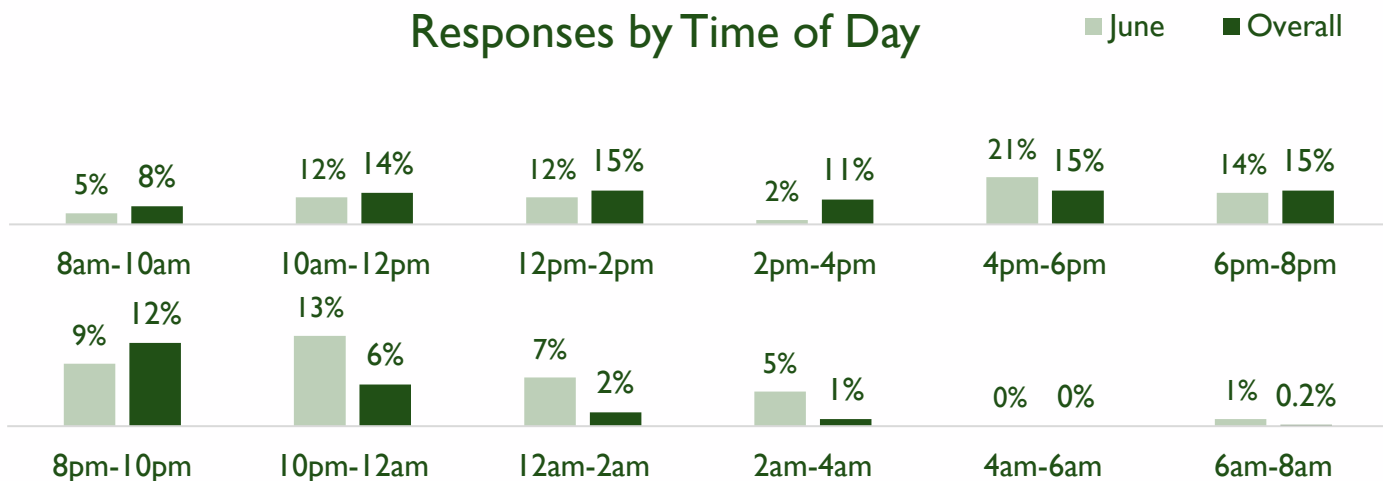
**24 minutes**  
(132 minutes saved)

**13 minutes**  
(6,452 minutes saved)

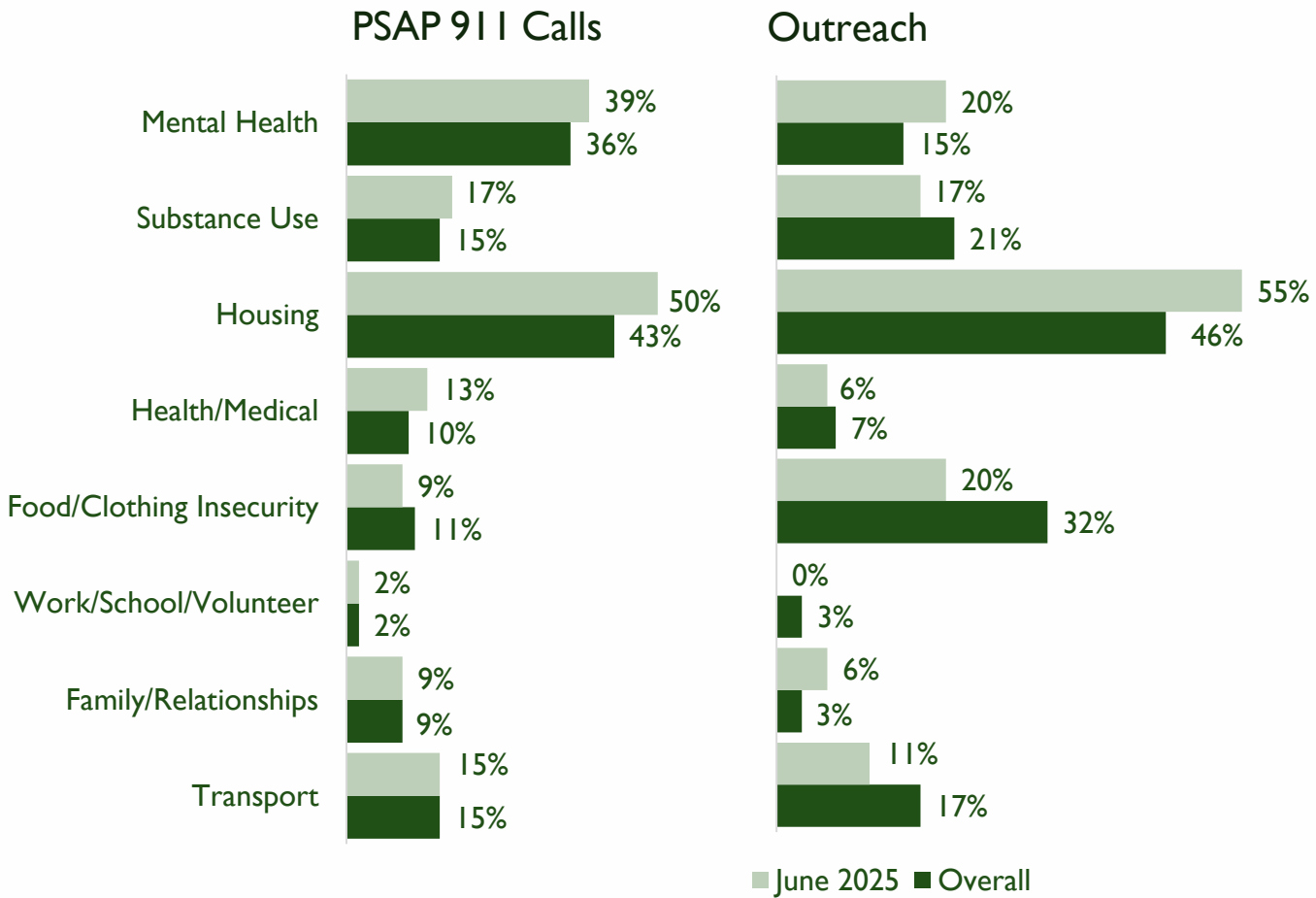
## Responses by Day of the Week



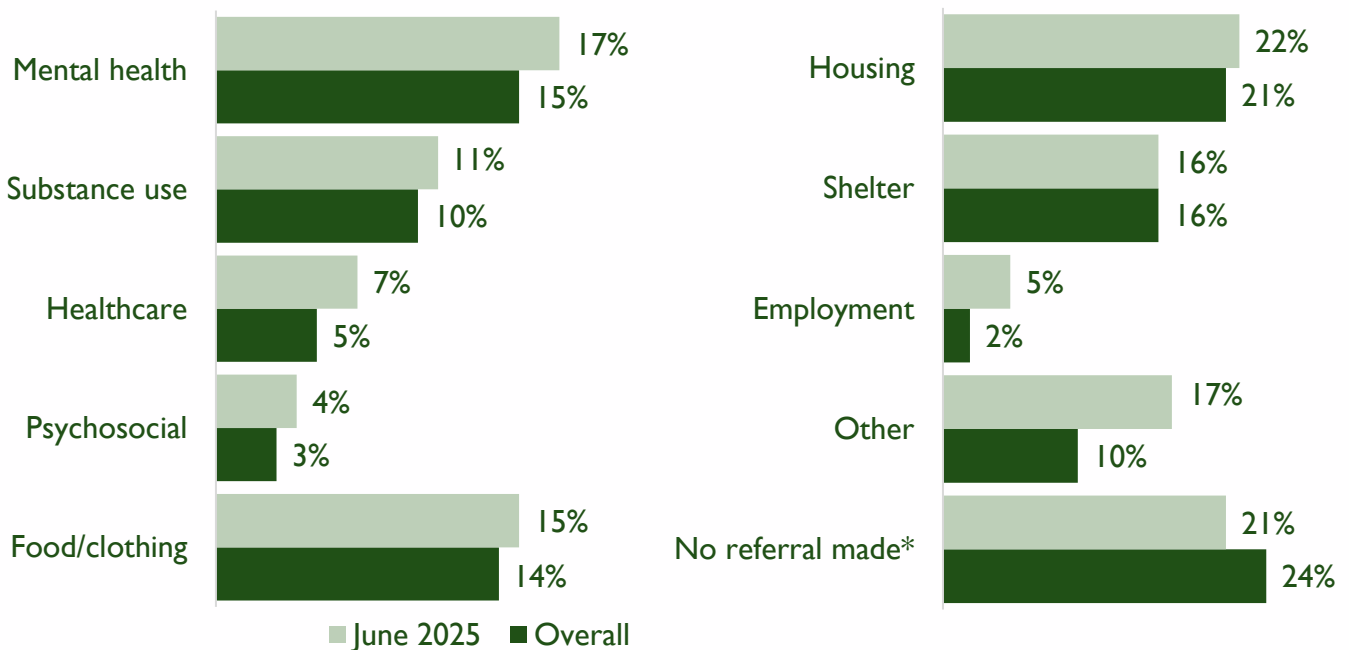
## Responses by Time of Day



## Focus of Engagement



## Crisis Response Referrals

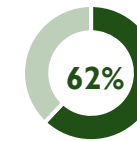


# Demographic Information of Individuals Served

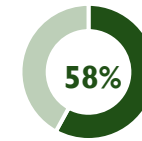
		June 25	Overall
<b>Sex/Gender</b>	Female	37%	42%
	Male	63%	57%
	Non-Binary*	--	--
	Transgender*	--	1%
<b>Ethnicity</b>	Hispanic	11%	18%
	Middle Eastern/North African	3%	2%
<b>Race</b>	Amer Indian/Alaskan Native	1%	0.4%
	Asian Amer/Native Hawaiian/Pacific Islander	2%	1%
	Black/African American	35%	39%
	White	50%	40%
	Multi-racial	9%	13%
	Other	4%	7%
<b>Age</b>	18-29 years	13%	14%
	30-39 years	27%	24%
	40-49 years	19%	22%
	50-59 years	19%	21%
	60-69 years	15%	14%
	70+ years	7%	5%
<b>Primary Language</b>	English	99%	95%
	Spanish	1%	5%
	Other	--	0.7%
<b>Disability</b>	Cognitive: Mental Health	24%	17%
	Cognitive: Intellectual	--	1%
	Ambulatory	6%	6%
	Hearing	--	0.1%
	Vision	--	1%
	Multiple	10%	4%
	No specific disability identified	60%	73%



Responses to  
individuals **unhoused**



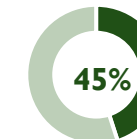
June 2025



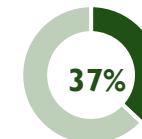
Overall



Responses needing  
**transport** from scene



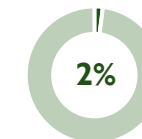
June 2025



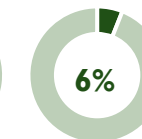
Overall



Responses with  
**child** on the scene



June 2025

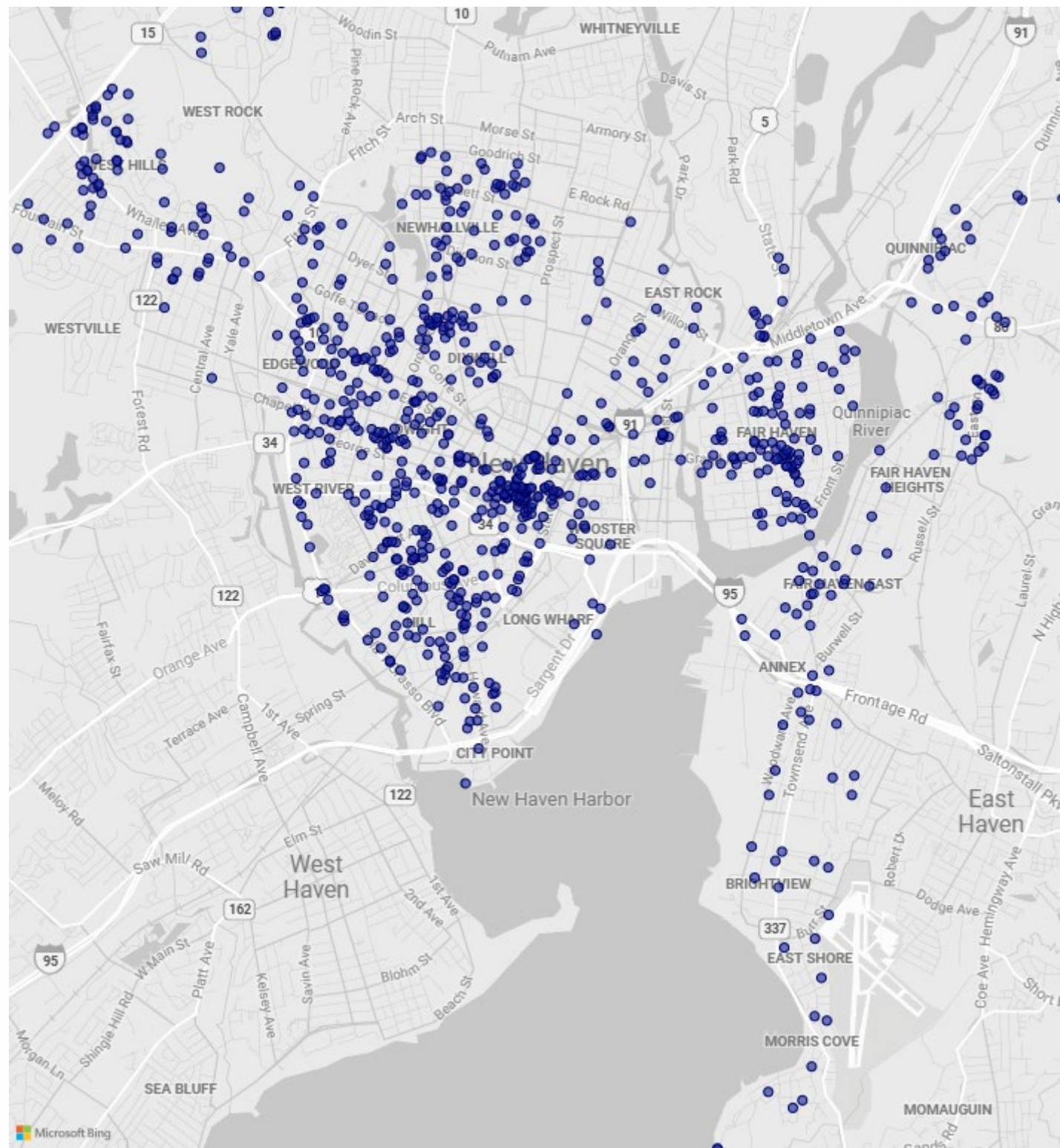


Overall

\*Non-Binary & Transgender data were collected from 11/2022-2/2025 prior to issuance of federal Executive Order 14168 that prohibits their collection & reporting.

# Map of Elm City COMPASS Activity

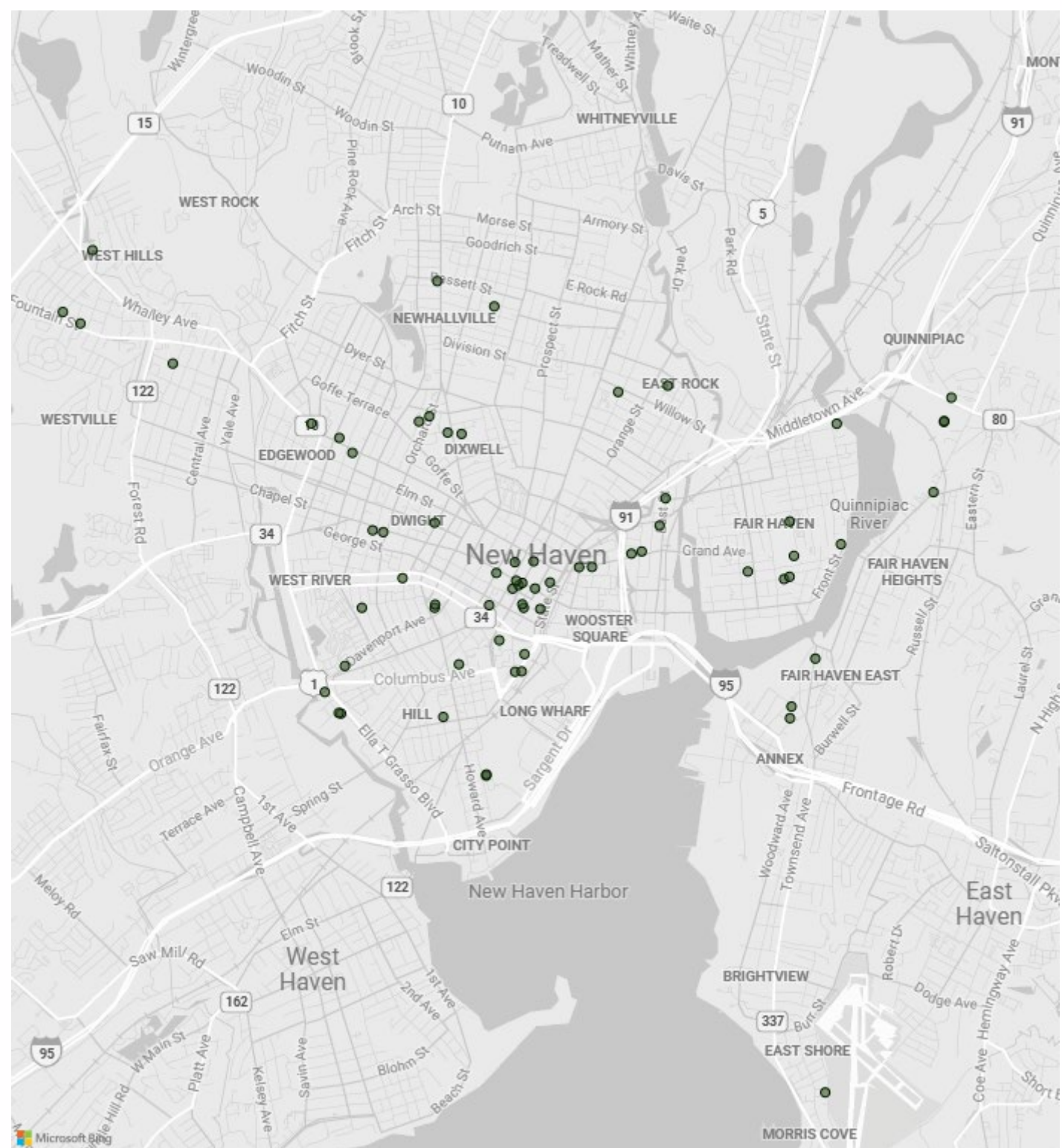
Responses to 911 dispatch at request of NHPD or NHFD  
(effective 11/1/22)





# Map of Elm City COMPASS Activity

Direct responses to 911 dispatch  
(piloted 6/15/23 - 8/25/24; effective 8/26/24 )



## Outreach (effective 11/1/22)

