

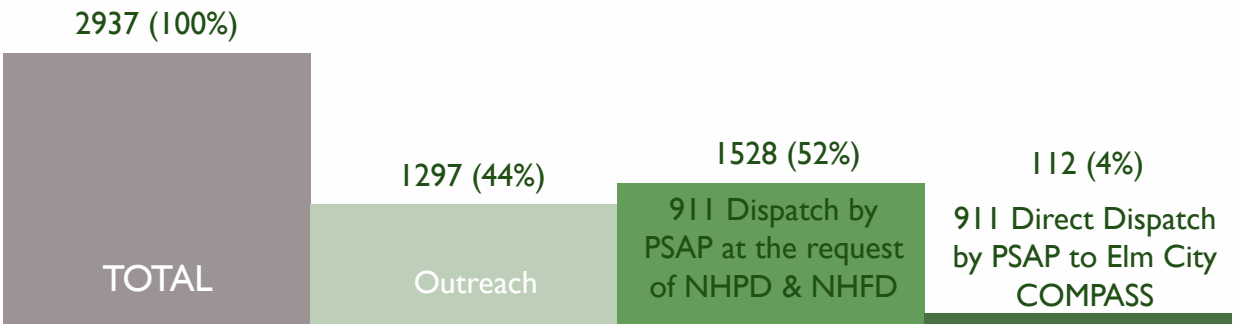
Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

July 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.

Crisis Team Responses*



*All 911 emergency calls are dispatched by the Public Safety Answering Point (PSAP)

Total Responses

July 2025 (n=156)		Overall (n=2937)	
30% (46)	911 NHPD/NHFD Calls	52% (1528)	911 NHPD/NHFD Calls
18%	from NHFD	15%	from NHFD
82%	from NHPD	85%	from NHPD
66% (103)	Outreach	44% (1297)	Outreach
5% (7)	Direct Dispatch	4% (112)	Direct Dispatch





Time Spent on Crisis Team Responses

July 2025

Overall

Average time to response:

**for PSAP dispatch only*

15 minutes*
(90% in 12 minutes)

14 minutes*
(90% in 12 minutes)

Average time on scene:

39 minutes
(90% for 35 minutes)

42 minutes
(90% for 32 minutes)

Average PD time on scene:

26 minutes
(697 minutes saved)

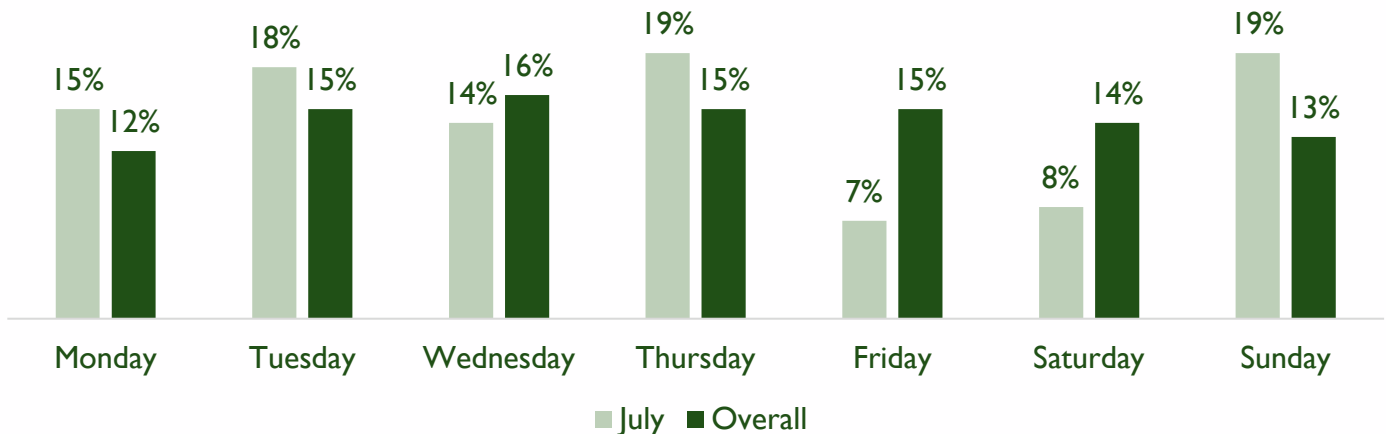
18 minutes
(35,135 minutes saved)

Average FD time on scene:

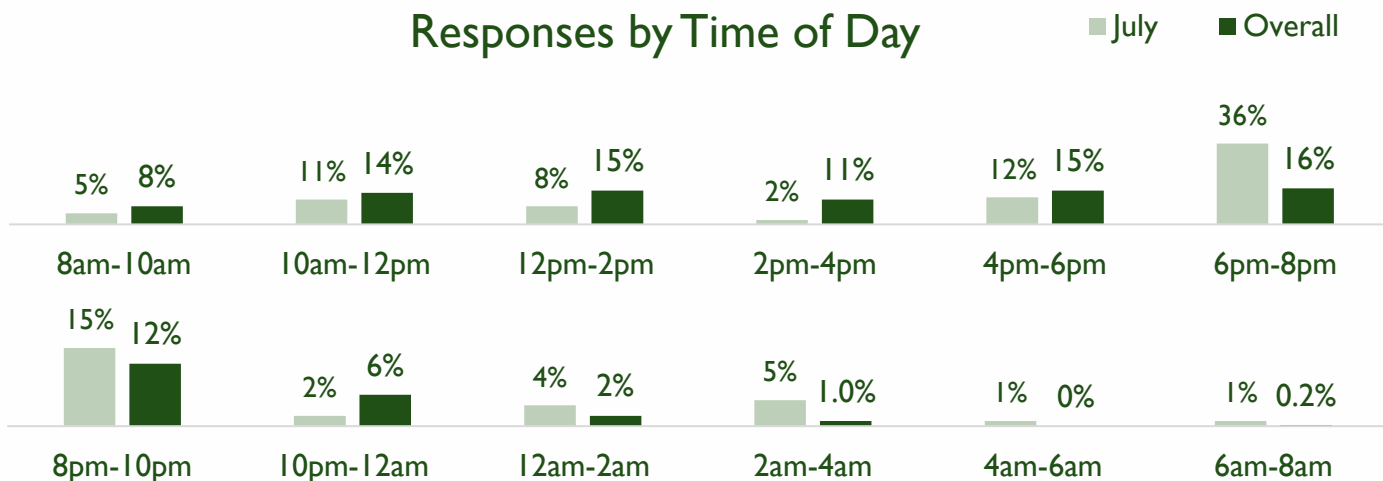
2 minutes
(532 minutes saved)

12 minutes
(6,870 minutes saved)

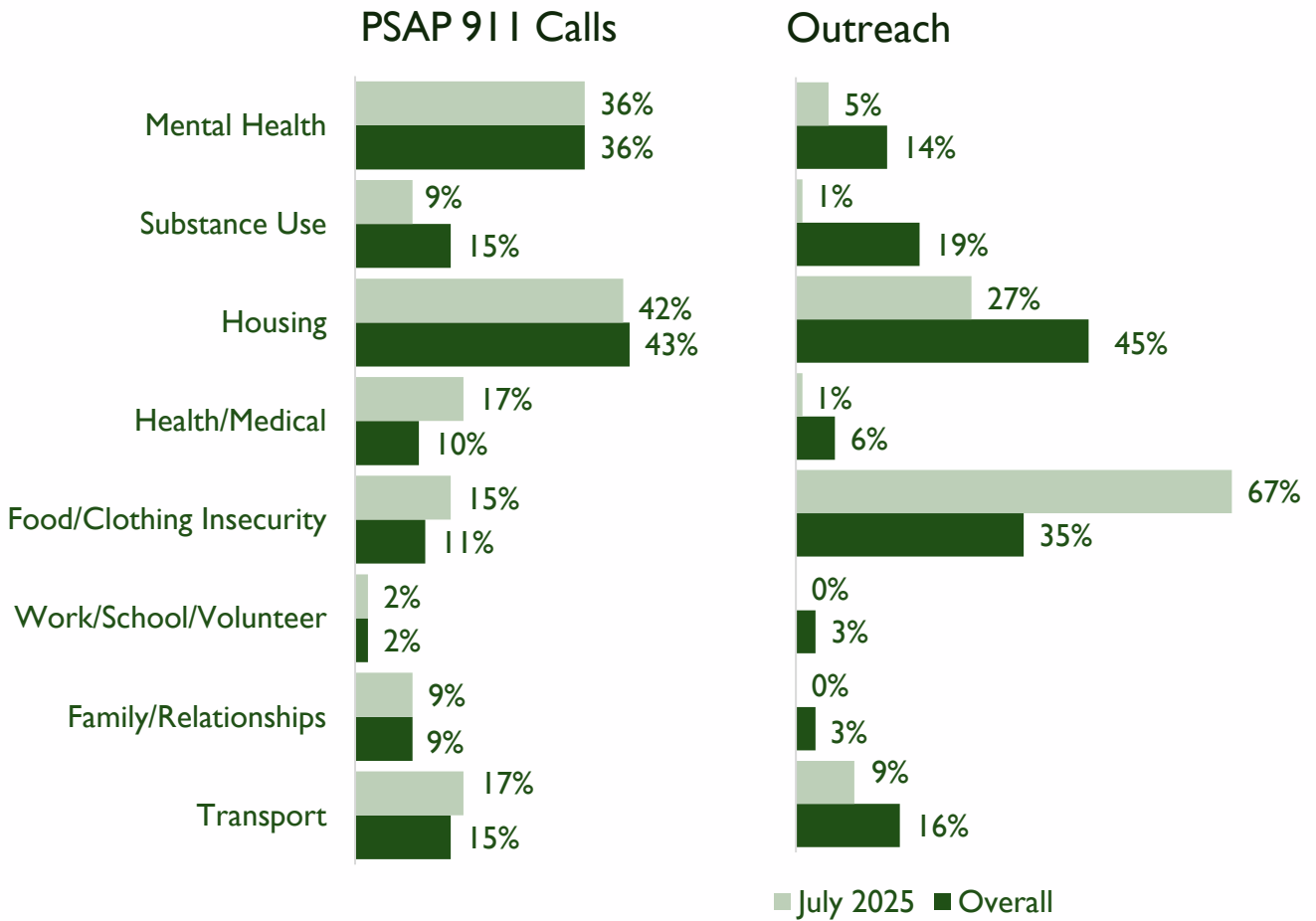
Responses by Day of the Week



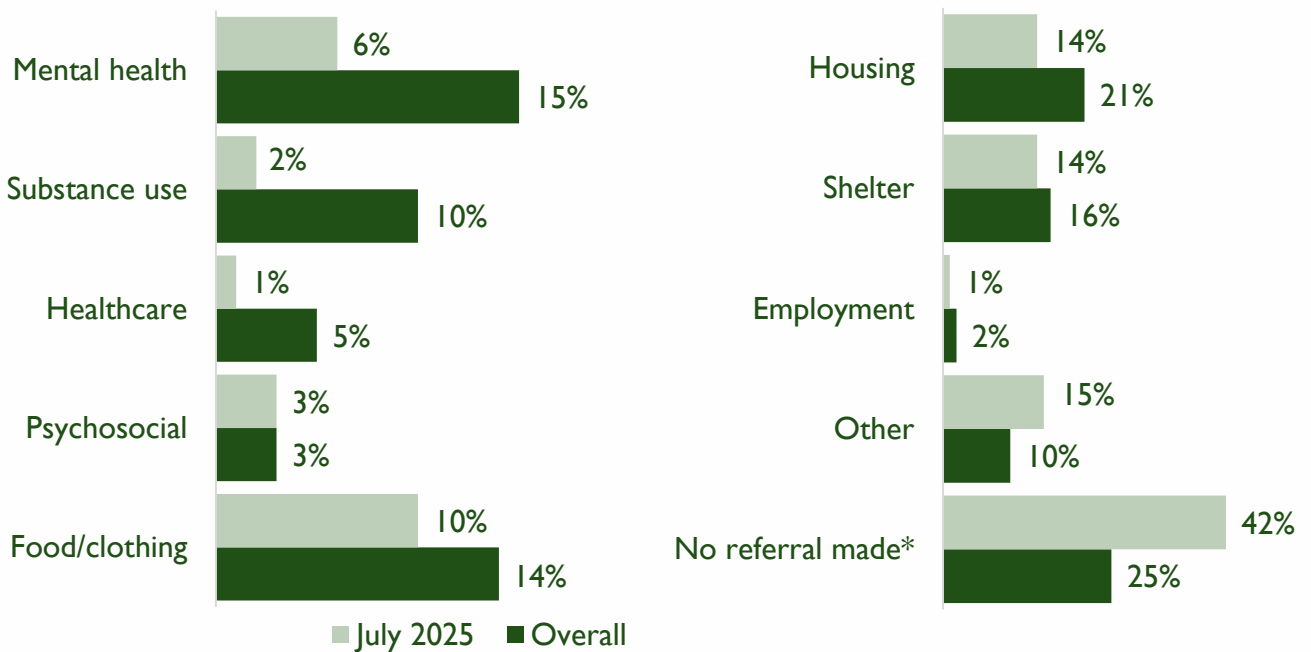
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals

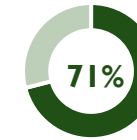


Demographic Information of Individuals Served

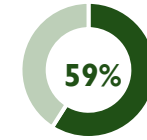
		July 25	Overall
Sex/Gender	Female	37%	42%
	Male	63%	58%
	Non-Binary*	--	--
	Transgender*	--	0.5%
Ethnicity	Hispanic	30%	19%
	Middle Eastern/North African	1%	2%
Race	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	25%	38%
	White	46%	40%
	Multi-racial	20%	13%
	Other	9%	7%
Age	18-29 years	17%	14%
	30-39 years	26%	24%
	40-49 years	30%	22%
	50-59 years	16%	21%
	60-69 years	7%	14%
	70+ years	4%	5%
Primary Language	English	97%	95%
	Spanish	2%	4%
	Other	1%	0.7%
Disability	Cognitive: Mental Health	14%	17%
	Cognitive: Intellectual	--	1%
	Ambulatory	5%	6%
	Hearing	--	0.1%
	Vision	--	1%
	Multiple	5%	4%
	No specific disability identified	76%	72%



Responses to
individuals **unhoused**



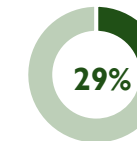
July 2025



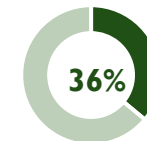
Overall



Responses needing
transport from scene



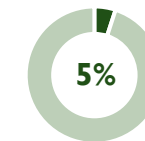
July 2025



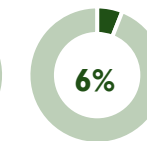
Overall



Responses with
child on the scene



July 2025

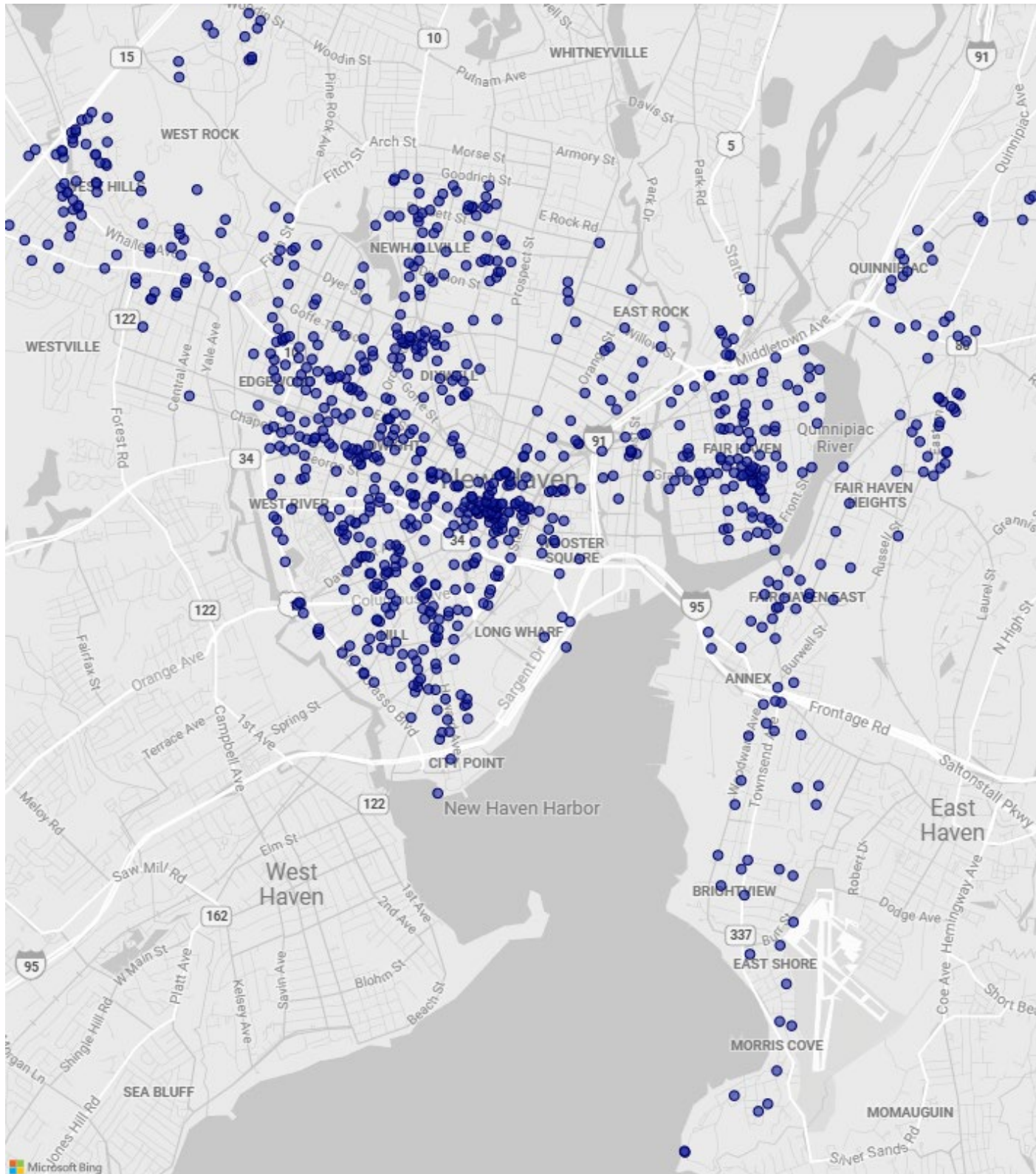


Overall

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

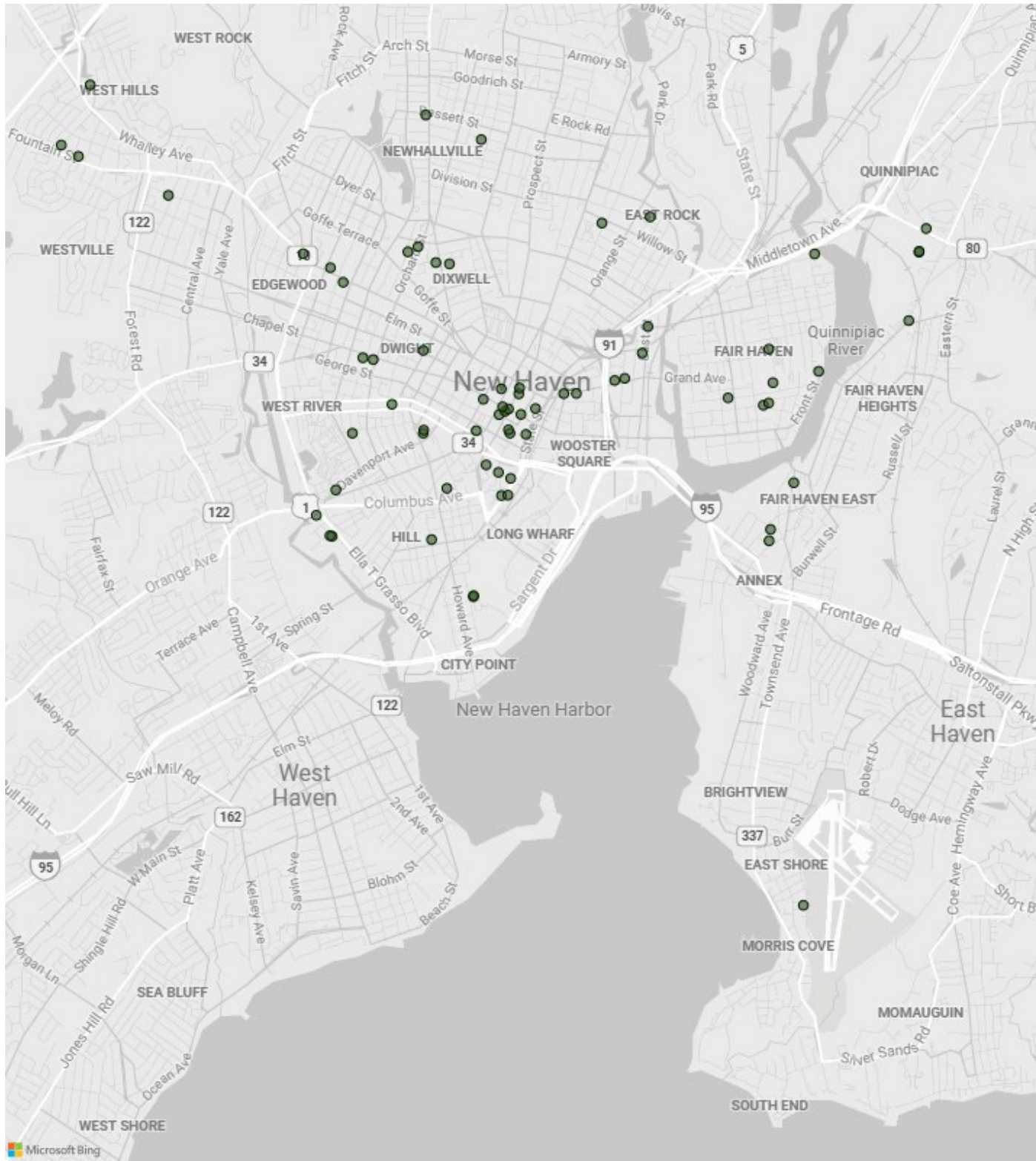
Map of Elm City COMPASS Activity

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)



Map of Elm City COMPASS Activity

Outreach (effective 11/1/22)

