

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

September 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. The crisis response team also conducts outreach to individuals in need.

Crisis Team Responses\*  
(N=3,132)

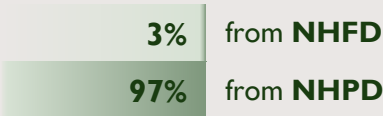


\*All 911 emergency calls are dispatched by the Public Safety Answering Point (PSAP)

Crisis Team Response Details

September 2025 (n=92)

38%  
(35) 911 NHPD/NHFD Calls



1%  
(1) 911 Direct Dispatch

61%  
(56) Outreach

Overall (n=3224)

51%  
(1639) 911 NHPD/NHFD Calls



4%  
(119) 911 Direct Dispatch

45%  
(1466) Outreach





## Time Spent on Crisis Team Responses

### September 2025

### Overall

#### Average time to response:

*\*for PSAP dispatch only*

**12 minutes\***  
(90% in 10 minutes)

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

#### Average time on scene:

**25 minutes**  
(90% for 23 minutes)

**41 minutes**  
(90% for 31 minutes)

#### Average PD time on scene:

**13 minutes**  
(393 minutes saved)

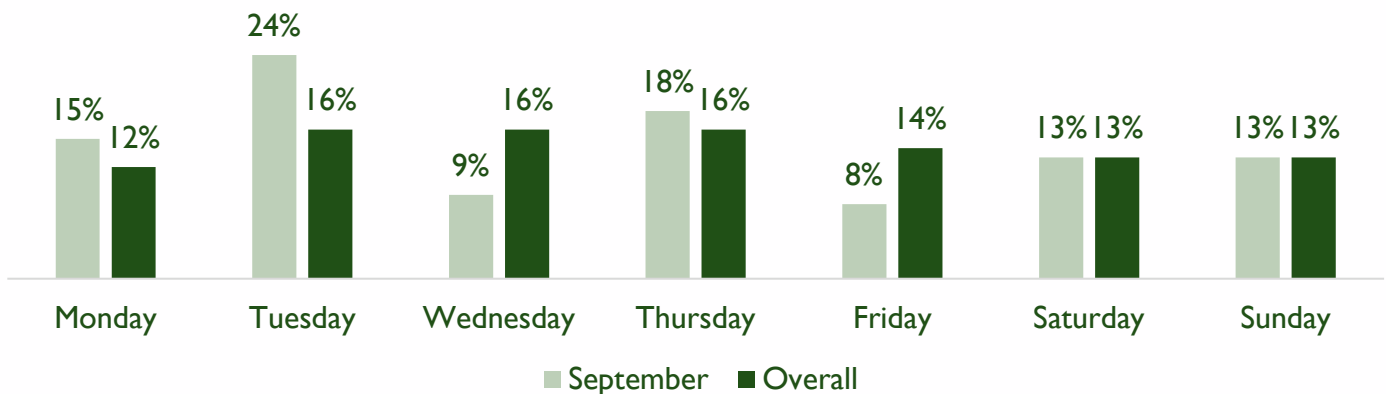
**17 minutes**  
(37,452 minutes saved)

#### Average FD time on scene:

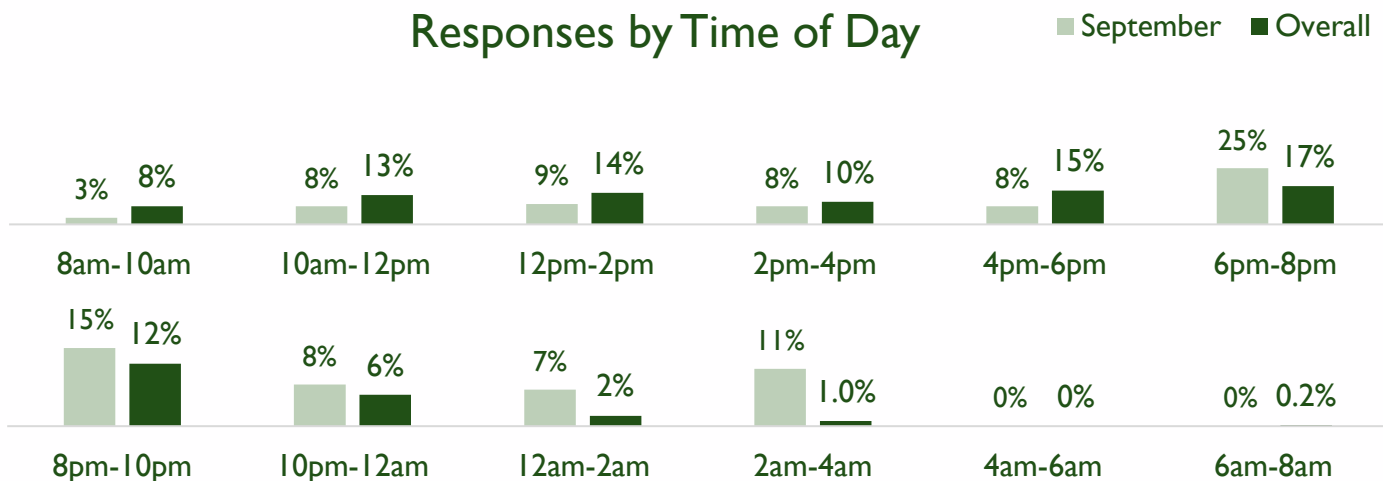
**5 minutes**  
(10 minutes saved)

**12 minutes**  
(6,930 minutes saved)

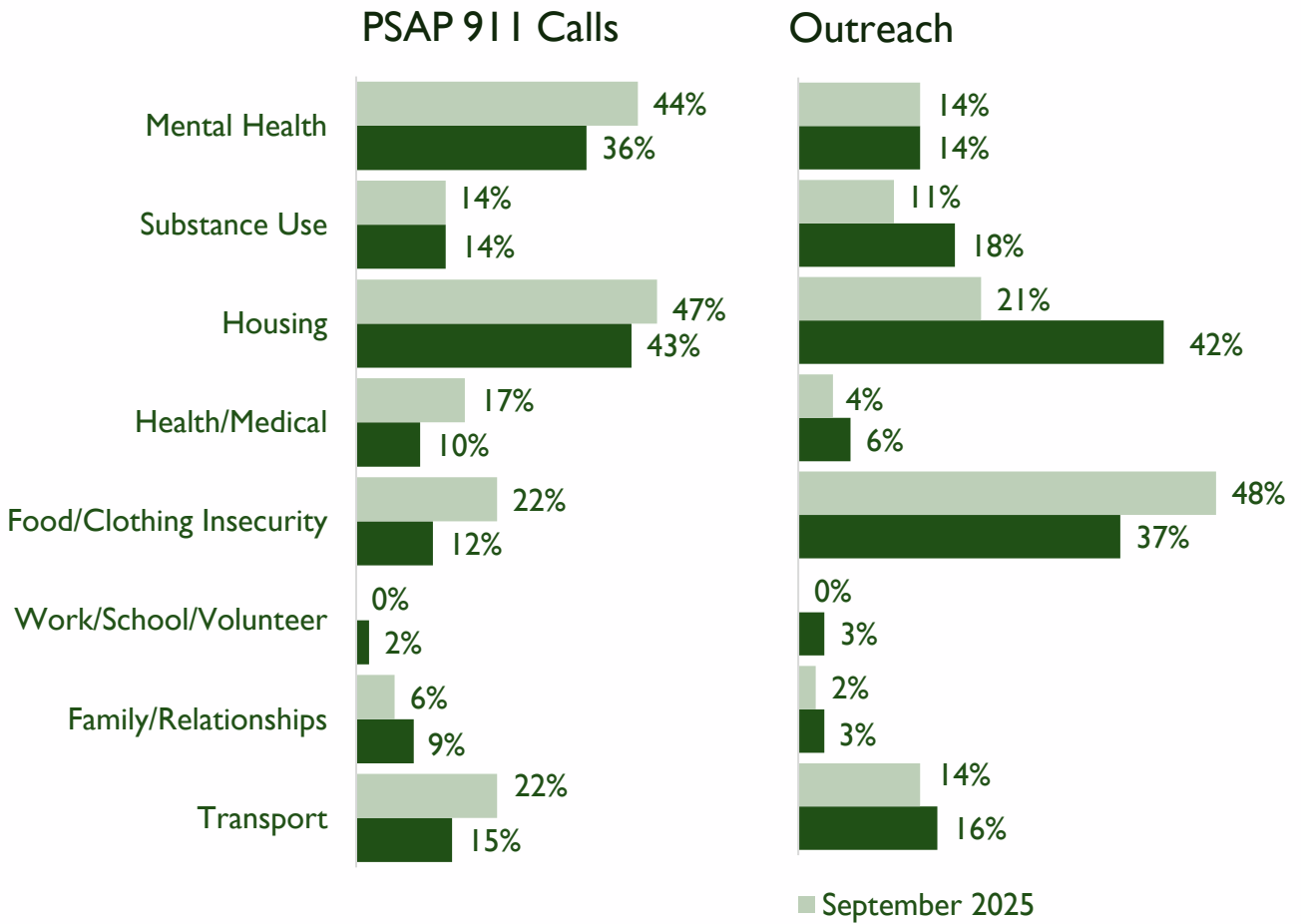
## Responses by Day of the Week



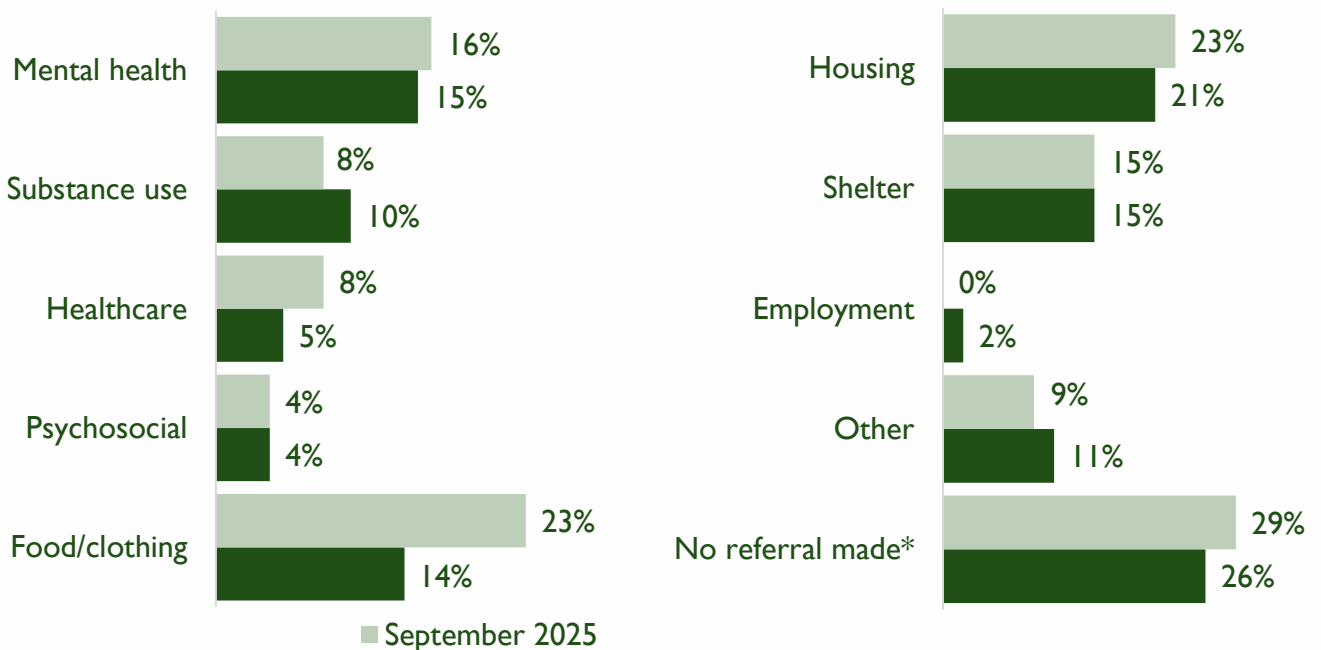
## Responses by Time of Day



## Focus of Engagement



## Crisis Response Referrals

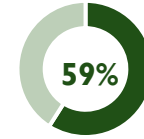
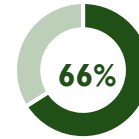


# Demographic Information of Individuals Served

		September 25	Overall
<b>Sex/Gender</b>	Female	42%	42%
	Male	58%	58%
	Non-Binary*	--	--
	Transgender*	--	0.5%
<b>Ethnicity</b>	Hispanic	17%	19%
	Middle Eastern/North African	2%	2%
<b>Race</b>	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	39%	38%
	White	39%	41%
	Multi-racial	11%	13%
	Other	10%	7%
<b>Age</b>	18-29 years	16%	14%
	30-39 years	32%	24%
	40-49 years	25%	23%
	50-59 years	14%	21%
	60-69 years	9%	14%
	70+ years	5%	5%
<b>Primary Language</b>	English	93%	95%
	Spanish	7%	4%
	Other	--	1%
<b>Disability</b>	Cognitive: Mental Health	20%	17%
	Cognitive: Intellectual	1%	1%
	Ambulatory	8%	6%
	Hearing	--	0.1%
	Vision	3%	1%
	Multiple	7%	4%
	No specific disability identified	61%	71%



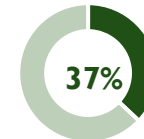
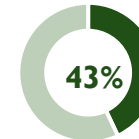
Responses to  
individuals **unhoused**



**September 2025 Overall**



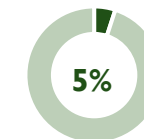
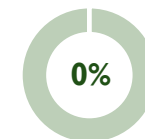
Responses needing  
**transport** from scene



**September 2025 Overall**



Responses with  
**child** on the scene

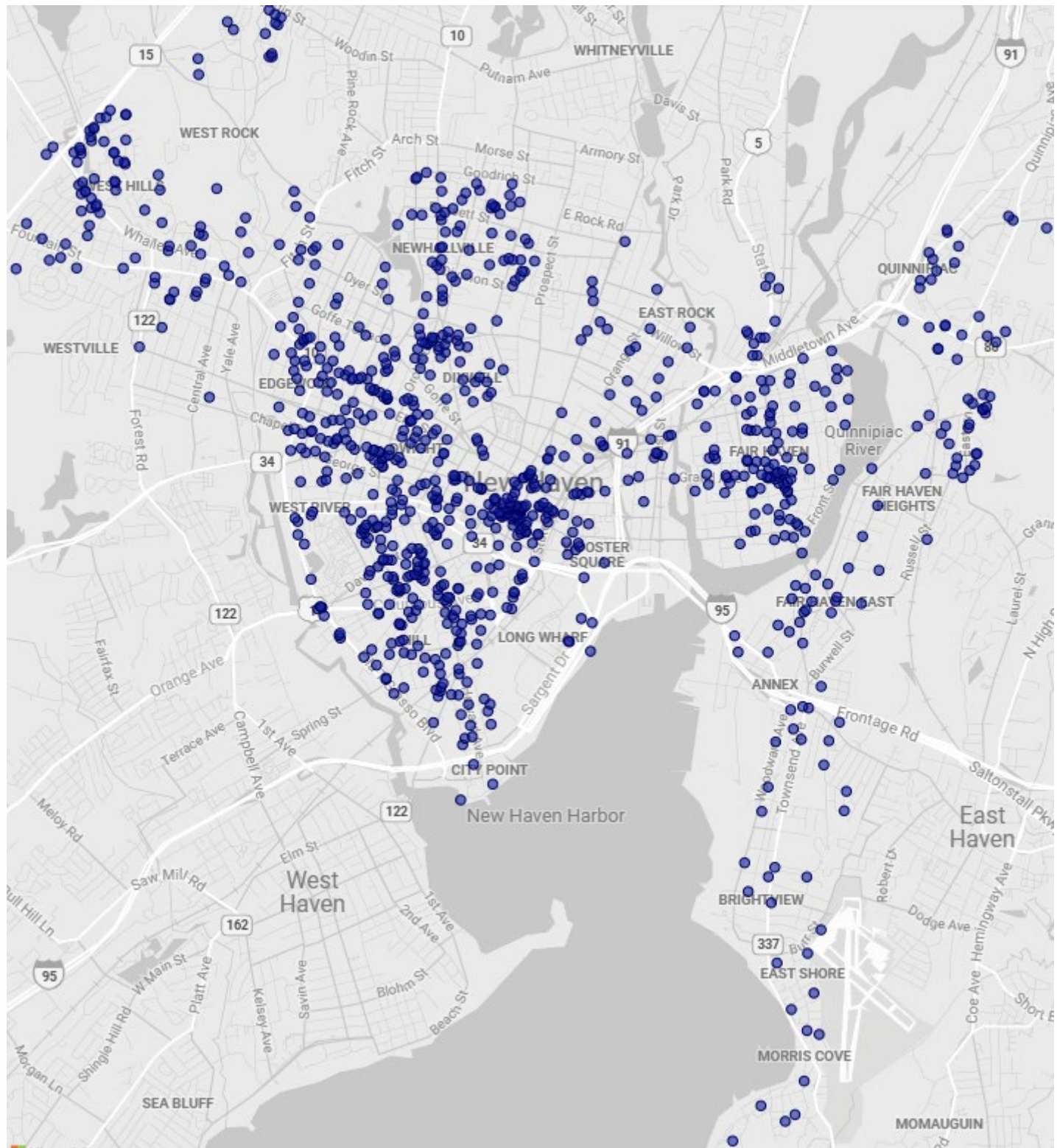


**September 2025 Overall**

\*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

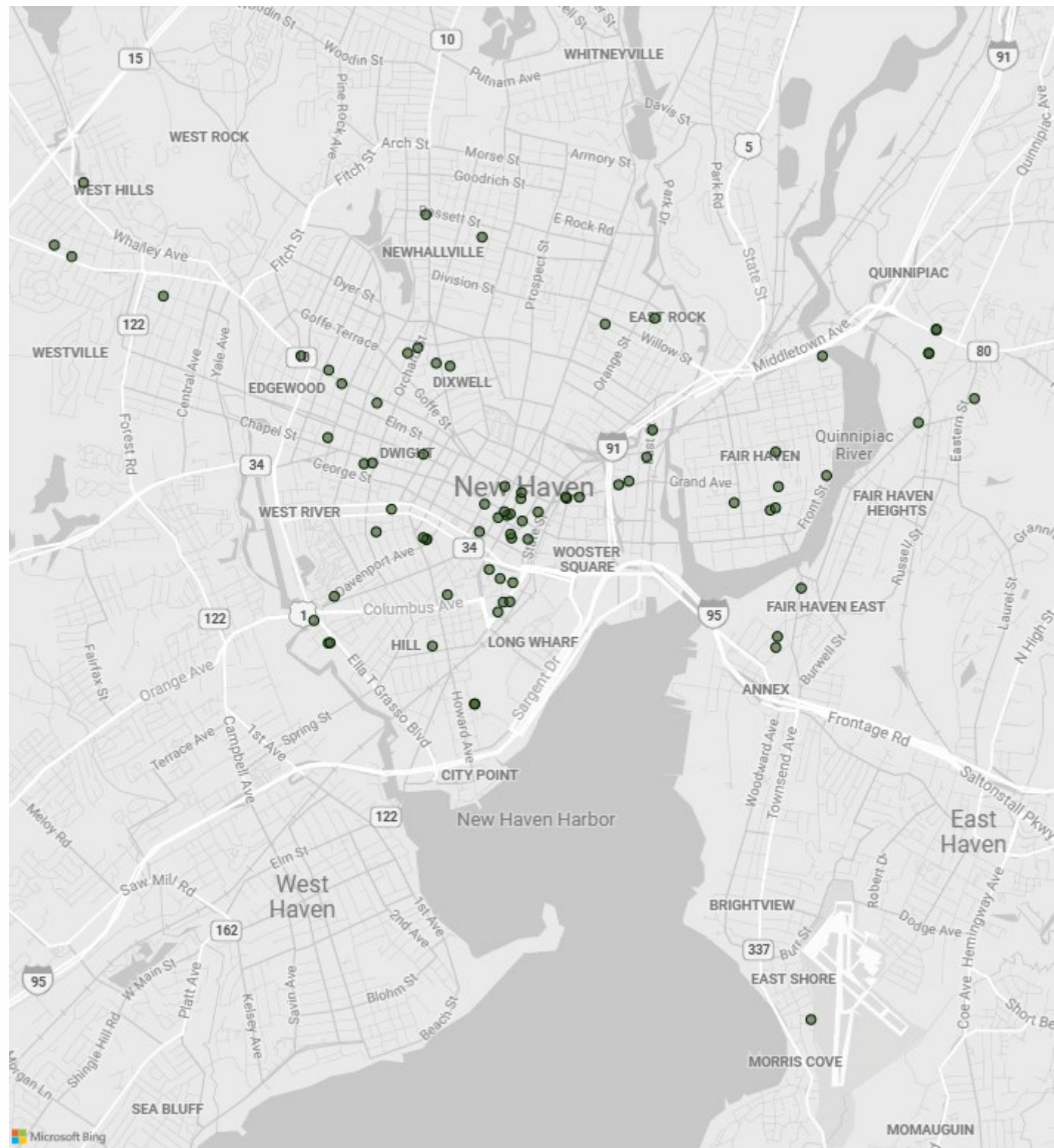
Responses to 911 dispatch at request of NHPD or NHFD  
(effective 11/1/22)





# 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)

