

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

October 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=3,376)



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

Crisis Team Response Details

October 2025 (n=140)		Overall (n=3376)	
29% (40)	911 NHPD/NHFD Calls	50% (1683)	911 NHPD/NHFD Calls
5% from NHFD 95% from NHPD		14% from NHFD 86% from NHPD	
4% (6)	911 Direct Dispatch	4% (125)	911 Direct Dispatch
67% (140)	Outreach	46% (1568)	Outreach





Time Spent on Crisis Team Responses

October 2025

Overall

Average time to response:

**for PSAP dispatch only*

16 minutes*
(90% in 10 minutes)

14 minutes*
(90% in 12 minutes)

Average time on scene:

24 minutes
(90% for 20 minutes)

41 minutes
(90% for 31 minutes)

Average PD time on scene:

21 minutes
(541 minutes saved)

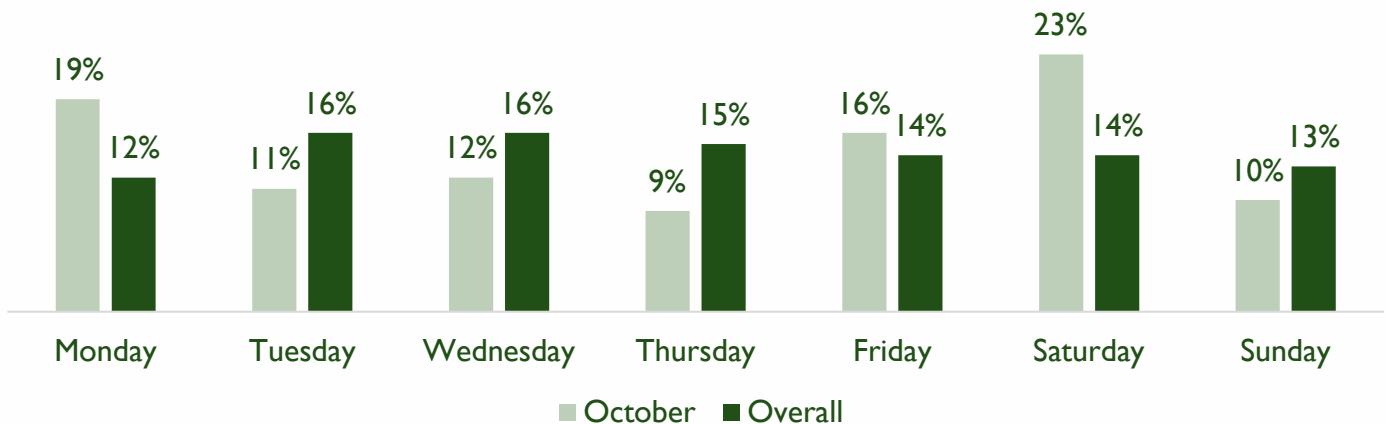
18 minutes
(38,157 minutes saved)

Average FD time on scene:

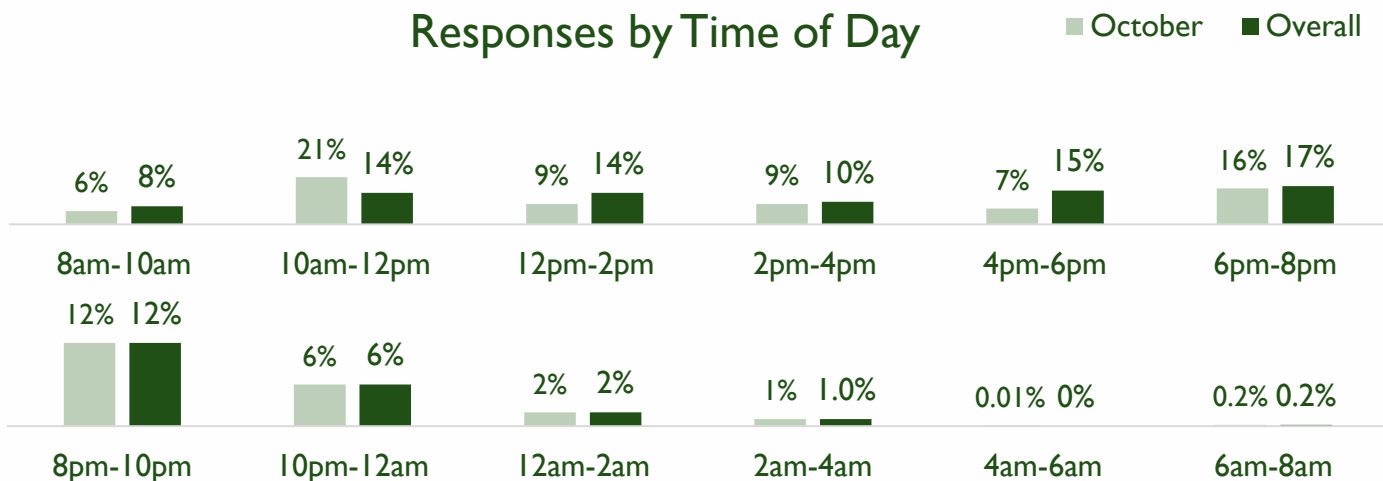
0 minutes
(42 minutes saved)

12 minutes
(6,968 minutes saved)

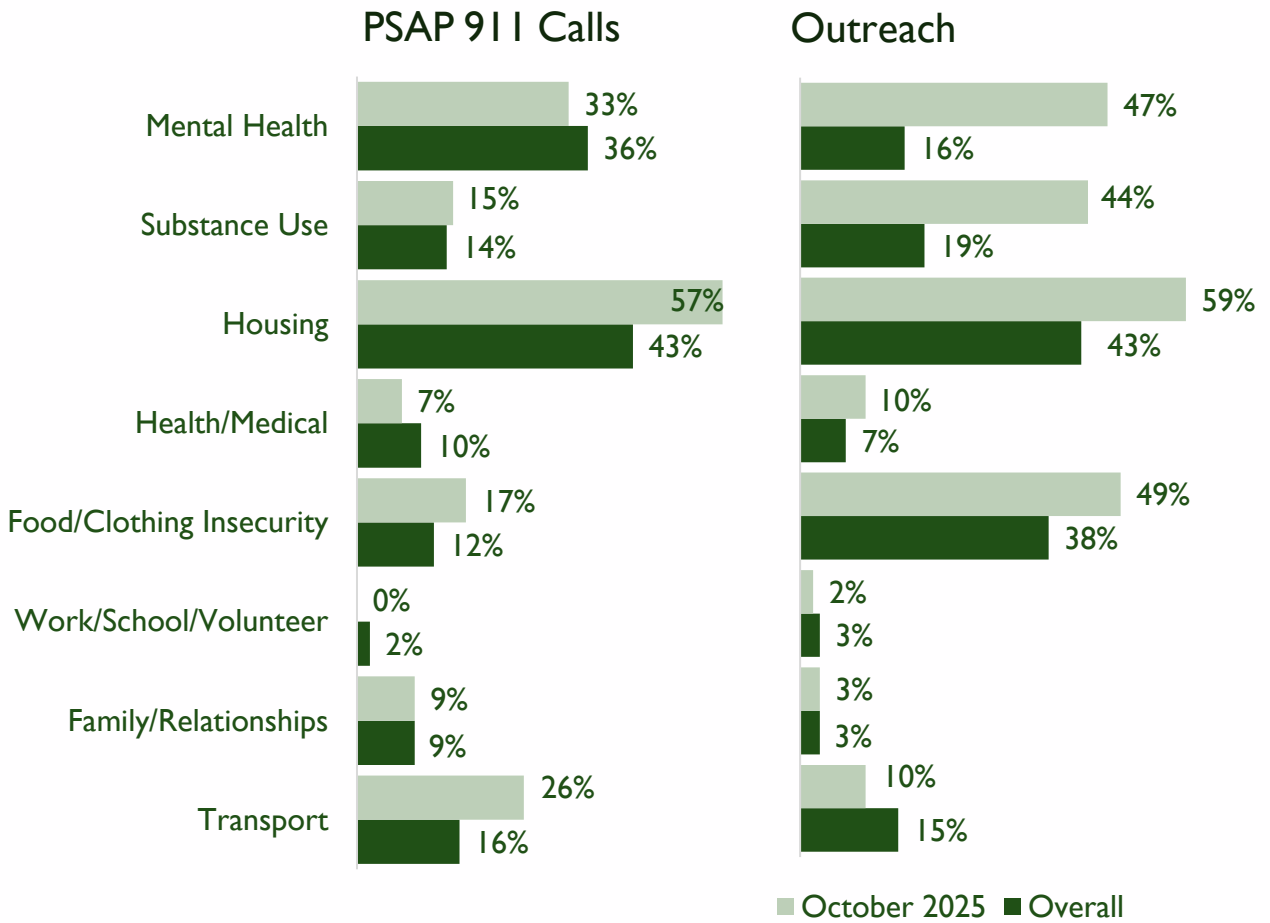
Responses by Day of the Week



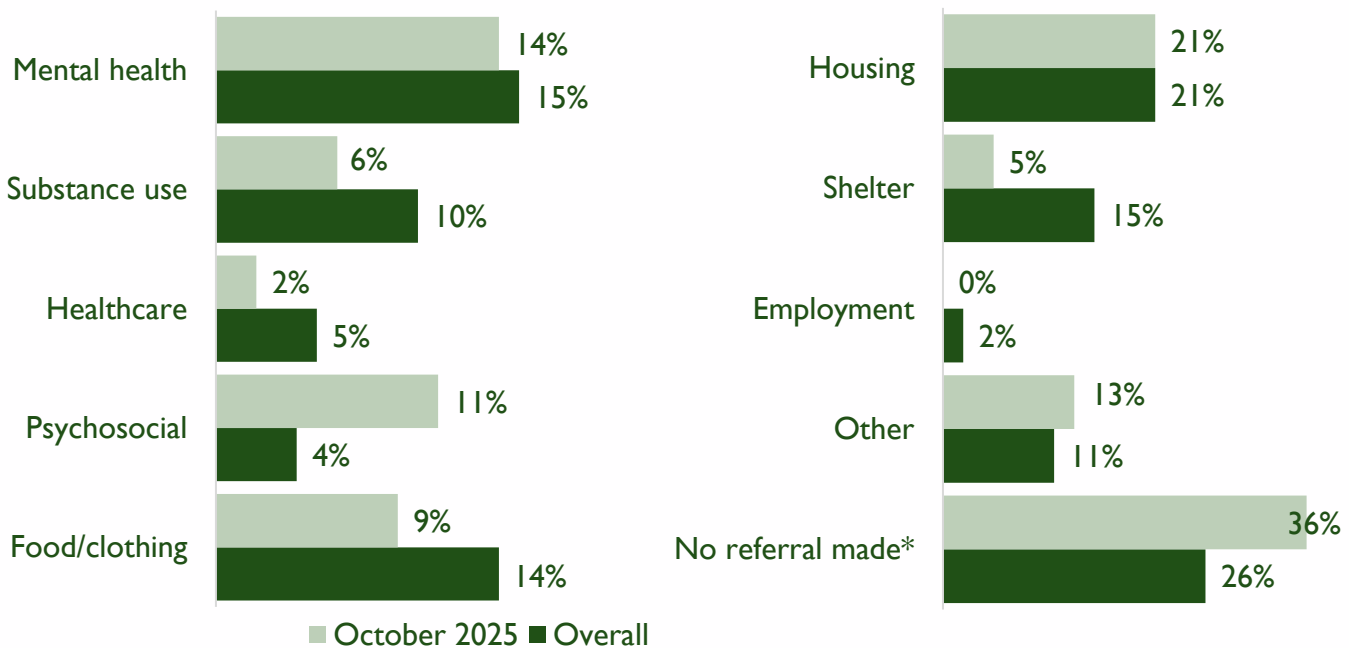
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals

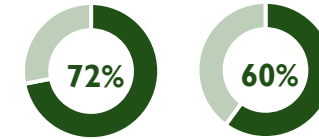


Demographic Information of Individuals Served

		October 25	Overall
Sex/Gender	Female	37%	41%
	Male	63%	58%
	Non-Binary*	--	--
	Transgender*	--	1%
Ethnicity	Hispanic	18%	19%
	Middle Eastern/North African	2%	2%
Race	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	42%	38%
	White	41%	41%
	Multi-racial	8%	13%
	Other	9%	8%
Age	18-29 years	10%	14%
	30-39 years	19%	24%
	40-49 years	35%	23%
	50-59 years	15%	20%
	60-69 years	18%	14%
	70+ years	3%	5%
Primary Language	English	94%	95%
	Spanish	6%	4%
	Other	--	1%
Disability	Cognitive: Mental Health	21%	17%
	Cognitive: Intellectual	1%	1%
	Ambulatory	--	6%
	Hearing	--	0.1%
	Vision	--	1%
	Multiple	4%	4%
	No specific disability identified	75%	71%



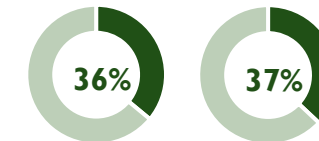
Responses to
individuals **unhoused**



October 2025 Overall



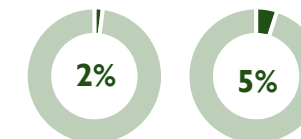
Responses needing
transport from scene



October 2025 Overall



Responses with
child on the scene

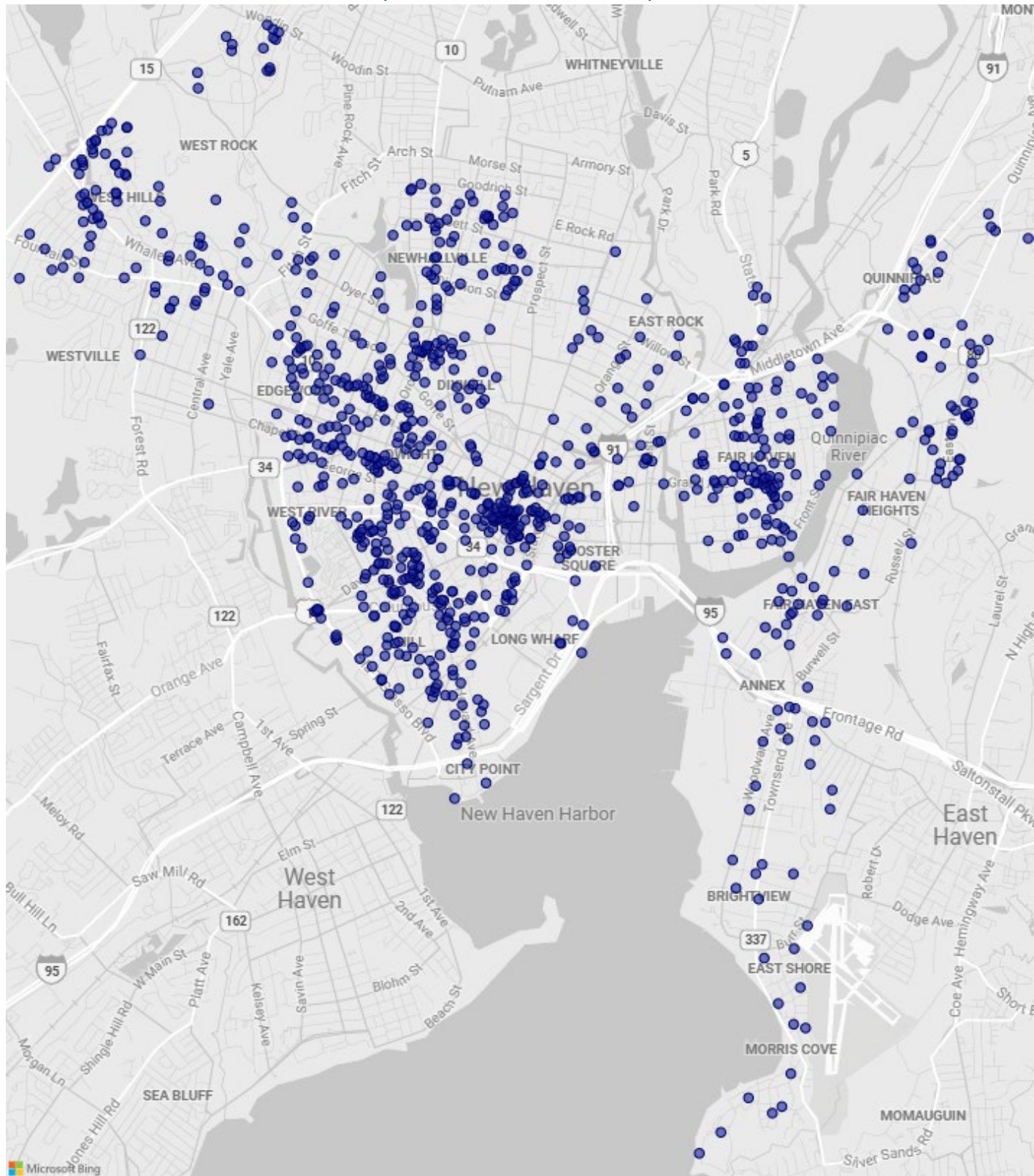


October 2025 Overall

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

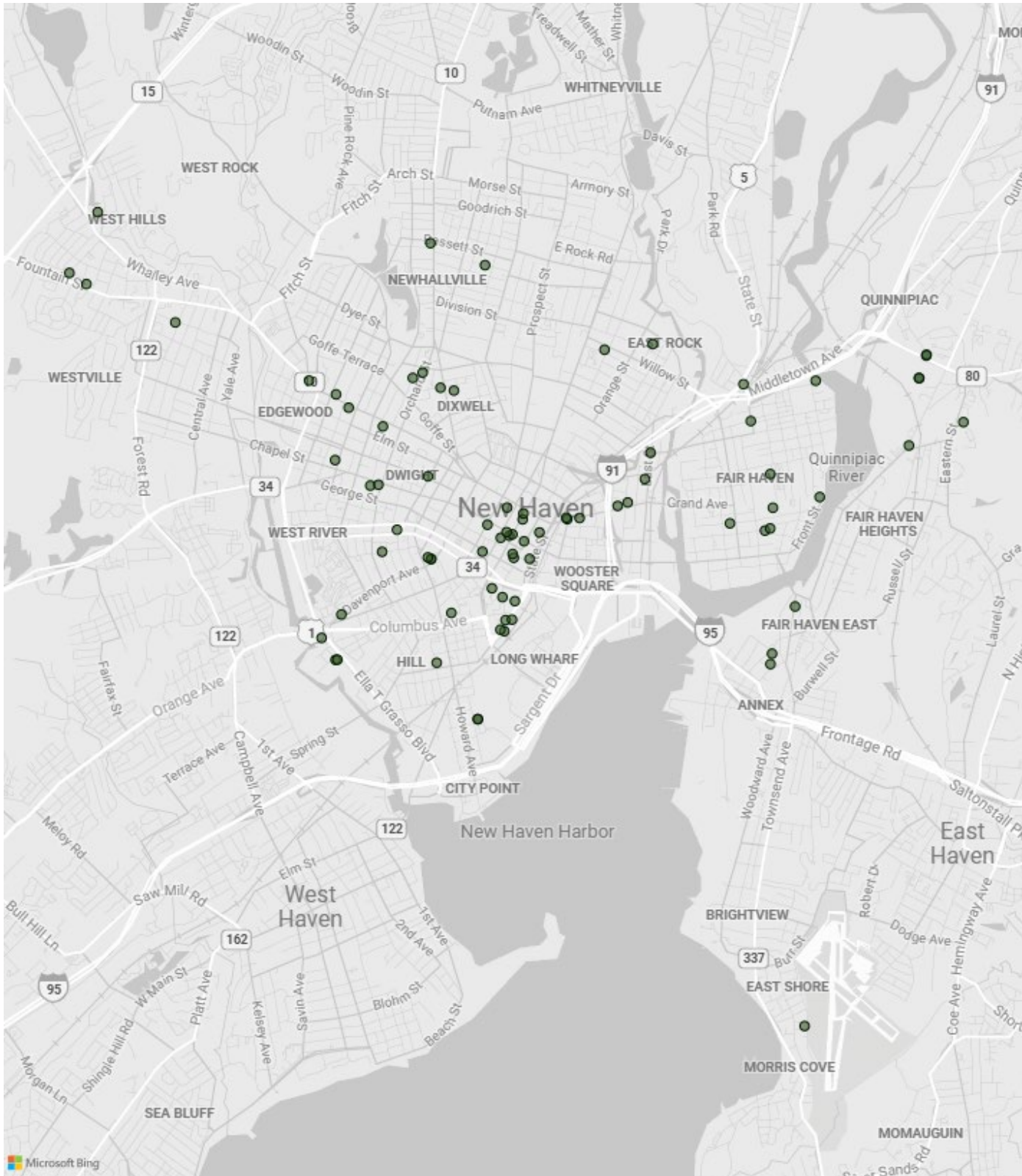
Map of Elm City COMPASS Activity

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)

