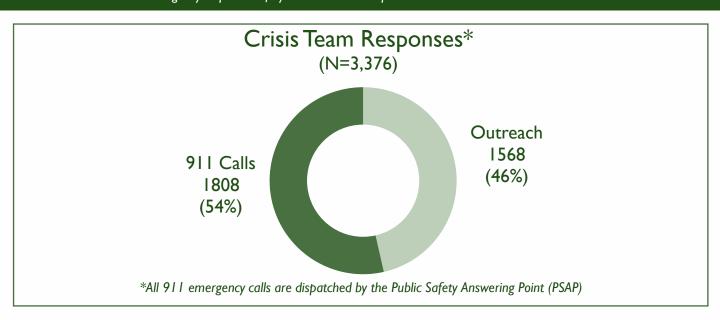
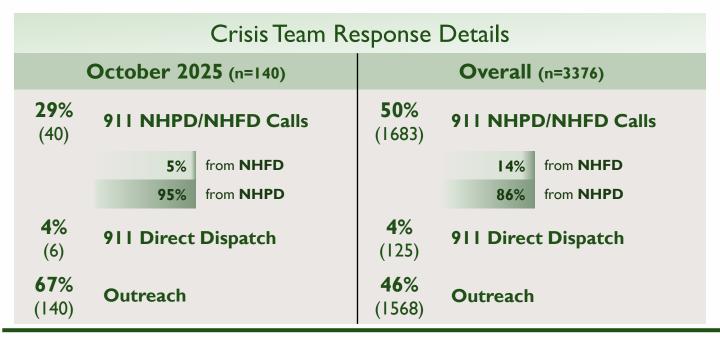
# Elm City COMPASS: Compassionate Allies Serving our Streets Crisis Response Team Services October 2025

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.









Elm City COMPASS is a partnership between The Consultation Center at Yale and Continuum of Care, and supported by the City of New Haven, Community Services Administration, Department of Community Resilience, and the Bureau of Justice Assistance. In-kind support is provided by the Connecticut Department of Mental Health and Addiction Services, the Connecticut Mental Health Center, Continuum of Care, and Yale University,



#### Time Spent on Crisis Team Responses

#### October 2025

#### Overall

Average time to response:

\*for PSAP dispatch only

8pm-10pm

10pm-12am

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)

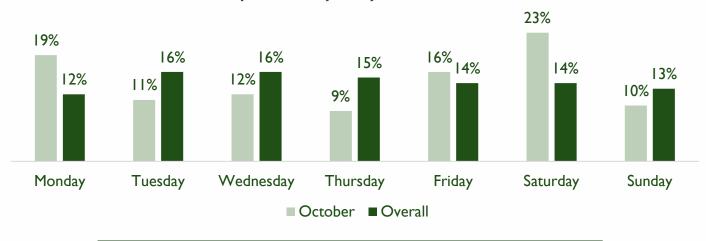
**18** minutes (38,157 minutes saved)

Average **FD time on scene**:

**0** minutes (42 minutes saved)

**12** minutes (6,968 minutes saved)

#### Responses by Day of the Week



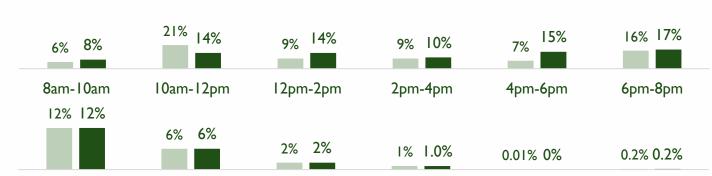
### Responses by Time of Day

October

4am-6am

■ Overall

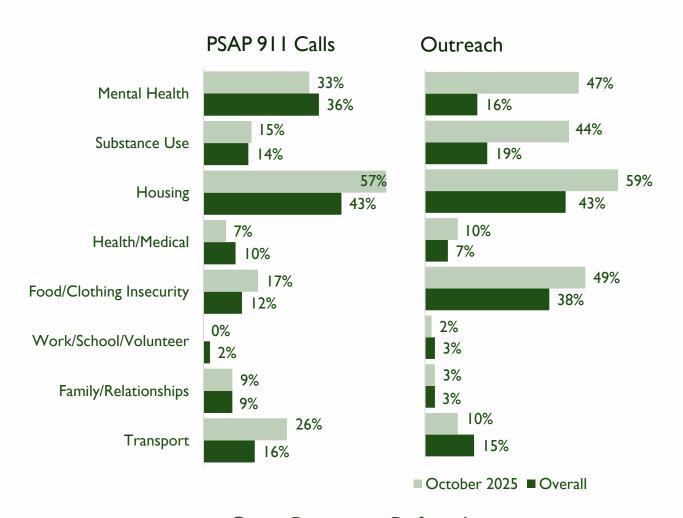
6am-8am



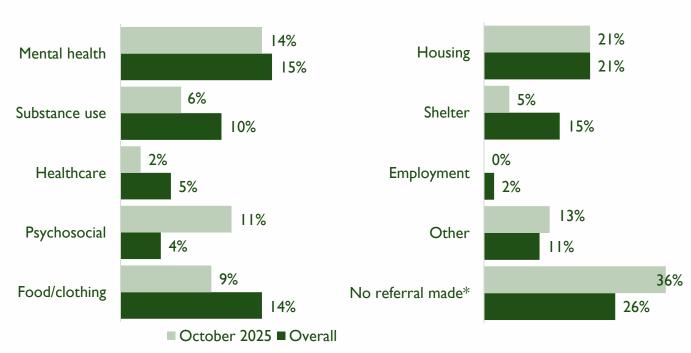
2am-4am

12am-2am

#### Focus of Engagement



#### Crisis Response Referrals



## Demographic Information of Individuals Served

Male			October 25	Overall
Non-Binary*	Sex/Gender	Female	37%	41%
Transgender*		Male	63%	58%
Hispanic   Hispanic   18%   19%   Middle Eastern/North African   2%   2%   2%   2%   2%   2%   2%   2		Non-Binary*		
Middle Eastern/North African   2%   2%		Transgender*		1%
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         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%	Ethnicity	Hispanic	18%	19%
Asian Amer/Native Hawaiian/Pacific Islander		Middle Eastern/North African	2%	2%
Black/African American	Race	Amer Indian/Alaskan Native		0.3%
White		Asian Amer/Native Hawaiian/Pacific Islander		1%
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% Ambulatory 6% Hearing 0.1% Vision 1% Multiple 4%		Black/African American	42%	38%
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%		White	41%	41%
18-29 years   10%   14%   30-39 years   19%   24%   40-49 years   35%   23%   50-59 years   15%   20%   60-69 years   3%   5%   14%   70+ years   3%   5%   5%   5%   5%   5%   5%   5%		Multi-racial	8%	13%
30-39 years   19%   24%   40-49 years   35%   23%   50-59 years   15%   20%   60-69 years   18%   14%   70+ years   3%   5%   5%   5%   5%   5%   5%   5%		Other	9%	8%
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% 4%	Age	18-29 years	10%	14%
50-59 years   15%   20%   60-69 years   18%   14%   70+ years   3%   5%   5%   Frimary Language   English   94%   95%   Spanish   6%   4%   Other     1%   The state of t		30-39 years	19%	24%
60-69 years   18%   14%   70+ years   3%   5%     Primary Language		40-49 years	35%	23%
To+ 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%		50-59 years	15%	20%
Primary   English   94%   95%		60-69 years	18%	14%
Spanish   54%   75%     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%		70+ years	3%	5%
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%	Primary Language	English	94%	95%
Disability         Cognitive: Mental Health         21%         17%           Cognitive: Intellectual         1%         1%           Ambulatory          6%           Hearing          0.1%           Vision          1%           Multiple         4%         4%		Spanish	6%	4%
Cognitive: Intellectual       1%       1%         Ambulatory        6%         Hearing        0.1%         Vision        1%         Multiple       4%       4%		Other		1%
Ambulatory 6% Hearing 0.1% Vision 1% Multiple 4% 4%	Disability	Cognitive: Mental Health	21%	17%
Hearing        0.1%         Vision        1%         Multiple       4%       4%		Cognitive: Intellectual	1%	1%
Vision          1%           Multiple         4%         4%		Ambulatory		6%
Multiple 4% 4%		Hearing		0.1%
1		Vision		1%
No specific disability identified 75% 71%		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



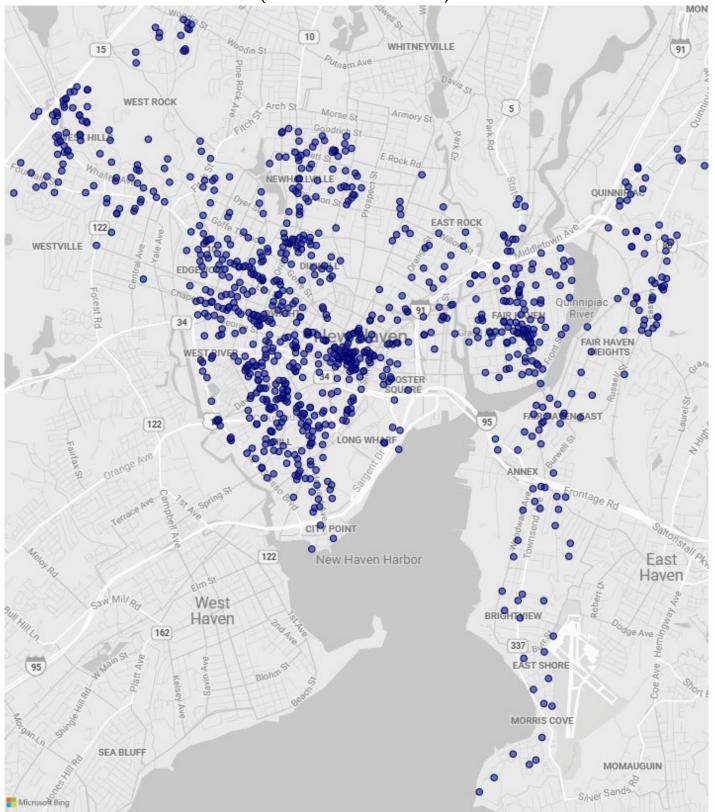


October 2025 Overall

<sup>\*</sup>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.

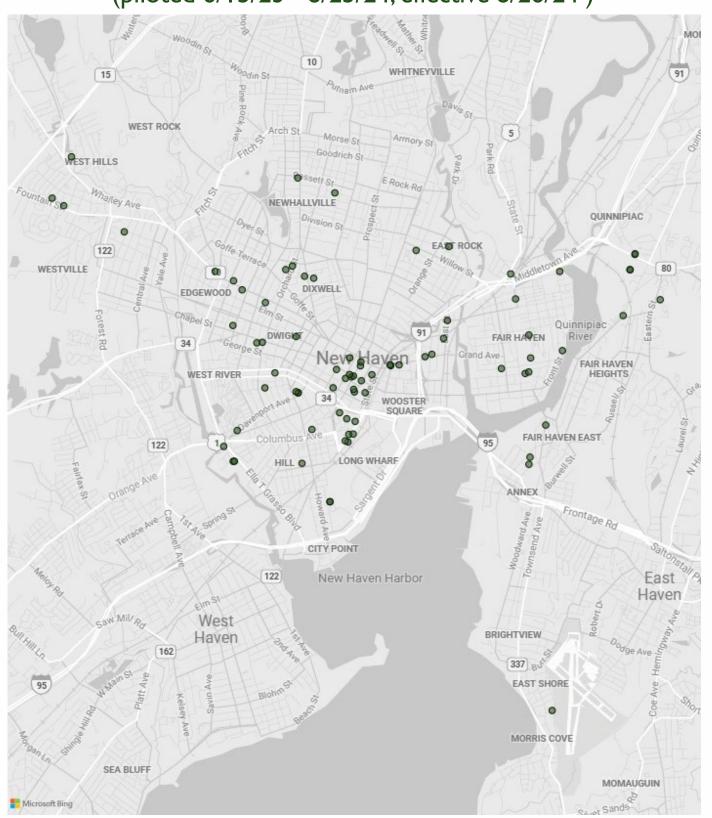
## Map of Elm City COMPASS Activity

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)

