

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

November 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)

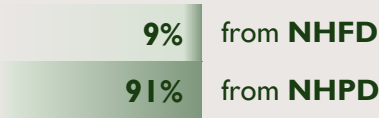


*All 911 emergency calls are dispatched by the Public Safety Answering Point (PSAP)

Crisis Team Response Details

November 2025 (n=140)

31%
(43) 911 NHPD/NHFD Calls



3%
(4) 911 Direct Dispatch

66%
(93) Outreach

Overall (n=3376)

50%
(1808) 911 NHPD/NHFD Calls



4%
(125) 911 Direct Dispatch

46%
(1568) Outreach





Time Spent on Crisis Team Responses

November 2025

Overall

Average time to response:

**for PSAP dispatch only*

13 minutes*
(90% in 11 minutes)

14 minutes*
(90% in 12 minutes)

Average time on scene:

29 minutes
(90% for 25 minutes)

41 minutes
(90% for 30 minutes)

Average PD time on scene:

17 minutes
(864 minutes saved)

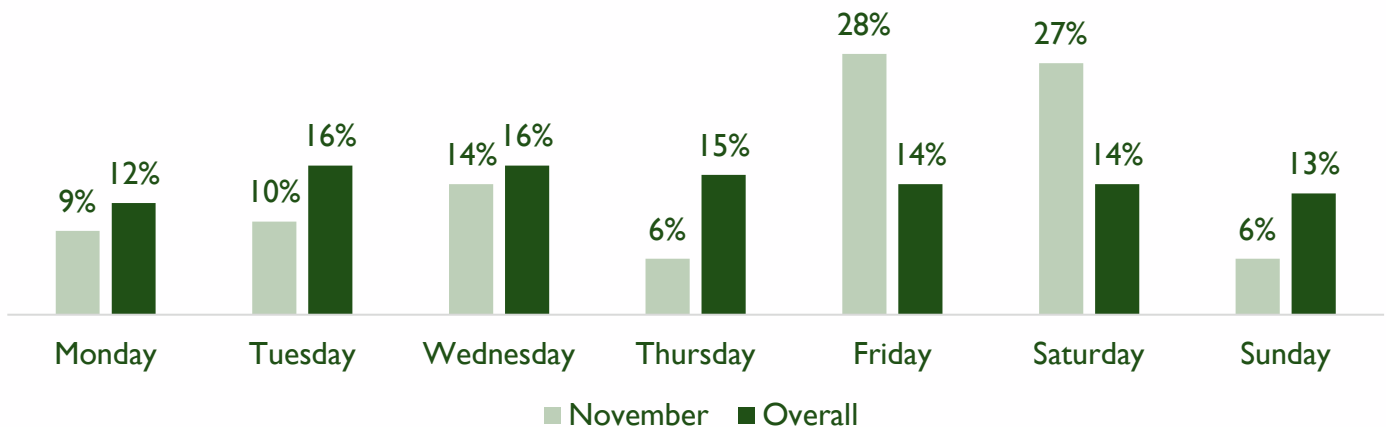
18 minutes
(38,157 minutes saved)

Average FD time on scene:

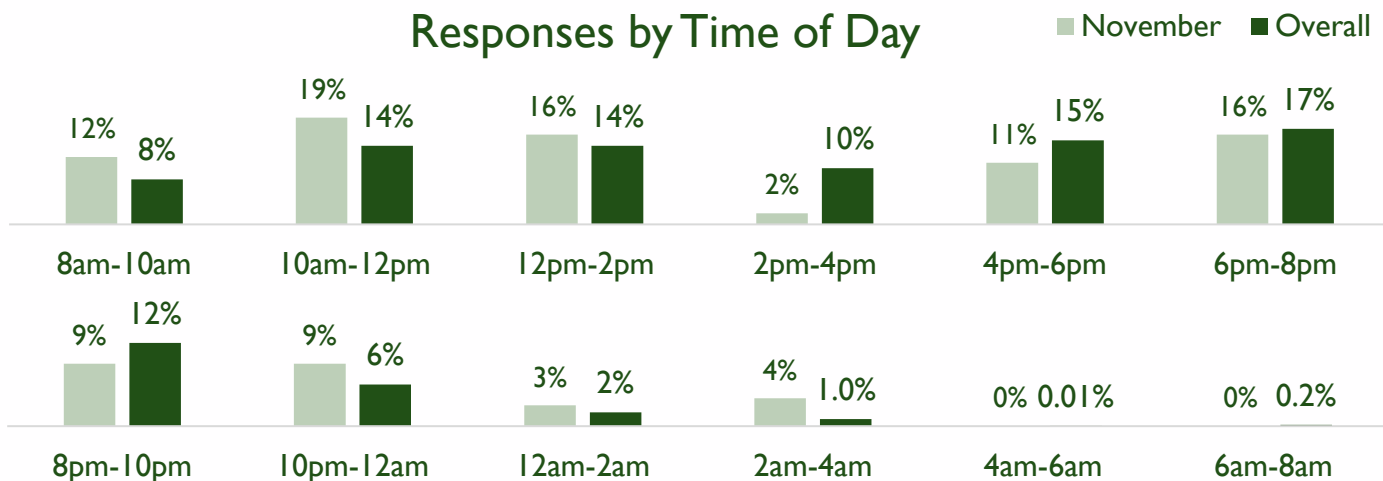
6 minutes
(73 minutes saved)

12 minutes
(6,926 minutes saved)

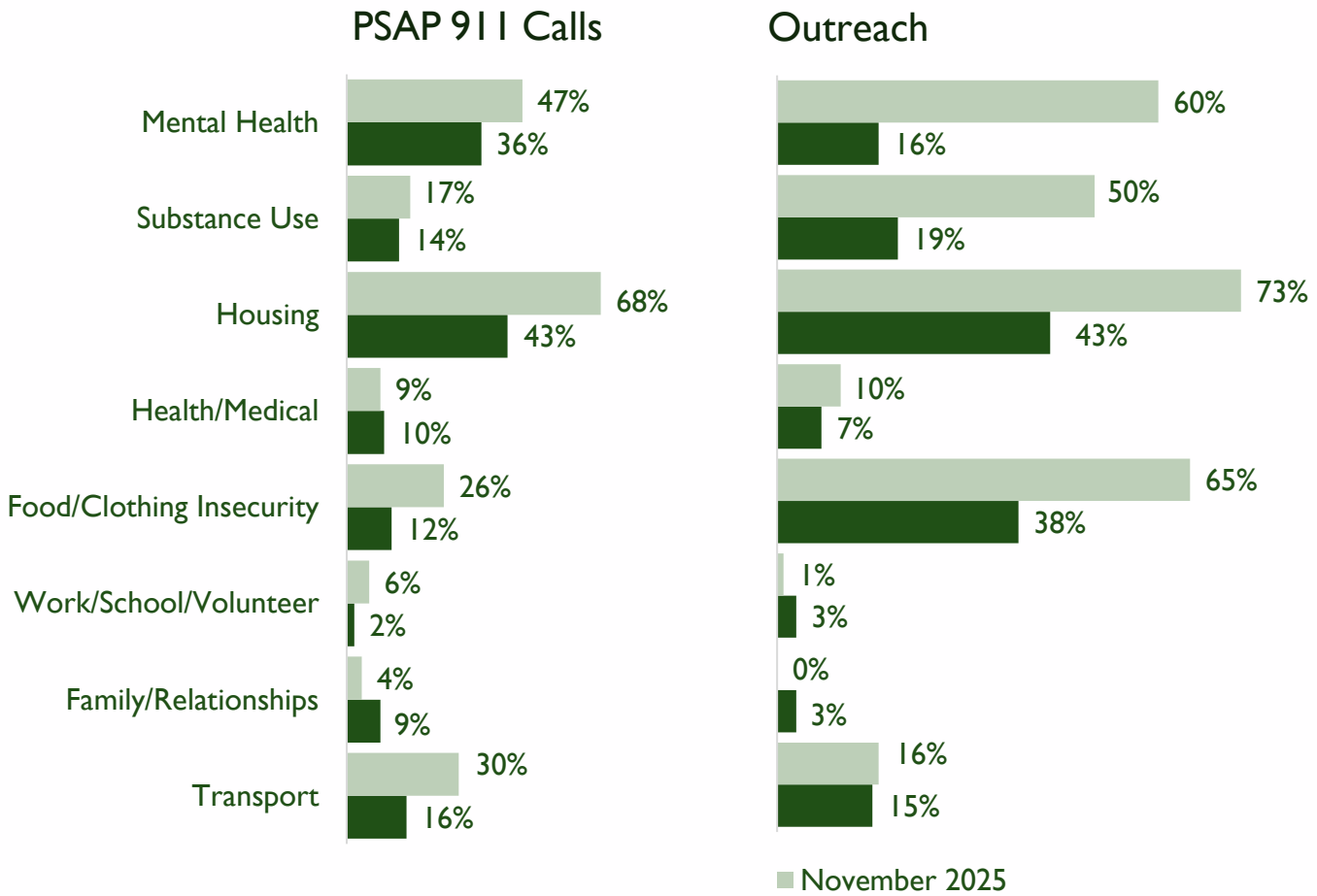
Responses by Day of the Week



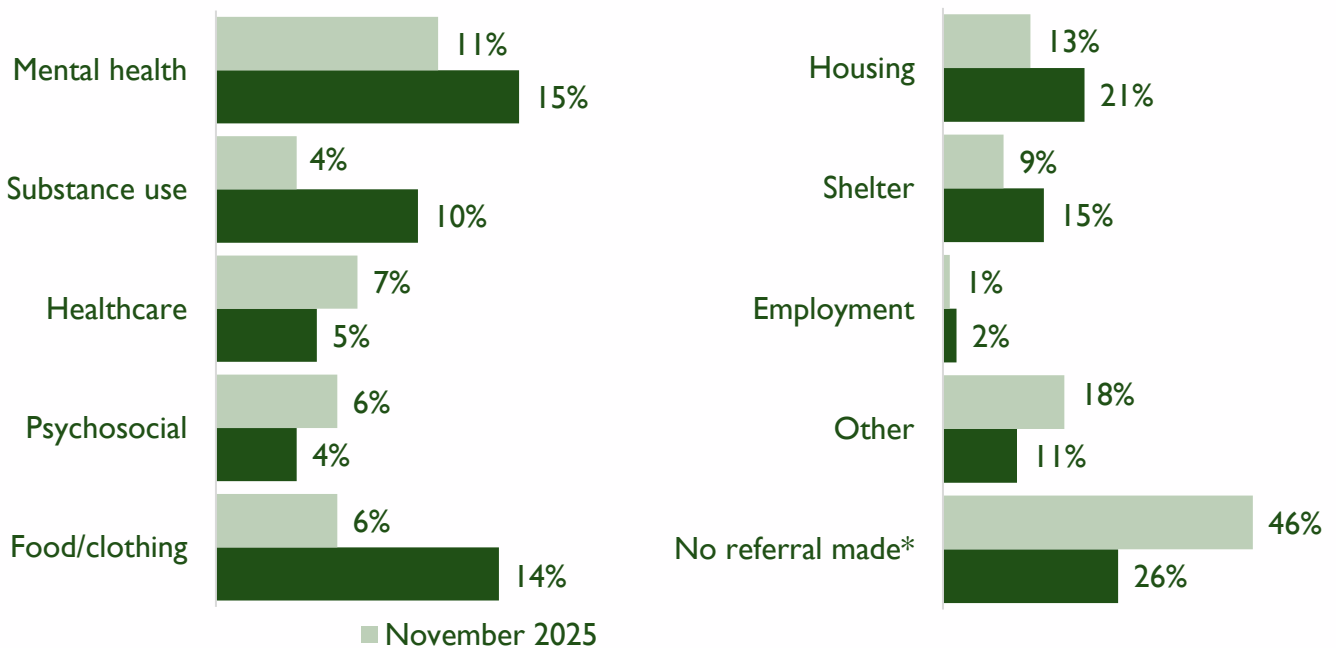
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals

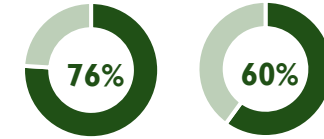


Demographic Information of Individuals Served

		November 25	Overall
Sex/Gender	Female	33%	41%
	Male	67%	58%
	Non-Binary*	--	--
	Transgender*	--	1%
Ethnicity	Hispanic	14%	19%
	Middle Eastern/North African	--	2%
Race	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	1%	1%
	Black/African American	39%	38%
	White	42%	41%
	Multi-racial	15%	13%
	Other	3%	8%
Age	18-29 years	11%	14%
	30-39 years	21%	24%
	40-49 years	24%	23%
	50-59 years	21%	20%
	60-69 years	20%	14%
	70+ years	3%	5%
Primary Language	English	95%	95%
	Spanish	5%	4%
	Other	--	1%
Disability	Cognitive: Mental Health	13%	17%
	Cognitive: Intellectual	--	1%
	Ambulatory	4%	6%
	Hearing	2%	0.1%
	Vision	--	1%
	Multiple	4%	4%
	No specific disability identified	78%	71%



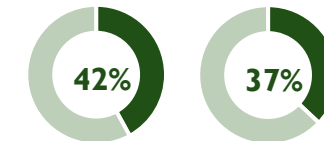
Responses to
individuals **unhoused**



November 2025 Overall



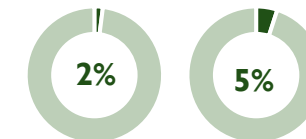
Responses needing
transport from scene



November 2025 Overall



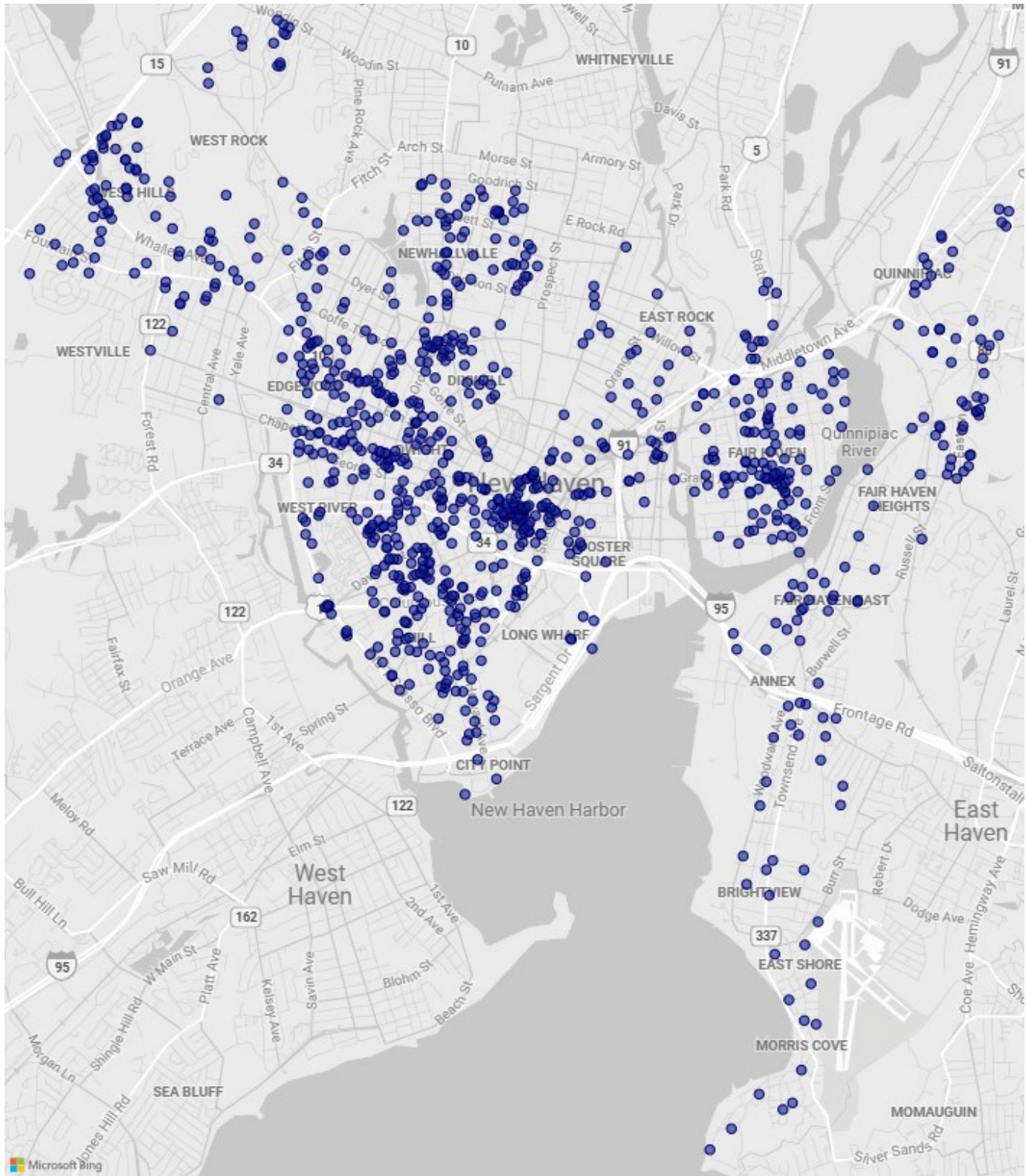
Responses with
child on the scene



November 2025 Overall

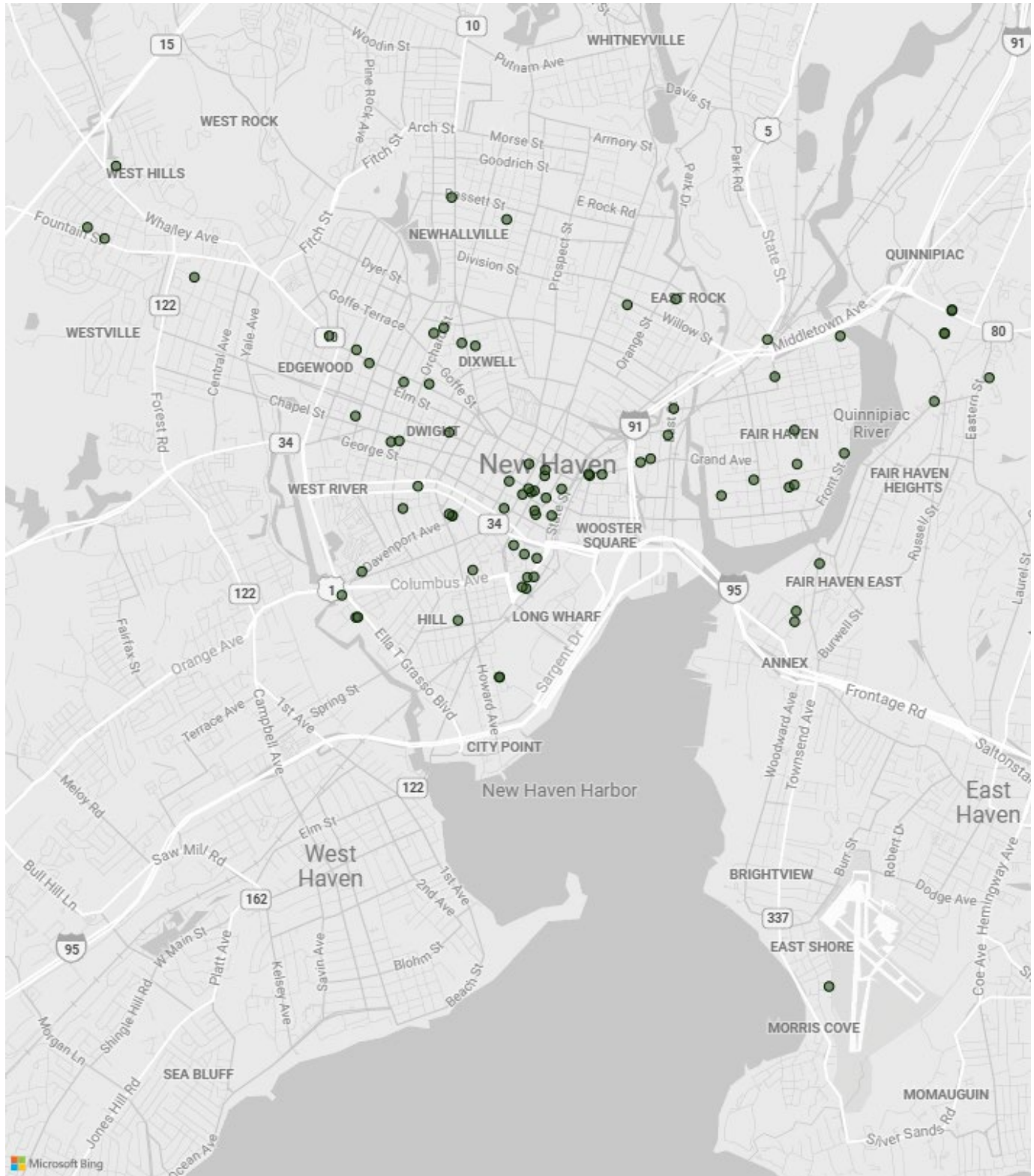
Map of Elm City COMPASS Activity

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)

