

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

January 2026

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=3,889)



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

Crisis Team Response Details

January 2026 (n=252)		Overall (n=3,889)	
35% (89)	911 NHPD/NHFD Calls	48% (1858)	911 NHPD/NHFD Calls
<div><div>15%</div>from NHFD</div> <div><div>85%</div>from NHPD</div>		<div><div>13%</div>from NHFD</div> <div><div>87%</div>from NHPD</div>	
2% (5)	911 Direct Dispatch	4% (140)	911 Direct Dispatch
63% (158)	Outreach	49% (1891)	Outreach





Time Spent on Crisis Team Responses

Average time to response:

**for PSAP dispatch only*

January 2026

13 minutes*
(90% in 12 minutes)

Overall

14 minutes*
(90% in 11 minutes)

Average time on scene:

25 minutes
(90% for 20 minutes)

39 minutes
(90% for 29 minutes)

Average PD time on scene:

11 minutes
(1,666 minutes saved)

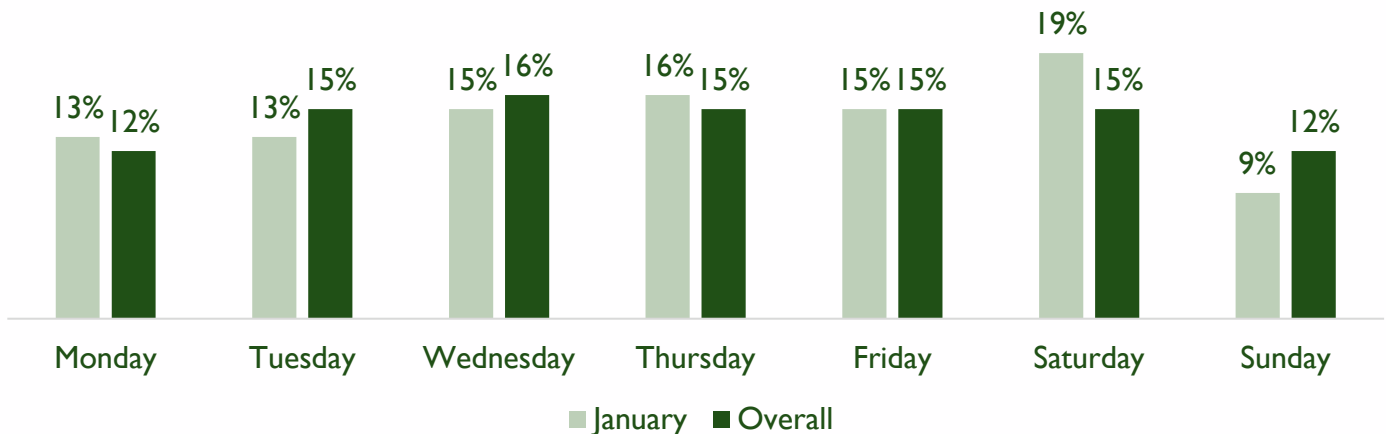
17 minutes
(41,472 minutes saved)

Average FD time on scene:

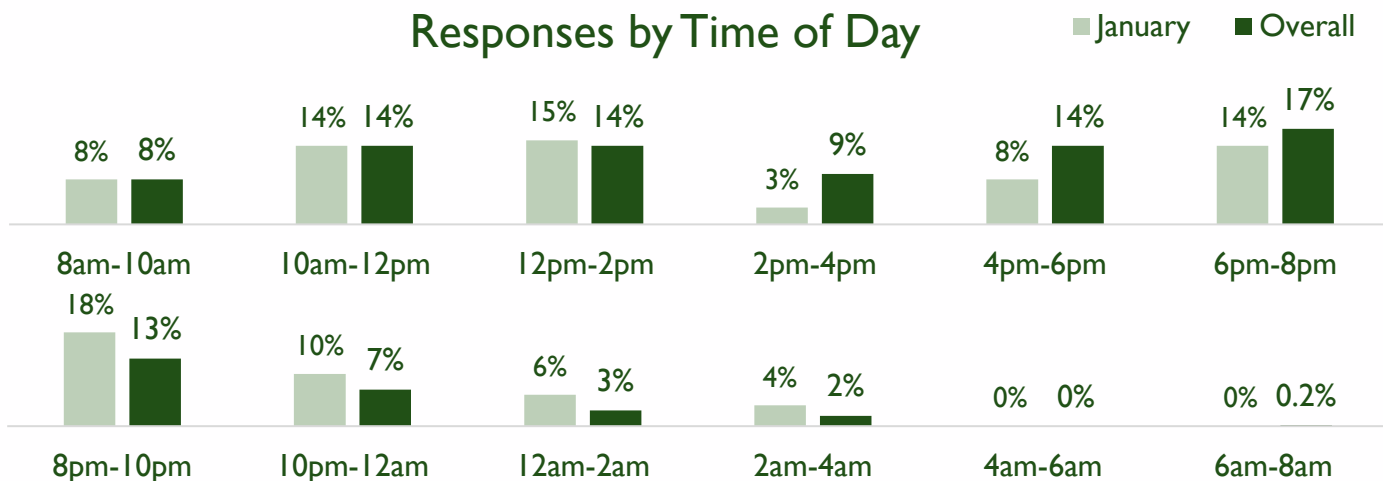
8 minutes
(187 minutes saved)

12 minutes
(7,368 minutes saved)

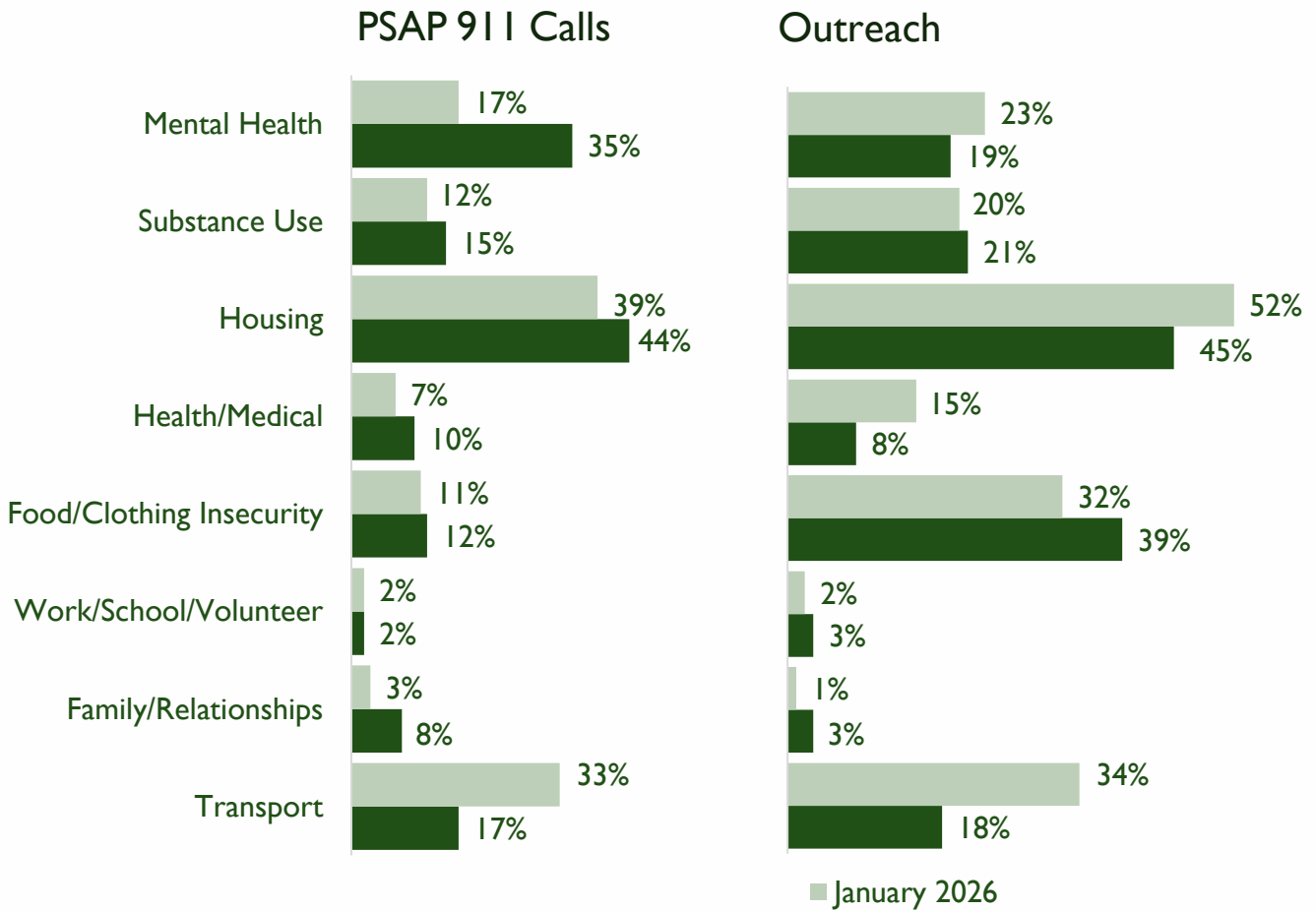
Responses by Day of the Week



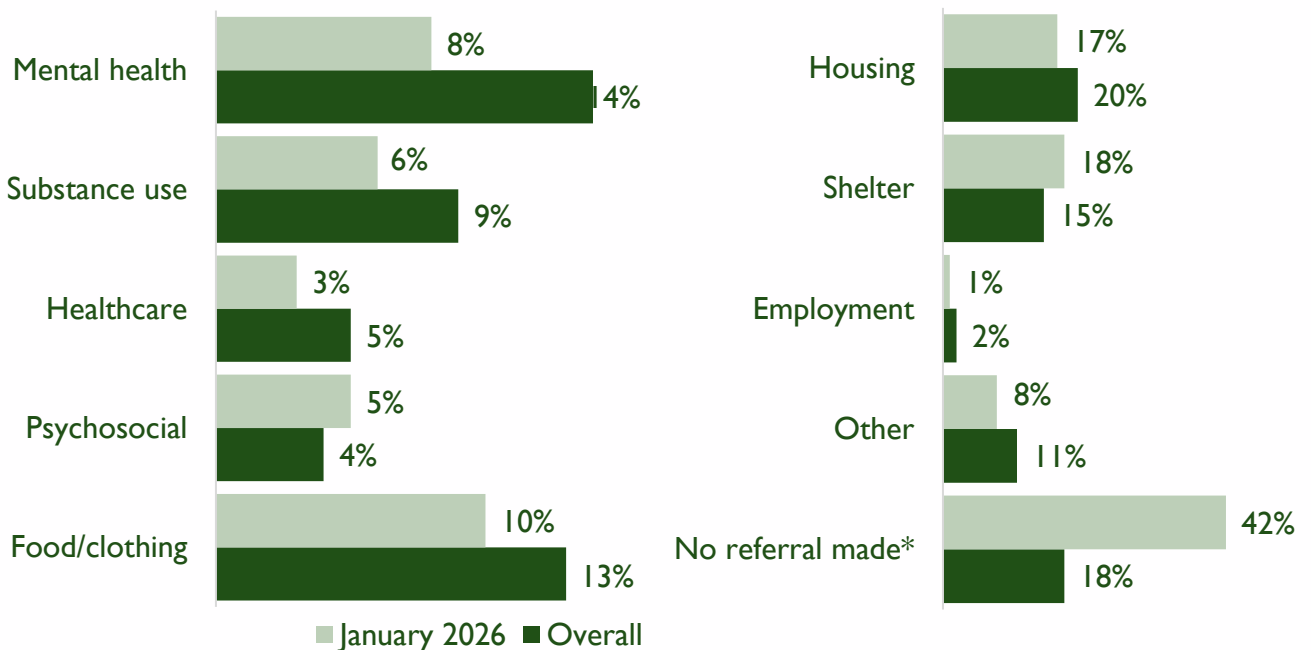
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals

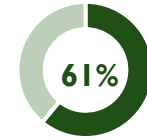
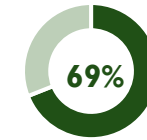


Demographic Information of Individuals Served

		January 26	Overall
Sex/Gender	Female	29%	40%
	Male	71%	60%
	Non-Binary*	--	--
	Transgender*	--	0.4%
Ethnicity	Hispanic	16%	18%
	Middle Eastern/North African	1%	2%
Race	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	30%	38%
	White	48%	41%
	Multi-racial	17%	13%
	Other	6%	7%
Age	18-29 years	11%	14%
	30-39 years	20%	23%
	40-49 years	21%	23%
	50-59 years	27%	21%
	60-69 years	17%	14%
	70+ years	4%	5%
Primary Language	English	98%	95%
	Spanish	2%	4%
	Other	0.4%	1%
Disability	Cognitive: Mental Health	27%	18%
	Cognitive: Intellectual	1%	1%
	Ambulatory	5%	6%
	Hearing	--	0.1%
	Vision	0.4%	1%
	Multiple	4%	5%
	No specific disability identified	63%	71%



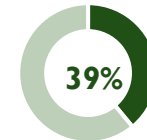
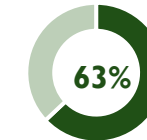
Responses to
individuals **unhoused**



January 2026 Overall



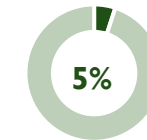
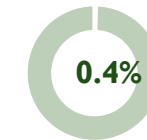
Responses needing
transport from scene



January 2026 Overall



Responses with
child on the scene

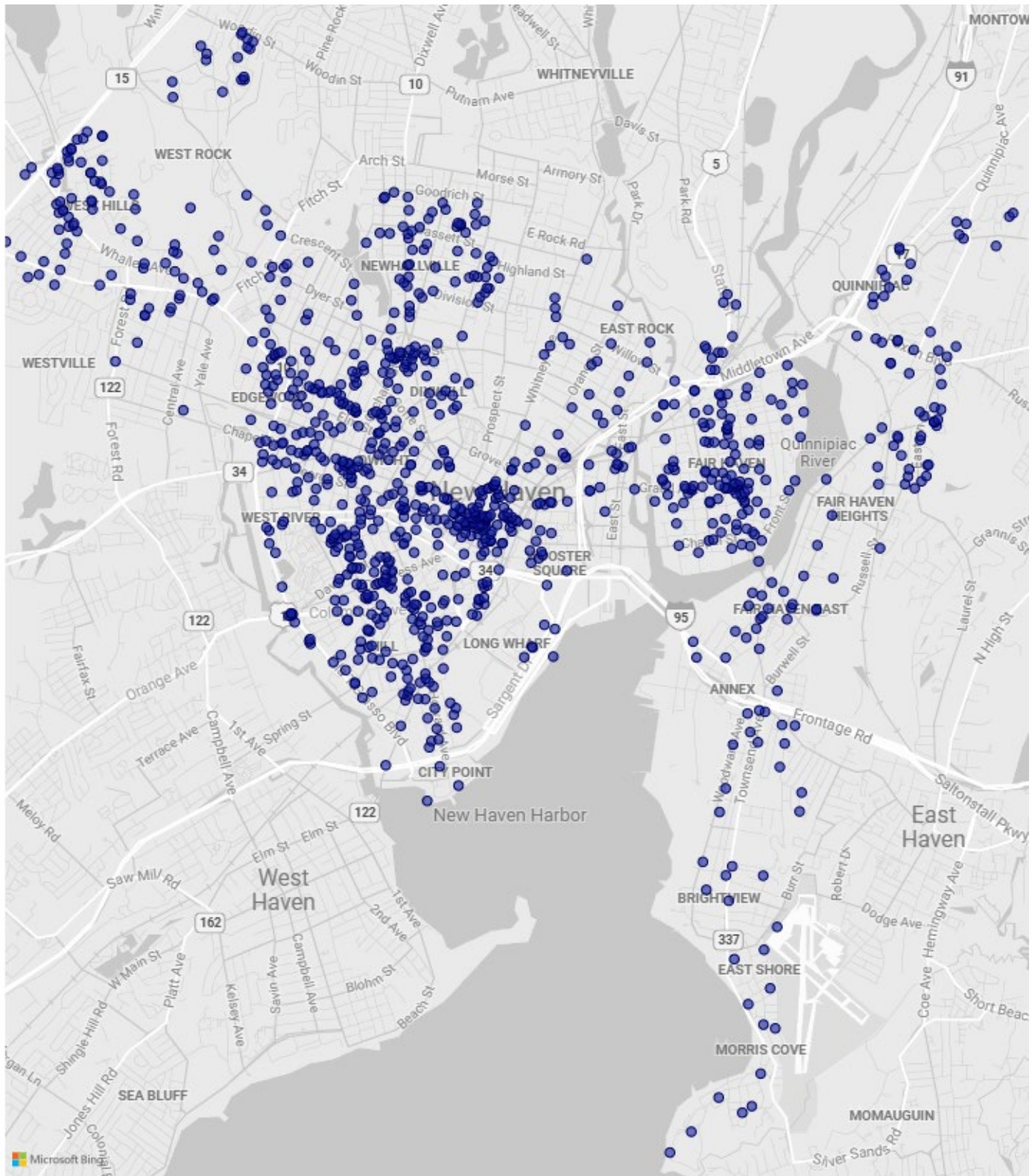


January 2026 Overall

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

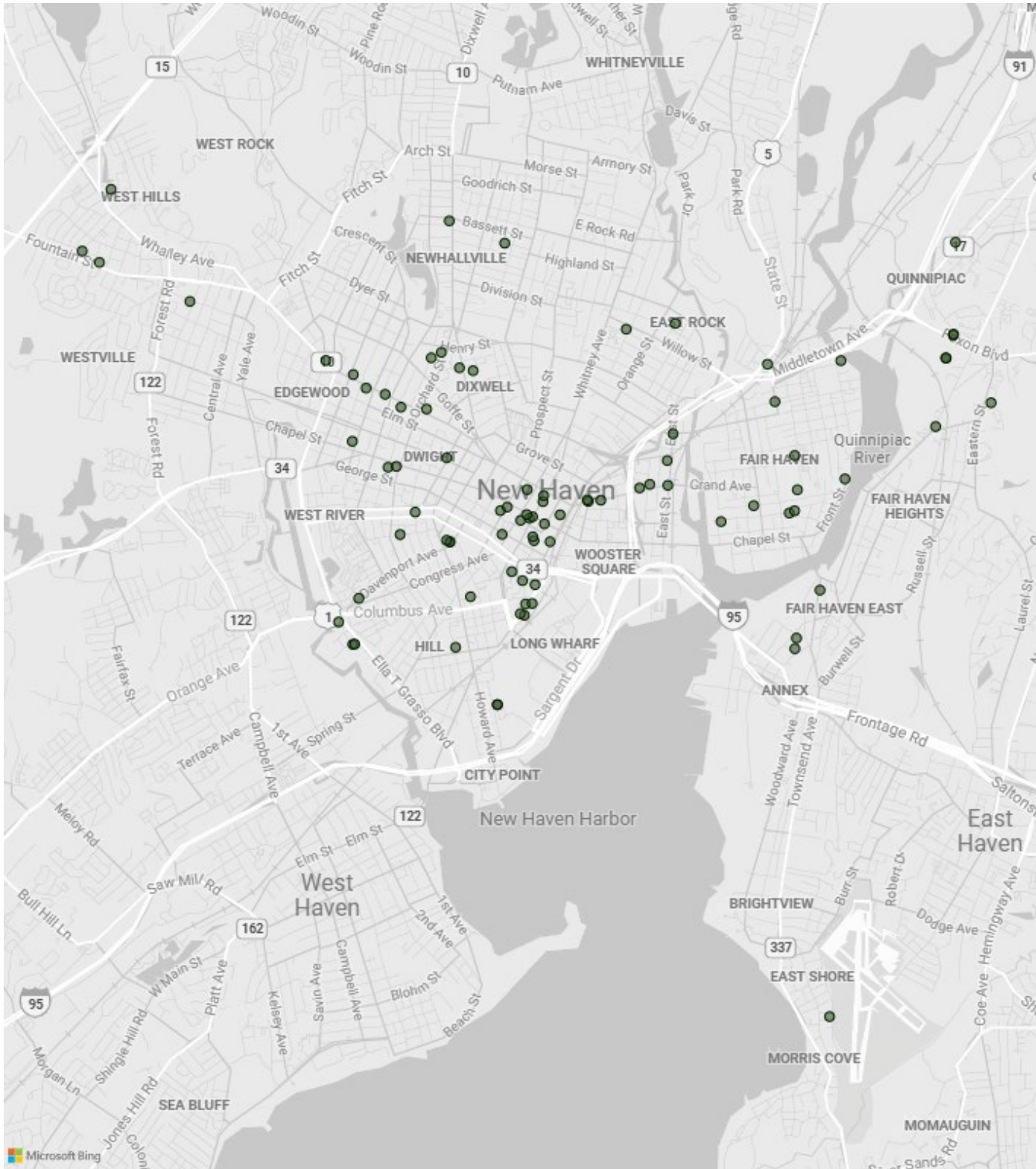
Map of Elm City COMPASS Activity

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)

