

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

April 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=4,380)



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

Crisis Team Response Details

April 2026 (n=140)		Overall (n=4380)	
37% (52)	911 NHPD/NHFD Calls	46% (2009)	911 NHPD/NHFD Calls
6%	from NHFD	13%	from NHFD
94%	from NHPD	87%	from NHPD
2% (3)	911 Direct Dispatch	4% (152)	911 Direct Dispatch
61% (85)	Outreach	51% (2219)	Outreach





Time Spent on Crisis Team Responses

April 2026

Overall

Average time to response:

**for PSAP dispatch only*

15 minutes*
(90% in 13 minutes)

14 minutes*
(90% in 12 minutes)

Average time on scene:

31 minutes
(90% for 24 minutes)

39 minutes
(90% for 33 minutes)

Average PD time on scene:

17 minutes
(1,097 minutes saved)

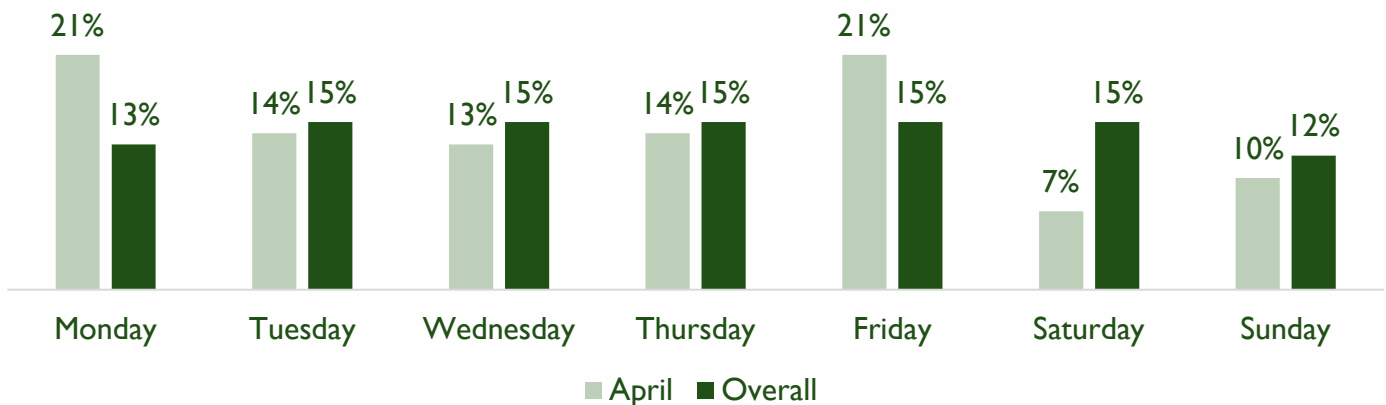
17 minutes
(44,569 minutes saved)

Average FD time on scene:

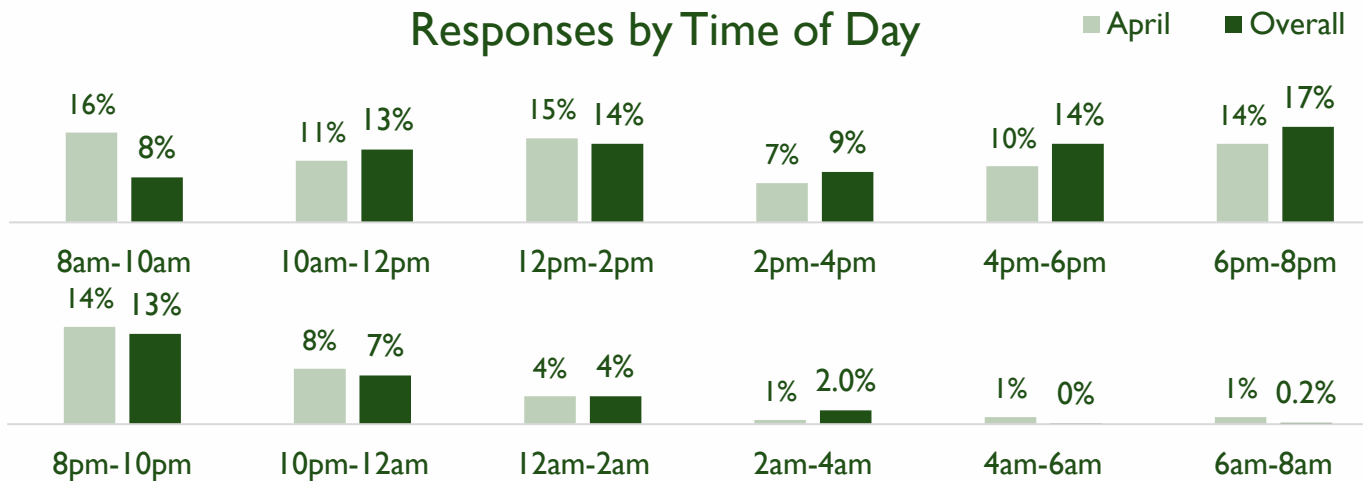
11 minutes
(115 minutes saved)

12 minutes
(7,829 minutes saved)

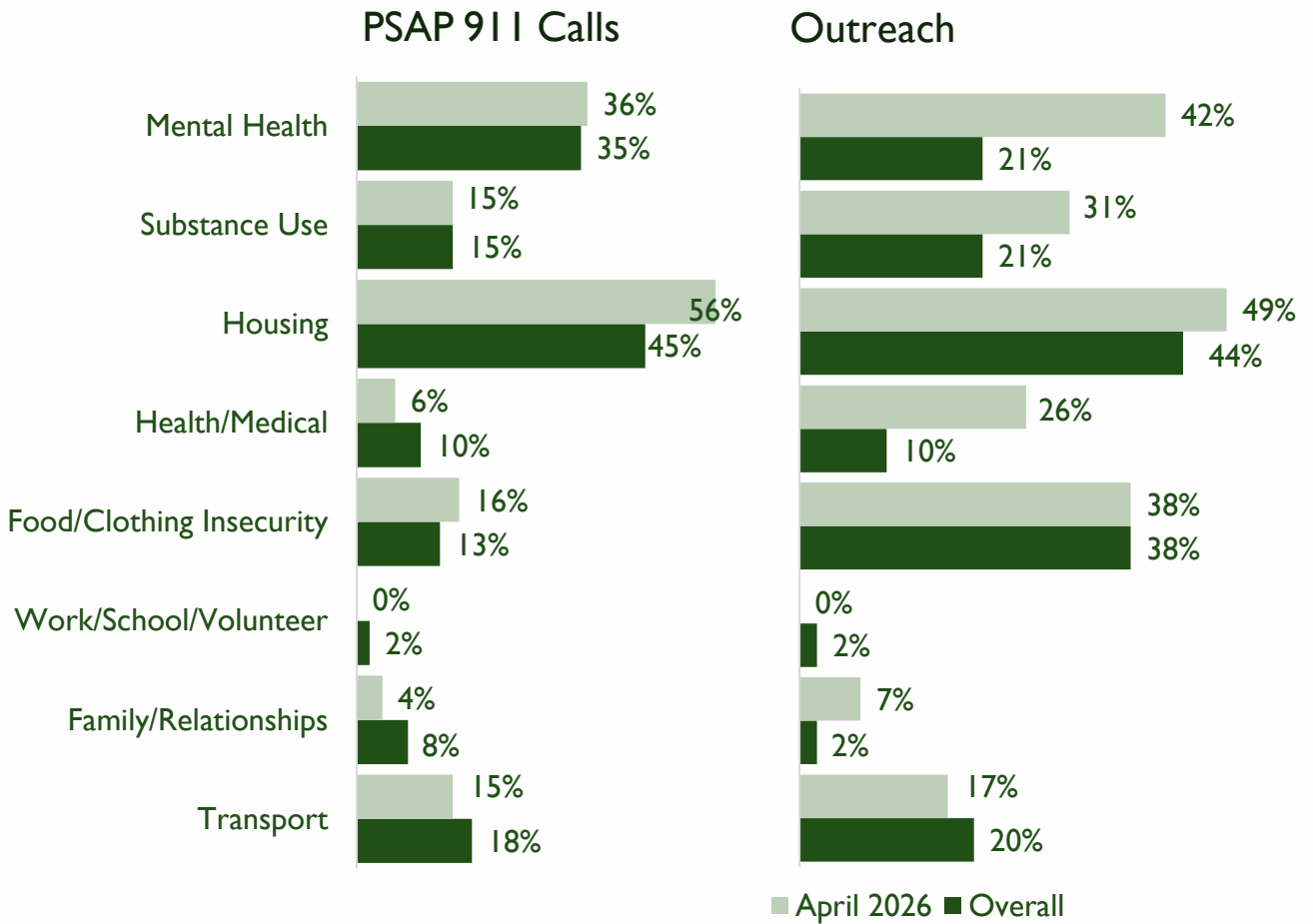
Responses by Day of the Week



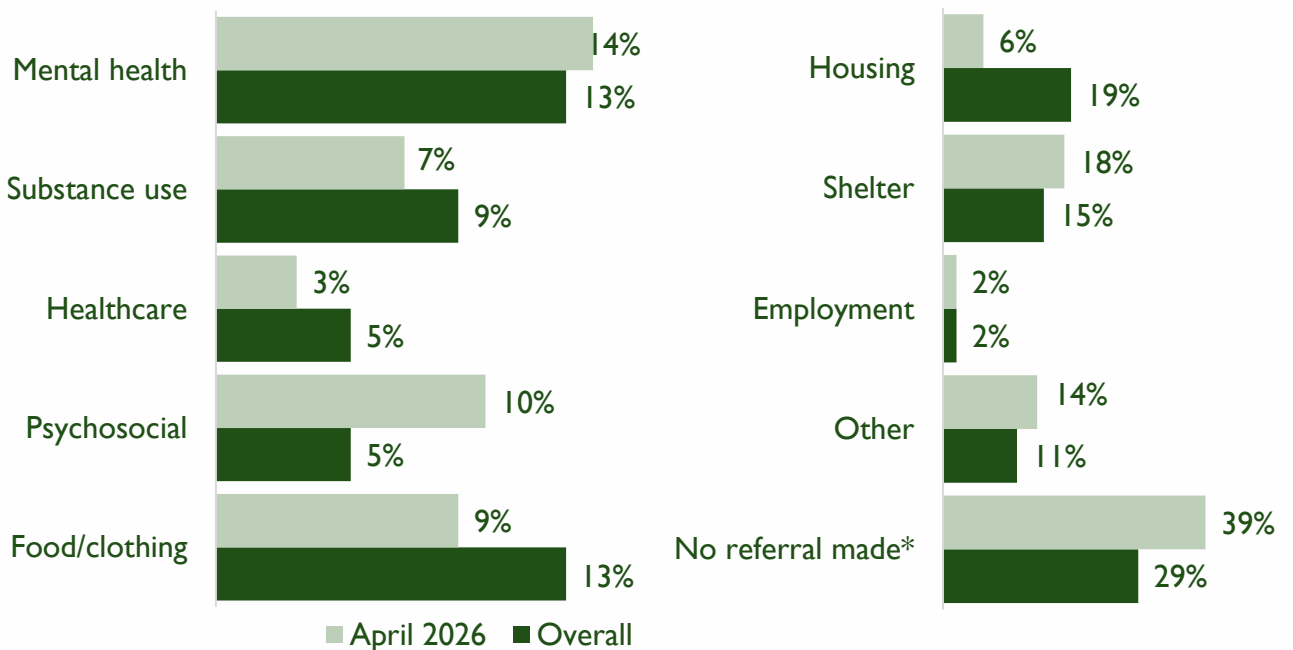
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals

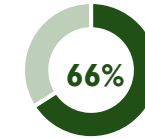


Demographic Information of Individuals Served

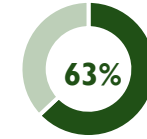
		April 26	Overall
Sex/Gender	Female	36%	40%
	Male	65%	59%
	Non-Binary*	--	--
	Transgender*	--	0.4%
Ethnicity	Hispanic	14%	18%
	Middle Eastern/North African	4%	2%
Race	Amer Indian/Alaskan Native	--	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	34%	38%
	White	47%	42%
	Multi-racial	13%	13%
	Other	6%	7%
	Age	18-29 years	12%
30-39 years		29%	24%
40-49 years		18%	23%
50-59 years		26%	21%
60-69 years		11%	14%
70+ years		4%	5%
Primary Language	English	96%	95%
	Spanish	4%	4%
	Other	1%	1%
Disability	Cognitive: Mental Health	18%	18%
	Cognitive: Intellectual	--	1%
	Ambulatory	9%	6%
	Hearing	--	0.1%
	Vision	1%	1%
	Multiple	8%	5%
	No specific disability identified	65%	70%



Responses to individuals **unhoused**



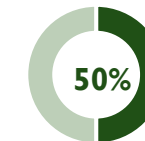
April 2026



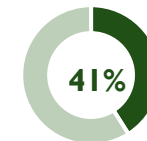
Overall



Responses needing **transport** from scene



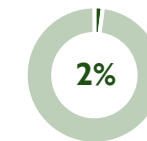
April 2026



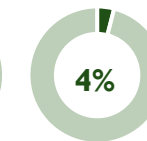
Overall



Responses with **child** on the scene



April 2026

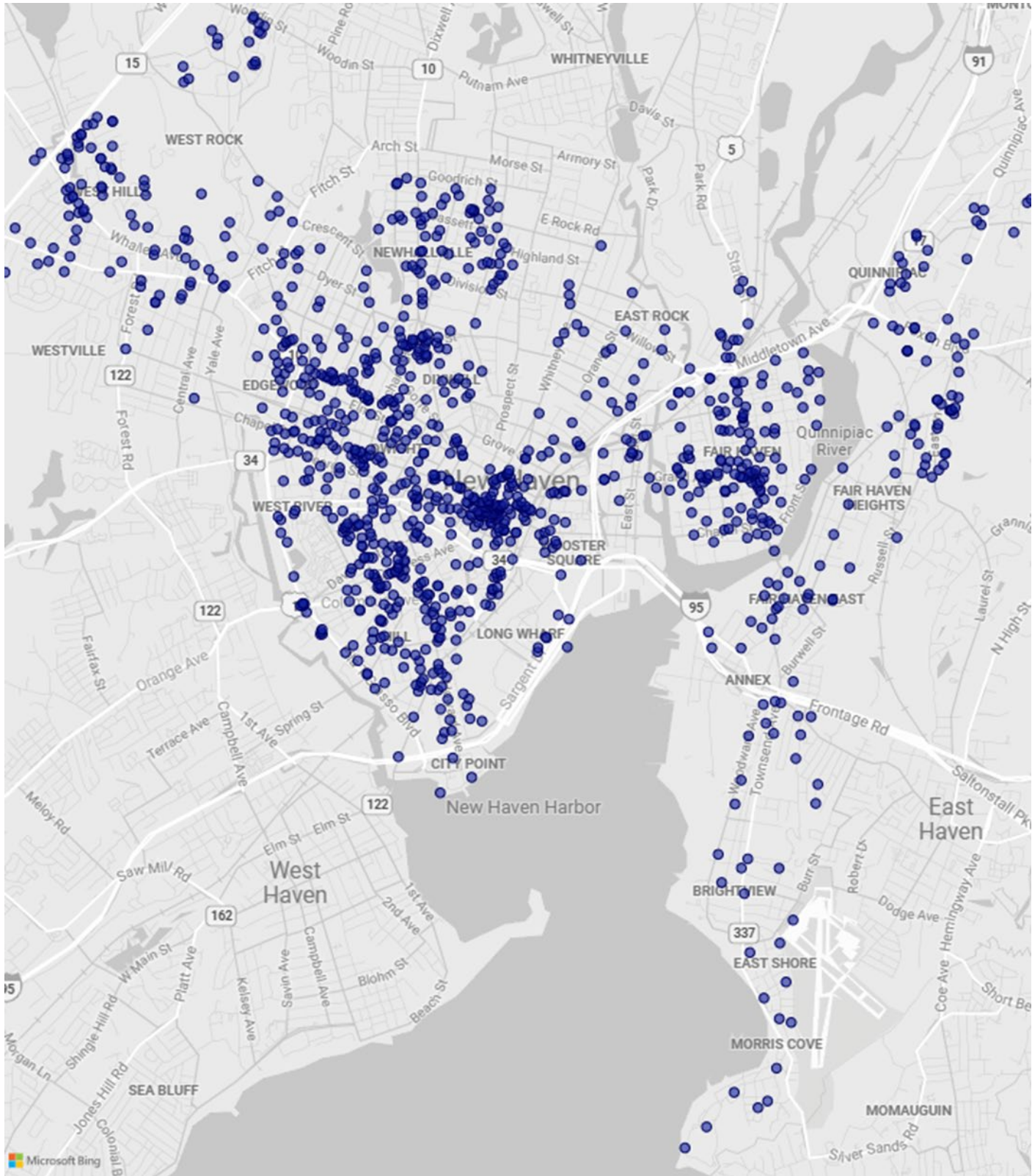


Overall

*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)

