

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

June 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=4,768)



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

Crisis Team Response Details

June 2026 (n=195)		Overall (n=4768)	
36% (71)	911 NHPD/NHFD Calls	45% (2143)	911 NHPD/NHFD Calls
10% from NHFD 90% from NHPD		13% from NHFD 87% from NHPD	
2% (4)	911 Direct Dispatch	3% (161)	911 Direct Dispatch
62% (120)	Outreach	52% (2464)	Outreach





Time Spent on Crisis Team Responses

June 2026

Overall

Average time to response:

**for PSAP dispatch only*

14 minutes*
(90% in 12 minutes)

14 minutes*
(90% in 11 minutes)

Average time on scene:

26 minutes
(90% for 23 minutes)

38 minutes
(90% for 28 minutes)

Average PD time on scene:

18 minutes
(862 minutes saved)

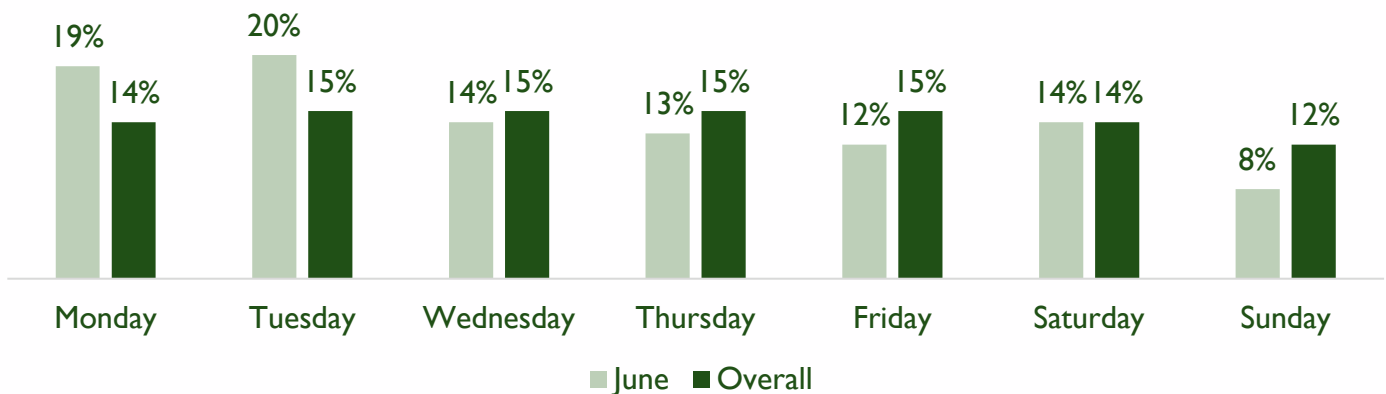
17 minutes
(46,087 minutes saved)

Average FD time on scene:

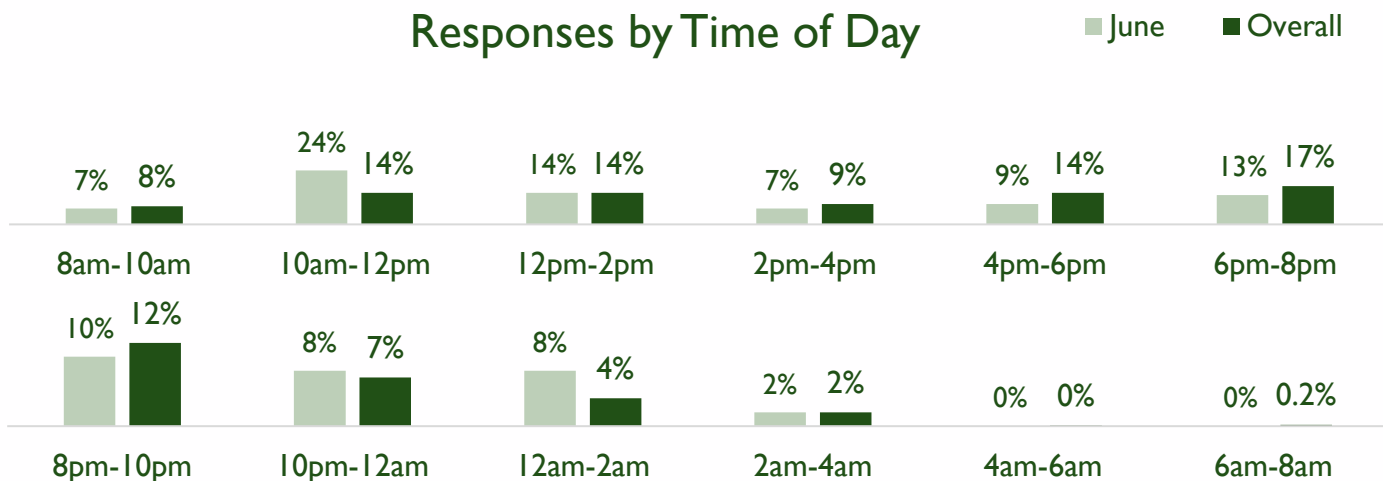
3 minutes
(246 minutes saved)

12 minutes
(8,274 minutes saved)

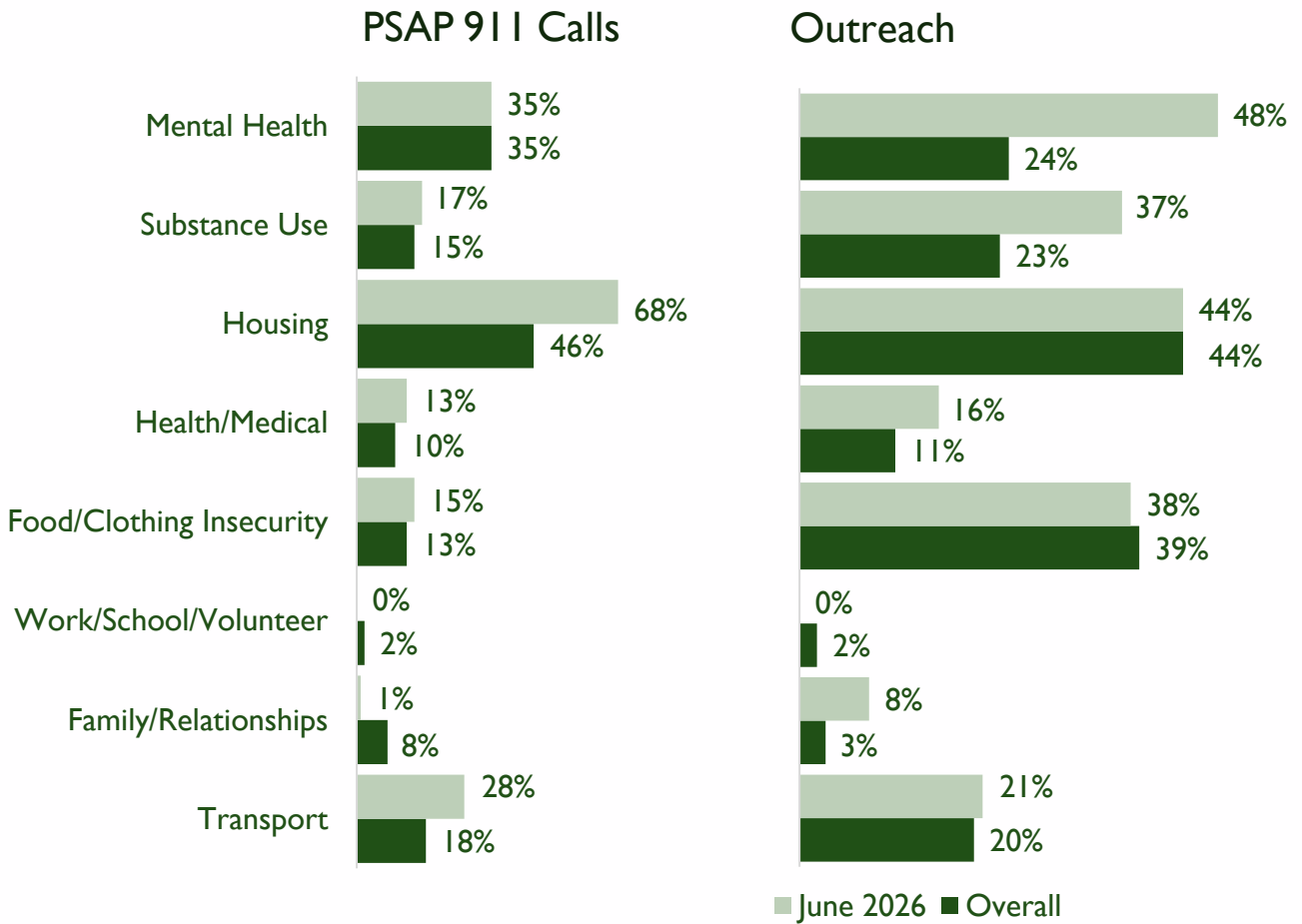
Responses by Day of the Week



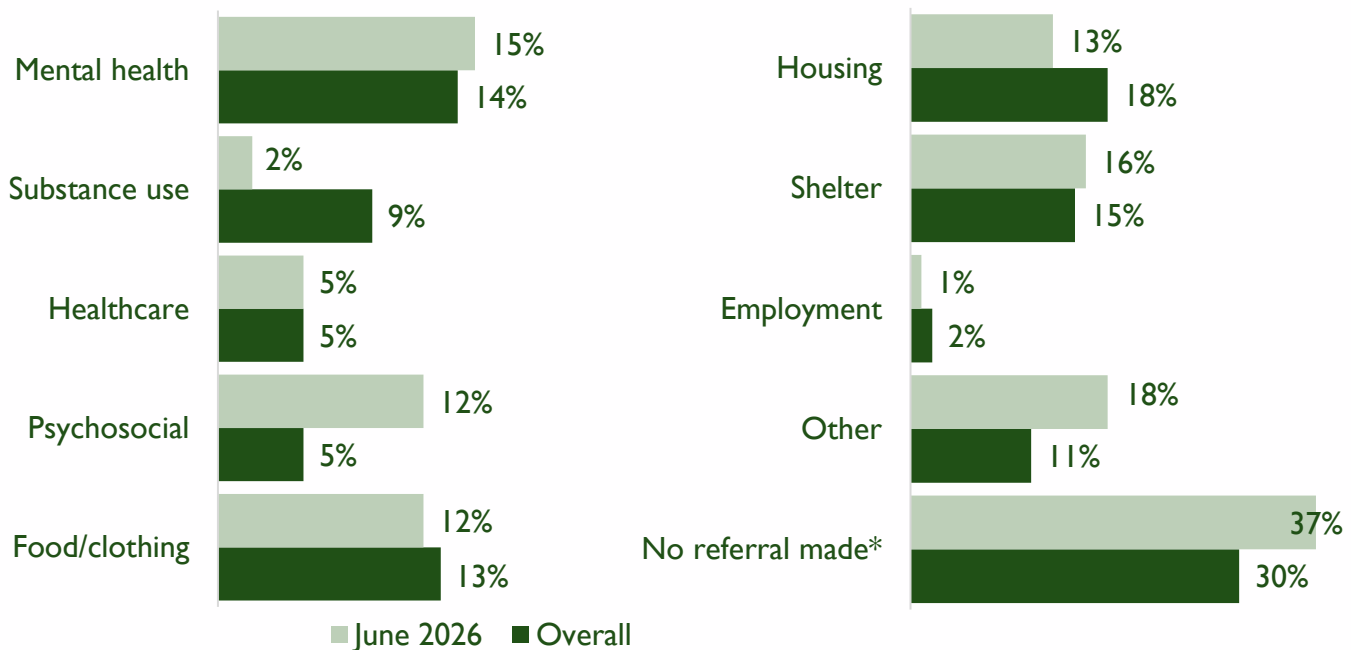
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals

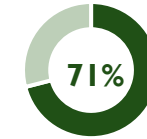


Demographic Information of Individuals Served

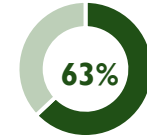
		June 26	Overall
Sex/Gender	Female	47%	41%
	Male	53%	59%
	Non-Binary*	--	--
	Transgender*	--	0.3%
Ethnicity	Hispanic	10%	17%
	Middle Eastern/North African	1%	2%
Race	Amer Indian/Alaskan Native	--	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander	2%	1%
	Black/African American	35%	38%
	White	46%	42%
	Multi-racial	15%	13%
	Other	2%	6%
Age	18-29 years	9%	13%
	30-39 years	22%	23%
	40-49 years	16%	23%
	50-59 years	26%	21%
	60-69 years	18%	15%
	70+ years	9%	5%
Primary Language	English	97%	95%
	Spanish	3%	4%
	Other	0.5%	0.5%
Disability	Cognitive: Mental Health	23%	18%
	Cognitive: Intellectual	0.5%	1%
	Ambulatory	7%	6%
	Hearing	--	0.1%
	Vision	2%	1%
	Multiple	8%	5%
	No specific disability identified	60%	70%



Responses to
individuals **unhoused**



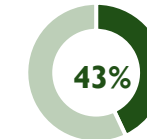
June 2026



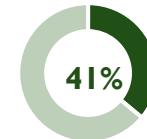
Overall



Responses needing
transport from scene



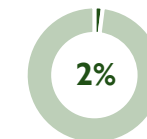
June 2026



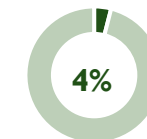
Overall



Responses with
child on the scene



June 2026

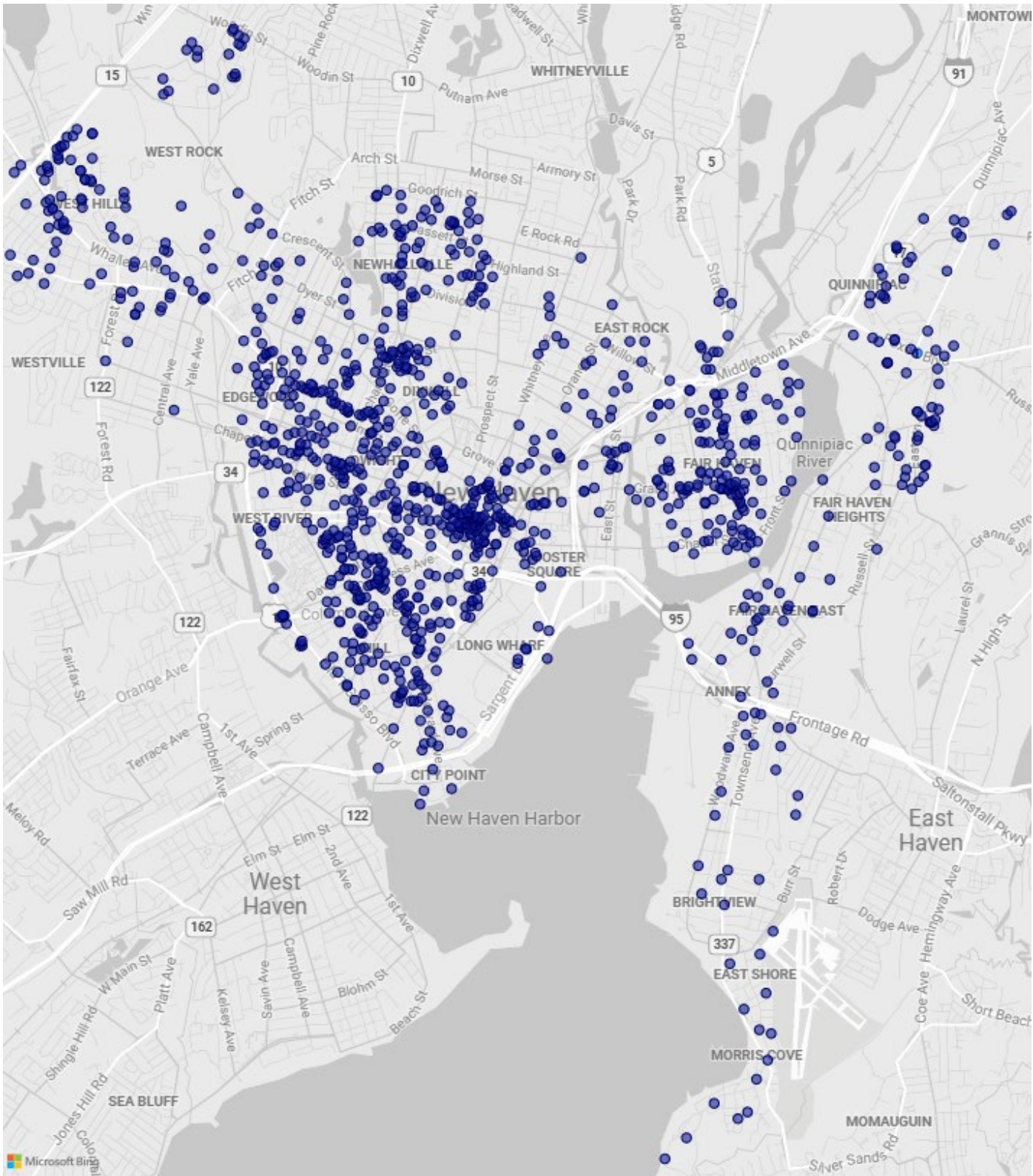


Overall

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

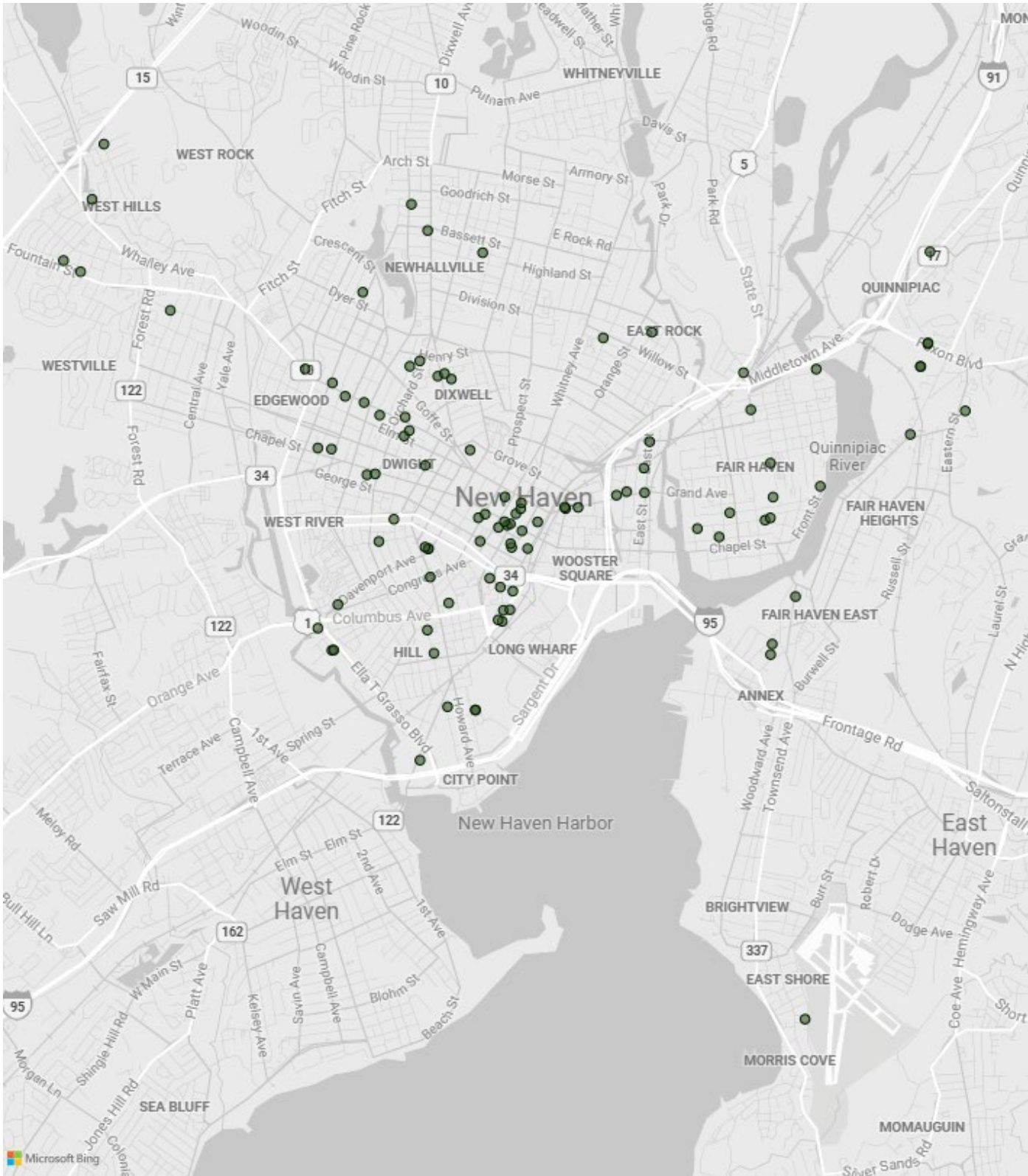
Map of Elm City COMPASS Activity

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)

