



### What is COMPASS?

**Elm City COMPASS** (Compassionate Allies Serving our Streets) is a community-based initiative of the City of New Haven to create a system of sustainable supports for people with a mental health or substance use crisis.

#### Through COMPASS:

- ❖ We complement and support New Haven first responders on 911 calls and through outreach by a **community responder team** of a social worker and a peer with lived experience.
- ❖ We coordinate and integrate the **crisis response system** in New Haven.
- ❖ We seek out community feedback from our **Community Advisory Board** of residents and community stakeholders.
- ❖ We conduct a **multi-level evaluation** of the Elm City COMPASS Initiative.



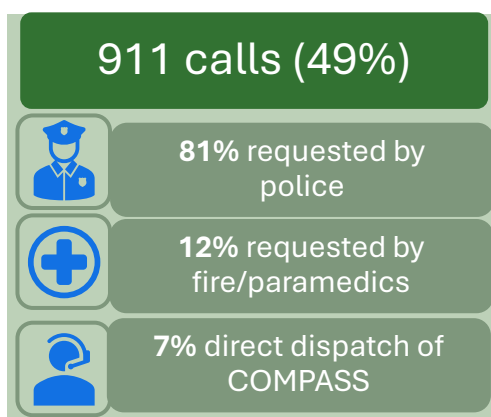
Data briefs summarize results from Elm City COMPASS quality improvement, evaluation, and research.

For more information, contact [elmcitycompass@yale.edu](mailto:elmcitycompass@yale.edu)

After 3.5 years, the COMPASS Community Responder Team has completed 4,380 crisis responses; 51% of have involved outreach and 49% 911 calls.



For 911 calls, 81% of the time the team is dispatched at the request of police, 12% at the request fire/paramedics, and 7% of the time directly by the 911 call center without police or fire on scene. For outreach, 53% of responses are for “targeted outreach” in which over 40 community partner sites or programs call the team for assistance during a crisis with an individual at their site. Targeted outreach responses are intended to prevent 911 calls, and so when the team arrives on scene they inform the 911 call center of their arrival. Another 27% of outreach responses are for general community outreach to individuals in apparent need, and 20% to areas of the city with concentrated need for assistance.

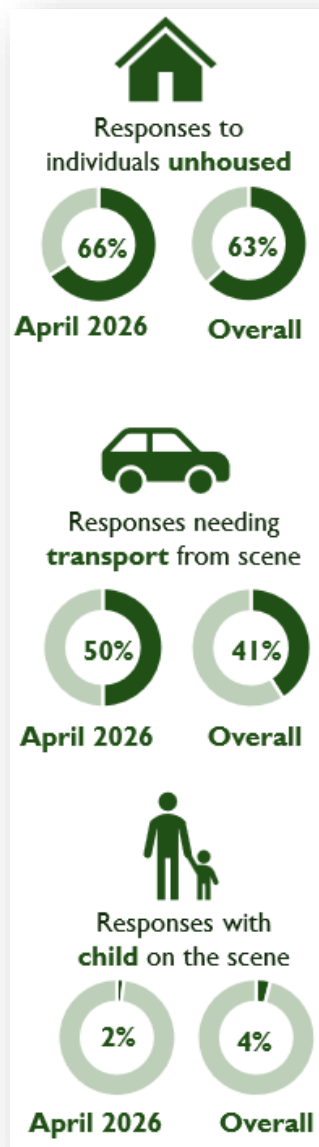


The data above show that almost one-third of the team’s crisis responses are direct calls for assistance (53% of 2219 outreach calls plus 7% of 2161 911 calls) without the involvement of police or fire, which was a priority for community members who participated in the planning process that led to Elm City COMPASS.



The graphics below provide additional details about the characteristics of individuals served by COMPASS.

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



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