

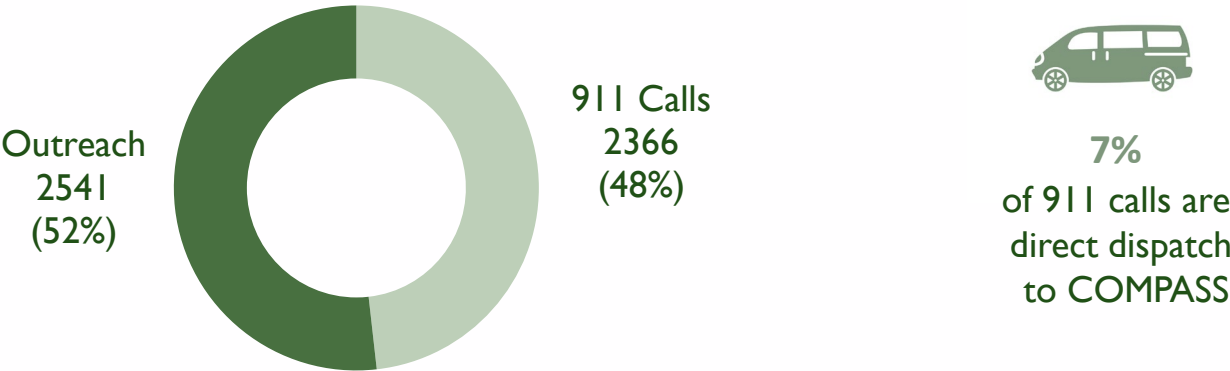
Elm City COMPASS: Compassionate Allies Serving our Streets

Community Responder Team Services

July 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 community responder 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). COMPASS also responds to crises through direct dispatch by PSAP when there is no medical emergency or public safety risk. In addition, the community responder team conducts outreach to individuals in need, including targeted outreach to community partner sites and services that can request the team directly to prevent 911 emergency calls.

Crisis Team Responses* (N=4,907)



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

Crisis Team Response Details

July 2026 (n=136)		Overall (n=4907)	
43% (59)	911 NHPD/NHFD Calls	45% (2203)	911 NHPD/NHFD Calls
5% from NHFD		13% from NHFD	
95% from NHPD		87% from NHPD	
2% (2)	911 Direct Dispatch	3% (163)	911 Direct Dispatch
55% (75)	Outreach	52% (2541)	Outreach



Time Spent on Crisis Team Responses

July 2026

Overall

Average time to response:

**for PSAP dispatch only*

16 minutes*
(90% in 12 minutes)

14 minutes*
(90% in 11 minutes)

Average time on scene:

27 minutes
(90% for 23 minutes)

38 minutes
(90% for 28 minutes)

Average PD time on scene:

20 minutes
(616 direct min. saved)

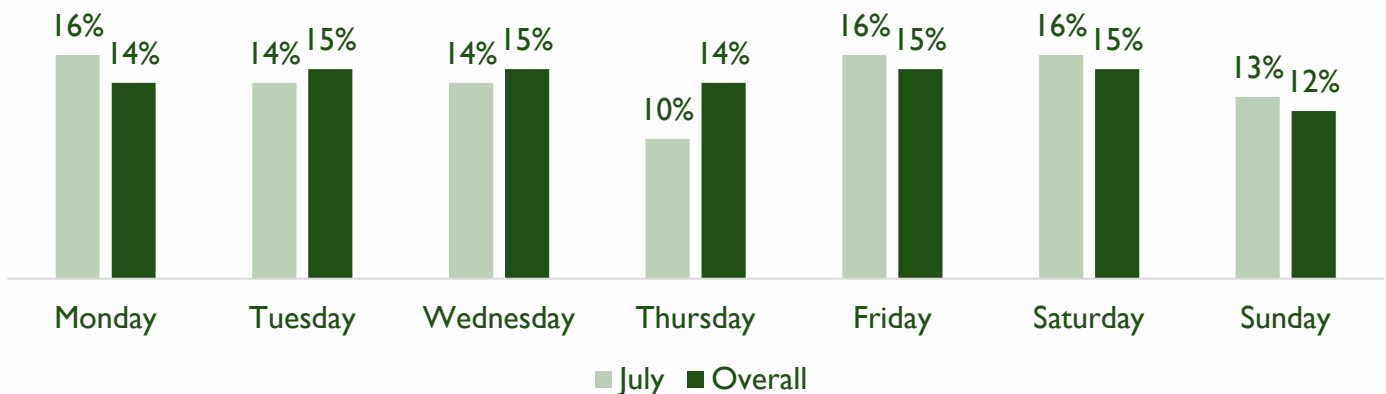
17 minutes
(46,087 direct min. saved)

Average FD time on scene:

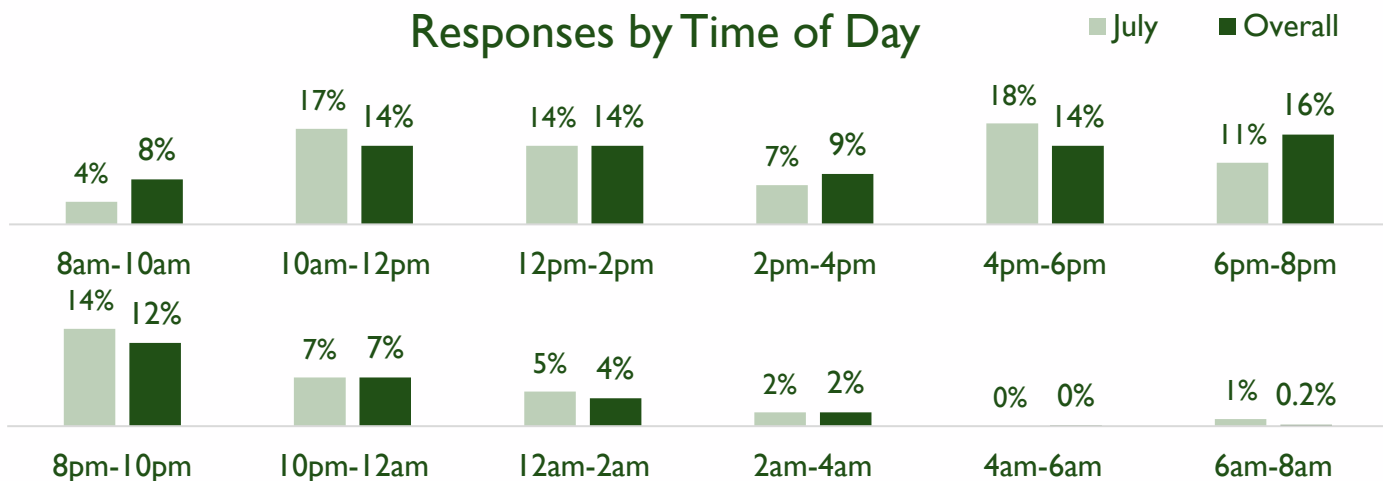
30 minutes
(30 direct min. saved)

12 minutes
(8,274 direct min. saved)

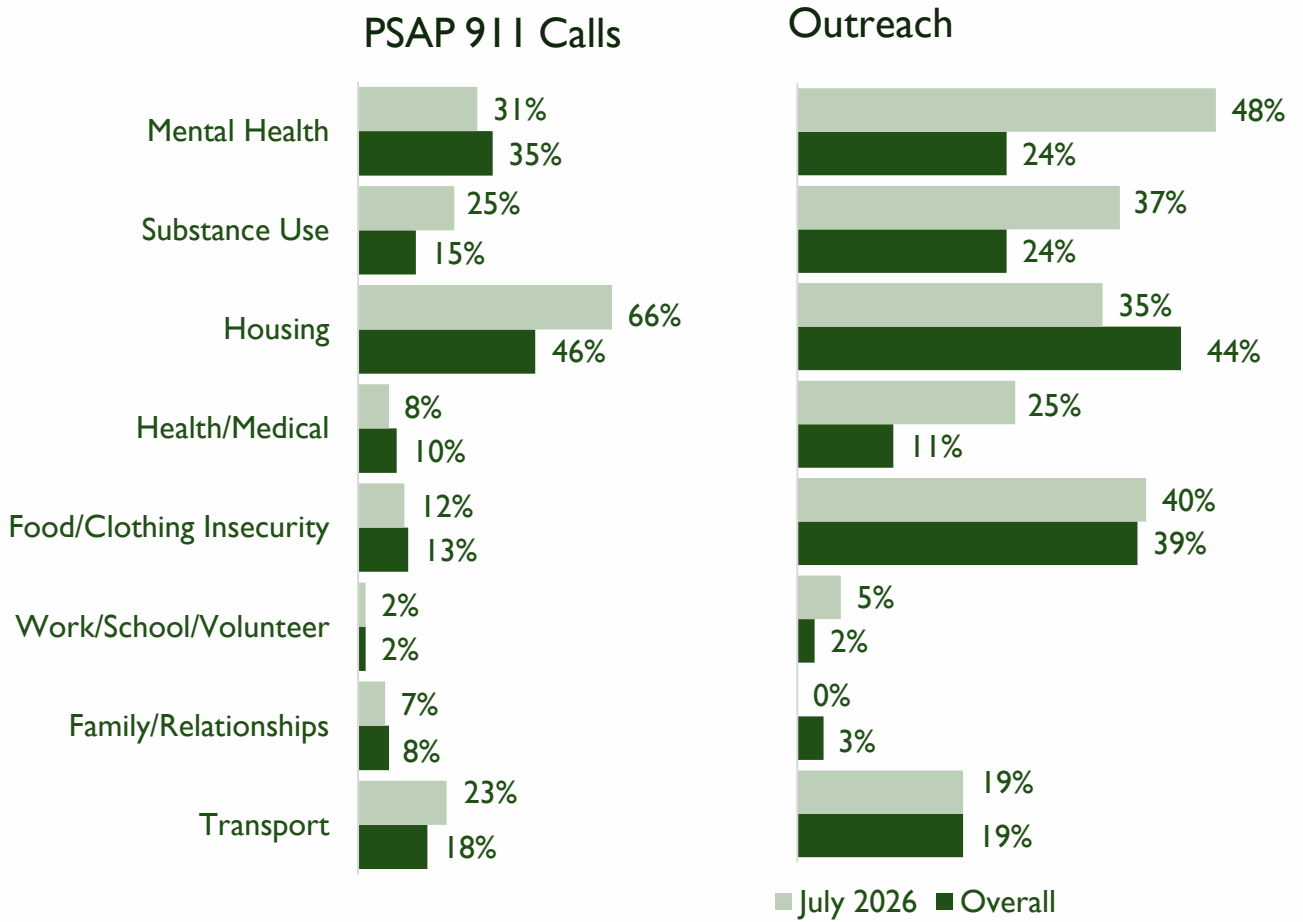
Responses by Day of the Week



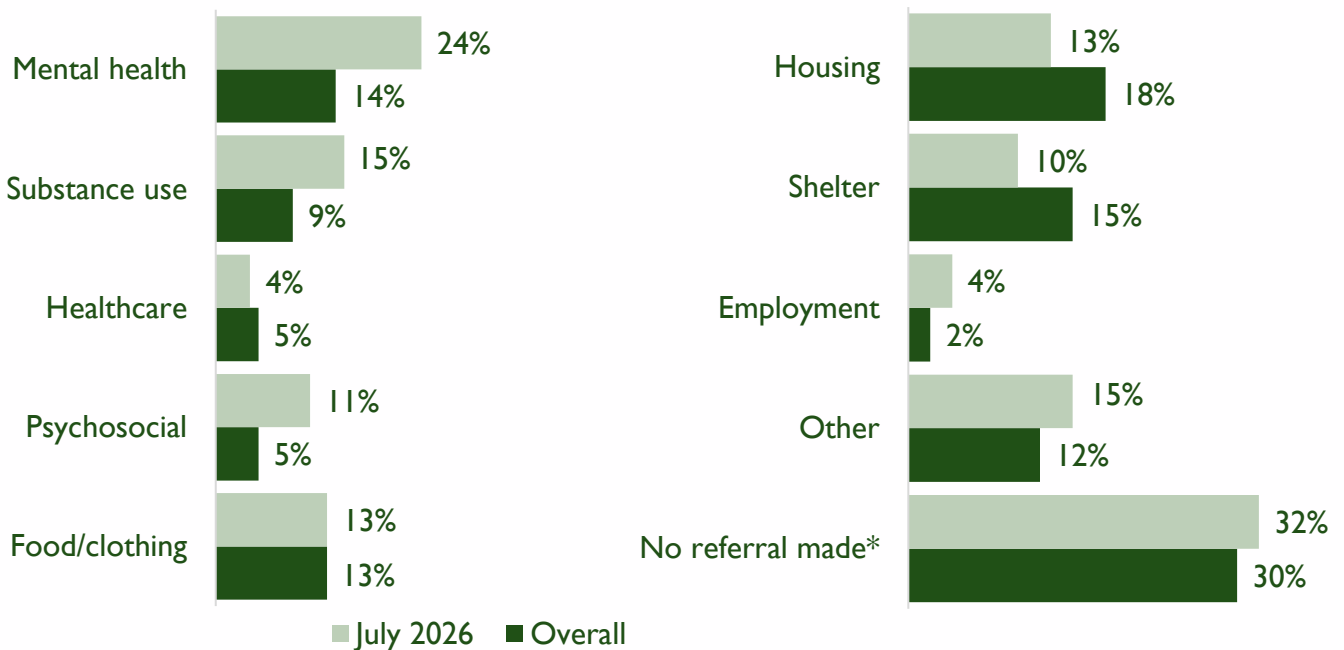
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals



Demographic Information of Individuals Served

		July 2026	Over all
Sex/Gender	Female	53%	41%
	Male	47%	59%
	Non-Binary*	--	--
	Transgender*	--	0.3%
Ethnicity	Hispanic	11%	17%
	Middle Eastern/North African	--	2%
Race	Amer Indian/Alaskan Native	--	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander	2%	1%
	Black/African American	49%	38%
	White	39%	42%
	Multi-racial	6%	13%
	Other	5%	6%
Age	18-29 years	11%	13%
	30-39 years	26%	23%
	40-49 years	21%	23%
	50-59 years	21%	22%
	60-69 years	20%	15%
	70+ years	2%	5%
Primary Language	English	95%	95%
	Spanish	4%	4%
	Other	1%	0.5%
Disability	Ambulatory	5%	6%
	Hearing	--	0.1%
	Vision	2%	1%
Housing Status	Unhoused	70%	63%
Child On Scene	Responses made with a child on scene	4%	4%
Transport	COMPASS transport to/from scene	<u>June</u>	<u>Overall</u>
	Emergency Housing Program Shelter	3%	1%
	Other Shelters & Warming/Cooling Centers	10%	28%
	Healthcare services and sites	12%	7%
	REST Center	52%	37%
	Other locations	23%	27%
Repeat Users	Individuals with >1 COMPASS response		16.8%

*Non-Binary & Transgender data collected 11/22-2/25 prior to issuance of federal Executive Order 14168 that prohibits their collection.

Neighborhoods of Individuals Served

Neighborhood	July 26	Overall
Amity	7%	5%
Beaver Hills	1%	1%
Dixwell	2%	4%
Downtown	27%	14%
Dwight	2%	3%
East Rock Cedar Hill	1%	2%
East Shore	--	1%
Edgewood	7%	4%
Fair Haven	11%	8%
Fair Haven Heights	1%	2%
Long Wharf	3%	7%
Mill River	2%	3%
Newhallville	--	2%
Prospect Hill Historic District	--	0.4%
Quinnipiac Meadows	12%	7%
The Annex	1%	1%
The Hill	21%	26%
West River	2%	6%
West Rock	1%	1%
Westville	1%	1%
Wooster Square	1%	1%

