Elm City COMPASS: Compassionate Allies Serving our Streets
Community Responder Team Services October 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=5,376)





7%
of 911 calls are direct dispatch to COMPASS

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

Crisis Team Response Details

October 2026 (n=176)		Overall (n=5,376)	
39% (69)	**911 NHPD/NHFD Calls**	**45%** (2580)	**911 NHPD/NHFD Calls**
6%	from **NHFD**	**12%**	from **NHFD**
94%	from **NHPD**	**88%**	from **NHPD**
1% (1)	**911 Direct Dispatch**	**3%** (174)	**911 Direct Dispatch**
60% (106)	**Outreach**	**52%** (2796)	**Outreach**

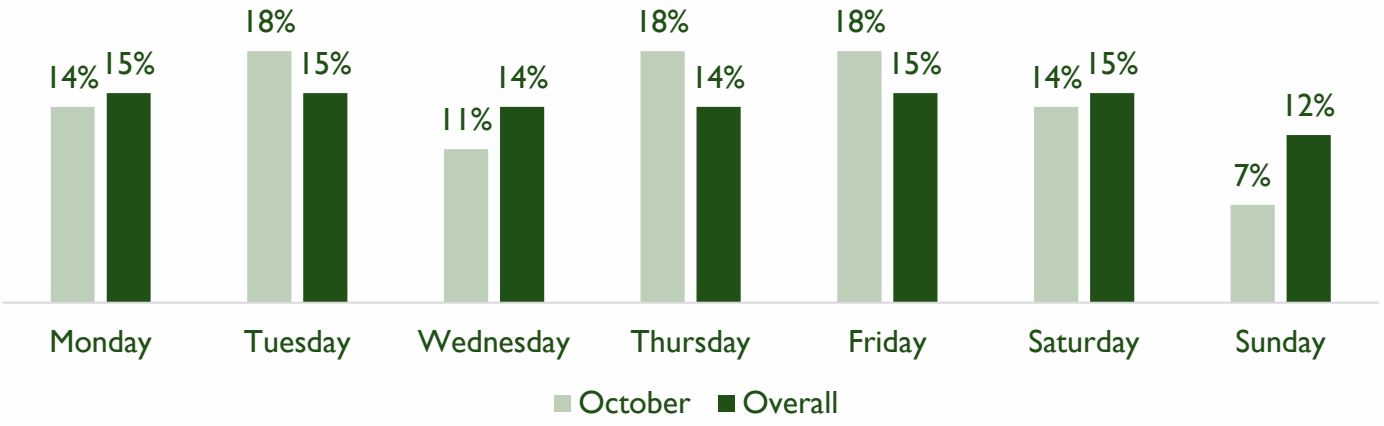
ELM CITY COMPASS
COMPASSIONATE ALLIES
SERVING OUR STREETS

Elm City COMPASS is partnership of the City of New Haven, Yale University, and Continuum of Care, Inc., with funding from the City of New Haven and the Bureau of Justice Assistance, with additional research support to Yale University from the National Institute of Justice. In-kind support is provided by the Connecticut Department of Mental Health and Addiction Services, the Connecticut Mental Health Center, Continuum of Care, Inc., and Yale University,

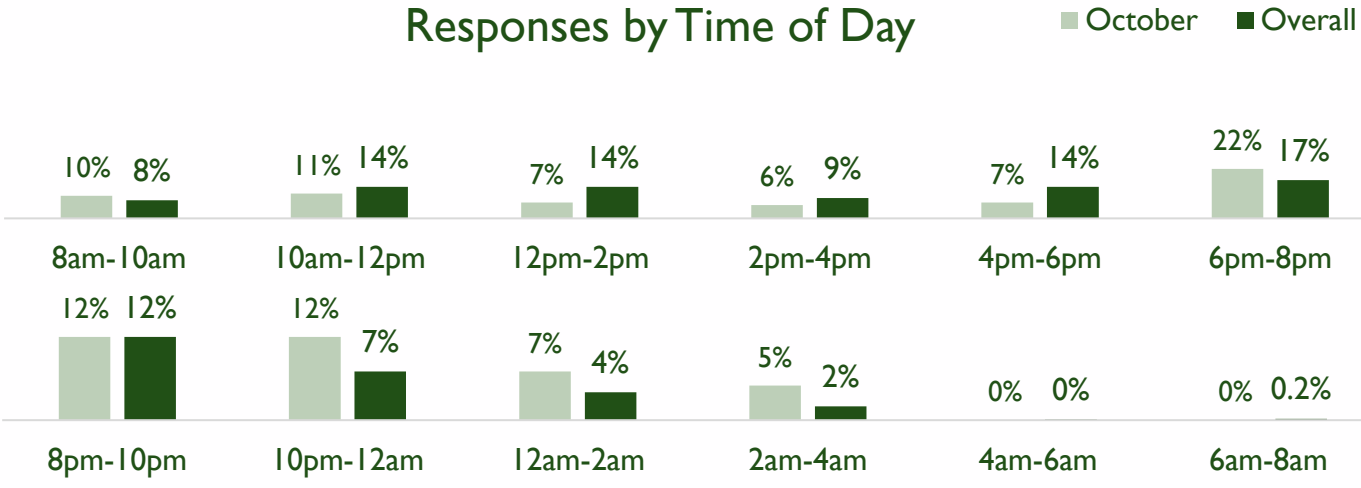
Time Spent on Crisis Team Responses

	October 2026	Overall
Average **time to response:** **for PSAP dispatch only*	**13** minutes* *(90% in 12 minutes)*	**14** minutes* *(90% in 11 minutes)*
Average **time on scene**:	**24** minutes *(90% for 23 minutes)*	**37** minutes *(90% for 28 minutes)*
Average **PD time on scene**:	**12** minutes *(626 direct min. saved)*	**17** minutes *(49,625 direct min. saved)*
Average **FD time on scene**:	**35** minutes *(336 direct min. saved)*	**12** minutes *(8,932 direct min. saved)*

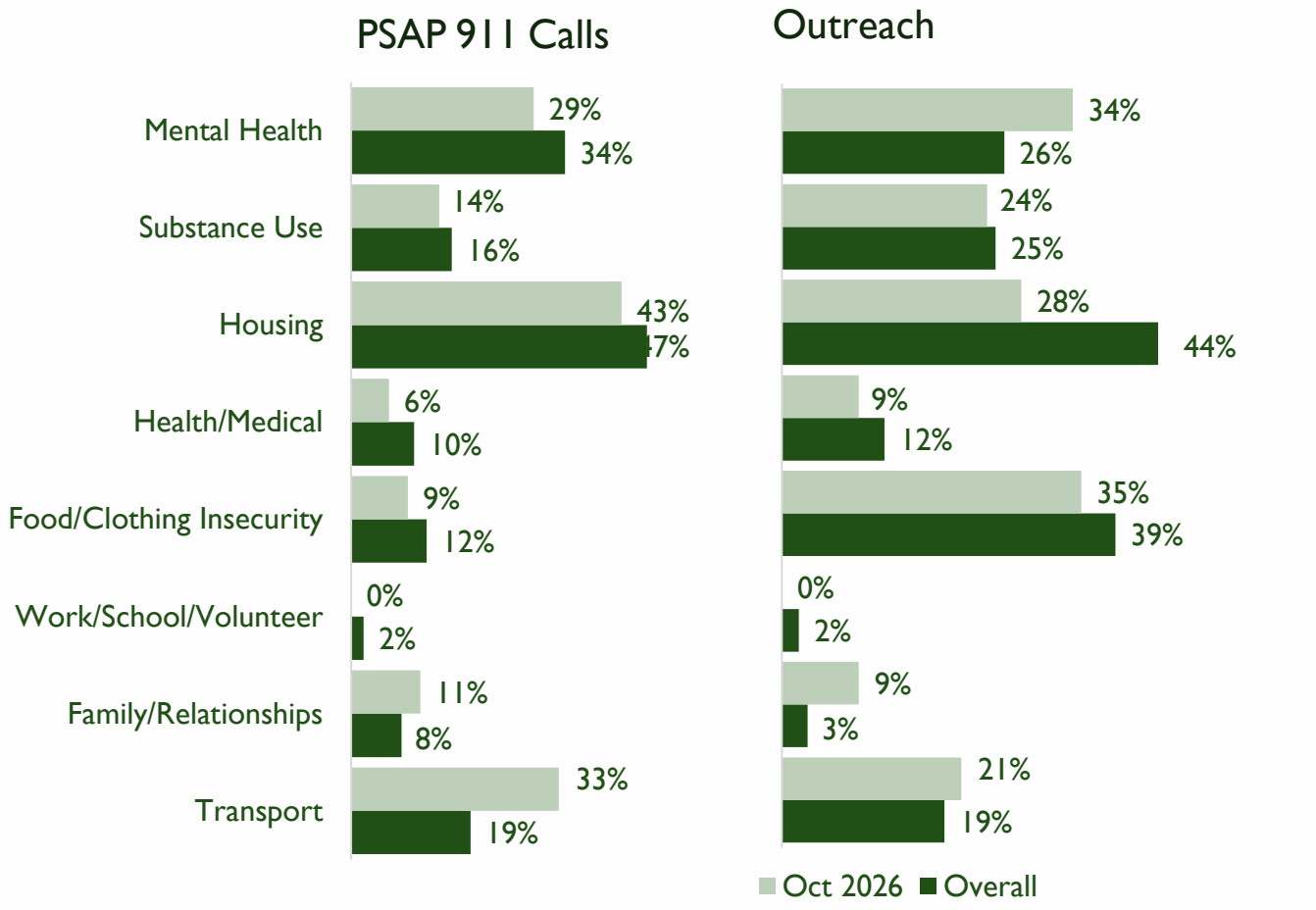
Responses by Day of the Week



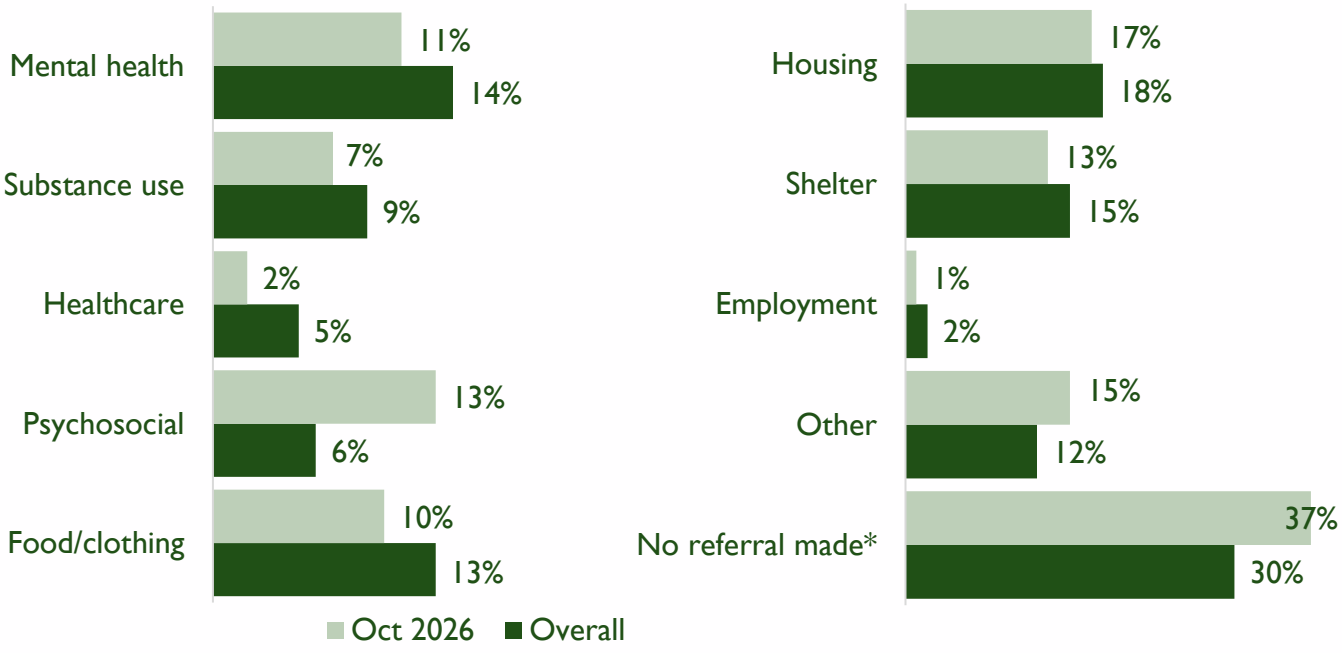
Responses by Time of Day



Focus of Engagement



Crisis Response Referrals



Individuals for whom no referral is made are either already receiving services or refuse services.

Demographic Information of Individuals Served

				Oct 2026	Overall
Sex/Gender	Female			40%	41%
	Male			60%	59%
	Non-Binary*			--	--
	Transgender*			--	0.3%
Ethnicity	Hispanic			20%	17%
	Middle Eastern/North African			0.6%	2%
Race	Amer Indian/Alaskan Native			0.6%	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander			--	1%
	Black/African American			32%	37%
	White			47%	43%
	Multi-racial			14%	13%
	Other			7%	6%
Age	18-29 years			11%	13%
	30-39 years			26%	23%
	40-49 years			26%	23%
	50-59 years			18%	21%
	60-69 years			12%	15%
	70+ years			7%	5%
Primary Language	English			95%	95%
	Spanish			5%	4%
	Other			--	0.5%
Disability	Ambulatory			5%	6%
	Hearing			--	0.1%
	Vision			--	1%
Housing Status	Unhoused			70%	64%
Child On Scene	Responses made with a child on scene			3%	4%
Transport	COMPASS transport to/from scene	Oct	Overall	41%	37%
	Emergency Housing Program Shelter	--	2%		
	Other Shelters & Warming/Cooling Centers	2%	32%		
	Healthcare services and sites	6%	9%		
	REST Center	86%	51%		
	Other locations	6%	6%		
Repeat Users	Individuals with >1 COMPASS response				17%

*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	Oct 26	Overall
Amity	7%	5%
Beaver Hills	--	1%
Dixwell	1%	4%
Downtown	23%	15%
Dwight	3%	3%
East Rock Cedar Hill	1%	2%
East Shore	--	1%
Edgewood	6%	4%
Fair Haven	7%	8%
Fair Haven Heights	3%	2%
Long Wharf	7%	7%
Mill River	--	3%
Newhallville	1%	2%
Prospect Hill Historic District	--	0.4%
Quinnipiac Meadows	11%	7%
The Annex	2%	1%
The Hill	22%	26%
West River	4%	6%
West Rock	--	1%
Westville	--	1%
Wooster Square	1%	1%

