

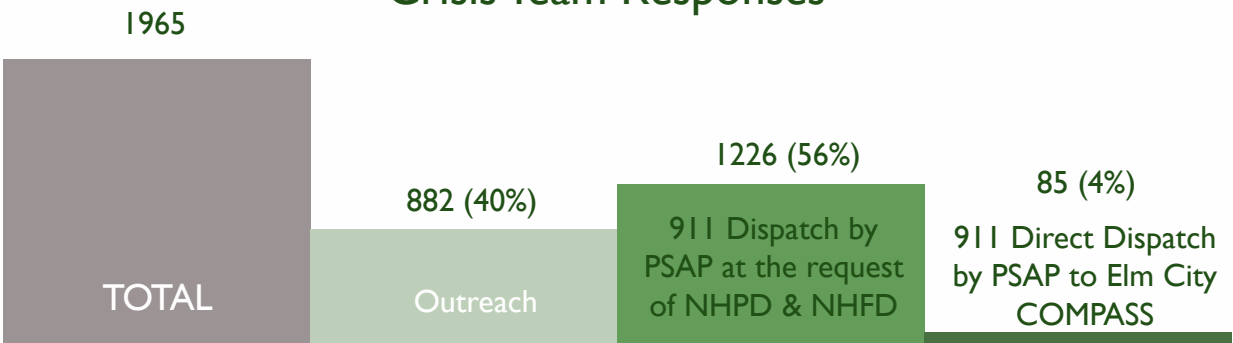
# Elm City COMPASS: Compassionate Allies Serving our Streets

## Crisis Response Team Services

### January 2025

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. Since its launch, the team also conducts outreach to individuals in need.

### Crisis Team Responses\*



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

### Total Responses

January 2025 (n=230)		Overall (n=2193)	
26% (61)	911 NHPD/NHFD Calls	56% (1226)	911 NHPD/NHFD Calls
8% 92%	from NHFD from NHPD	15% 85%	from NHFD from NHPD
68% (156)	Outreach	40% (882)	Outreach
6% (13)	Direct Dispatch	4% (85)	Direct Dispatch





## Time Spent on Crisis Team Responses

### January 2025

### Overall

#### Average time to response:

*\*for PSAP dispatch only*

**14 minutes\***  
(90% in 11 minutes)

**14 minutes\***  
(90% in 12 minutes)

#### Average time on scene:

**36 minutes**  
(90% for 26 minutes)

**45 minutes**  
(90% for 34 minutes)

#### Average PD time on scene:

**10 minutes**  
(1,127 minutes saved)

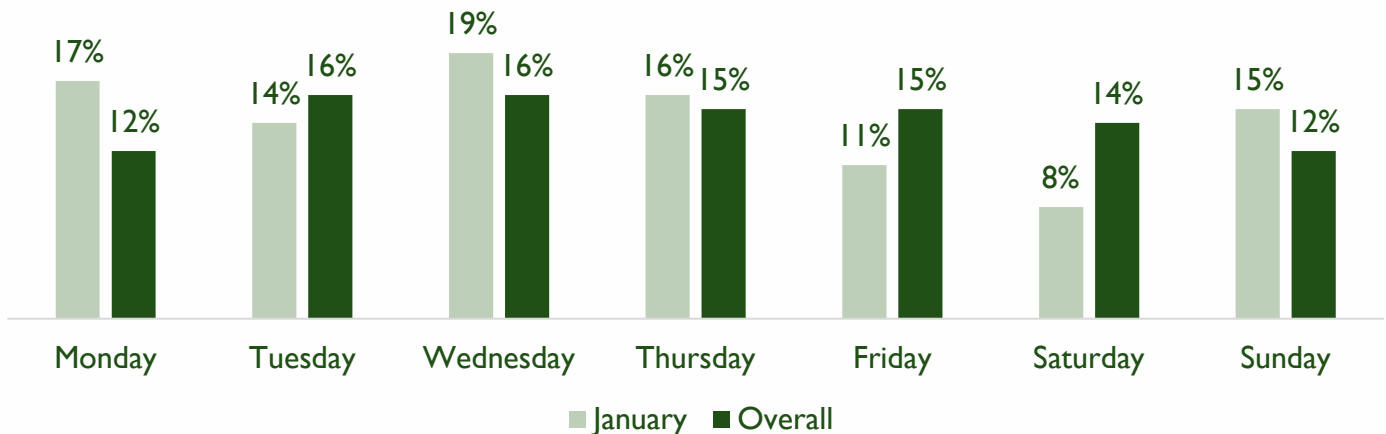
**18 minutes**  
(31,012 minutes saved)

#### Average FD time on scene:

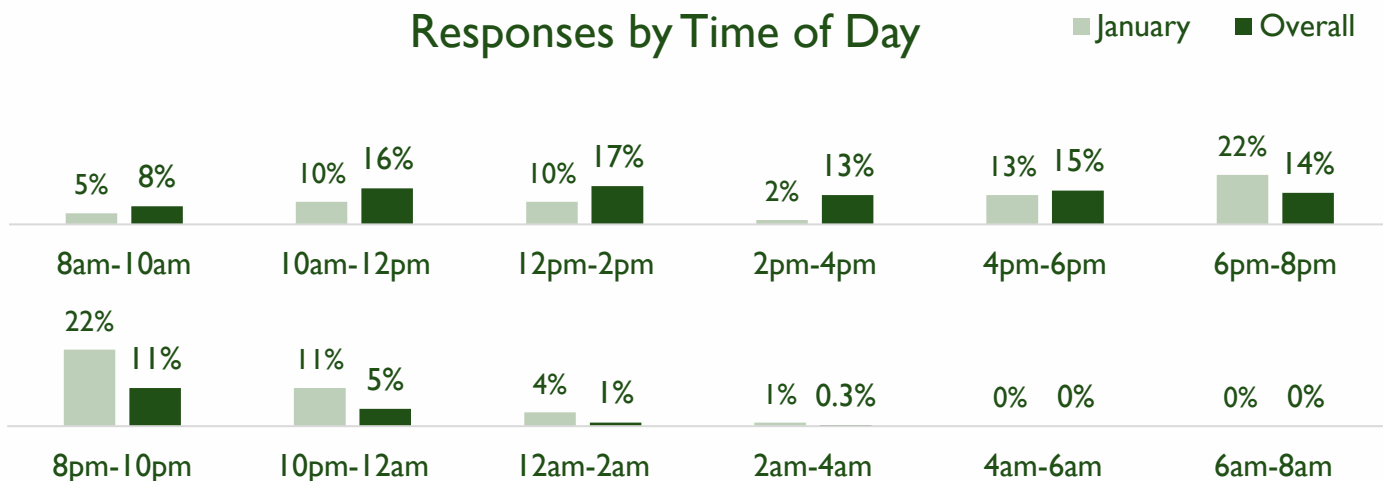
**65 minutes**  
(138 minutes saved)

**12 minutes**  
(5,757 minutes saved)

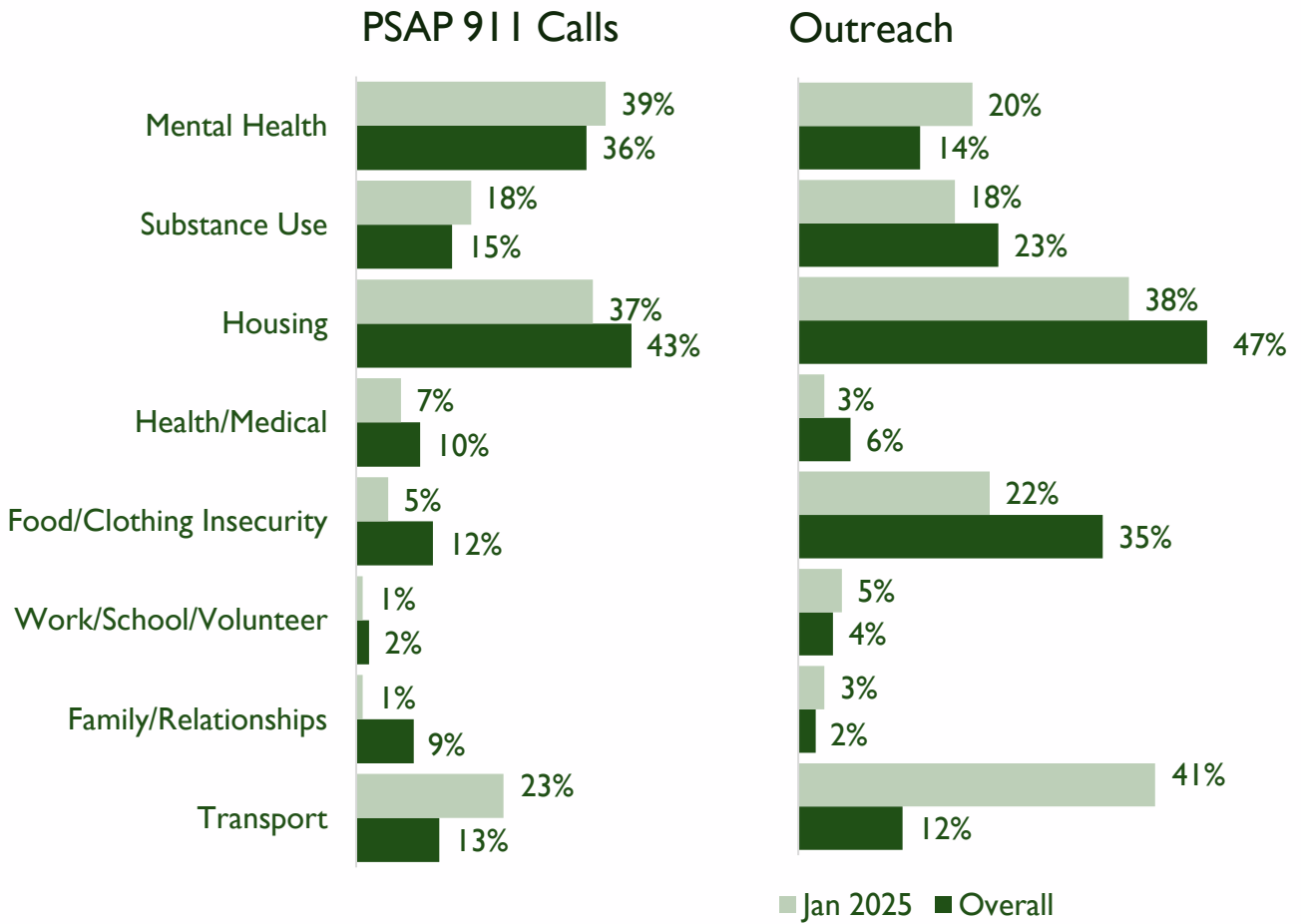
### Responses by Day of the Week



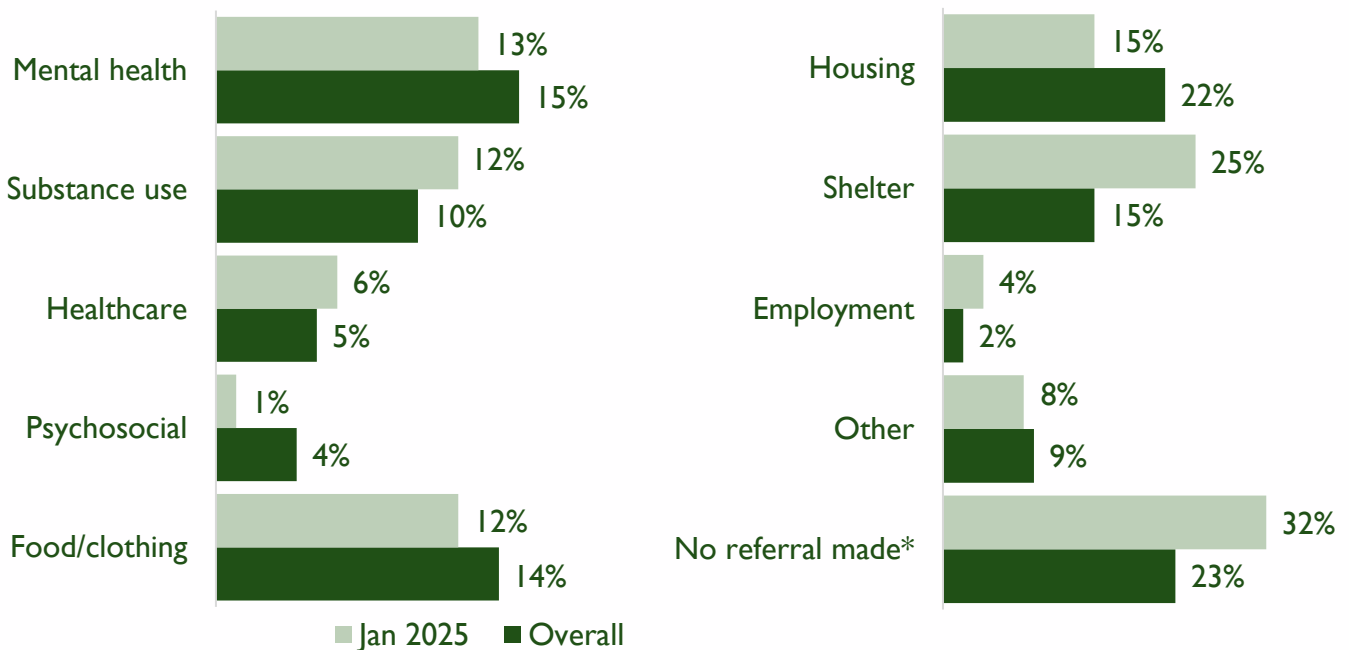
### Responses by Time of Day



## Focus of Engagement



## Crisis Response Referrals

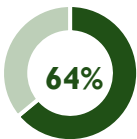


# Demographic Information of Individuals Served

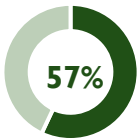
		January 25	Overall
Gender	Female	35%	41%
	Male	63%	58%
	Non-Binary	--	--
	Transgender	2%	1%
Ethnicity	Hispanic	14%	20%
	Middle Eastern/North African	1%	2%
Race	Amer Indian/Alaskan Native	1%	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	1%	1%
	Black/African American	43%	39%
	White	39%	39%
	Multi-racial	8%	14%
	Other	8%	7%
Age	18-29 years	12%	14%
	30-39 years	18%	24%
	40-49 years	19%	23%
	50-59 years	24%	21%
	60-69 years	23%	13%
	70+ years	4%	5%
Primary Language	English	97%	94%
	Spanish	3%	5%
	Other	--	1%
Disability	Cognitive: Mental Health	19%	15%
	Cognitive: Intellectual	--	1%
	Ambulatory	5%	5%
	Hearing	--	0.1%
	Vision	1%	1%
	Multiple	6%	3%
	No specific disability identified	69%	75%



Responses to  
individuals **unhoused**



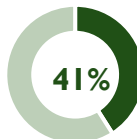
January 2024



Overall



Responses needing  
**transport** from scene



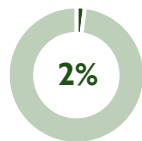
January 2024



Overall



Responses with  
**child** on the scene



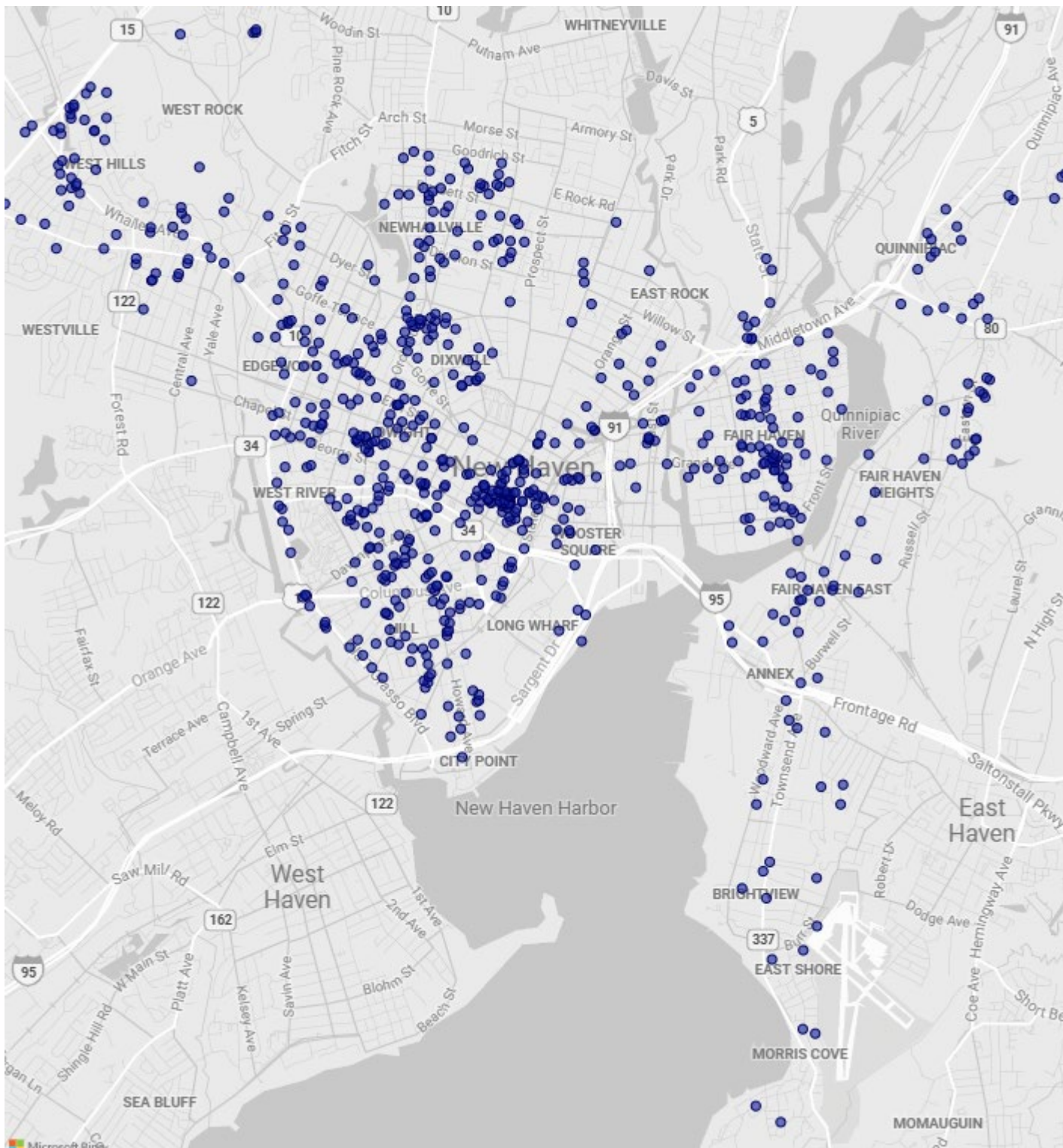
January 2024



Overall

# Map of Elm City COMPASS Activity

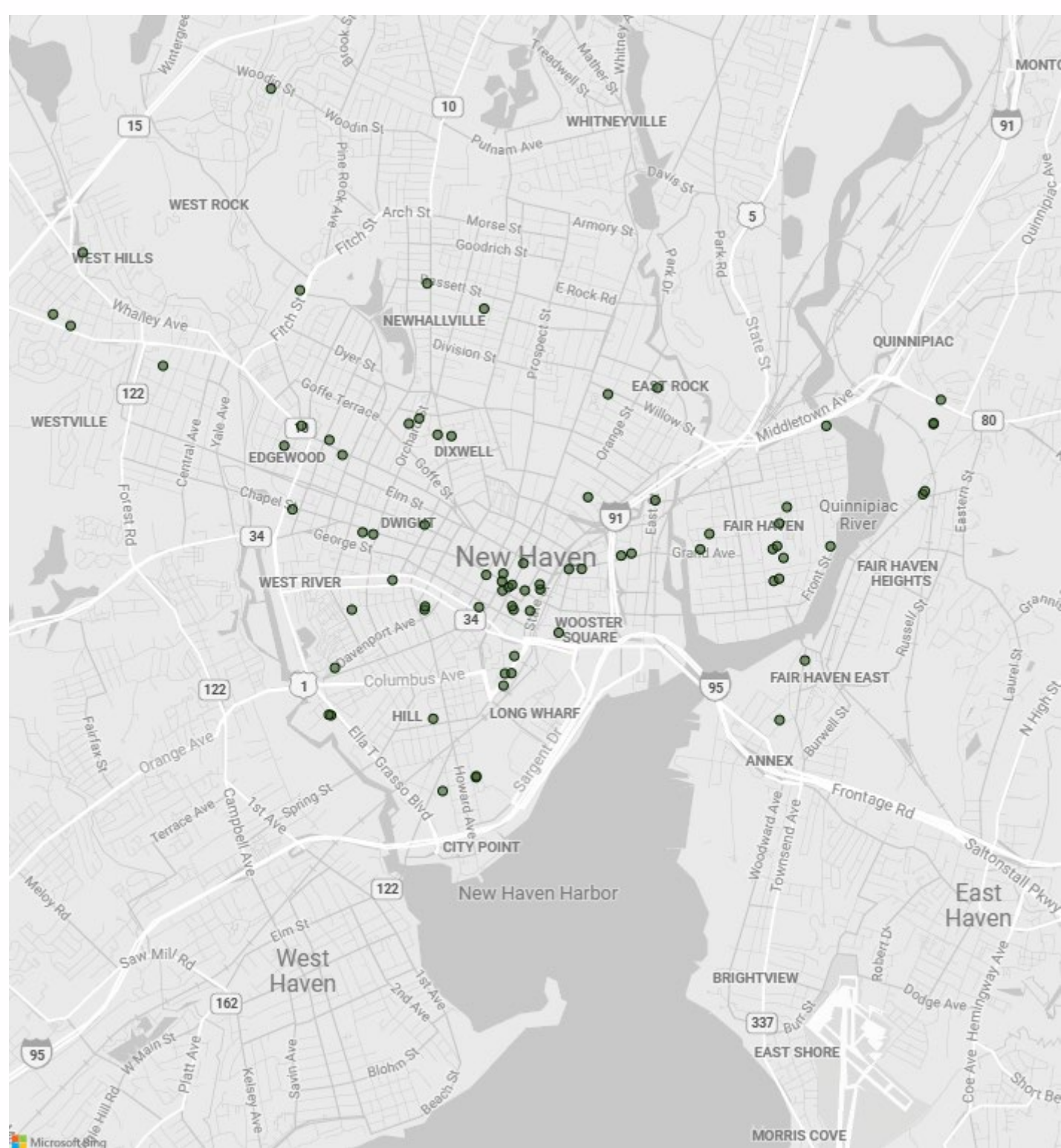
Responses to 911 dispatch at request of NHPD or NHFD  
(effective 11/1/22)





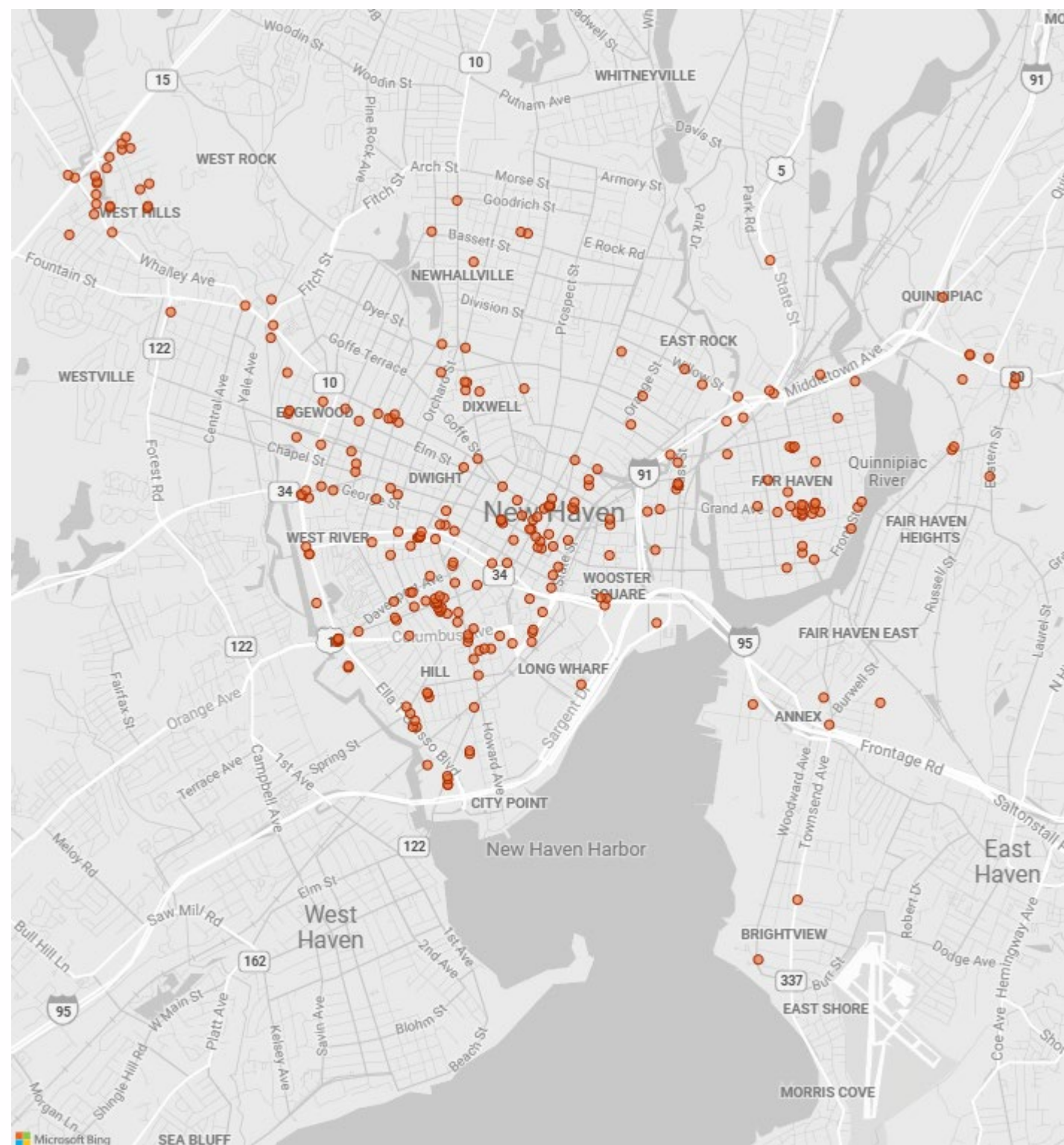
# Map of Elm City COMPASS Activity

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)

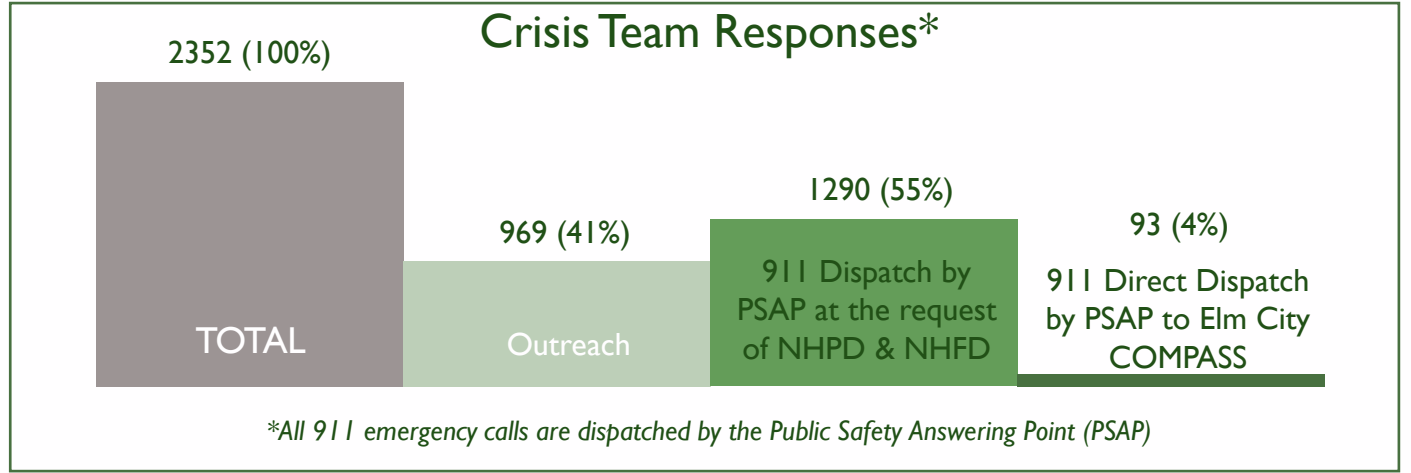


# Elm City COMPASS: Compassionate Allies Serving our Streets

## Crisis Response Team Services

### February 2025

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. Since its launch, the team also conducts outreach to individuals in need.



Total Responses			
February 2025 (n=159)		Overall (n=2352)	
40% (64)	911 NHPD/NHFD Calls	55% (1290)	911 NHPD/NHFD Calls
17%	from NHFD	15%	from NHFD
83%	from NHPD	85%	from NHPD
55% (87)	Outreach	41% (969)	Outreach
5% (8)	Direct Dispatch	4% (93)	Direct Dispatch





## Time Spent on Crisis Team Responses

### February 2025

### Overall

#### Average time to response:

*\*for PSAP dispatch only*

**13 minutes\***  
(90% in 12 minutes)

**14 minutes\***  
(90% in 12 minutes)

#### Average time on scene:

**29 minutes**  
(90% for 22 minutes)

**44 minutes**  
(90% for 34 minutes)

#### Average PD time on scene:

**19 minutes**  
(689 minutes saved)

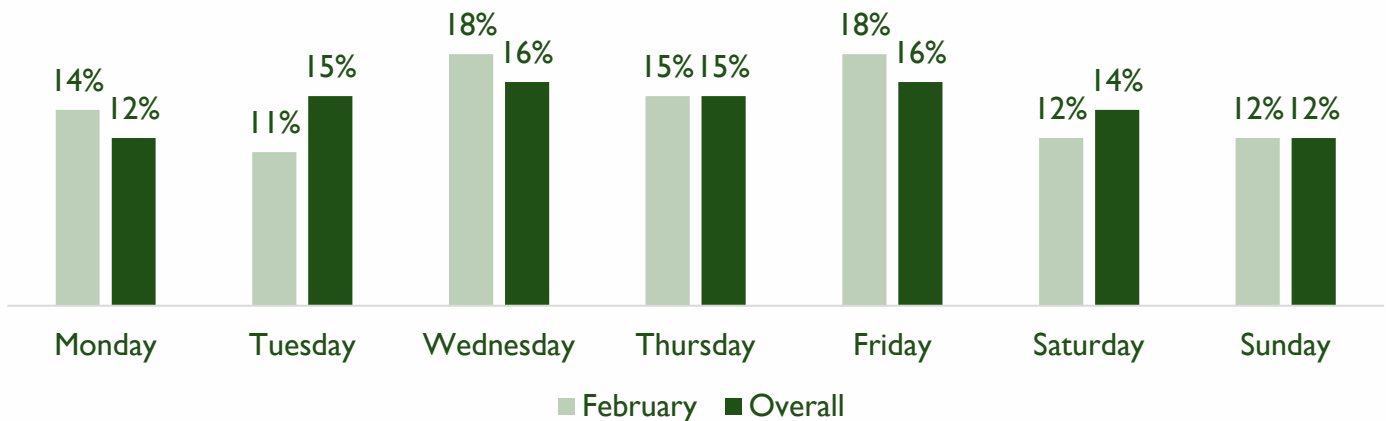
**18 minutes**  
(31,714 minutes saved)

#### Average FD time on scene:

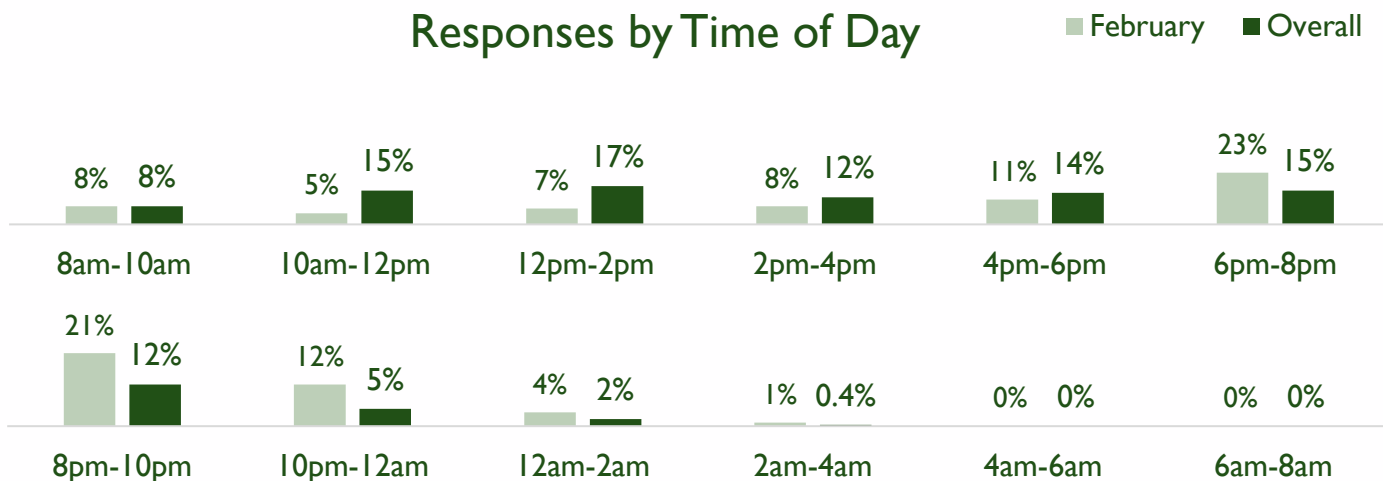
**5 minutes**  
(222 minutes saved)

**12 minutes**  
(5,981 minutes saved)

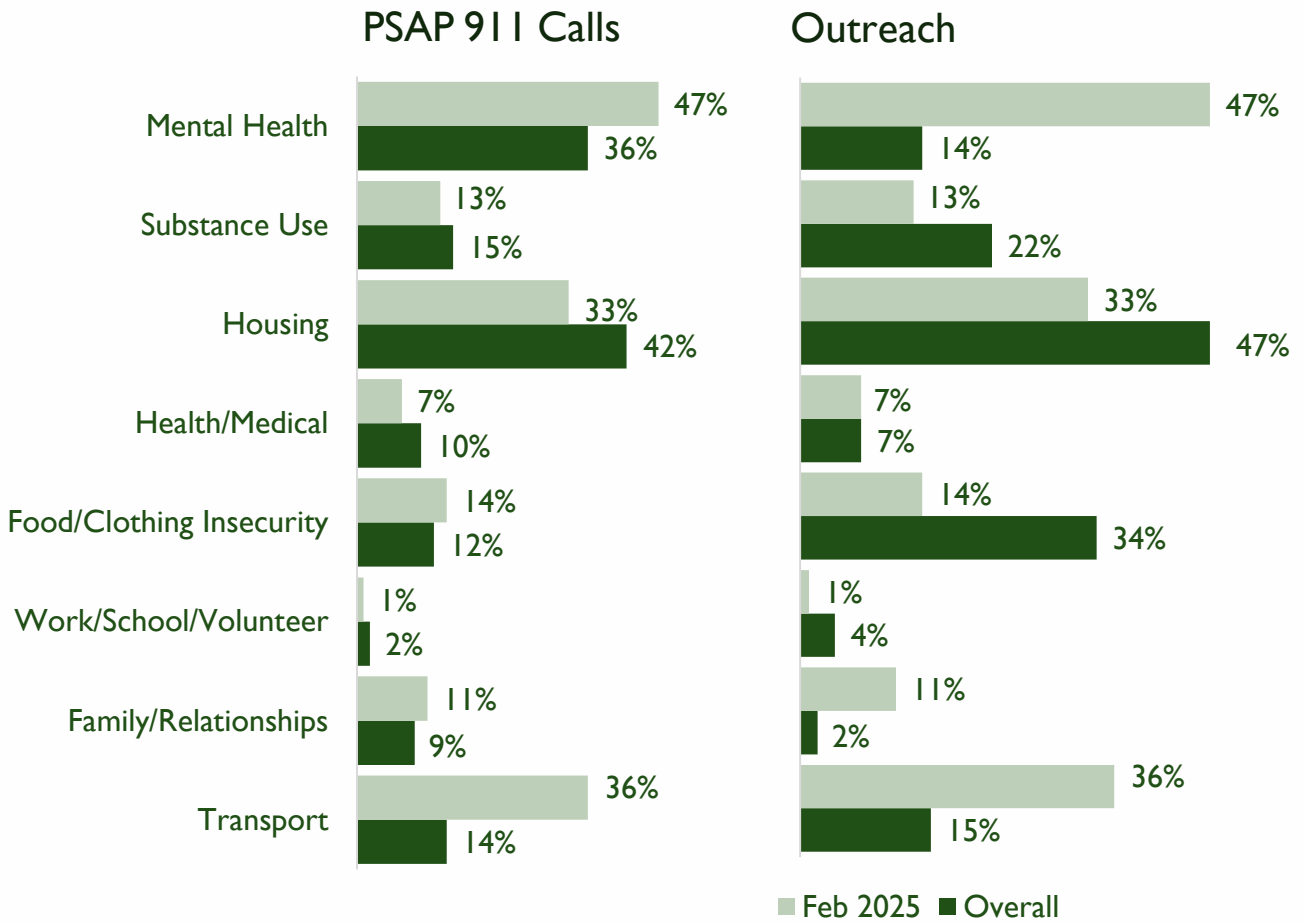
### Responses by Day of the Week



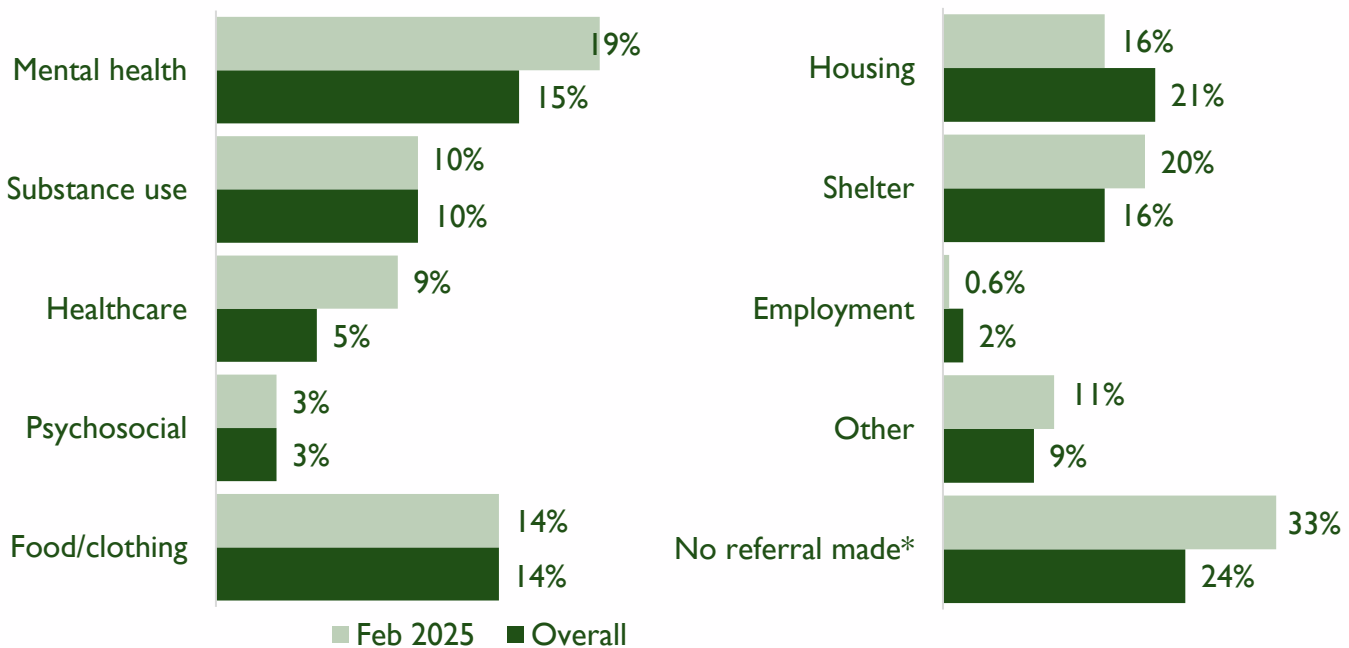
### Responses by Time of Day



## Focus of Engagement



## Crisis Response Referrals

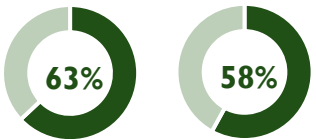


# Demographic Information of Individuals Served

		February 25	Overall
Gender	Female	43%	42%
	Male	56%	58%
	Non-Binary	--	--
	Transgender	1%	0.8%
Ethnicity	Hispanic	15%	19%
	Middle Eastern/North African	2%	2%
Race	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	41%	39%
	White	41%	39%
	Multi-racial	9%	13%
	Other	9%	8%
Age	18-29 years	12%	14%
	30-39 years	18%	24%
	40-49 years	18%	22%
	50-59 years	22%	21%
	60-69 years	22%	14%
	70+ years	8%	5%
Primary Language	English	96%	95%
	Spanish	3%	5%
	Other	1%	0.6%
Disability	Cognitive: Mental Health	21%	16%
	Cognitive: Intellectual	1%	1%
	Ambulatory	7%	5%
	Hearing	--	0.1%
	Vision	--	0.6%
	Multiple	9%	4%
	No specific disability identified	62%	74%



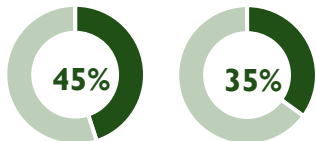
Responses to  
individuals **unhoused**



February 2025 Overall



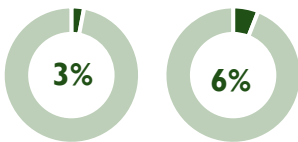
Responses needing  
**transport** from scene



February 2025 Overall



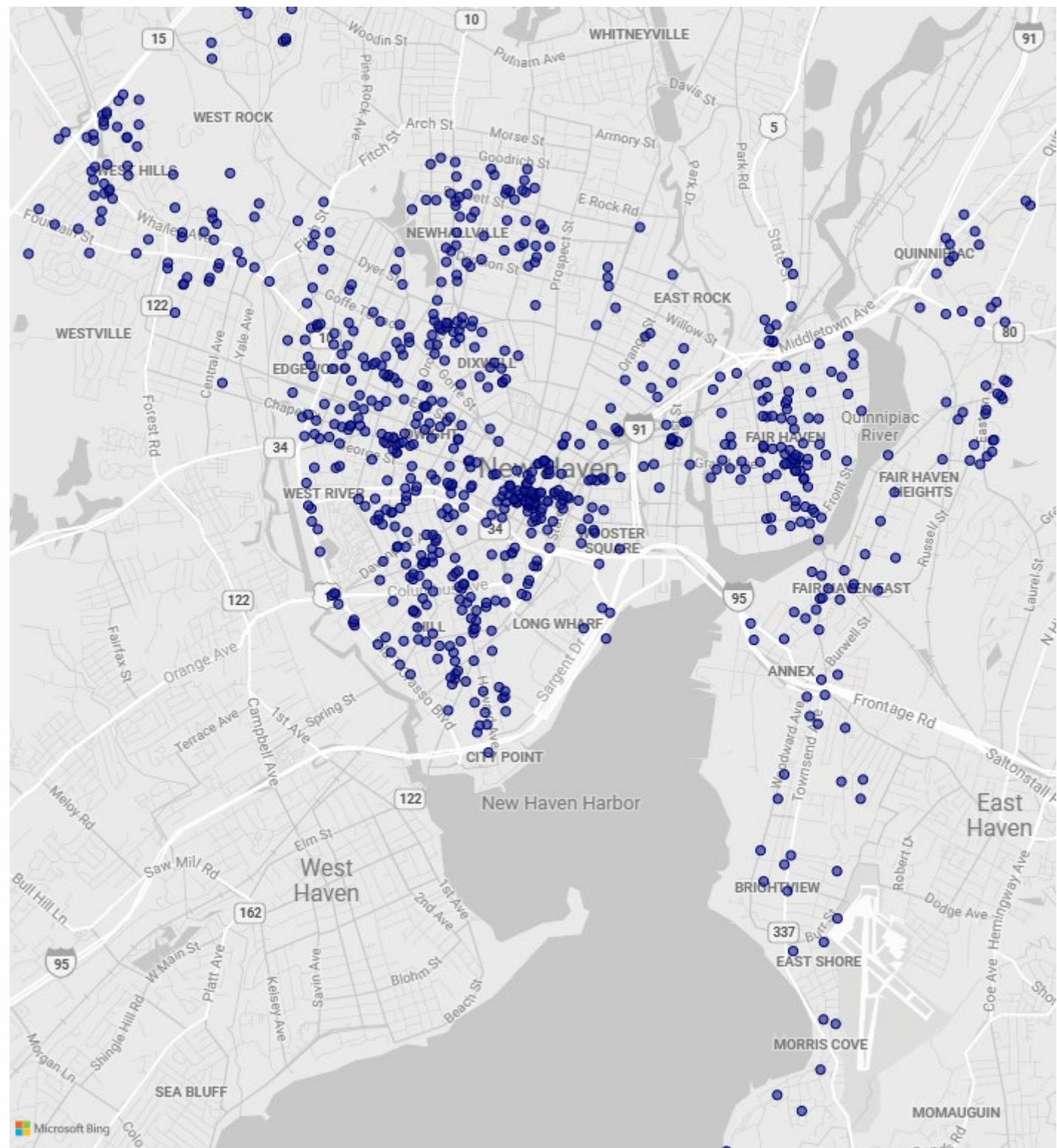
Responses with  
**child** on the scene



February 2025 Overall

# Map of Elm City COMPASS Activity

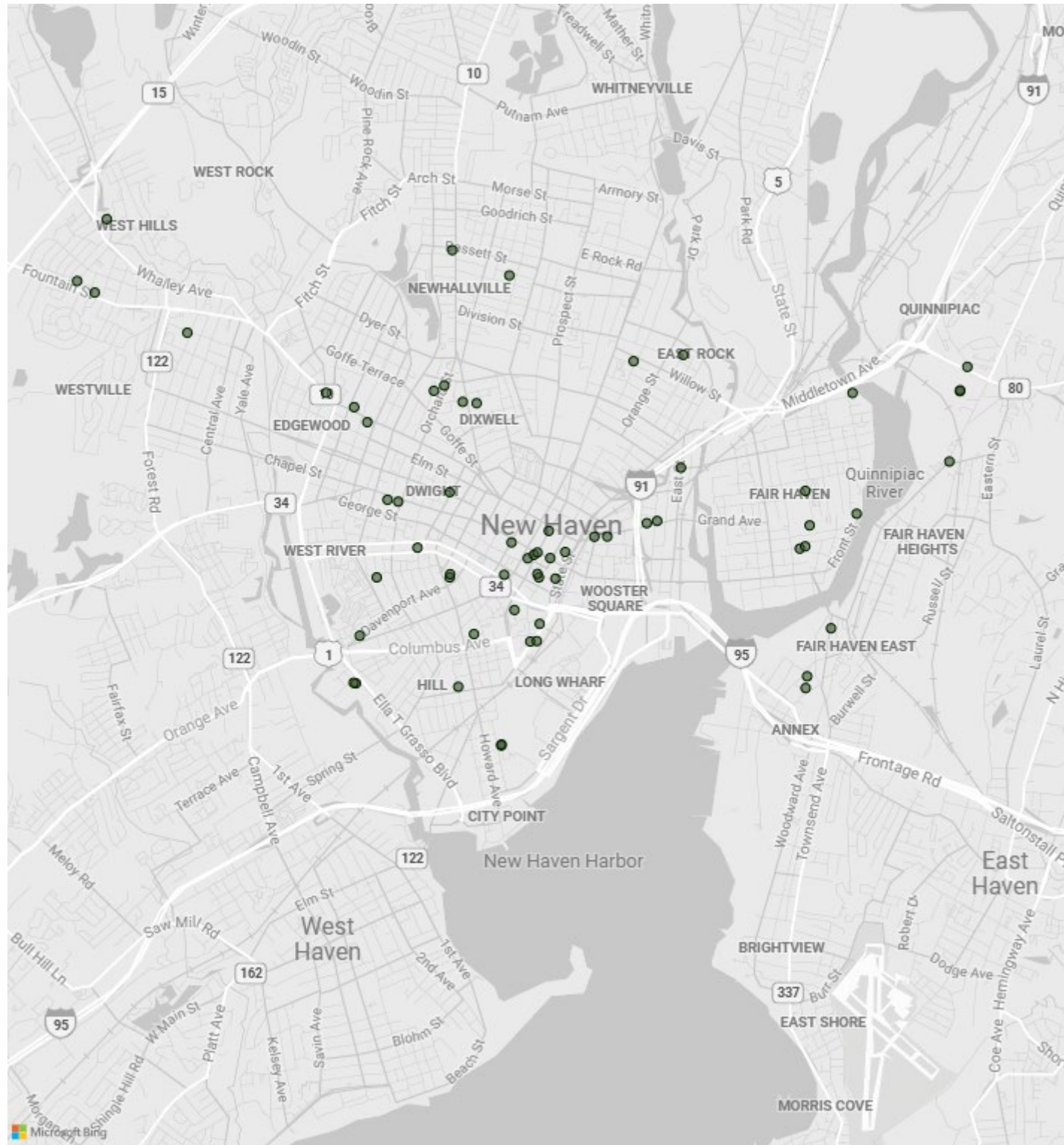
Responses to 911 dispatch at request of NHPD or NHFD  
(effective 11/1/22)





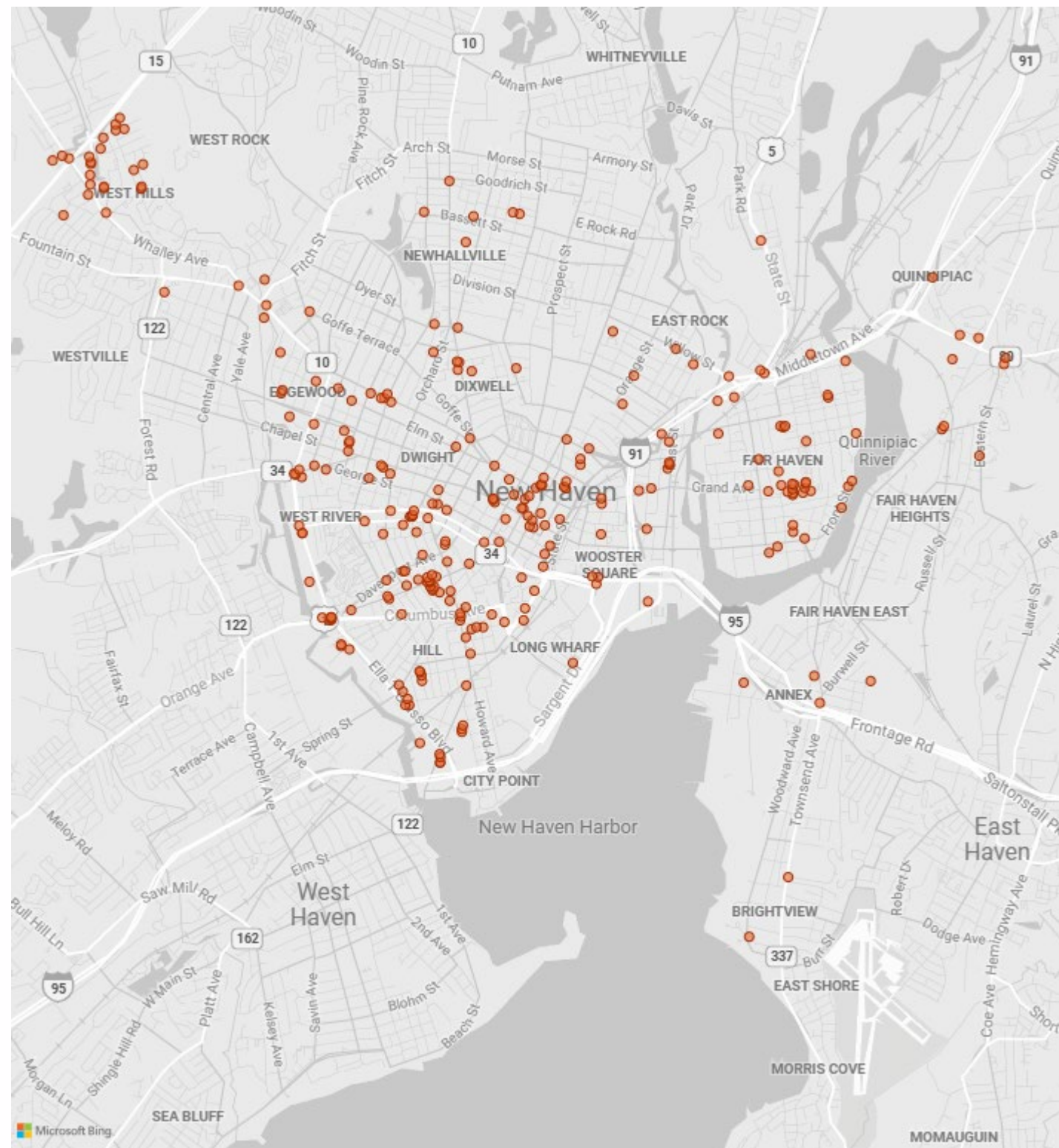
# Map of Elm City COMPASS Activity

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)



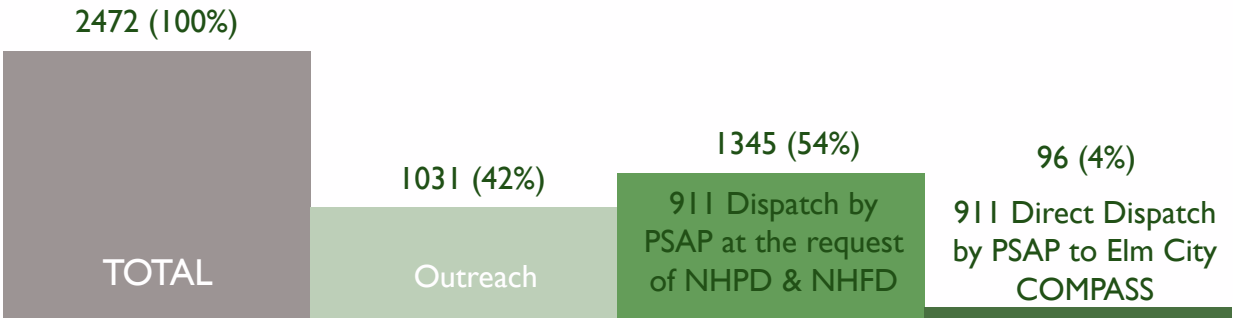
# Elm City COMPASS: Compassionate Allies Serving our Streets

## Crisis Response Team Services

### March 2025

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### Crisis Team Responses\*



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

### Total Responses

March 2025 (n=120)		Overall (n=2472)	
46% (55)	911 NHPD/NHFD Calls	54% (1345)	911 NHPD/NHFD Calls
13%	from NHFD	15%	from NHFD
87%	from NHPD	85%	from NHPD
52% (62)	Outreach	42% (1031)	Outreach
3% (3)	Direct Dispatch	4% (96)	Direct Dispatch





## Time Spent on Crisis Team Responses

### March 2025

### 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:

**33 minutes**  
(90% for 21 minutes)

**43 minutes**  
(90% for 33 minutes)

#### Average PD time on scene:

**21 minutes**  
(981 minutes saved)

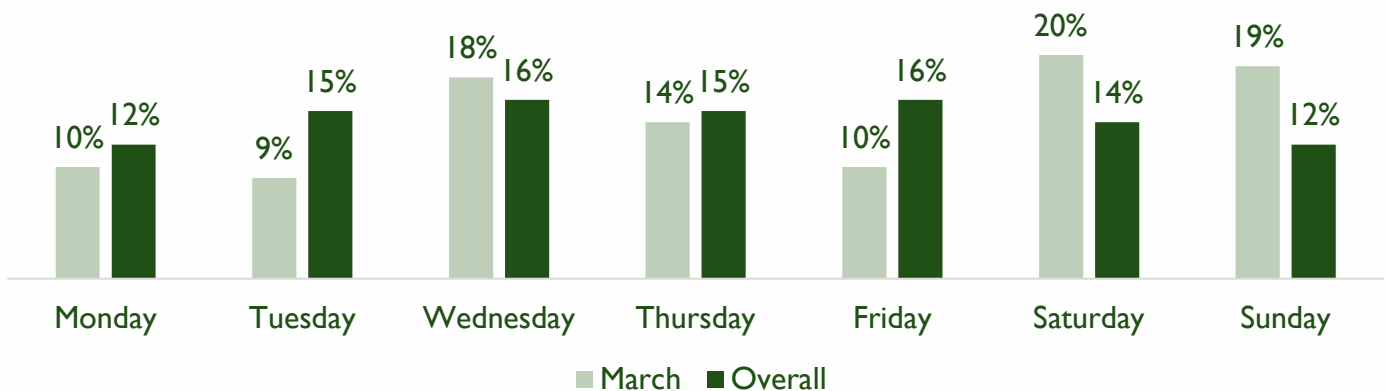
**18 minutes**  
(32,769 minutes saved)

#### Average FD time on scene:

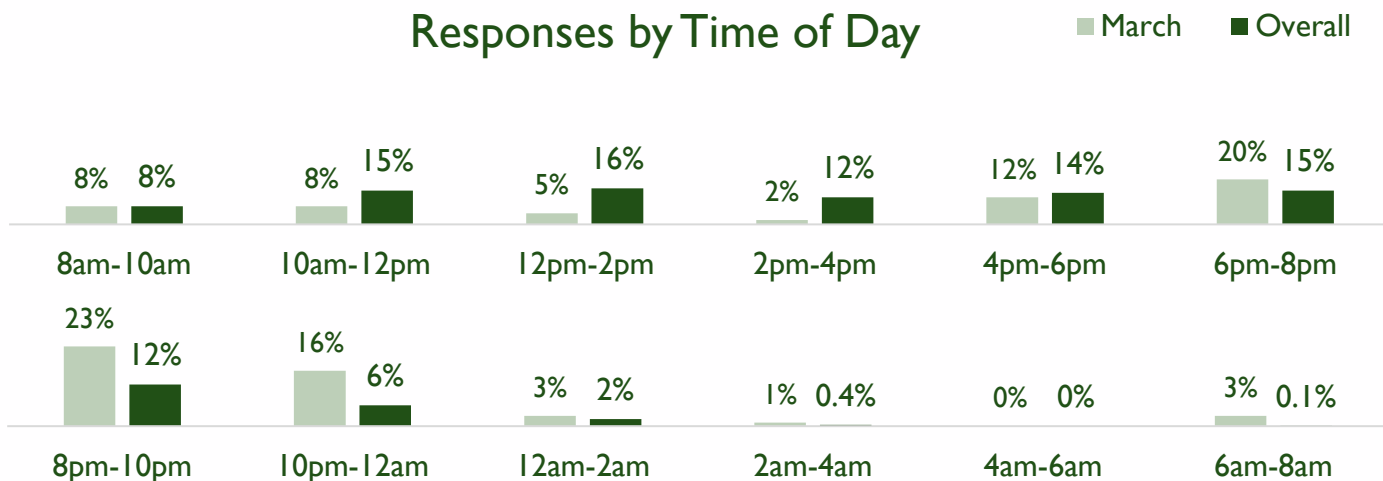
**13 minutes**  
(120 minutes saved)

**12 minutes**  
(6,107 minutes saved)

## Responses by Day of the Week

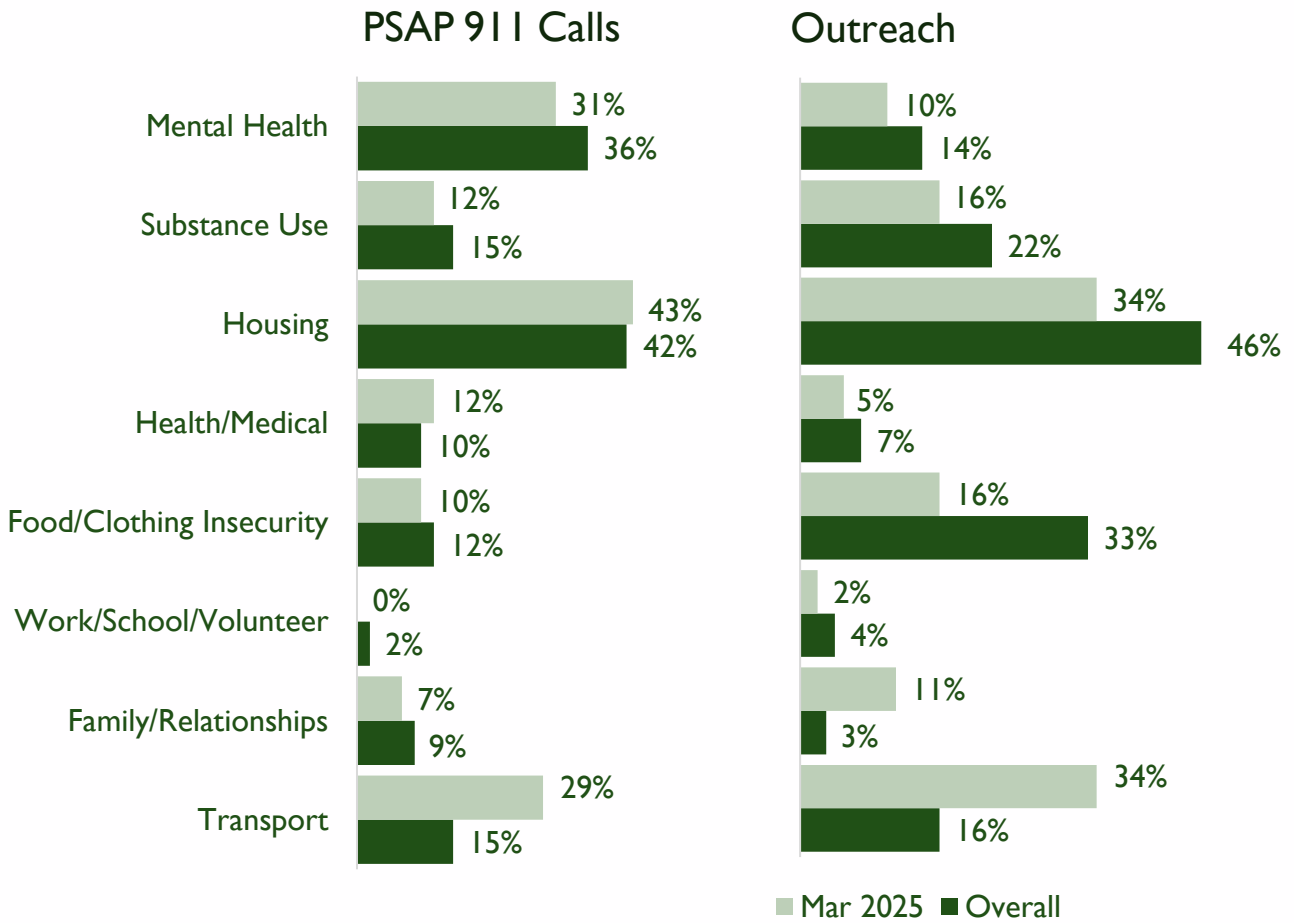


## Responses by Time of Day

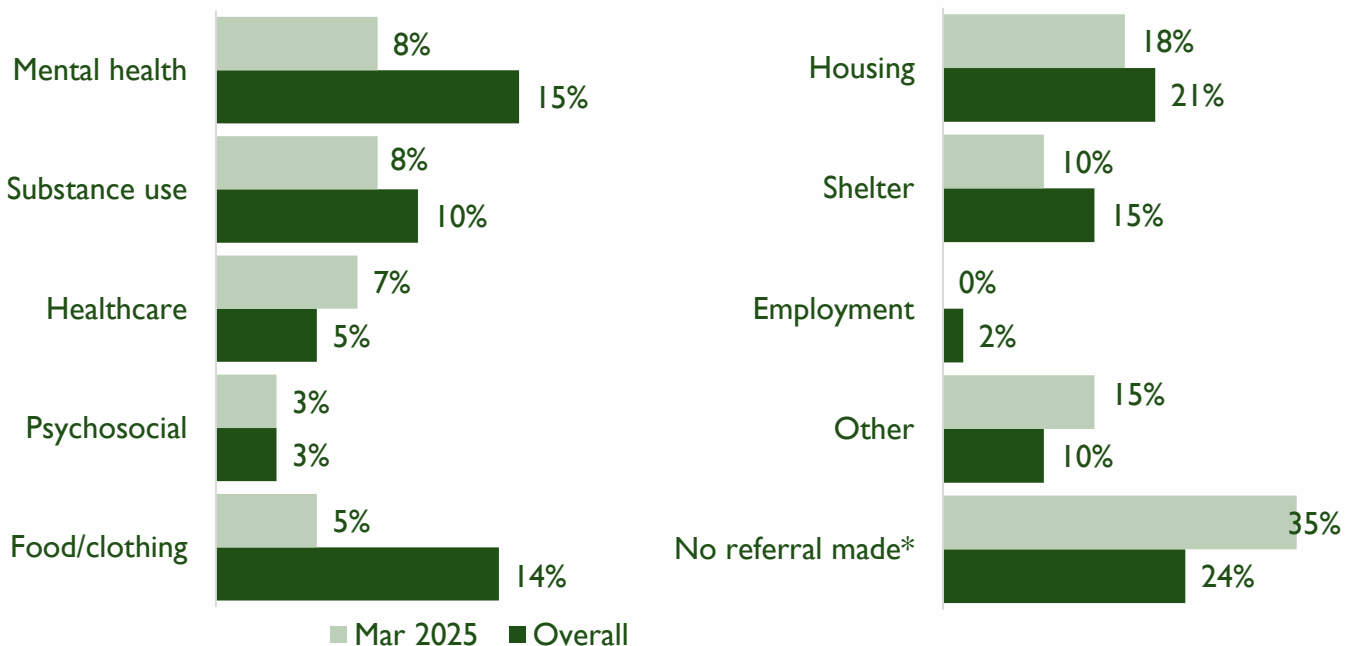




## Focus of Engagement



## Crisis Response Referrals

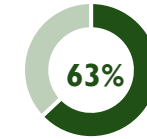


# Demographic Information of Individuals Served

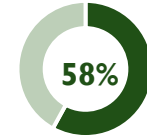
		March 25	Overall
<b>Sex/Gender</b>	Female	41%	42%
	Male	59%	57%
	Non-Binary*	--	--
	Transgender*	--	1%
<b>Ethnicity</b>	Hispanic	15%	19%
	Middle Eastern/North African	2%	2%
<b>Race</b>	Amer Indian/Alaskan Native	--	0.3%
	Asian Amer/Native Hawaiian/Pacific Islander	2%	1%
	Black/African American	39%	39%
	White	43%	40%
	Multi-racial	10%	13%
	Other	7%	7%
<b>Age</b>	18-29 years	18%	14%
	30-39 years	14%	24%
	40-49 years	18%	22%
	50-59 years	21%	21%
	60-69 years	23%	14%
	70+ years	5%	5%
<b>Primary Language</b>	English	94%	95%
	Spanish	5%	5%
	Other	1%	0.6%
<b>Disability</b>	Cognitive: Mental Health	18%	16%
	Cognitive: Intellectual	4%	1%
	Ambulatory	12%	6%
	Hearing	--	0.1%
	Vision	--	1%
	Multiple	10%	4%
	No specific disability identified	56%	73%



Responses to  
individuals **unhoused**



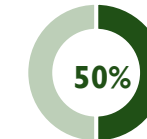
**March 2025**



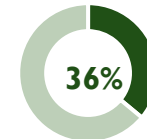
**Overall**



Responses needing  
**transport** from scene



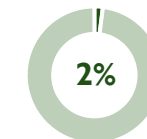
**March 2025**



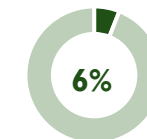
**Overall**



Responses with  
**child** on the scene



**March 2025**

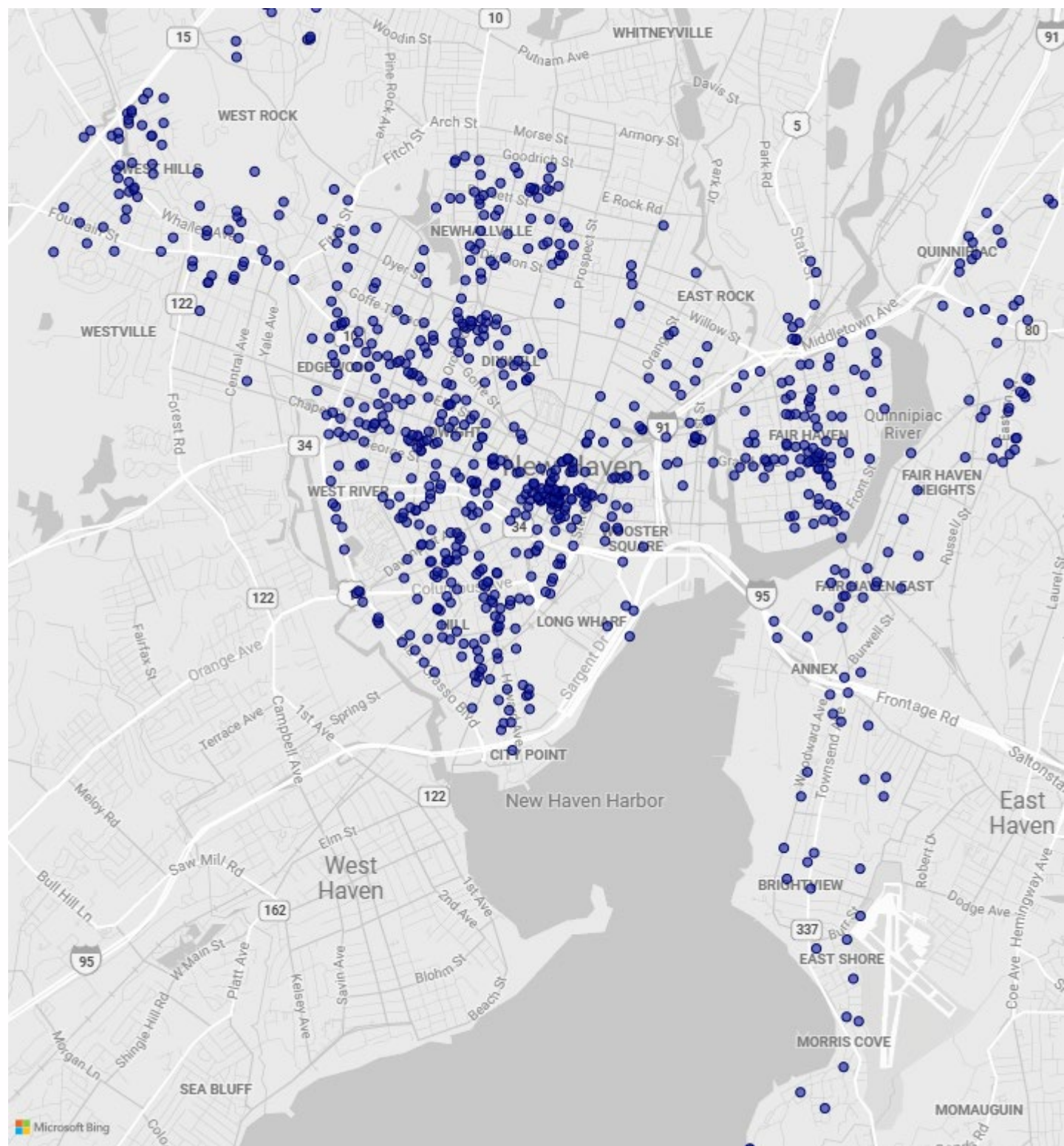


**Overall**

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

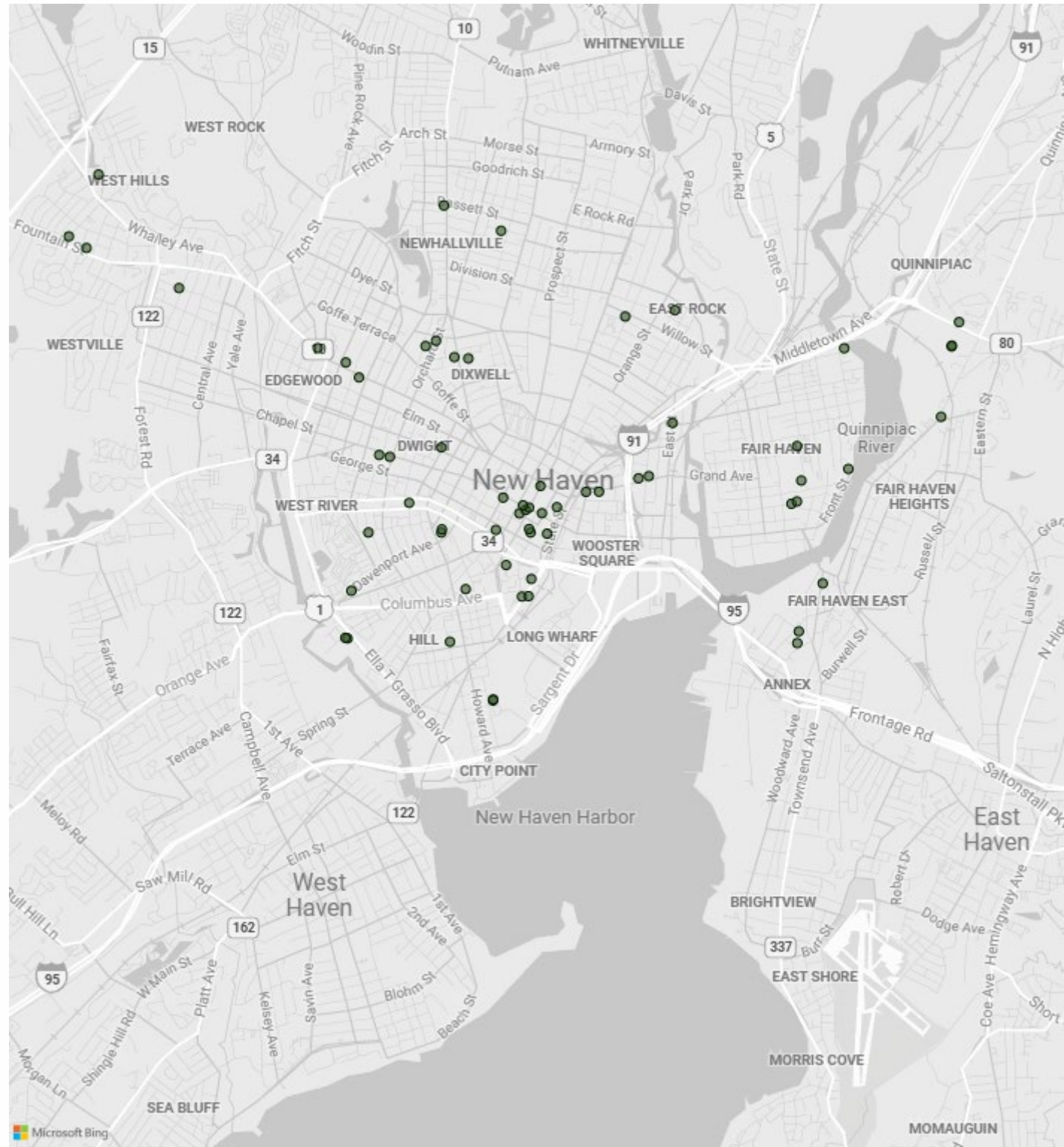
# Map of Elm City COMPASS Activity

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)

