

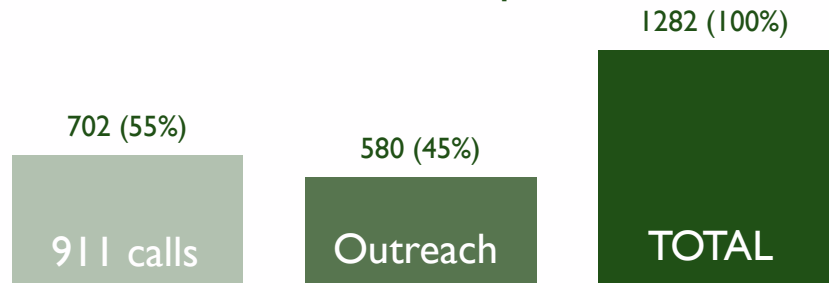
Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

April 2024

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 require resources or supports due to housing or other service needs. Services are provided with two teams, staffed by a social worker and a peer with lived experience, using a van during the hours of 8 am – 12 am, 7 days per week. The team, which launched 11-1-22, responds to calls dispatched through 911 by the City of New Haven Public Safety Answering Point (PSAP) at the request of the New Haven Fire Department (NHFD) or the New Haven Police Department (NHPD). In addition, the team conducts outreach to individuals in need and makes limited direct responses without first responders present when there is no threat of violence or risk to public safety.

Crisis Team Responses*

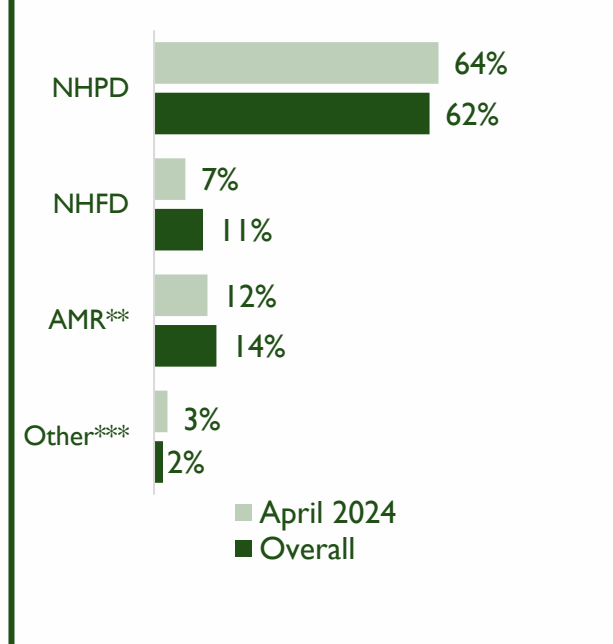


*Includes several dozen direct responses by the crisis response team to 911 calls.

Total Responses

April 2024 (n=77)		Overall (n=1282)	
79% (61)	911 dispatch/ PSAP	55% (702)	911 dispatch/ PSAP
13%	from NHFD	17%	from NHFD
72%	from NHPD	78%	from NHPD
15%	alone by team	4%	alone by team
21% (16)	Outreach	45% (580)	Outreach

On Scene*



*For PSAP responses only. **AMR-American Medical Response: emergency medical transportation. ***Other-service provider.





Time Spent on Crisis Team Responses

April 2024

Overall

Average time to response:

**for PSAP dispatch only*

14 minutes*
(90% in 11 minutes)

13 minutes*
(90% in 11 minutes)

Average time on scene:

48 minutes
(90% for 36 minutes)

47 minutes
(90% for 37 minutes)

Average PD time on scene:

19 minutes
(1,688 minutes saved)

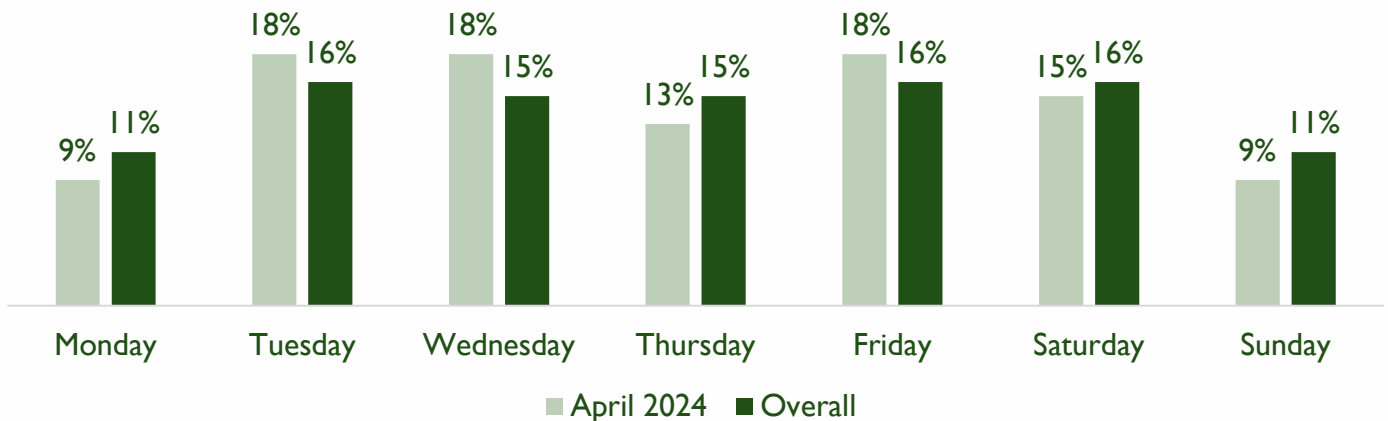
17 minutes
(16,733 minutes saved)

Average FD time on scene:

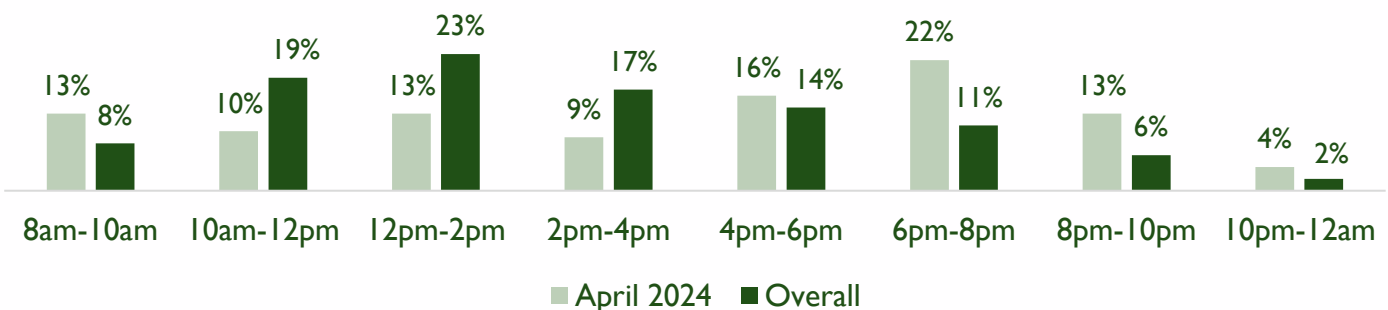
3 minutes
(296 minutes saved)

8 minutes
(3,386 minutes saved)

Responses by Day of the Week

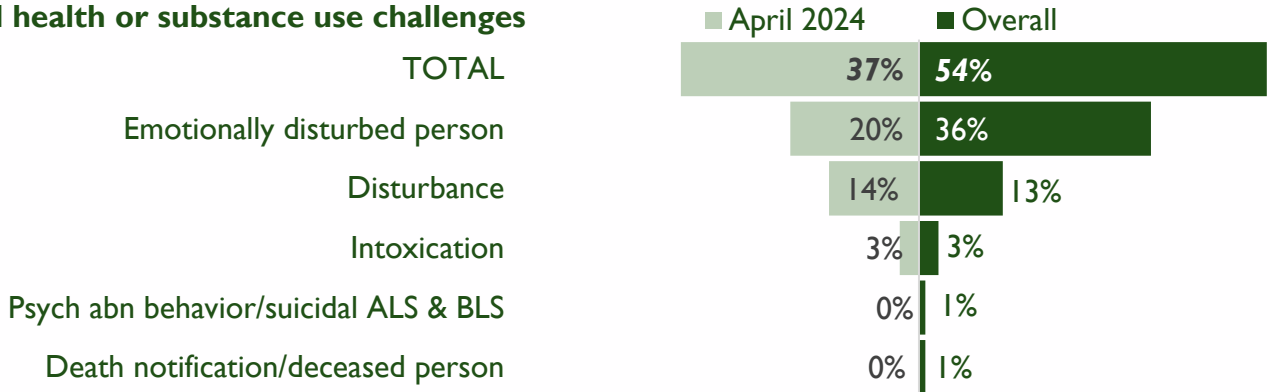


Responses by Time of Day

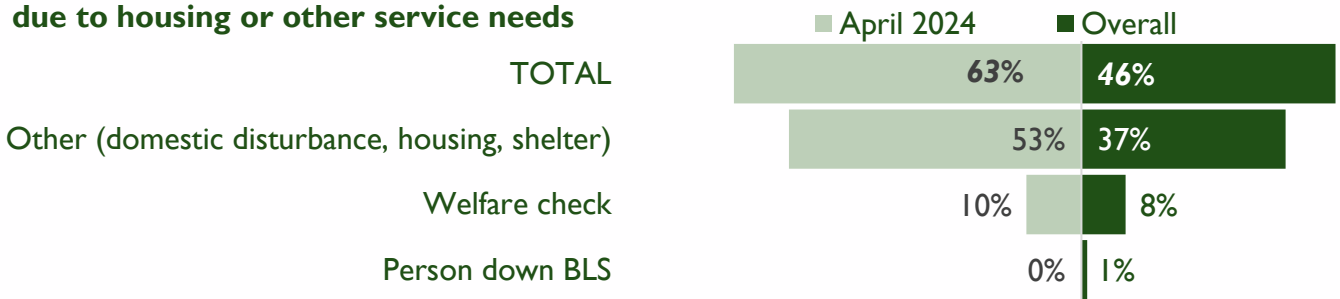


PSAP 911 Dispatch Call Types*

People in need of assistance due to mental health or substance use challenges

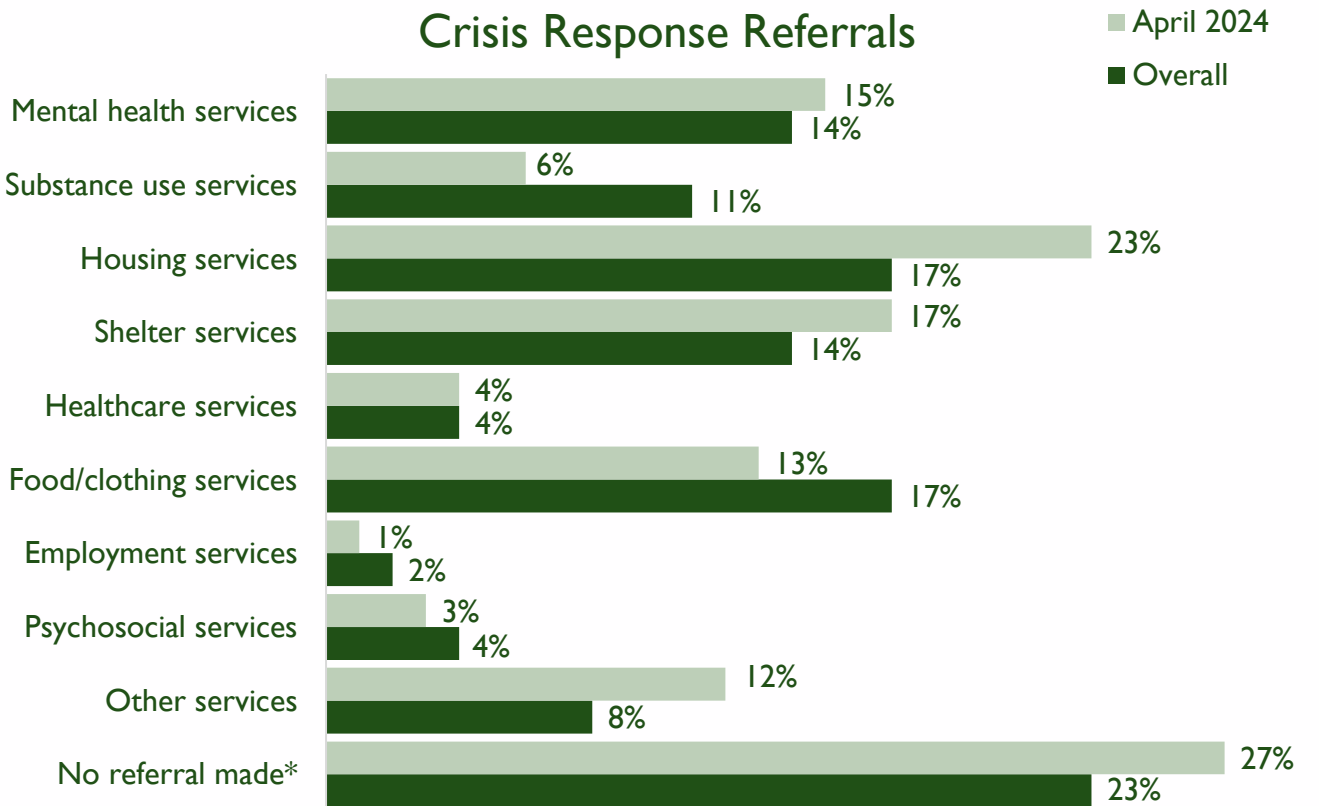


People in need of resources or supports due to housing or other service needs



*PSAP 911 dispatch code terminology shown for above for specific call types. "Other" includes call types served by Elm City COMPASS as a secondary response at the request of the NHFD or NHPD.

Crisis Response Referrals



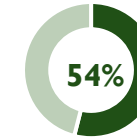
*Individuals for whom no referral is made are usually receiving services and/or engaged in COMPASS follow up.

Demographic Information of Individuals Served

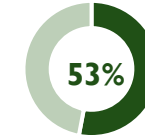
		April 24	Overall
Gender	Female	52%	42%
	Male	49%	57%
	Non-Binary	--	--
	Transgender	--	1%
Ethnicity	Hispanic	16%	21%
	Middle Eastern/North African	3%	3%
Race	Amer Indian/Alaskan Native	1%	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	36%	39%
	White	37%	39%
	Multi-racial	19%	12%
	Other	7%	9%
Age	18-29 years	19%	12%
	30-39 years	24%	25%
	40-49 years	13%	25%
	50-59 years	17%	21%
	60-69 years	20%	12%
	70+ years	7%	5%
Primary Language	English	91%	94%
	Spanish	4%	6%
	Other	4%	0.5%
Disability	Cognitive: Mental Health	20%	15%
	Cognitive: Intellectual	--	1%
	Ambulatory	6%	5%
	Hearing	--	0.1%
	Vision	--	1%
	Multiple	6%	3%
	No specific disability identified	69%	75%



Responses to individuals **unhoused**



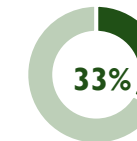
April 2024



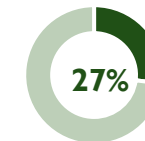
Overall



Responses needing **transport** from scene



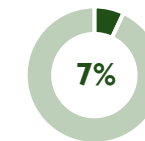
April 2024



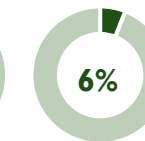
Overall



Responses with **child** on the scene

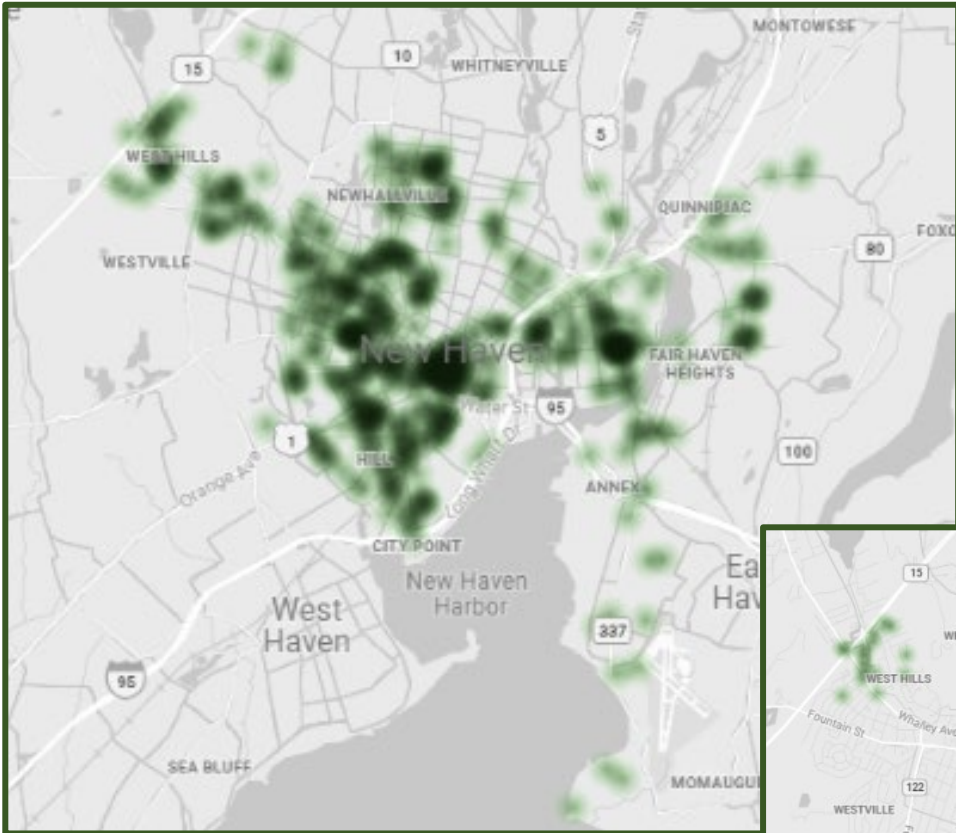


April 2024

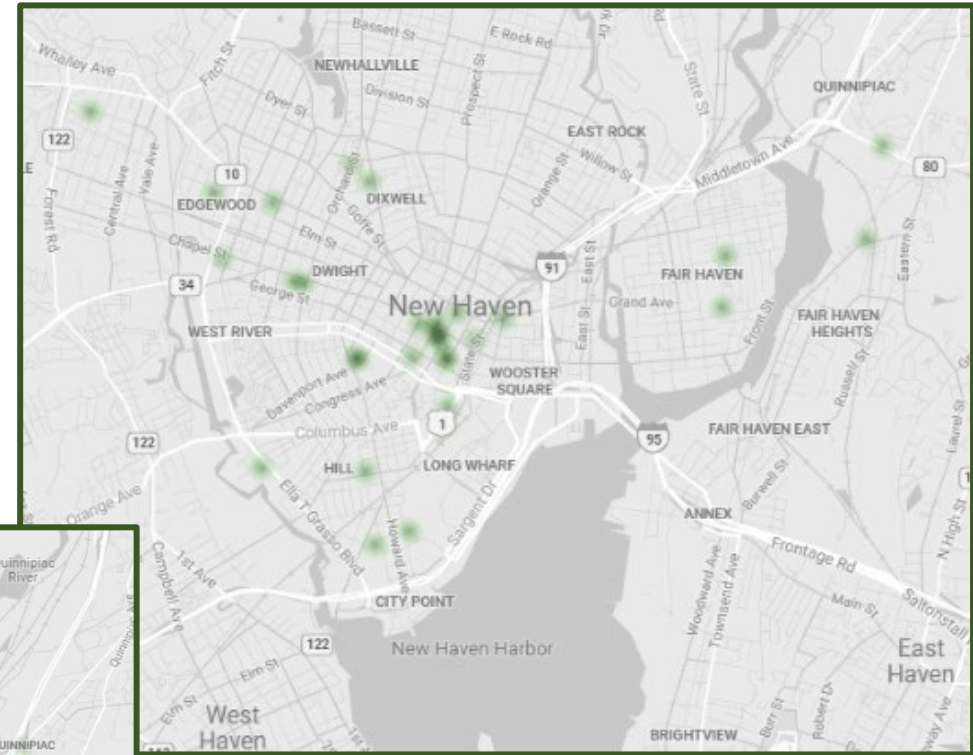


Overall

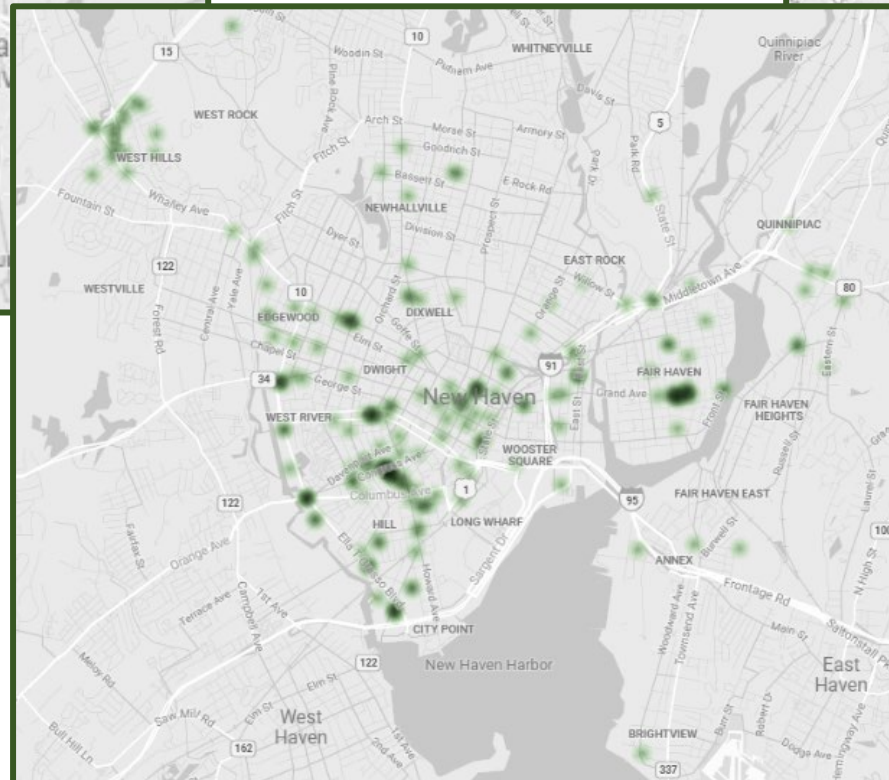
Maps of Elm City COMPASS Activity



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



Direct responses to 911 dispatch (since 6/15/23)



Outreach (since 11/1/22)

Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

May 2024

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 require resources or supports due to housing or other service needs. Services are provided with two teams, staffed by a social worker and a peer with lived experience, using a van during the hours of 8 am – 12 am, 7 days per week. The team, which launched 11-1-22, responds to calls dispatched through 911 by the City of New Haven Public Safety Answering Point (PSAP) at the request of the New Haven Fire Department (NHFD) or the New Haven Police Department (NHPD). In addition, the team conducts outreach to individuals in need and makes limited direct responses without first responders present when there is no threat of violence or risk to public safety.

Crisis Team Responses*

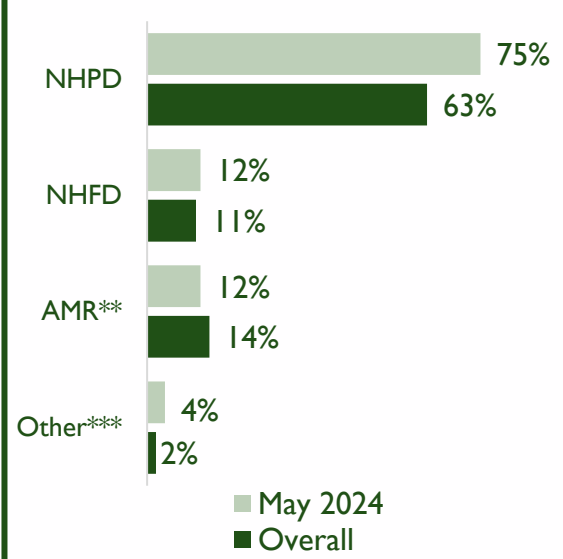


*Includes several dozen direct responses by the crisis response team to 911 calls.

Total Responses

May 2024 (n=70)		Overall (n=1352)	
73% (51)	911 dispatch/ PSAP	56% (753)	911 dispatch/ PSAP
6%	from NHFD	16%	from NHFD
80%	from NHPD	79%	from NHPD
14%	alone by team	5%	alone by team
27% (19)	Outreach	44% (599)	Outreach

On Scene*



*For PSAP responses only. **AMR-American Medical Response: emergency medical transportation. ***Other-service provider.





Time Spent on Crisis Team Responses

May 2024

Overall

Average time to response:

**for PSAP dispatch only*

14 minutes*

(90% in 11 minutes)

13 minutes*

(90% in 11 minutes)

Average time on scene:

44 minutes

(90% for 35 minutes)

47 minutes

(90% for 37 minutes)

Average PD time on scene:

23 minutes

(1,217 minutes saved)

18 minutes

(17,986 minutes saved)

Average FD time on scene:

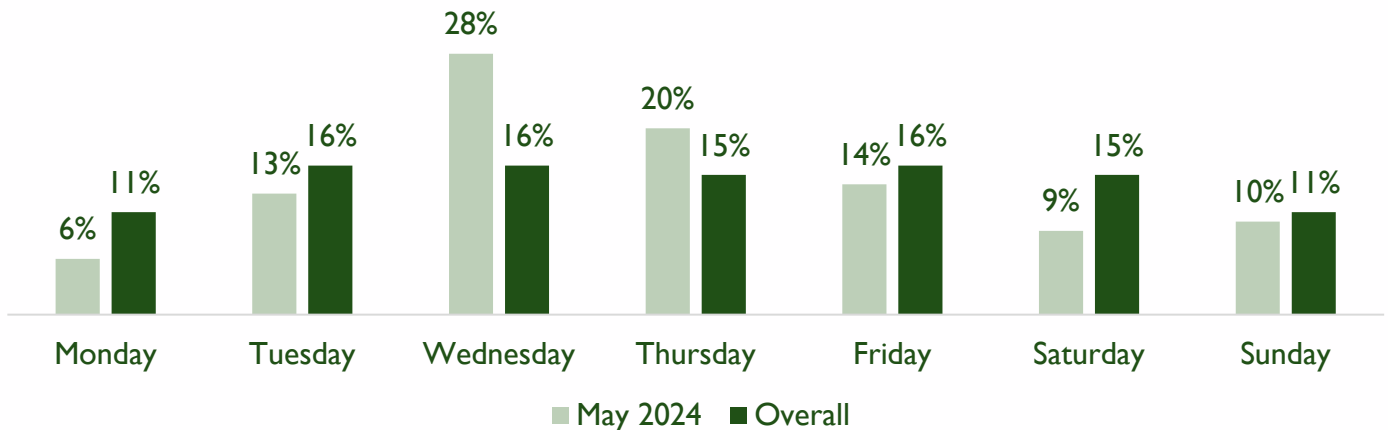
11 minutes

(101 minutes saved)

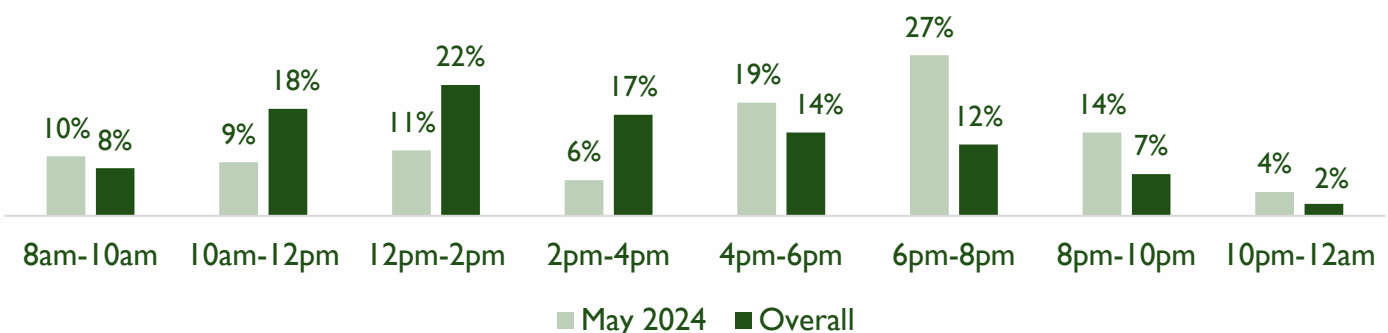
8 minutes

(3,487 minutes saved)

Responses by Day of the Week

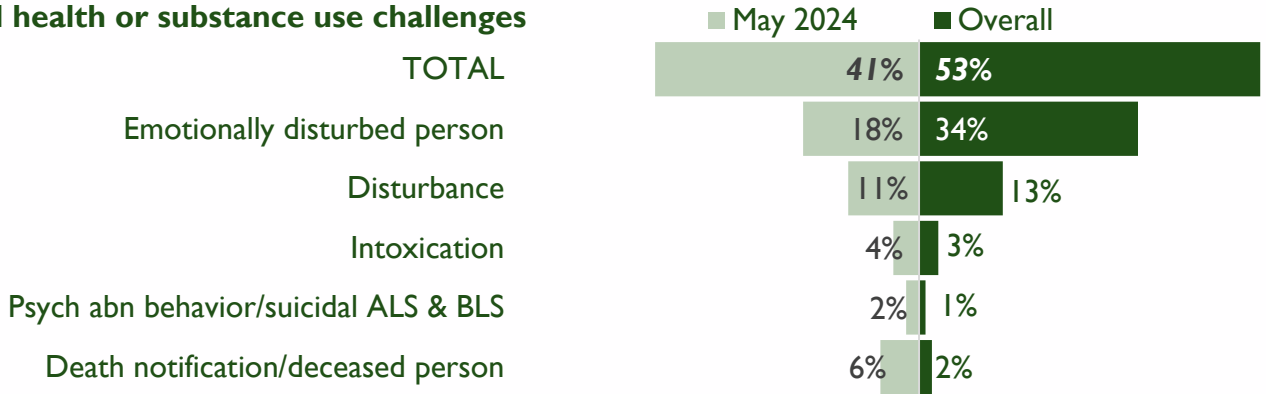


Responses by Time of Day

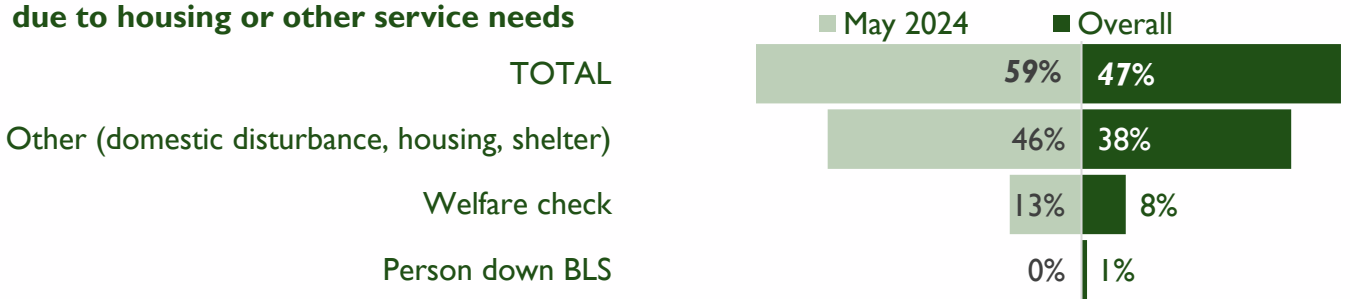


PSAP 911 Dispatch Call Types*

People in need of assistance due to mental health or substance use challenges

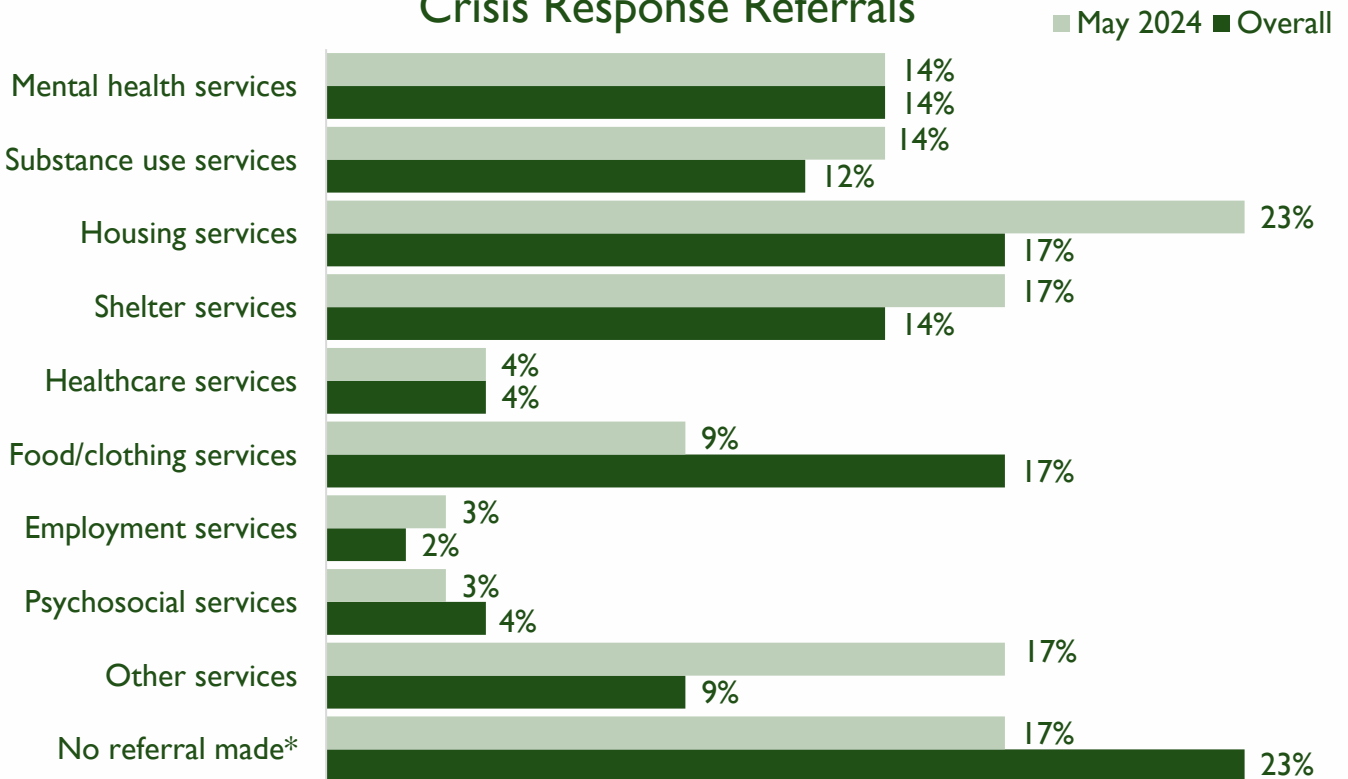


People in need of resources or supports due to housing or other service needs



*PSAP 911 dispatch code terminology shown for above for specific call types. "Other" includes call types served by Elm City COMPASS as a secondary response at the request of the NHFD or NHPD.

Crisis Response Referrals



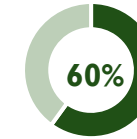
*Individuals for whom no referral is made are usually receiving services and/or engaged in COMPASS follow up.

Demographic Information of Individuals Served

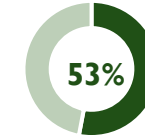
		May 24	Overall
Gender	Female	45%	43%
	Male	55%	57%
	Non-Binary	--	--
	Transgender	--	1%
Ethnicity	Hispanic	16%	20%
	Middle Eastern/North African	--	3%
Race	Amer Indian/Alaskan Native	2%	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander	2%	1%
	Black/African American	33%	39%
	White	43%	40%
	Multi-racial	16%	12%
	Other	4%	8%
Age	18-29 years	16%	12%
	30-39 years	21%	25%
	40-49 years	31%	25%
	50-59 years	19%	21%
	60-69 years	8%	12%
	70+ years	5%	5%
Primary Language	English	96%	94%
	Spanish	4%	6%
	Other	--	0.5%
Disability	Cognitive: Mental Health	19%	15%
	Cognitive: Intellectual	--	1%
	Ambulatory	5%	5%
	Hearing	--	0.1%
	Vision	--	1%
	Multiple	--	3%
	No specific disability identified	76%	75%



Responses to individuals **unhoused**



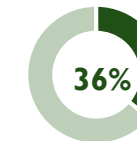
May 2024



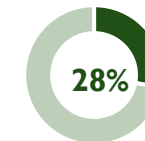
Overall



Responses needing **transport** from scene



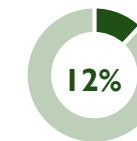
May 2024



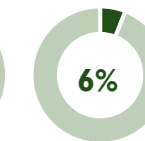
Overall



Responses with **child** on the scene

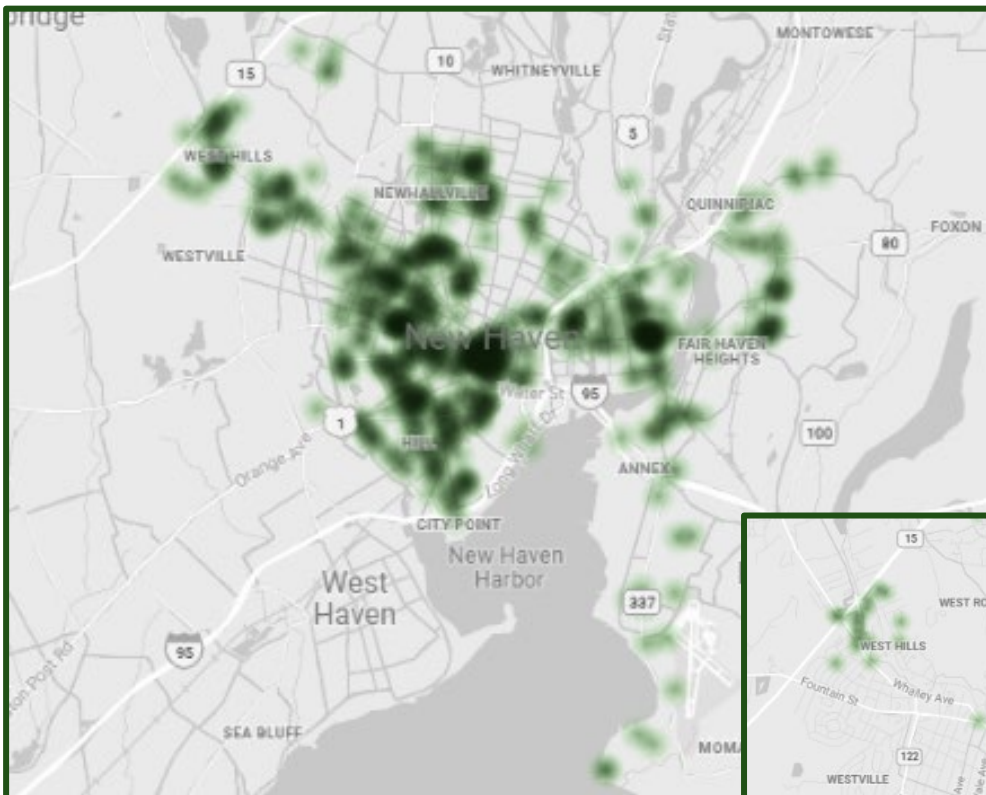


May 2024

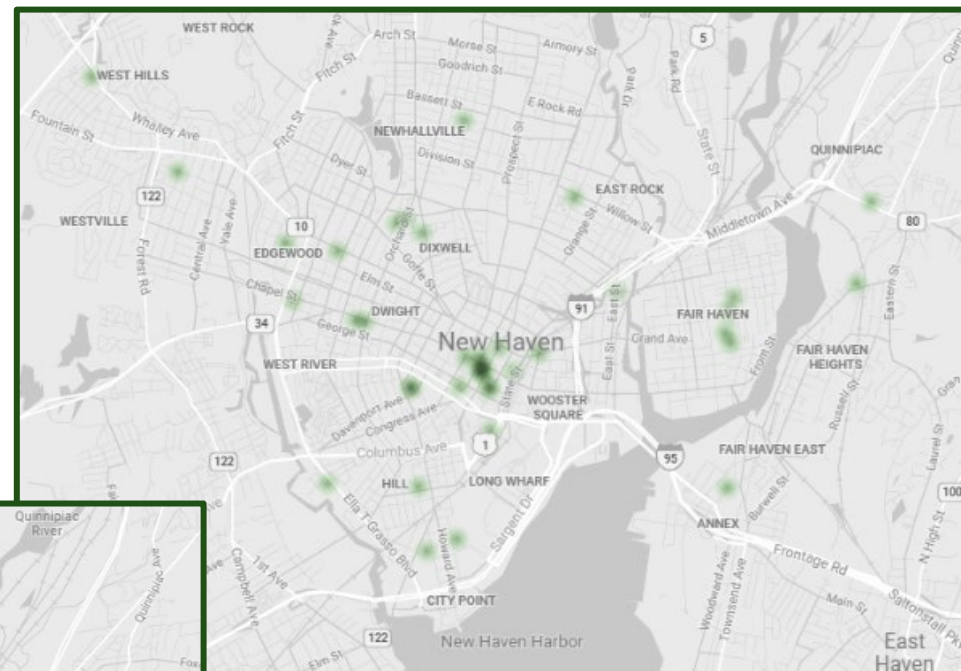


Overall

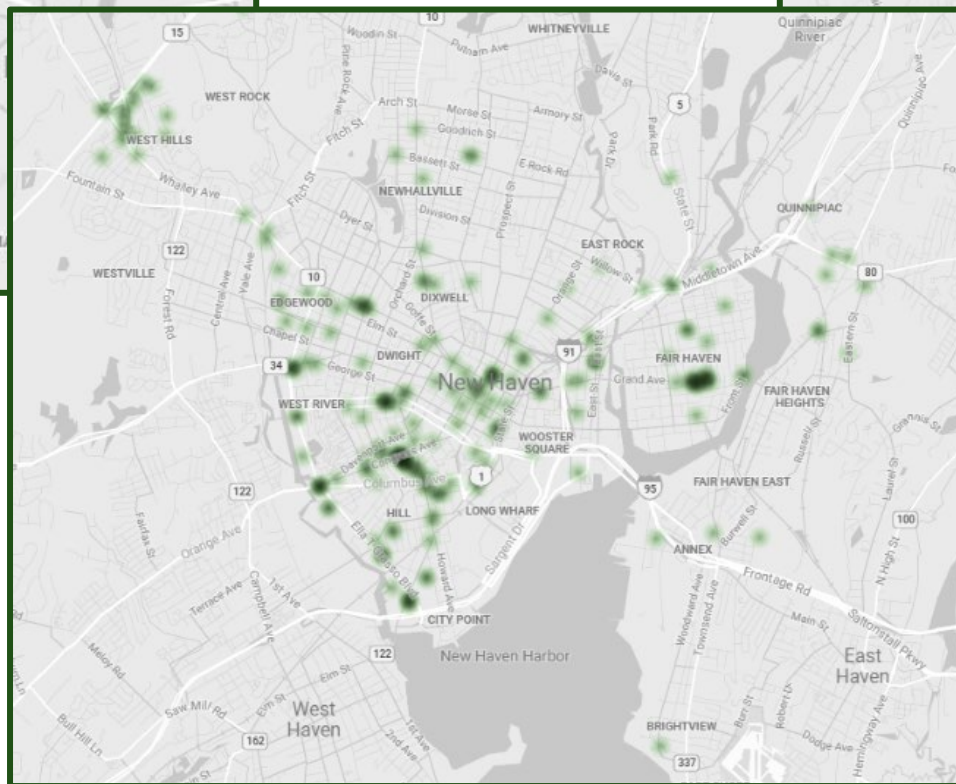
Maps of Elm City COMPASS Activity



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



Direct responses to 911 dispatch (since 6/15/23)



Outreach (since 11/1/22)

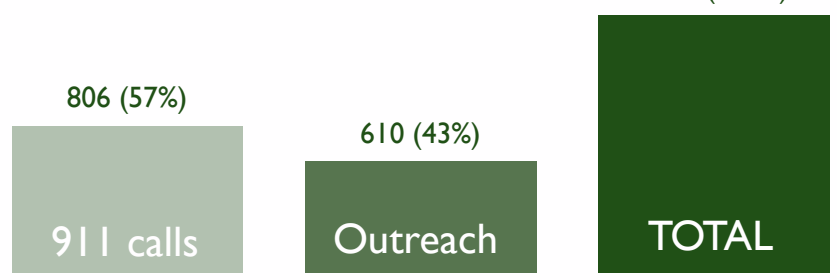
Elm City COMPASS: Compassionate Allies Serving our Streets

Crisis Response Team Services

June 2024

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Crisis Team Responses*

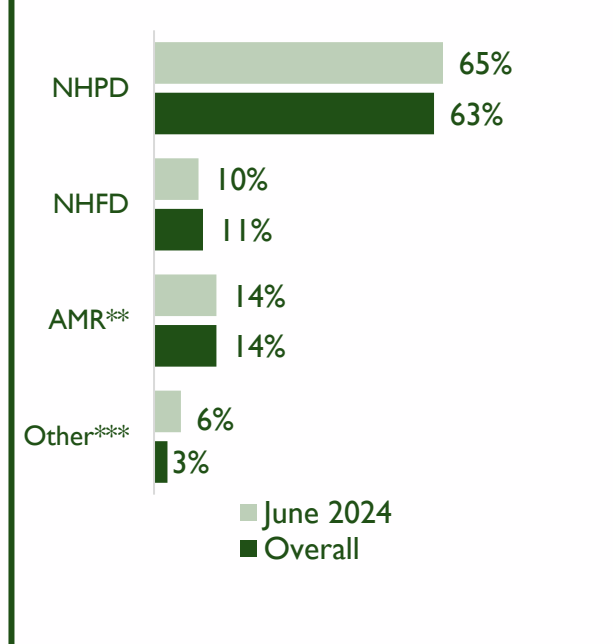


*Includes several dozen direct responses by the crisis response team to 911 calls.

Total Responses

June 2024 (n=64)		Overall (n=1416)	
83% (53)	911 dispatch/ PSAP	57% (806)	911 dispatch/ PSAP
15%	from NHFD	16%	from NHFD
85%	from NHPD	79%	from NHPD
0%	alone by team	5%	alone by team
17% (11)	Outreach	43% (610)	Outreach

On Scene*



*For PSAP responses only. **AMR-American Medical Response: emergency medical transportation. ***Other-service provider.

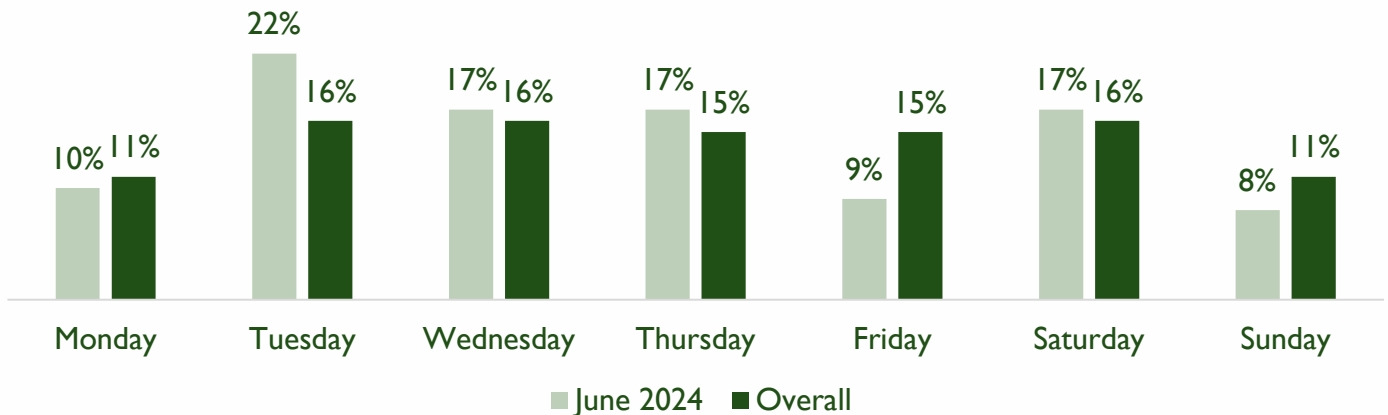




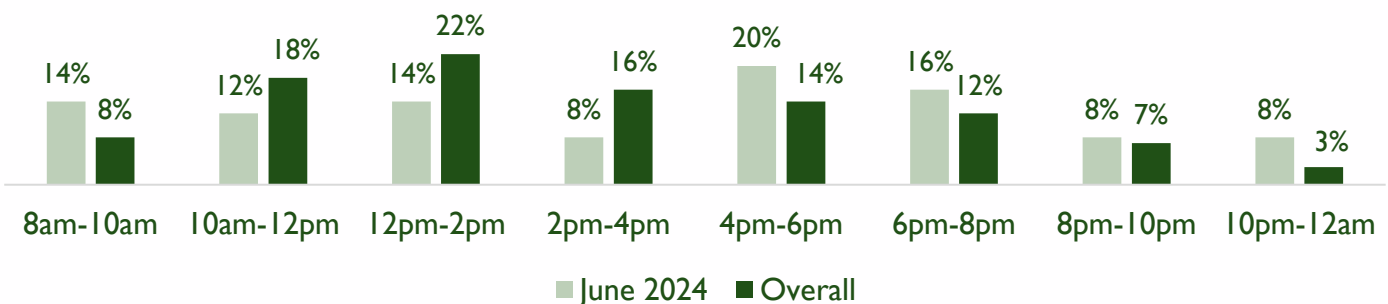
Time Spent on Crisis Team Responses

	June 2024	Overall
Average time to response: <i>*for PSAP dispatch only</i>	13 minutes* (90% in 10 minutes)	13 minutes* (90% in 11 minutes)
Average time on scene:	47 minutes (90% for 35 minutes)	47 minutes (90% for 37 minutes)
Average PD time on scene:	14 minutes (1,431 minutes saved)	17 minutes (19,452 minutes saved)
Average FD time on scene:	19 minutes (690 minutes saved)	9 minutes (4,114 minutes saved)

Responses by Day of the Week

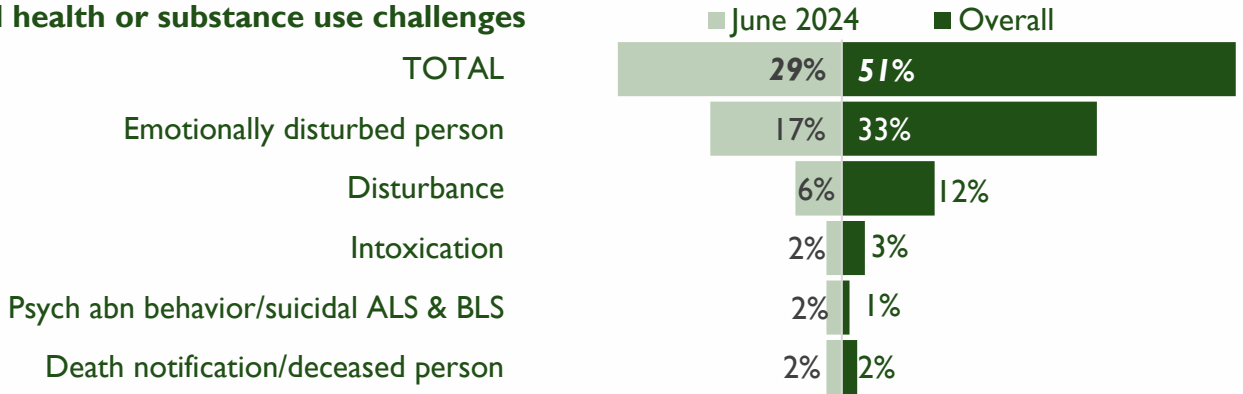


Responses by Time of Day

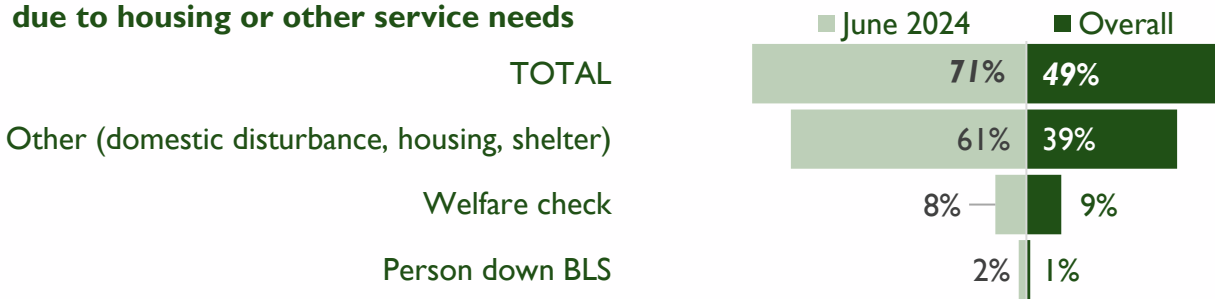


PSAP 911 Dispatch Call Types*

People in need of assistance due to mental health or substance use challenges

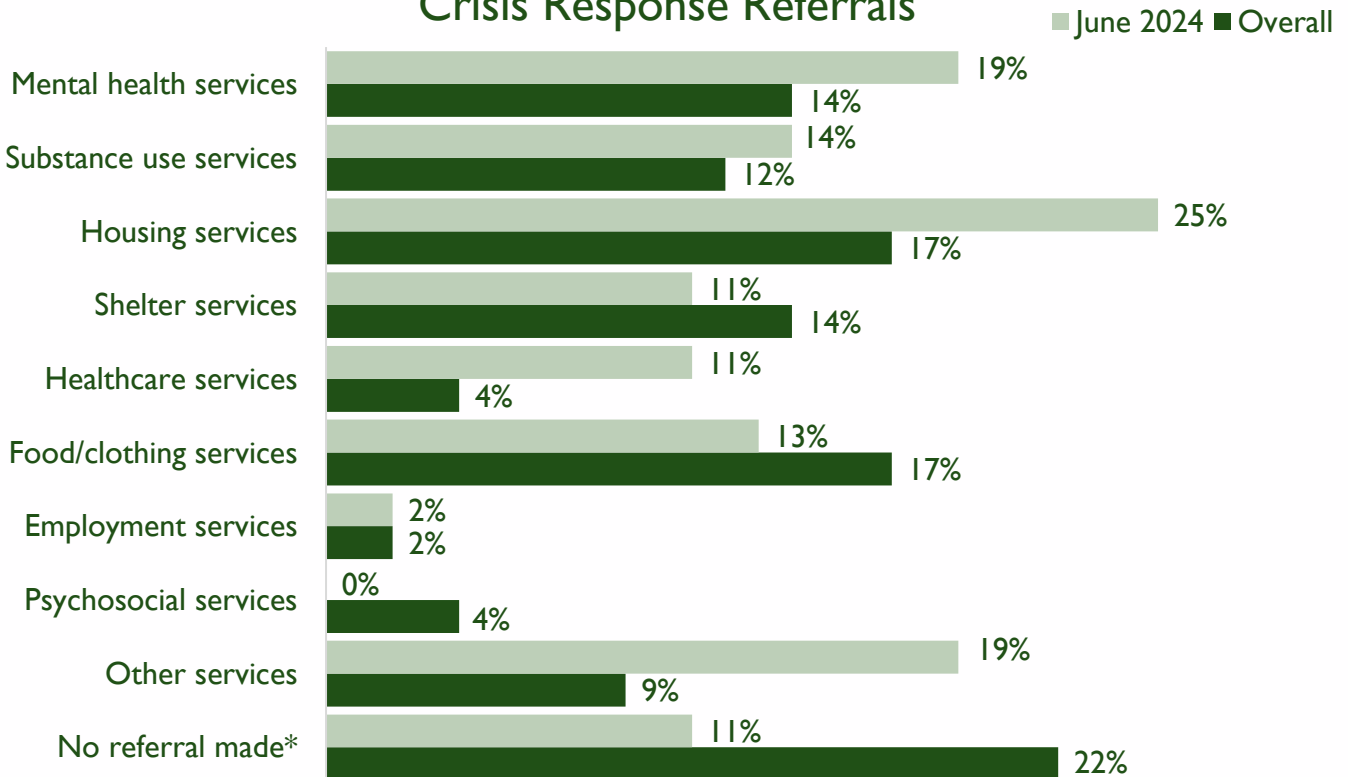


People in need of resources or supports due to housing or other service needs



*PSAP 911 dispatch code terminology shown for above for specific call types. "Other" includes call types served by Elm City COMPASS as a secondary response at the request of the NHFD or NHPD.

Crisis Response Referrals



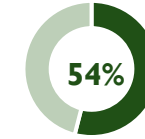
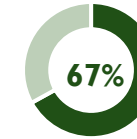
*Individuals for whom no referral is made are usually receiving services and/or engaged in COMPASS follow up.

Demographic Information of Individuals Served

		June 24	Overall
Gender	Female	43%	42%
	Male	57%	57%
	Non-Binary	--	--
	Transgender	--	1%
Ethnicity	Hispanic	23%	21%
	Middle Eastern/North African	--	3%
Race	Amer Indian/Alaskan Native	--	0.2%
	Asian Amer/Native Hawaiian/Pacific Islander	--	1%
	Black/African American	41%	39%
	White	38%	40%
	Multi-racial	18%	12%
	Other	3%	8%
Age	18-29 years	20%	13%
	30-39 years	31%	25%
	40-49 years	13%	24%
	50-59 years	23%	21%
	60-69 years	10%	12%
	70+ years	3%	5%
Primary Language	English	93%	94%
	Spanish	5%	6%
	Other	2%	0.5%
Disability	Cognitive: Mental Health	8%	15%
	Cognitive: Intellectual	2%	1%
	Ambulatory	3%	5%
	Hearing	--	0.1%
	Vision	2%	1%
	Multiple	--	3%
	No specific disability identified	85%	75%



Responses to individuals **unhoused**

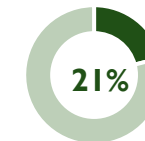
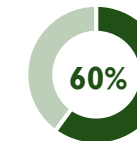


June 2024

Overall



Responses needing **transport** from scene

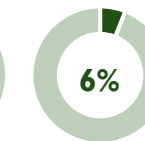
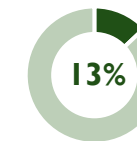


June 2024

Overall



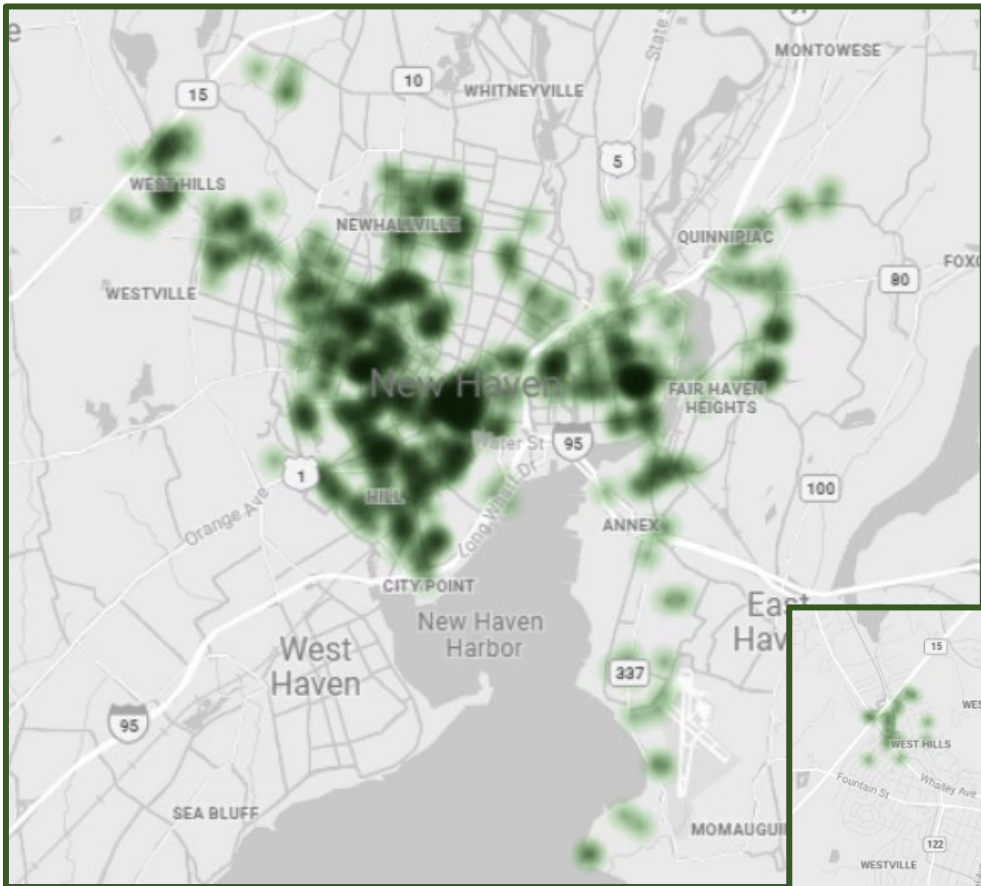
Responses with **child** on the scene



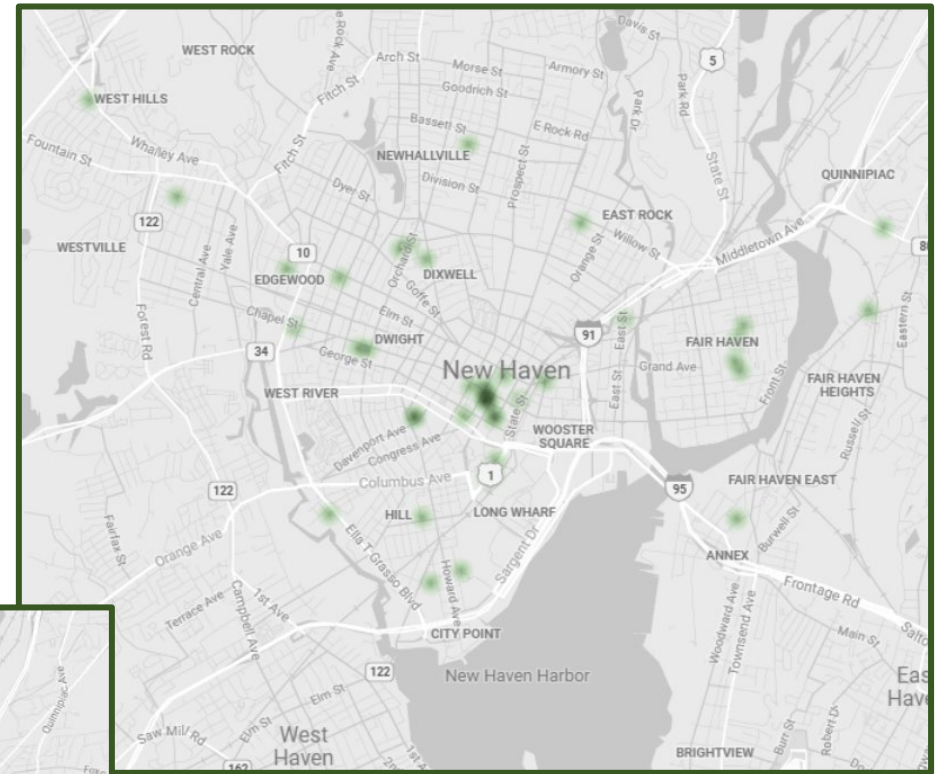
June 2024

Overall

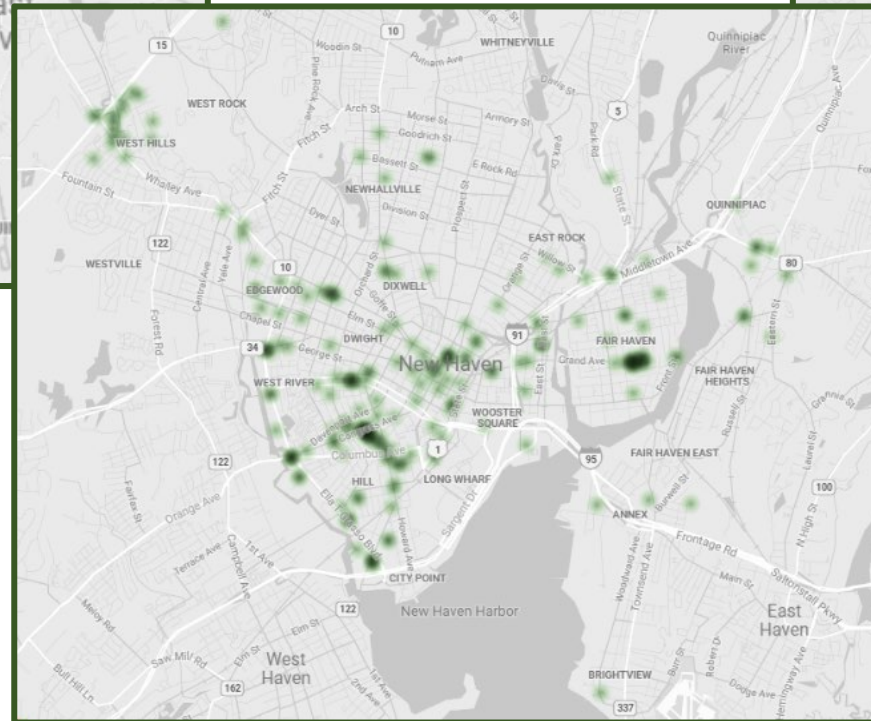
Maps of Elm City COMPASS Activity



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



Direct responses to 911 dispatch (since 6/15/23)



Outreach (since 11/1/22)