



Justin Elicker
Mayor

CITY OF NEW HAVEN

COMMUNITY SERVICES ADMINISTRATION DEPARTMENT OF COMMUNITY RESILIENCE



May 28, 2025

Honorable Tyisha Walker-Myers
President, Board of Alders
165 Church Street
New Haven, CT 06510

Dear Honorable President Walker-Myers,

The Department of Community Resilience requests approval to enter into an agreement with Continuum of Care, Inc to continue operations of the Elm City COMPASS Crisis Response Team.

Elm City COMPASS is a comprehensive, community-based initiative to build a system of sustainable supports for individuals in New Haven experiencing a mental health or substance use crisis and was first launched in November 2022. Elm City COMPASS has four components that provide the foundation for sustainability of crisis response services in New Haven. These are:

1. deployment of a crisis response team to complement and support responses by New Haven police and fire to 911 emergencies and through outreach;
2. development and coordination of the crisis response service system in New Haven;
3. support for a Community Advisory Board of New Haven residents to ensure that COMPASS remains true to community needs and values; and
4. completion of an evaluation that includes quality improvement of crisis team services and assessments of COMPASS effectiveness at the individual, service system, and community level.

This request is to fund the COMPASS crisis response team, (component #1 above) from July 1, 2025 – June 30, 2026 at a cost of \$1,128,416.12. The crisis team is integral to all the COMPASS does, and so continued funding at current staffing levels is critical to the future sustainability of the overall program. The other components (#2 – 4) of the program will continue under a no cost extension to an existent agreement with Yale University approved by the Board of Alders on February 3, 2025 (LM-2024-0516).

Elm City COMPASS Crisis Response Team has had a hugely positive impact in New Haven summarized below:

- Completion of over 2,500 crisis responses under current staffing levels of 3 shifts (8 am – 3 am, 7 days per week), with two-thirds of responses made to 911 emergency calls and one-third to targeted outreach; 5% of 911 emergency calls are direct response by the team only.
- Thus far, crisis team responses have saved the City over 4 months of costs for police time and 3 weeks of firefighter time; with 3 shifts, each these estimates are expected to double this year.

NEW HAVEN IT ALL HAPPENS HERE

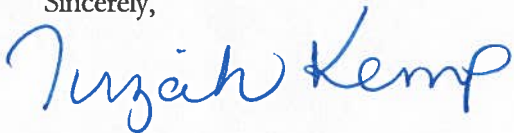
165 Church Street, 2nd Floor - New Haven, CT 06510
www.newhavenct.gov
(203) 946-7846

- Ongoing targeted outreach to the New Haven Green, Union Station, public library branches, encampments, shelters and warming centers, and City hotspots where this is open drug use to engage individuals and provide support and access to services.
- Support to homeless service providers in registering unhoused individuals with the Coordinated Access Network (CAN), a database managed by region and coordinated statewide, so individuals are eligible for housing.
- Transports of individuals in crisis to shelters, warming centers, essential services, and REST – New Haven's new crisis stabilization center run by Continuum of Care.

Continuum of Care, Inc has hired, staffed, and supervised the COMPASS team since its' launch in November 2022, working under a subcontract through Yale University. At this point, we are seeking to enter an agreement directly with Continuum of Care, Inc. The City's Purchasing Agent, pursuant to Section 74(d)(i) of the City Charter, has designated Continuum of Care, Inc as the "Sole Source" vendor for operating Elm City COMPASS Crisis Response Team. We have included the Sole Source Designation letter in these submission materials.

We believe that the continuation of the Elm City COMPASS team is vital to the health of our city and that enter directly into this agreement with Continuum of Care, Inc advances our shared goal of ensuring the sustainability of the program for the coming years. We look forward to providing more details to you and your colleagues and thank you for your consideration.

Sincerely,

A handwritten signature in blue ink that reads "Tirzah Kemp". The signature is fluid and cursive, with the first name "Tirzah" and the last name "Kemp" clearly distinguishable.

Tirzah Kemp, Director
Department of Community Resilience