



Justin Elicker
Mayor

CITY OF NEW HAVEN
COMMUNITY SERVICES ADMINISTRATION
DEPARTMENT OF COMMUNITY RESILIENCE



Carlos Sosa-Lombardo
Acting Director

Carlos Sosa-Lombardo
Acting Director, Department of Community Resilience
City of New Haven
165 Church Street
New Haven, CT 06510

March 8, 2022

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

Dear Honorable Walker-Myers,

The Department of Community Resilience requests approval to enter a multi-year contract with Yale University and its subcontractors to implement the Elm City COMPASS program (previously known as the New Haven Community Crisis Response Team), which will be a Mobile Crisis Team integrated with the 9-1-1 emergency response system. The contract will allow for the implementation of the Elm City COMPASS pilot for 12 months and subsequent phased implementation. Both phases will last a total of 3 years and 2 months with a total cost of \$3,513,842. The start date is May 1, 2022, and the end date is June 30, 2025. There was a request for proposal published in 2020, which a selection committee reviewed and resolved to award the contract to a consortium led by Yale University.

The team will respond to a wide range of 9-1-1 calls for service whenever these calls do not include any medical emergencies, violence or criminal activity. The team will also serve as an additional resource to first responders whenever they request the expertise of the team members. Main activities will include:

1. Respond to 9-1-1 calls for service in accordance with the standard operating procedures developed for Elm City COMPASS, and protocols established by PSAP.
2. Conduct proactive outreach in neighborhoods, hotspots, and encampments.
3. Enter data into the Elm City COMPASS data dashboard in a timely manner.
4. Create and review regular quantitative reports from the dashboard for continuous quality improvement (CQI) of Elm City COMPASS operations.
5. Update the operating procedures in collaboration with the City of New Haven as needed.
6. Track and monitor referral pathways of individuals served.

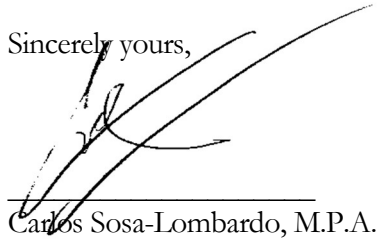
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7. Coordinate a training and meetings of the community advisory board and report out on a regular basis.
8. Ensure collaboration of Elm City COMPASS with the evaluation.
9. Complete implementation of a rigorous mixed methods evaluation of Elm City COMPASS pilot and implementation phases.
10. Proactive participation in community management team meetings to share Elm City COMPASS progress and obtain feedback about the program.

Thank you for your consideration in this matter. Please contact me at 203-946-7846 if you have any questions.

Sincerely yours,

A handwritten signature in black ink, appearing to read 'Carlos Sosa-Lombardo', is written over a horizontal line. The signature is stylized with a large, sweeping 'C' and 'S'.

Carlos Sosa-Lombardo, M.P.A.