



COMMUNITY ASSISTANCE PROGRAM

EXPANSION AND IMPLEMENTATION REPORT

MARCH 2026

SUMMARY:

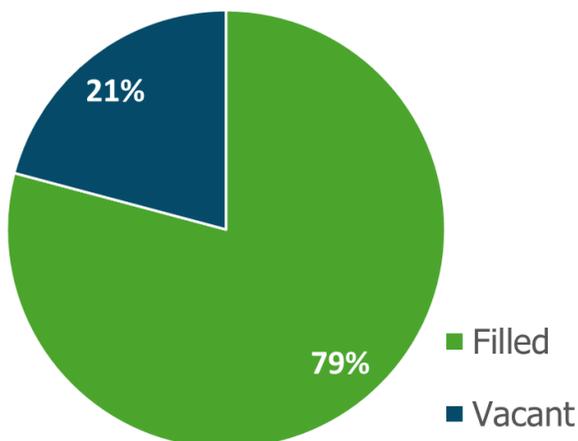
The Community Assistance Program (CAP) consists of Behavioral Health and Crisis Response Units. Calls for service are recorded through the electronic patient care record system, with each call representing an incident where a CAP team was dispatched.

In January 2026, CAP responded to a total of 1,326 calls for service. Of these, 631 calls were transferred from Phoenix Police Communications to CAP Behavioral Health Dispatchers. During January, fifteen CAP units were actively in service.

RECRUITMENT & STAFFING:

In January 2026, CAP operated nine Behavioral Health Units (BHUs) providing 24/7 citywide coverage, supported by round-the-clock Behavioral Health Dispatch services. Additionally, six Crisis Response Units (CRUs) offered citywide coverage 24/7 citywide coverage.

Recruitment efforts to increase staffing and enhance service capacity remain ongoing. The 26-01 onboarding class for Crisis Intervention Specialists began on January 5, 2026 and will begin in their new roles in February.

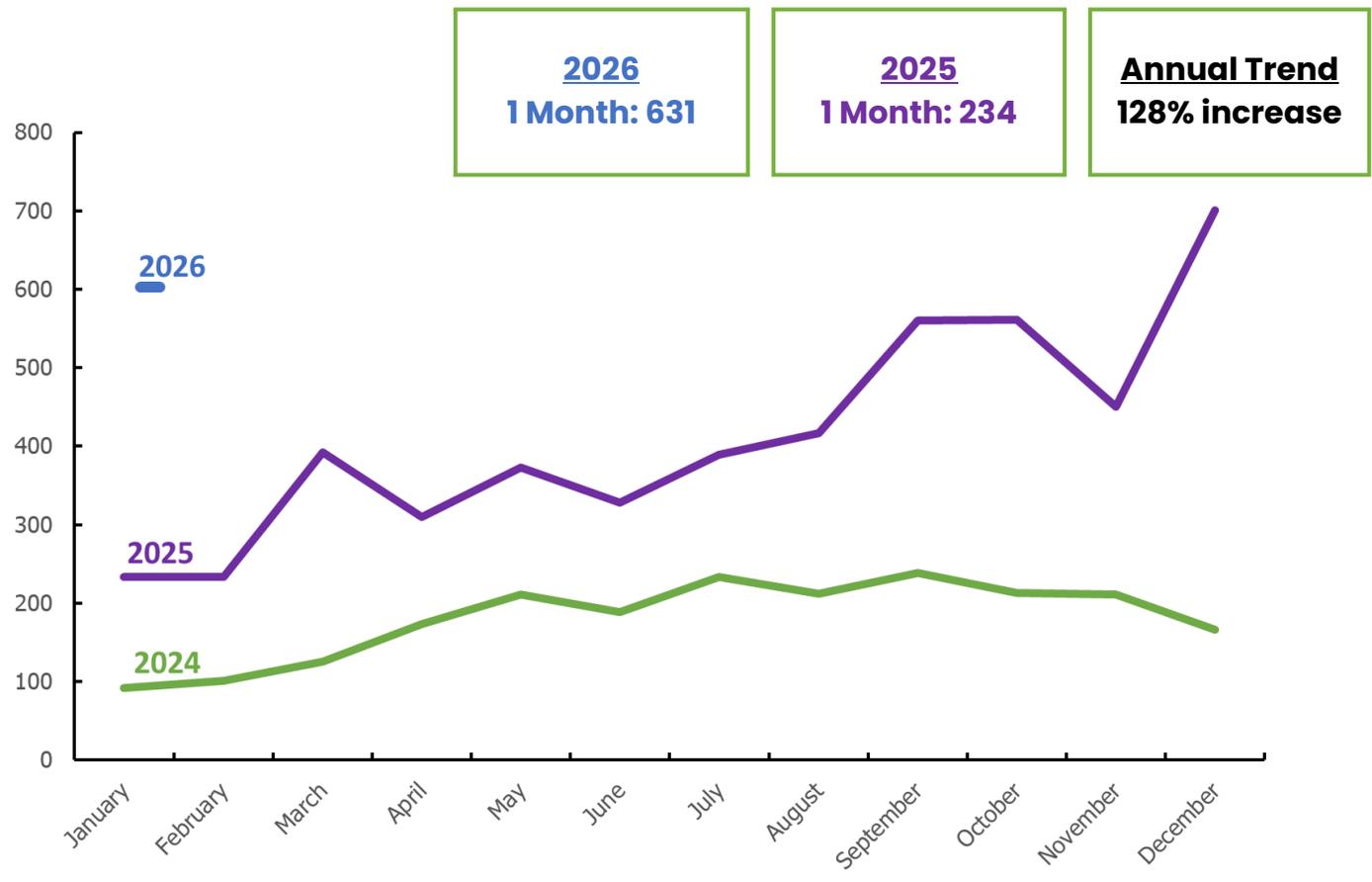


CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:

In 2025, the number of calls transferred from Police Communications to CAP Behavioral Health Dispatchers increased by 128% compared to 2024. This growth reflects ongoing collaboration efforts, including the placement of one CAP supervisors in Police Communications for 40 hours weekly to help identify appropriate calls for transfer.

In January 2026, 68% of all Behavioral Health unit calls originated from transfers by Police Communications. The remaining 32% were initiated by fire and police personnel or generated directly by Behavioral Health units.

On December 15, 2025, 911 operators began a new triage question specifically asking "Do you need police, fire or behavioral health?" Police Communications will continue to triage calls to ensure the right services are sent at the right time.



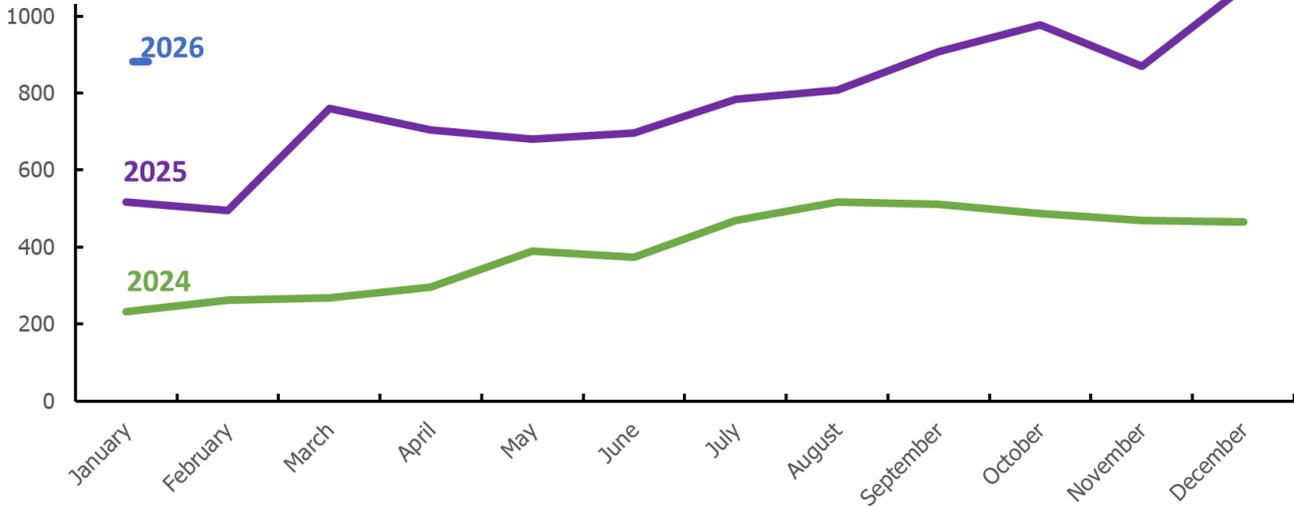
BEHAVIORAL HEALTH CALLS FOR SERVICE:



2026
1 Month: 922

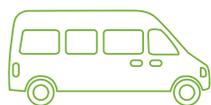
2025
1 Month: 517

Annual Trend
96% increase



The data on individuals assisted and services provided below is sourced from the electronic care records system. CAP services may be delivered to multiple individuals during a single call, or in some cases, services may be declined. As a result, the number of individuals assisted may not directly align with the total volume of calls for service.

The BHUs are specifically designed to respond independently to calls, serving as an alternative to traditional police or fire response. **In January 2026, BHUs responded to 922 calls for service**, making direct contact with individuals on 522 calls (56%). The remaining calls were either canceled prior to arrival or the units were unable to locate the individual upon arriving on scene. **Of 714 calls that were dispatched as a single unit BH response, 689 (96%) remained as a single unit response with only 4% requiring Police, Fire or a combination to assist on the scene.**



Primary Call Types (Total: 522)

- Check Wellbeing: 339 (65%)
- Mental Health: 108 (21%)
- Social Service Related: 41 (8%)



Single Unit BH Response

- 714 responses; **77%**



Transports: 128



Responding with Police

- 119 responses; **13%**



Average Response Time: 21 minutes



Responding with Fire

- 69 responses; **8%**



Adults Served: 586
Children Served: 68

*number of individuals assisted may differ from the calls for service volume



Responding with Police & Fire

- 20 responses; **2%**

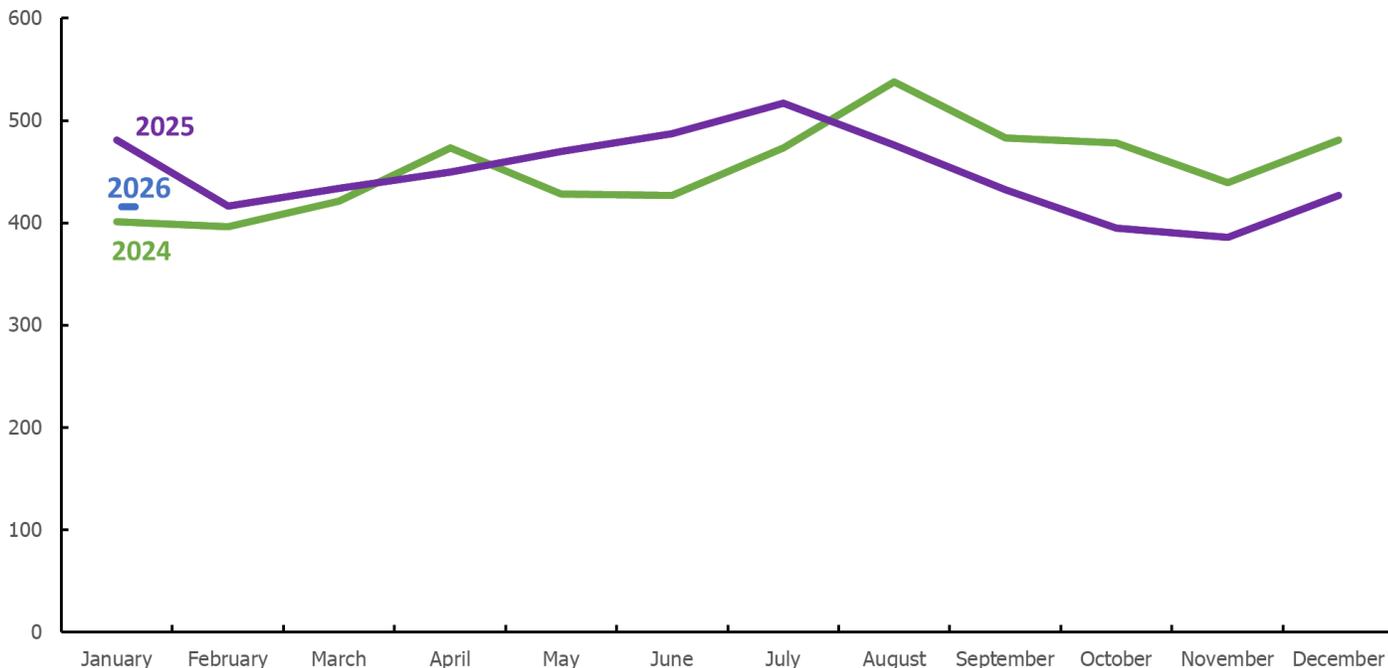
CRISIS RESPONSE CALLS FOR SERVICE:



2026
(1 Month): 404

2025
(1 Month): 481

Annual Trend:
Consistent



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The Crisis Response Units (CRUs) operate as co-response teams, working alongside Police and/or Fire personnel. **In January 2026, CRUs responded to 404 calls for service**, successfully making contact with individuals on 249 calls (62%). The remaining calls were either canceled prior to arrival or upon arrival on scene.



Primary Call Types (Total: 249)

- Death: 121 (49%)
- Occupant Services: 38 (15%)
- Crime: 32 (13%)



Transports: 40



Average Response Time: 21 minutes



Adults Served: 557
Children Served: 182

*number of individuals assisted may differ from the calls for service volume



Single Unit CR Response

- 41 responses; **10%**



Responding with Police

- 79 responses; **20%**



Responding with Fire

- 89 responses; **22%**



Responding with Police & Fire

- 195 responses; **48%**



CITY OF PHOENIX FIRE DEPARTMENT CAP UNIT LOCATIONS



★ Existing Locations

- 1 E Washington St
- 2625 S 19th Ave
- 2657 W Camelback Rd
- 2501 W Morningside Dr
- 1660 W Dobbins Rd
- 801 S 16th St
- 9015 N 3rd St
- 9300 W Lower Buckeye Rd
- 2057 E Maryland Ave
- 4032 N 59th Ave
- 914 W Hatcher Rd

★ Future Locations

- 403 E Hatcher Rd
- 2828 N 47th Pl
- 4730 N 43rd Ave

