



COMMUNITY ASSISTANCE PROGRAM

EXPANSION AND IMPLEMENTATION REPORT

JUNE 2026

SUMMARY:

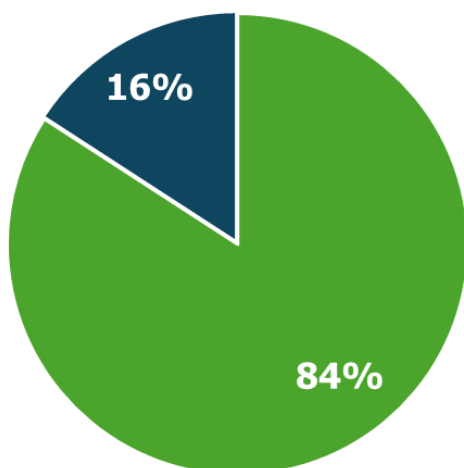
The Community Assistance Program (CAP) consists of Behavioral Health and Crisis Response Units. Calls for service are recorded through the electronic patient care record system, with each call representing an incident where a CAP team was dispatched.

In April 2026, CAP responded to a total of 1,549 calls for service. Of these, 710 calls were transferred from Phoenix Police Communications to CAP Behavioral Health Dispatchers. During April, fifteen CAP units were actively in service.

RECRUITMENT & STAFFING:

In April 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 24/7 citywide coverage.

Recruitment efforts to increase staffing and enhance service capacity remain ongoing. The 26-02 onboarding for the program began in late April and will conclude in early June. In this calendar year, CAP has onboarded eight Crisis Intervention Specialists and two Peer Support Specialists.



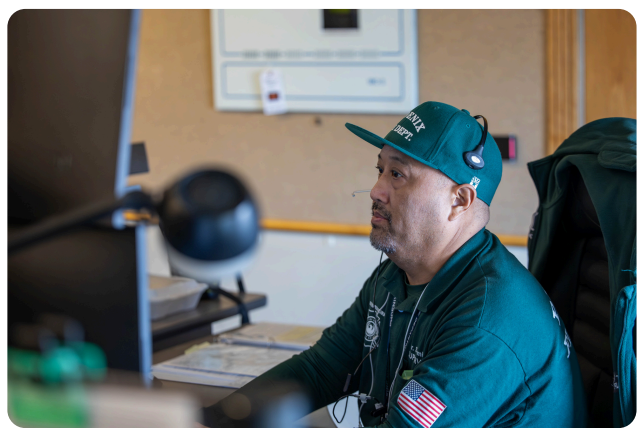
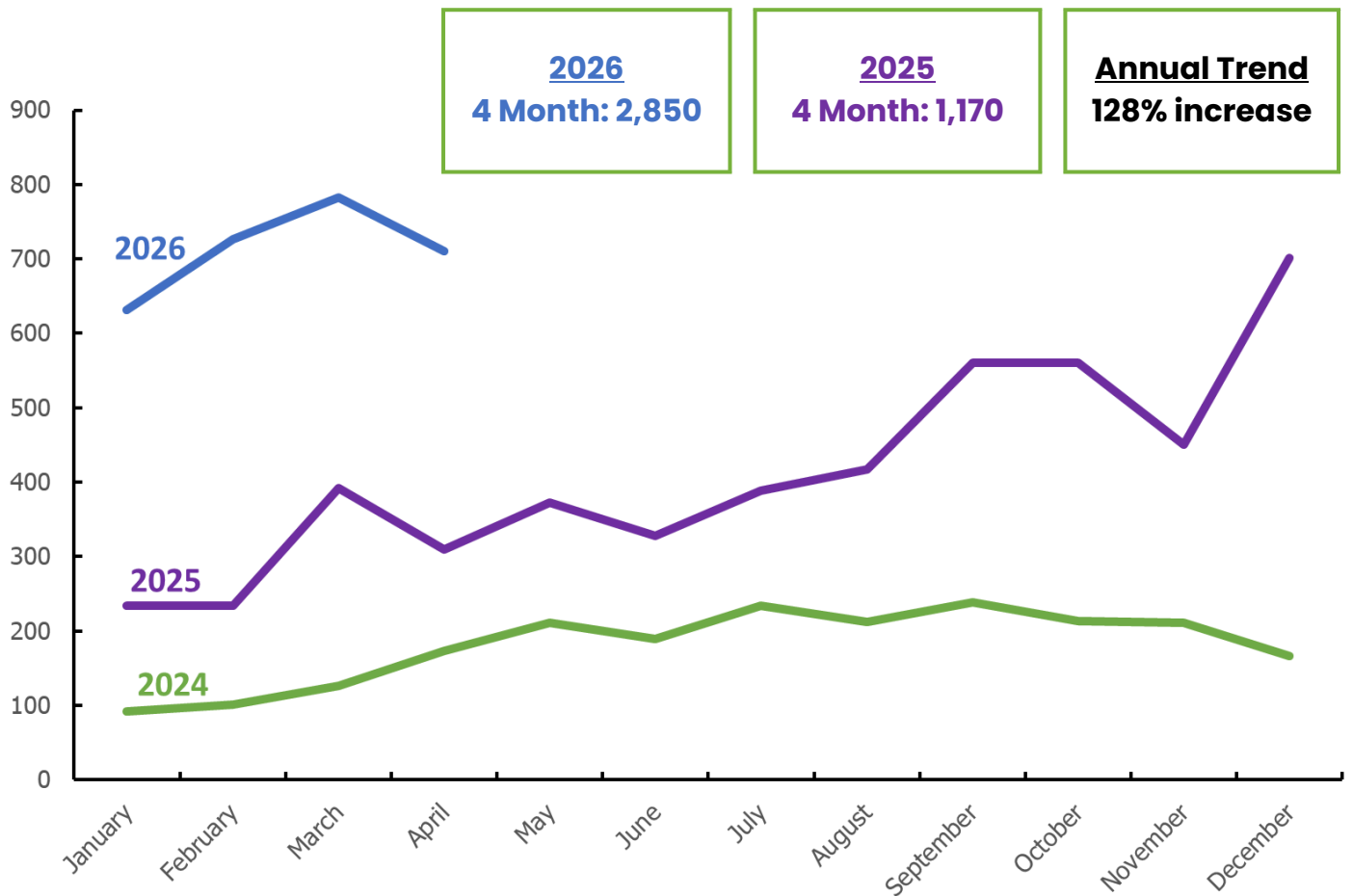
■ Filled ■ Vacant



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 April 2026, 67% of all Behavioral Health unit calls originated from transfers by Police Communications. The remaining 33% were initiated by fire and police personnel or generated directly by Behavioral Health units.



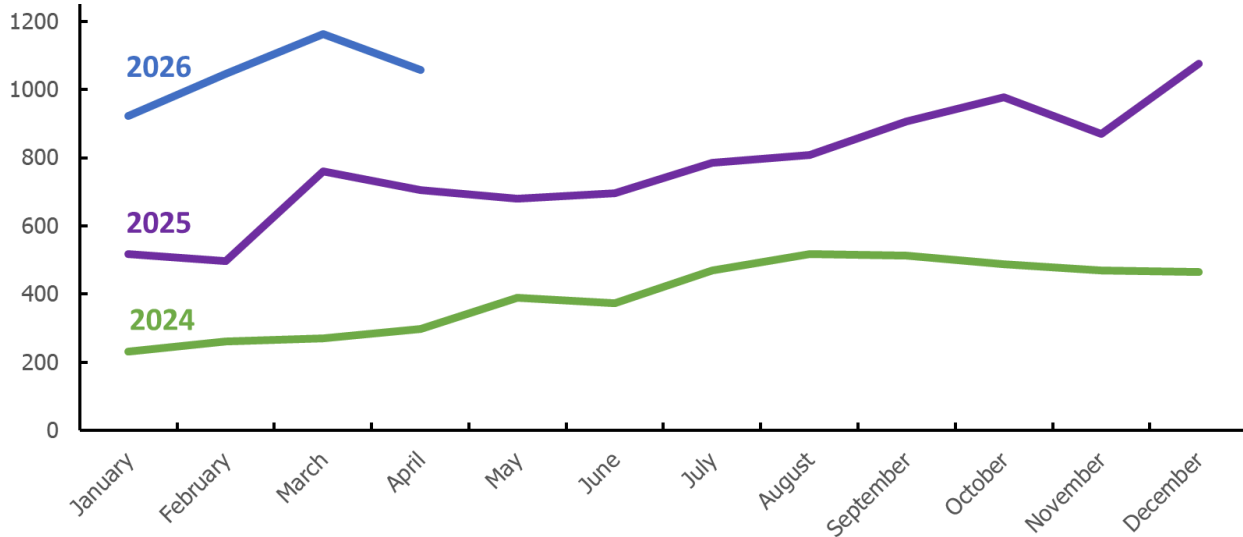
BEHAVIORAL HEALTH CALLS FOR SERVICE:



2026
4 Month: 4,188

2025
4 Month: 2,479

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 April 2026, BHUs responded to 1,057 calls for service**, making direct contact with individuals on 581 calls (55%). The remaining calls were either canceled prior to arrival or the units were unable to locate the individual upon arriving on scene.



Primary Call Types (Total: 581)

- Check Wellbeing: 356 (61%)
- Mental Health: 123 (21%)
- Social Service Related: 75 (13%)



Single Unit BH Response

- 836 responses; **79%**



Transports: 145



Responding with Police

- 116 responses; **11%**



Average Response Time: 21 minutes



Responding with Fire

- 87 responses; **8%**



Adults Served: 671

Children Served: 92

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



Responding with Police & Fire

- 18 responses; **2%**

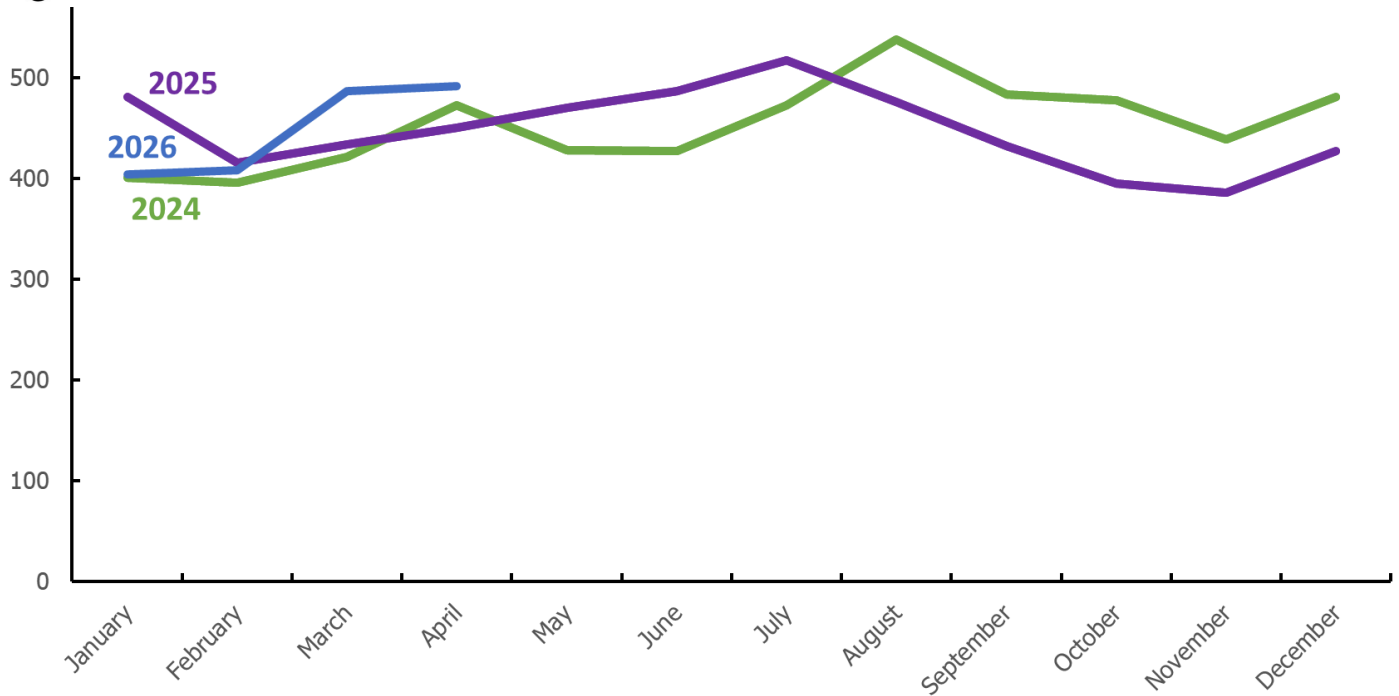
CRISIS RESPONSE CALLS FOR SERVICE:



2026
4 Month: 1,791

2025
4 Month: 1,781

Annual Trend:
Consistent



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 Crisis Response Units (CRUs) operate as co-response teams, working alongside Police and/or Fire personnel. **In April 2026, CRUs responded to 492 calls for service**, successfully making contact with individuals on 280 calls (57%). The remaining calls were either canceled prior to arrival or upon arrival on scene.



Primary Call Types (Total: 280)

- Death: 127 (45%)
- Check Wellbeing: 41 (15%)
- Occupant Services: 41 (15%)



Transports: 41



Average Response Time: 21 minutes



Adults Served: 598
Children Served: 123

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



Single Unit CR Response

- 72 responses; **15%**



Responding with Police

- 81 responses; **16%**



Responding with Fire

- 118 responses; **24%**



Responding with Police & Fire

- 221 responses; **45%**



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

