



COMMUNITY ASSISTANCE PROGRAM

EXPANSION AND IMPLEMENTATION REPORT NOVEMBER 2025

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.

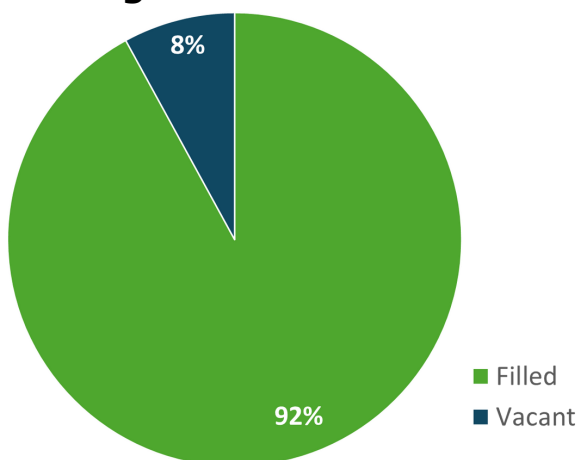
In September 2025, CAP responded to a total of 1,339 calls for service. Of these, 545 calls were transferred from Phoenix Police Communications to CAP Behavioral Health Dispatchers. During September, 15 CAP units were actively in service. Comparing the first seven months of 2025 to the same period in 2024:

- Behavioral Health Units saw a **91% increase in calls for service**.
- Crisis Response Units experienced a **3% increase in calls for service**.

RECRUITMENT & STAFFING:

As of September 2025, the Community Assistance Program operated with nine Behavioral Health Units (BHUs) providing 24/7 citywide coverage. Behavioral Health Dispatch services also maintained round-the-clock availability. Additionally, there were six Crisis Response Units (CRUs) offering citywide coverage five days a week, 24 hours per day, and 22-hour coverage on the remaining two days. Recruitment efforts to expand staffing and enhance service capacity are ongoing throughout 2025. CAP anticipates an increase in vacancies following the request to convert vacant part-time specialist and supervisor positions into full-time specialist positions. Once this conversion is implemented, 21 additional full-time specialist positions will be created.

Current Staffing

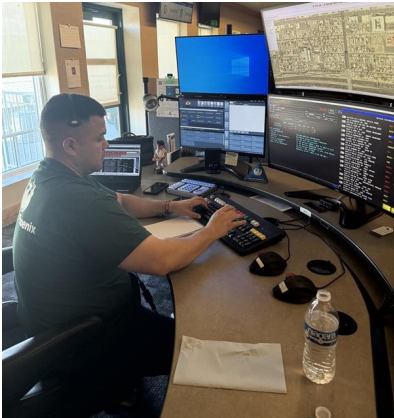
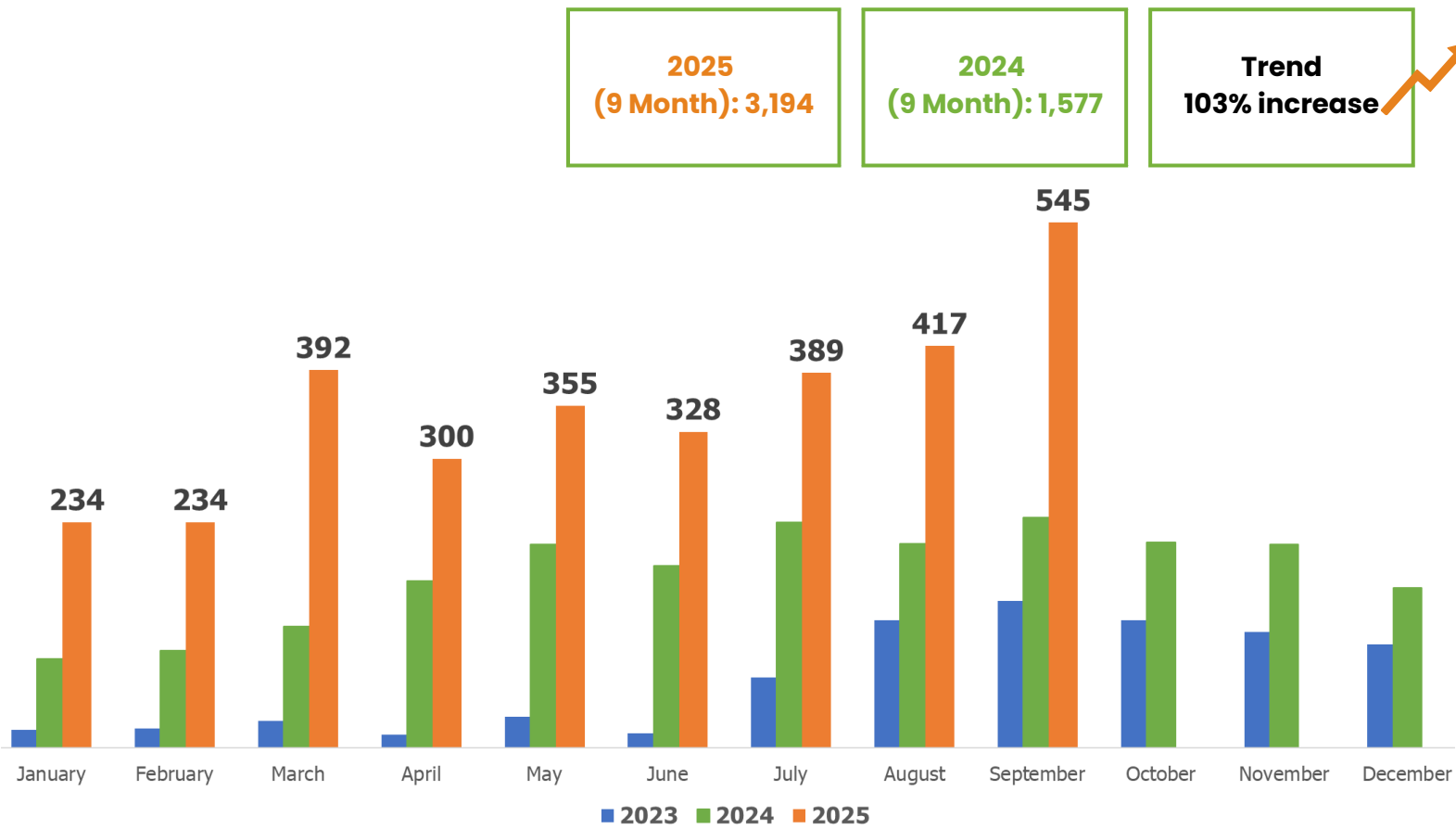


25-07 CAP Class

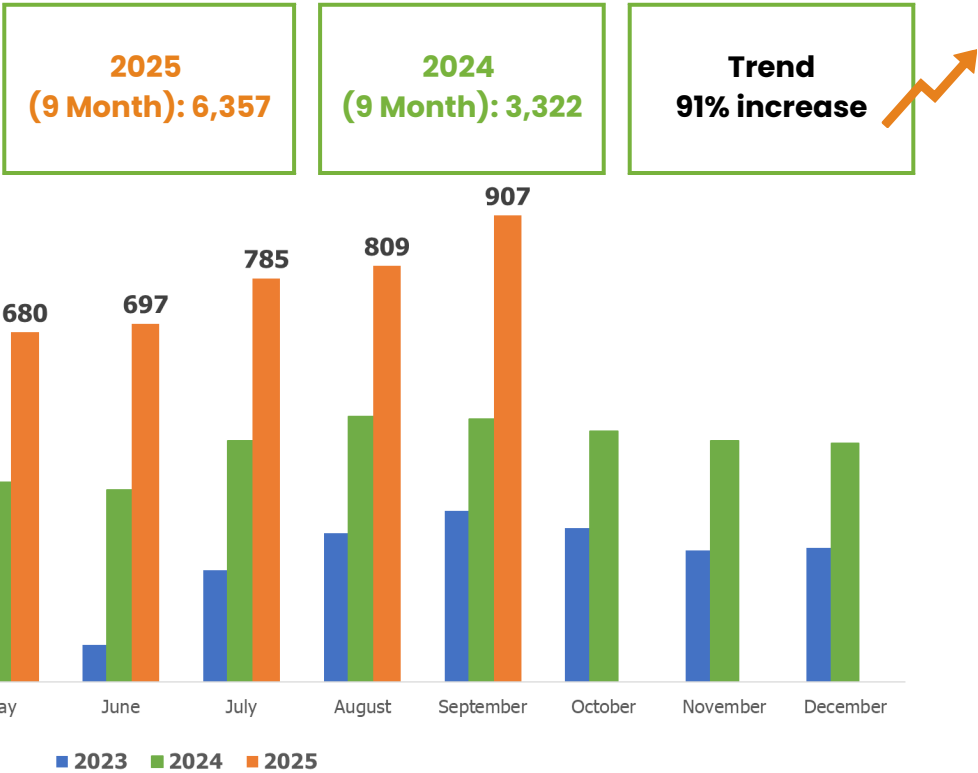
CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:

Between January and September 2025, the number of calls transferred from Police Communications to CAP Behavioral Health Dispatchers increased by 103% compared to the same period in 2024. This growth reflects ongoing collaboration efforts, including the placement of two CAP supervisors in Police Communications for 41 hours each week to help identify appropriate calls for transfer.

In March 2025, all Police Communications staff and police officers completed an e-learning module on accessing and utilizing behavioral health teams. In September 2025, 52% of all Behavioral Health unit calls originated from transfers by Police Communications. The remaining 48% were initiated by fire and police personnel or generated directly by Behavioral Health units.



BEHAVIORAL HEALTH CALLS FOR SERVICE:



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 Behavioral Health Units (BHUs) are specifically designed to respond independently to calls, serving as an alternative to traditional police or fire response. **In September 2025, BHUs responded to 907 calls for service**, making direct contact with individuals on 555 calls (61%). 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: 555)

- Check Wellbeing: 302 (54%)
- Mental Health: 133 (24%)
- Social Service Related: 52 (9%)

Transports: 160

Average Response Time: 19 minutes

Adults Served: 520
Children Served: 72

Single Unit BH Response

- 707 responses; **78%**

Responding with Police

- 91 responses; **10%**

Responding with Fire

- 89 responses; **10%**

Responding with Police & Fire

- 20 responses; **2%**

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

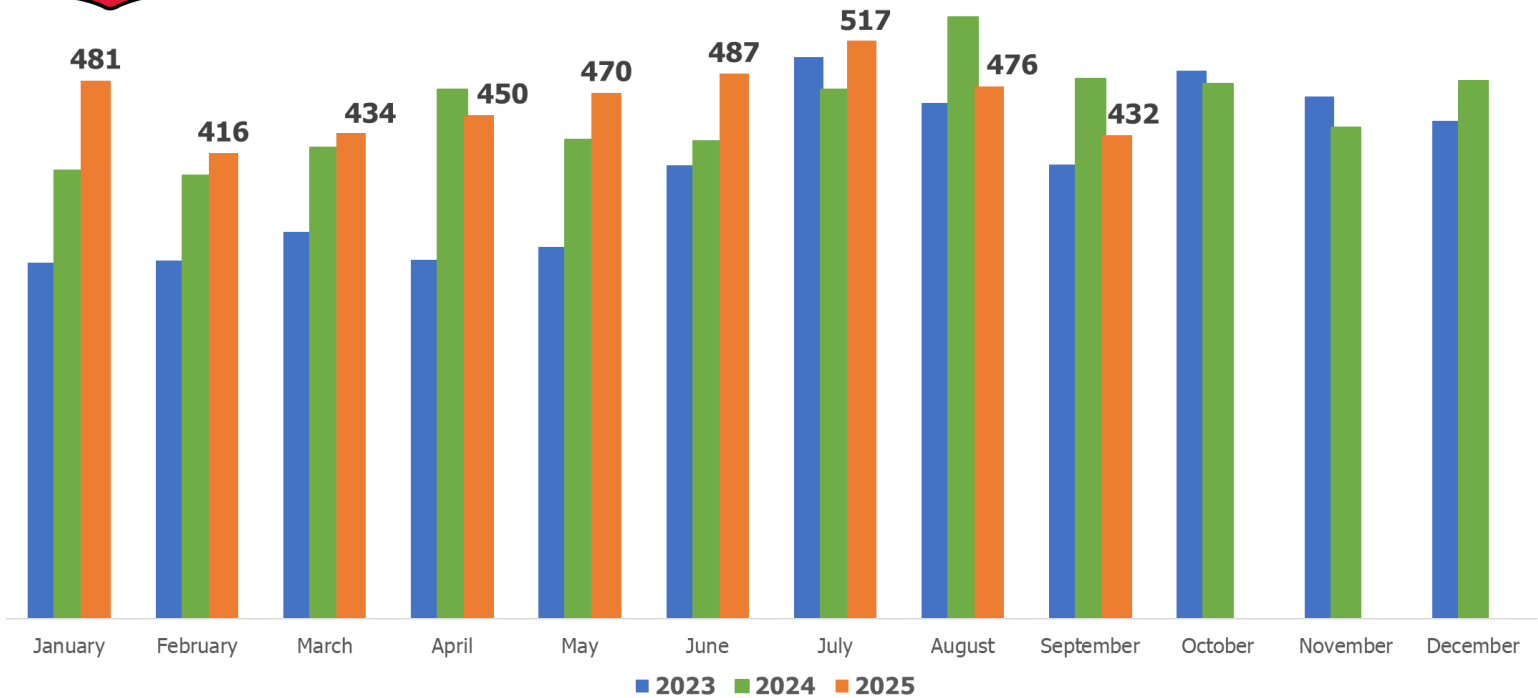
CRISIS RESPONSE CALLS FOR SERVICE:



2025
(9 Month): 4,163

2024
(9 Month): 4,040

Trend
3% increase



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The Crisis Response Units (CRUs) operate as co-response teams, working alongside Police and/or Fire personnel. **In September 2025, CRUs responded to 432 calls for service**, successfully making contact with individuals on 244 calls (56%). The remaining calls were either canceled prior to arrival or upon arrival on scene.



Primary Call Types (Total: 244)

- Death: 104 (43%)
- Occupant Services: 48 (20%)
- Housing Insecurity: 31 (13%)



Transports: 39



Average Response Time: 23 minutes



Adults Served: 685
Children Served: 180

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



Single Unit CR Response

- 44 responses; 10%



Responding with Police

- 85 responses; 20%



Responding with Fire

- 103 responses; 24%



Responding with Police & Fire

- 200 responses; 46%



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

