

ATTACHMENT A



COMMUNITY ASSISTANCE PROGRAM

EXPANSION AND IMPLEMENTATION REPORT JUNE 2025

SUMMARY:

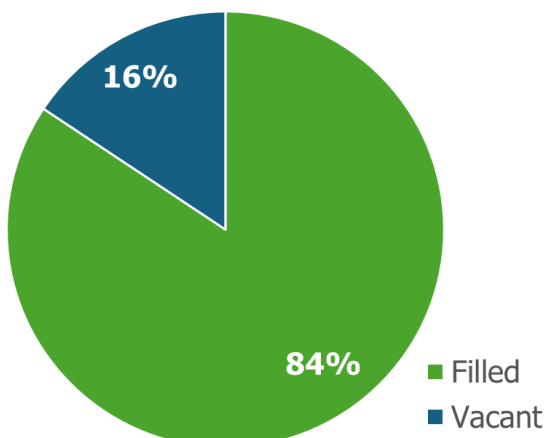
The Community Assistance Program (CAP) is comprised of Behavioral Health and Crisis Response Units. Calls for service reflect information generated from the electronic patient care record system. A call represents an incident in which a CAP team was dispatched. **In April 2025, the CAP responded to 1,155 total calls for service.** During the month of April, Phoenix Police Communications transferred 300 calls for service to the CAP Behavioral Health Dispatchers.

The Behavioral Health Units experienced a **134% increase** and the Crisis Response Units experienced a **5% increase** in call volume in the first four months of 2025 compared to the first four months of 2024. In April 2025, there were twelve CAP units in service.

RECRUITMENT & STAFFING:

In April 2025, there were six Behavioral Health Units providing city wide coverage 4 days a week for 24 hours daily and 3 days a week 23.5 hours daily. Coverage for BHU dispatch is 24 hours daily. In addition, there were 6 Crisis Response Units providing City wide coverage 5 days a week, 24 hours a day and 2 days a week for 22 hours a day. Hiring efforts continue to take place in 2025.

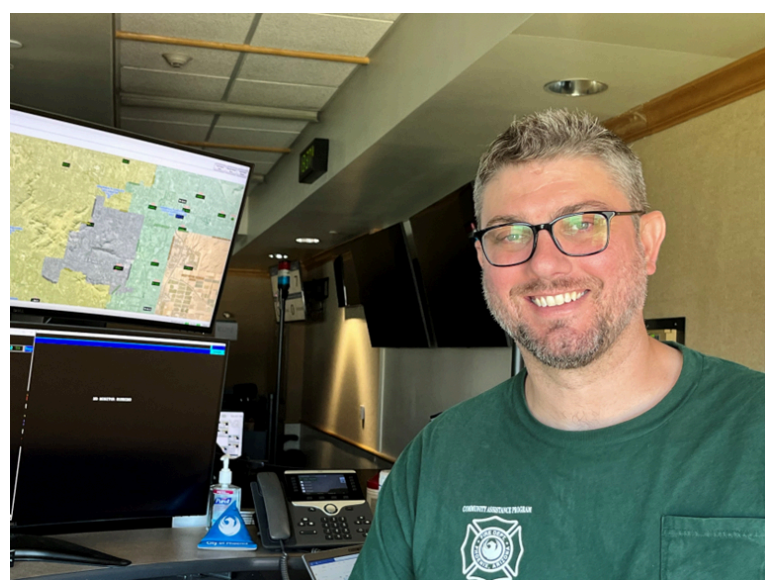
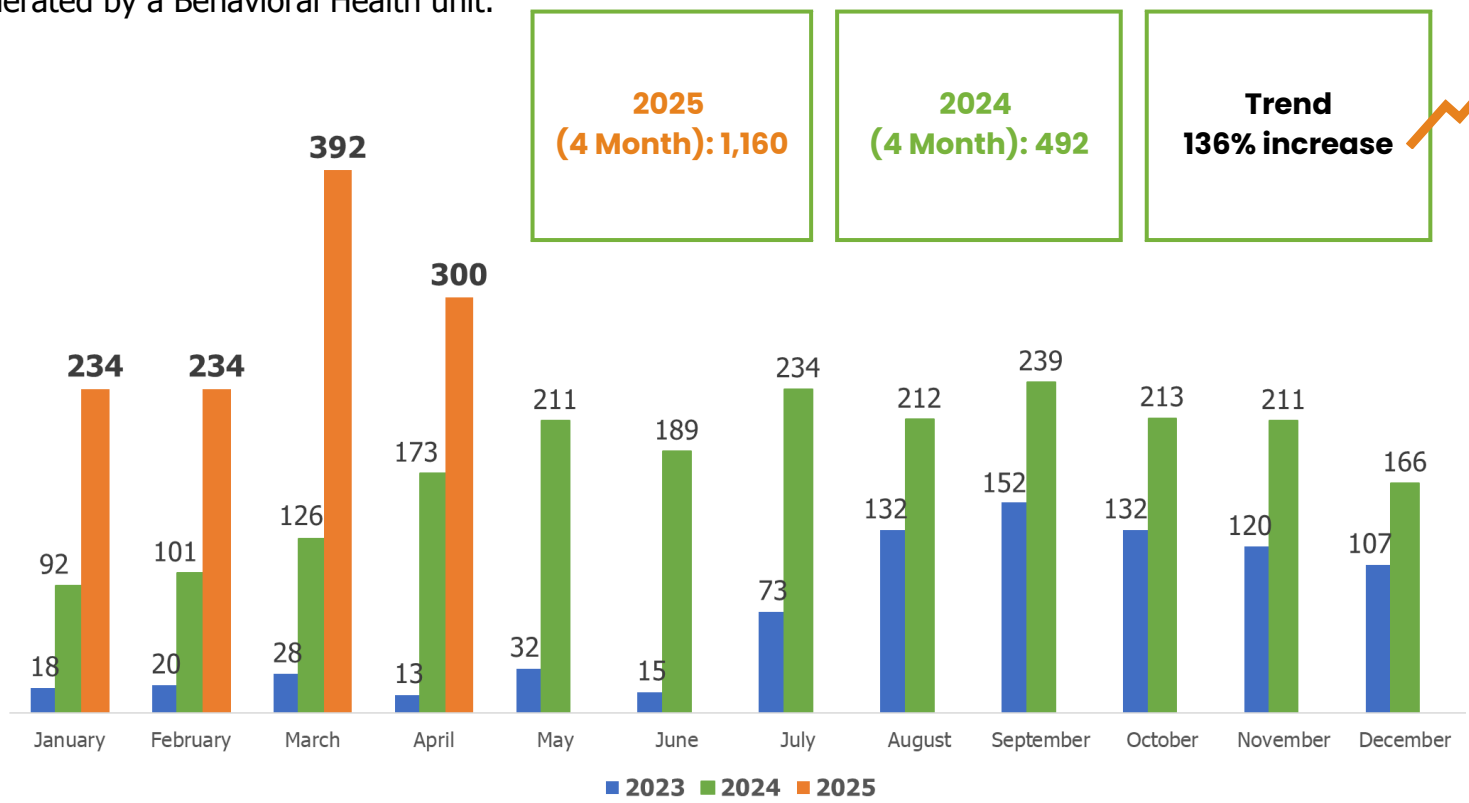
Current Staffing



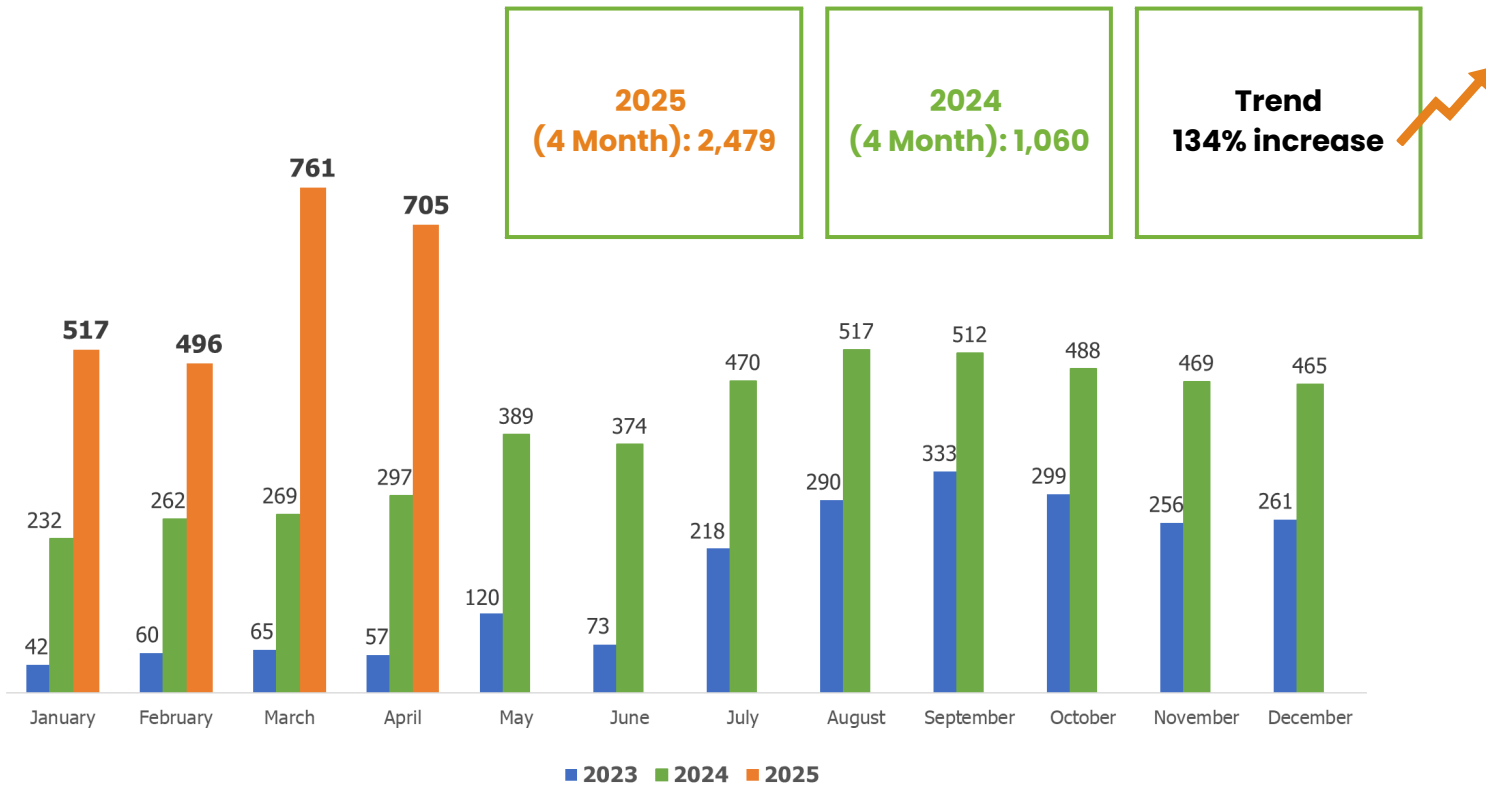
25-04 CAP Class

CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:

Comparing the first four months of 2024 to 2025, the calls transferred from Police Communications to CAP Behavioral Health Dispatchers **increased by 136%**. This increase is attributed to ongoing collaboration with Police Communications, which includes two CAP supervisors working in Police Communications 24 hours a week to provide to support identifying appropriate calls for transfer. In addition, in March 2025 all police communications personnel and police officers were assigned an e-learning module on how to use and access behavioral health teams. In April 2025, 43% of the calls for the Behavioral Health units were generated from a transferred call from Police Communications. The remaining 57% of the Behavioral Health units' calls for service were generated from fire and police personnel requesting a Behavioral Health unit or the call was generated by a Behavioral Health unit.



BEHAVIORAL HEALTH CALLS FOR SERVICE:



Individuals assisted and services provided below are generated from an electronic care records system. CAP services may be rendered to multiple community members or customers may decline service. Thus, the number of individuals assisted may differ from the calls for service volume. The Behavioral Health Units are designed to be respond singularly to calls in lieu of police and fire apparatus. Of the **705 calls for service** in the month of April, the Behavioral Health Units made contact with a customer(s) on 369 calls (52%). The remaining calls were either cancelled prior to arrival or the units were not able to locate the customer upon arrival on-scene.



- Top Two Call Types**
(369 calls in total)
- Check Wellbeing: 201 (54%)
 - Mental Health: 96 (26%)



Transports: 96



Average Response Time: 23 minutes



Adults Served: 364
Children Served: 38

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



Single Unit BH Response
• 525 responses; **75%**



Responding with Fire
• 88 responses; **12%**



Responding with Police
• 74 responses; **10%**

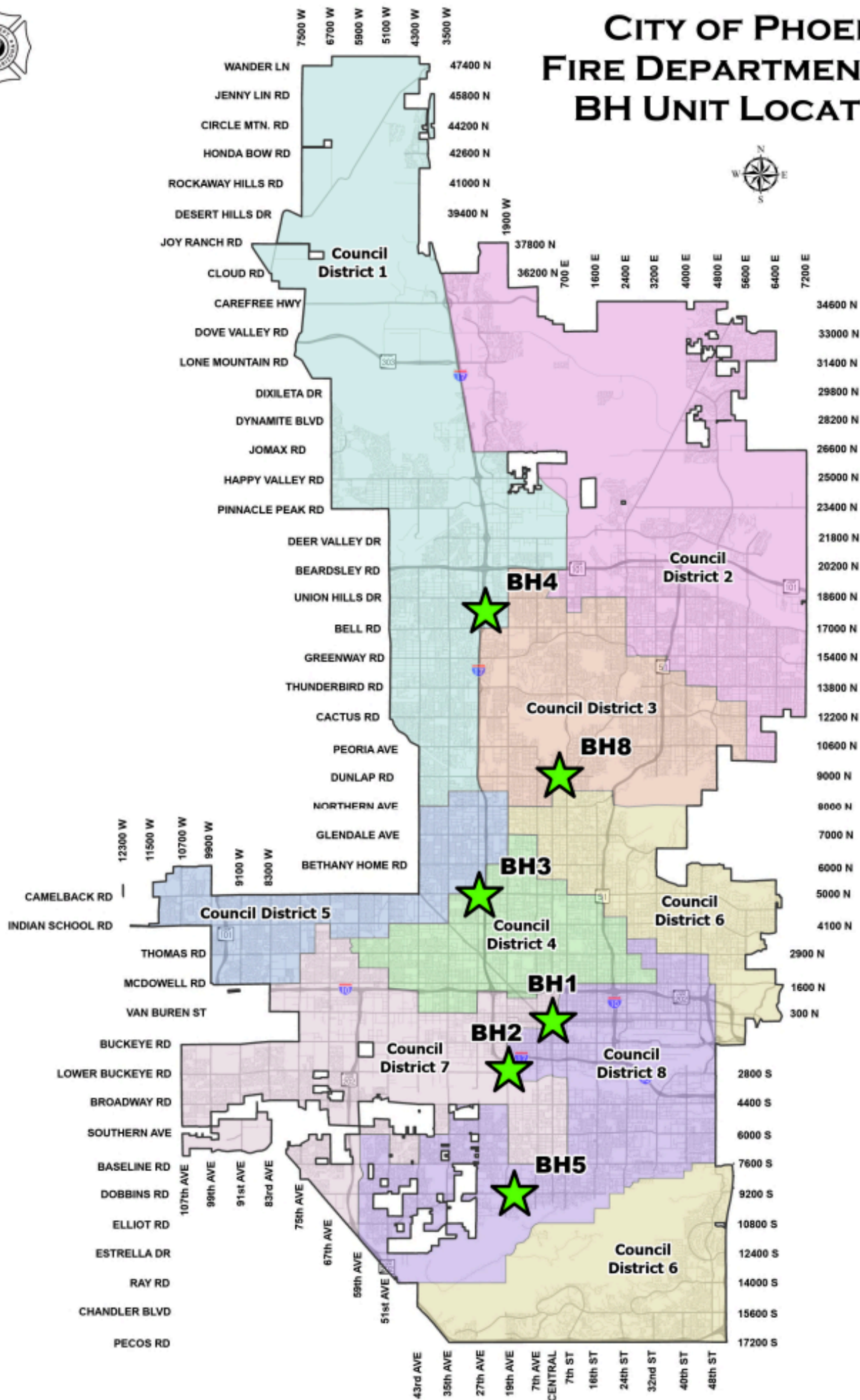


Responding with Police & Fire
• 18 responses; **3%**





CITY OF PHOENIX FIRE DEPARTMENT CAP BH UNIT LOCATIONS



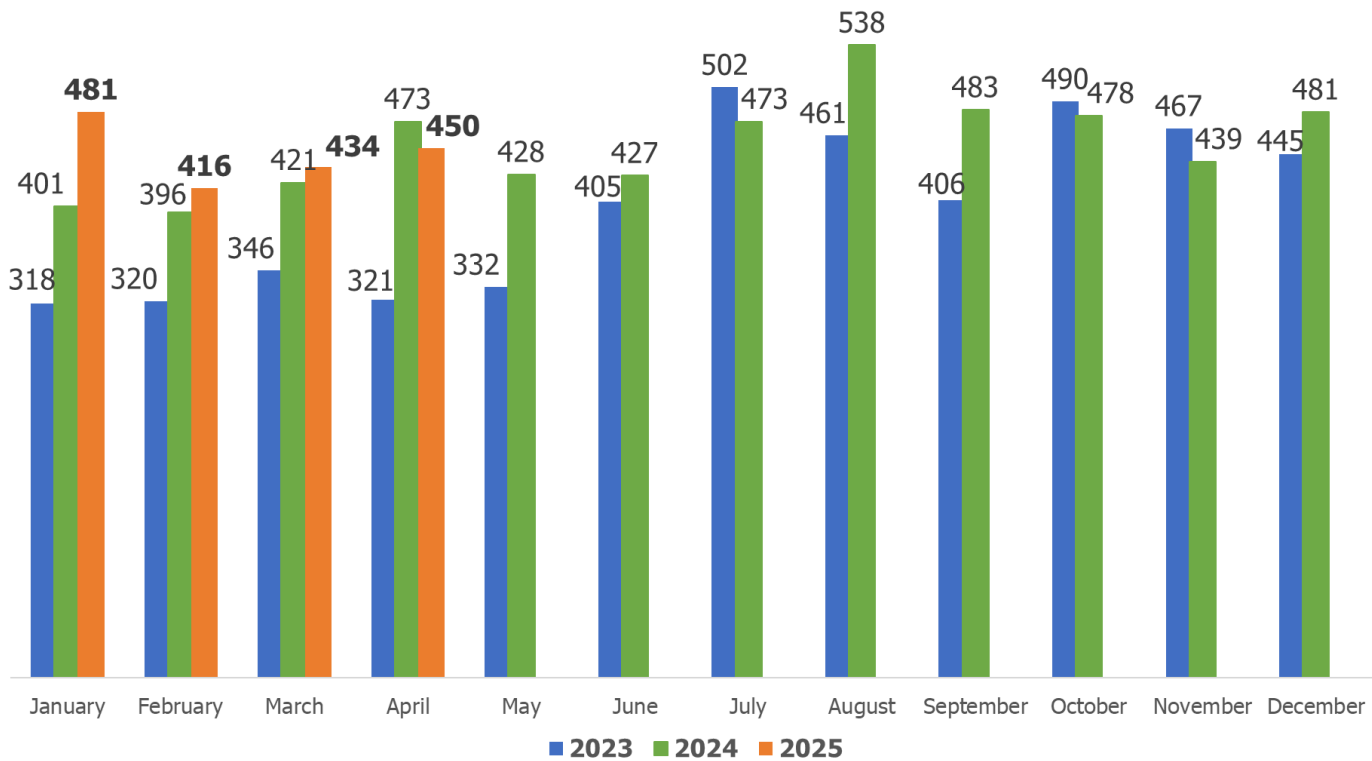
CRISIS RESPONSE CALLS FOR SERVICE:



2025
(4 Month): 1,781

2024
(4 Month): 1,691

Trend
5% increase



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- Top Two Call Types**
(236 calls in total)
- Death: 112 (47%)
 - Occupant Services: 34 (14%)



Transports: 28



Average Response Time: 23 minutes



Adults Served: 503
Children Served: 149



Single Unit CR Response
• 44 responses; **10%**



Responding with Fire
• 117 responses; **26%**



Responding with Police
• 72 responses; **16%**



Responding with Police & Fire
• 217 responses; **48%**



CITY OF PHOENIX FIRE DEPARTMENT CAP CR UNIT LOCATIONS

