



## COMMUNITY ASSISTANCE PROGRAM

### EXPANSION AND IMPLEMENTATION REPORT

#### APRIL 2026

#### SUMMARY:

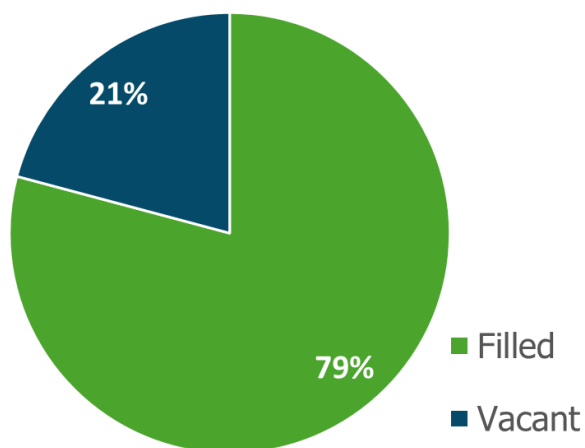
The Community Assistance Program (CAP) consists of Behavioral Health and Crisis Response Units. Calls for service are recorded through the electronic patient care record system, with each call representing an incident where a CAP team was dispatched.

In February 2026, CAP responded to a total of 1,453 calls for service. Of these, 726 calls were transferred from Phoenix Police Communications to CAP Behavioral Health Dispatchers. During February, fifteen CAP units were actively in service.

#### RECRUITMENT & STAFFING:

In February 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.

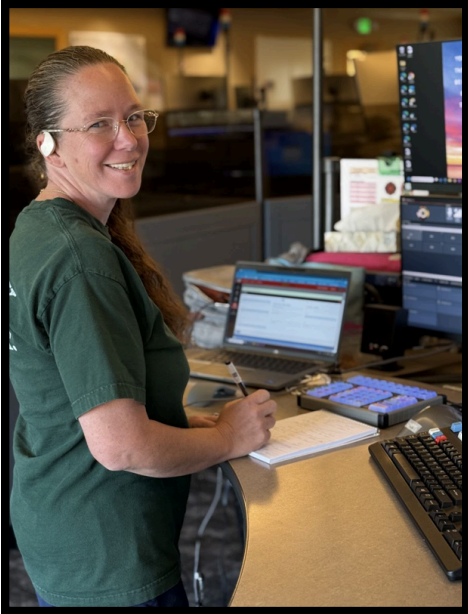
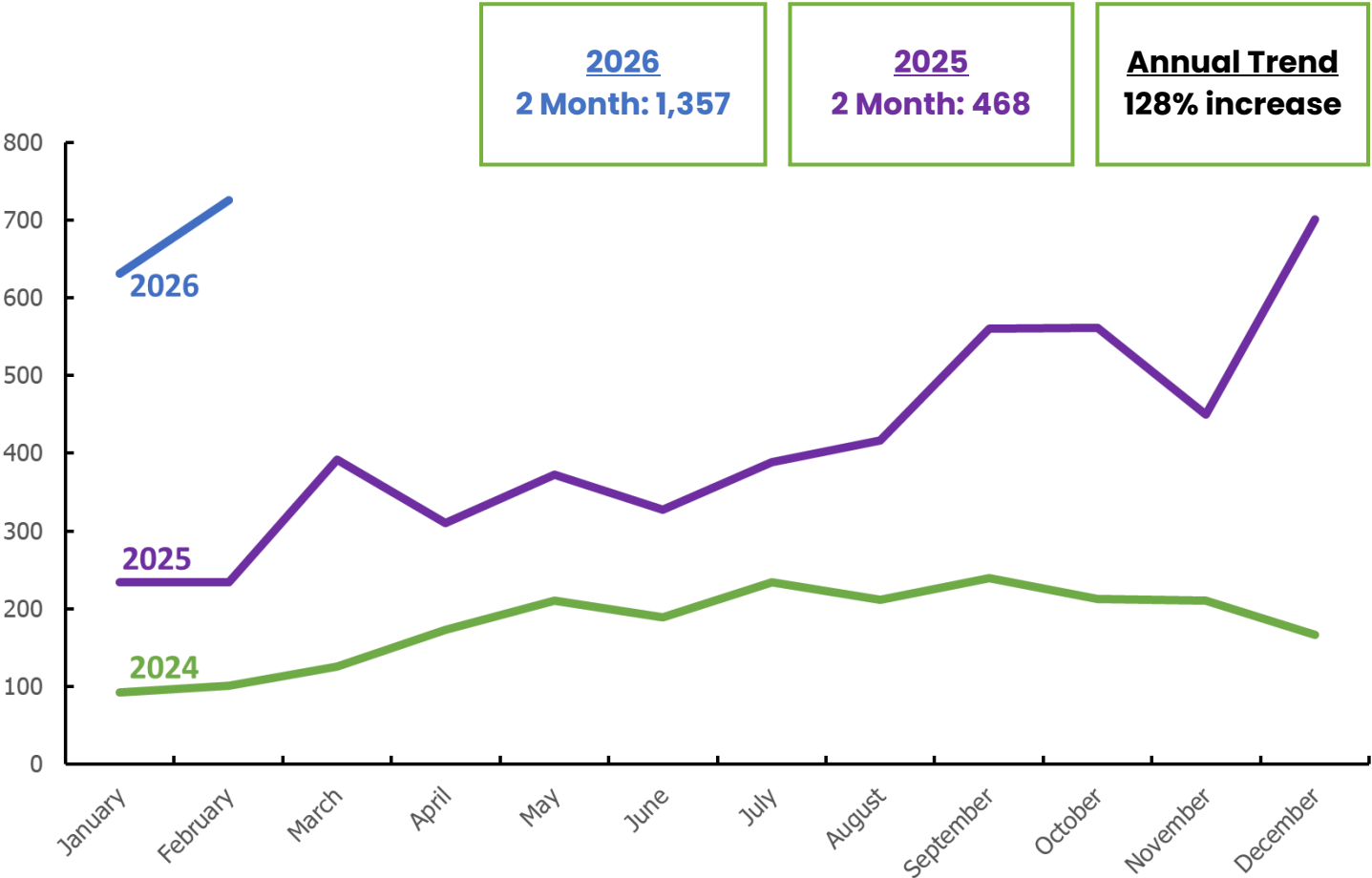
Recruitment efforts to increase staffing and enhance service capacity remain ongoing. The 26-01 onboarding class for Crisis Intervention Specialists began on January 5, 2026 and these new staff members officially began in their new roles in February.



# 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 February 2026, 69% of all Behavioral Health unit calls originated from transfers by Police Communications. The remaining 31% were initiated by fire and police personnel or generated directly by Behavioral Health units.



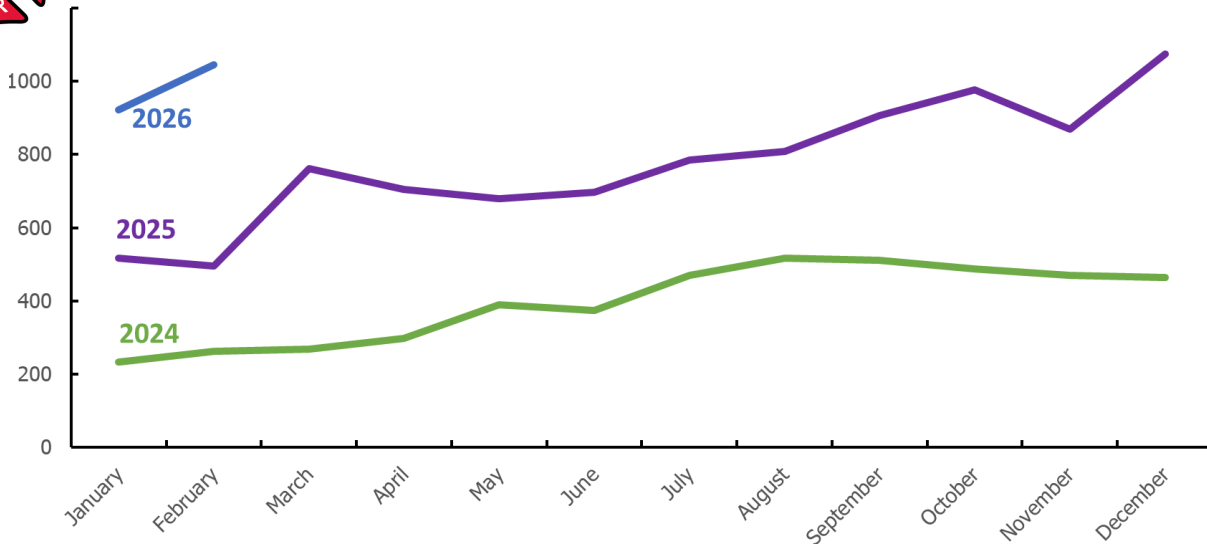
# BEHAVIORAL HEALTH CALLS FOR SERVICE:



**2026**  
2 Month: 1,967


**2025**  
2 Month: 1,013

**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 February 2026, BHUs responded to 1,045 calls for service**, making direct contact with individuals on 569 calls (54%). The remaining calls were either canceled prior to arrival or the units were unable to locate the individual upon arriving on scene. **Of 820 calls that were dispatched as a single unit BH response, 801 (98%) remained as a single unit response.**




**Primary Call Types** (Total: 569)

- Check Wellbeing: 346 (61%)
- Mental Health: 153 (27%)
- Social Service Related: 62 (11%)




**Single Unit BH Response**

- 820 responses; **78%**




**Transports:** 140




**Responding with Police**

- 131 responses; **13%**




**Average Response Time:** 22 minutes




**Responding with Fire**

- 69 responses; **7%**



**Adults Served:** 674  
**Children Served:** 74

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



**Responding with Police & Fire**

- 25 responses; **2%**

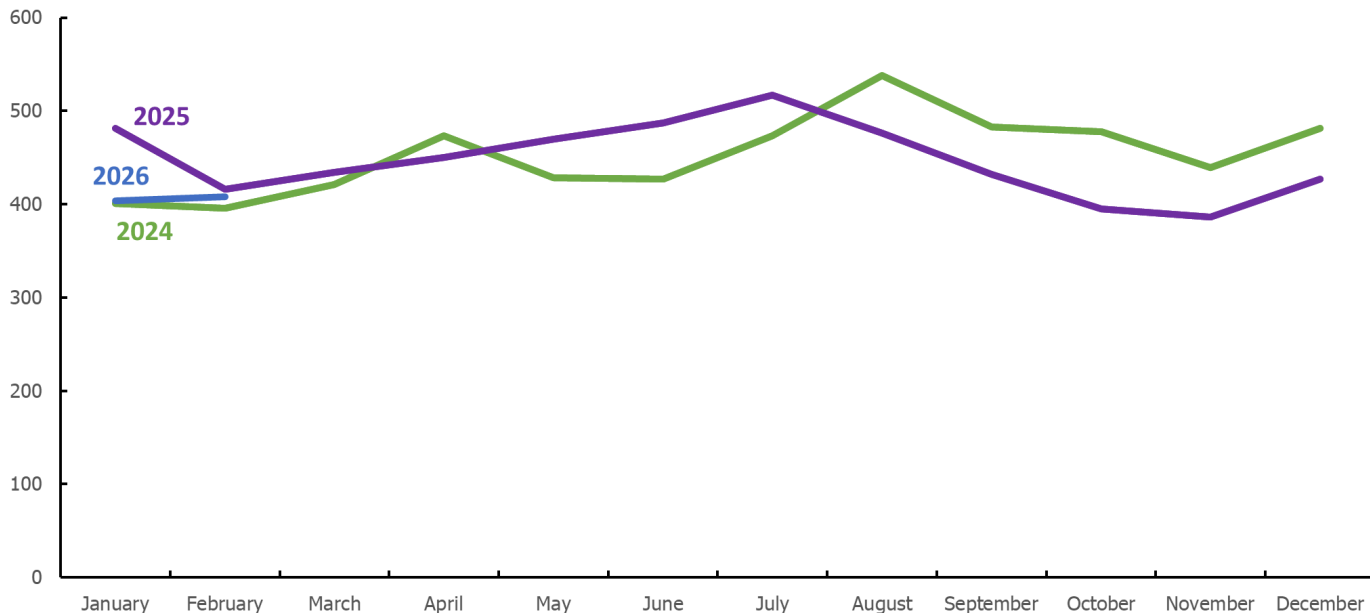
# CRISIS RESPONSE CALLS FOR SERVICE:



**2026**  
**(2 Month): 812**

**2025**  
**(2 Month): 897**

**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 February 2026, CRUs responded to 408 calls for service**, successfully making contact with individuals on 217 calls (53%). The remaining calls were either canceled prior to arrival or upon arrival on scene.



**Primary Call Types** (Total: 217)

- Death: 105 (48%)
- Social Service Related: 35 (16%)
- Occupant Services: 28 (13%)



**Transports:** 36



**Average Response Time:** 20 minutes



**Adults Served:** 478  
**Children Served:** 116

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



**Single Unit CR Response**

- 66 responses; **16%**



**Responding with Police**

- 70 responses; **17%**



**Responding with Fire**

- 67 responses; **16%**



**Responding with Police & Fire**

- 205 responses; **51%**



# CITY OF PHOENIX FIRE DEPARTMENT CAP UNIT LOCATIONS



## ★ Existing Locations

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

## ★ Future Locations

- 403 E Hatcher Rd
- 2828 N 47<sup>th</sup> Pl
- 4730 N 43<sup>rd</sup> Ave

