



# COMMUNITY ASSISTANCE PROGRAM DATA REPORT - MAY 2024

## CALLS FOR SERVICE BY MONTH:

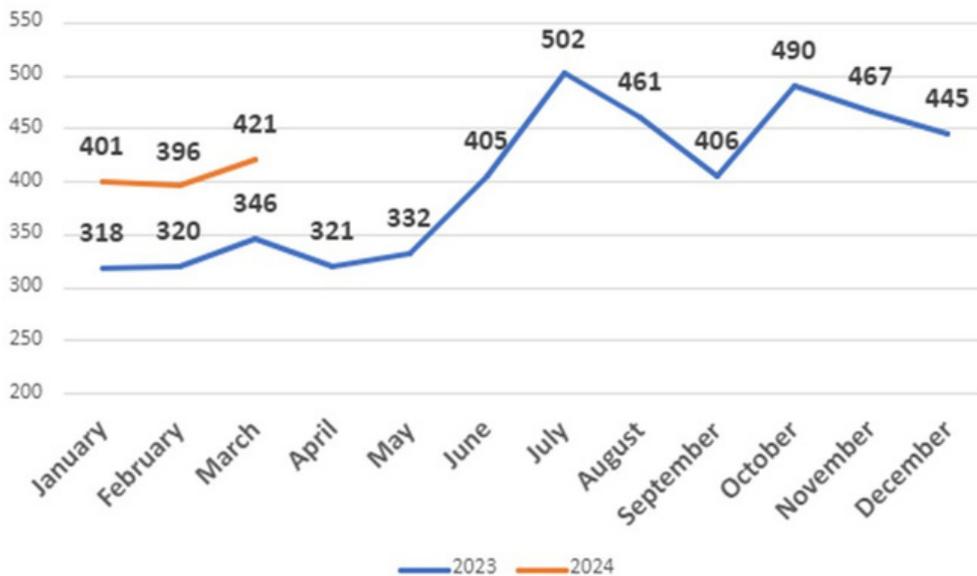
Calls for service reflects information generated from the Computer Automated Dispatch system. A call represents an incident in which a CAP team was dispatched and arrived on-scene of the incident.

In March 2024, CAP responded to 690 total calls for service. Per Phoenix Police Communications in March 2024, 126 calls were transferred to the Behavioral Health Dispatcher.

Crisis Response Units experienced a 24% increase and the Behavioral Health Units experienced an 357% increase in call volume in the first 3 months of 2024 compared to the first 3 months of 2023.



Crisis Response Unit Call Volume by Month



**Total Crisis Response Unit Call Volume**

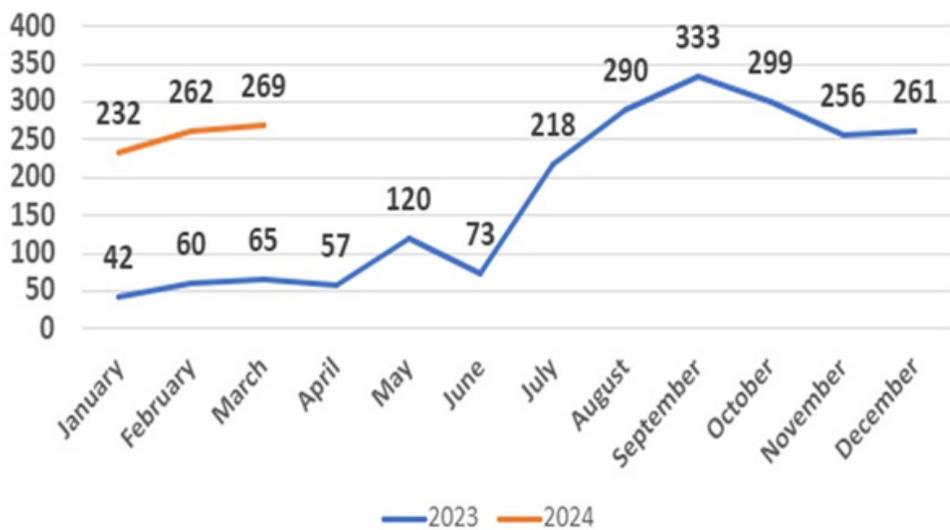
- **2024 = 1,218 (3 months)**  
Trending 24% increase in calls responded to compared to the first 3 months of 2023.
- **2023 = 4,813(12 months)**



**CALLS FOR SERVICE BY MONTH (CONTINUED):**



**Behavioral Health Unit Call Volume by Month**



**Total Behavioral Health Unit Call Volume**

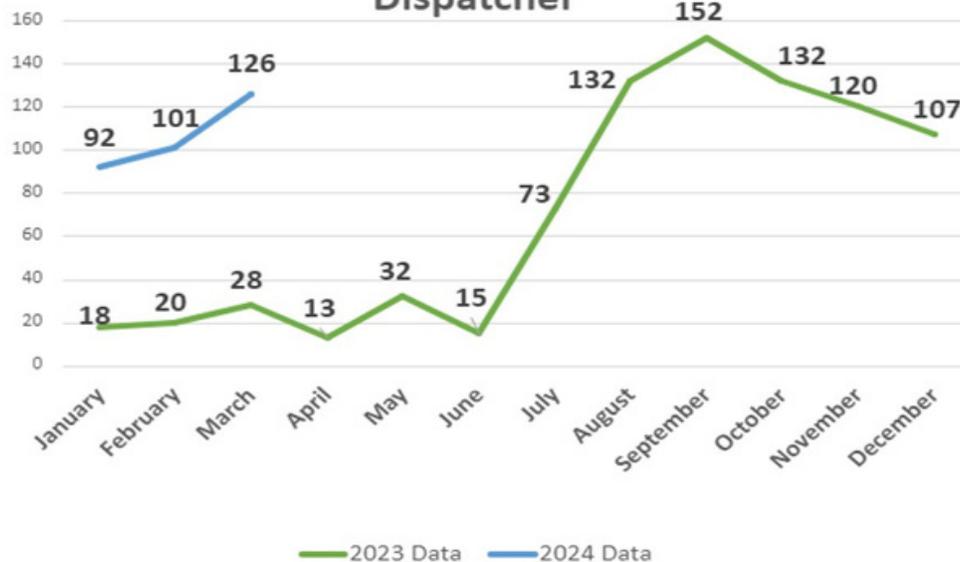
- **2024 = 763 (3 months)**  
Trending 357% increase in calls responded to compared to the first 3 months of 2023.
- **2023 = 2,072 (12 months)**



**CALLS TRANSFERRED FROM POLICE BY MONTH:**



**Calls Transferred from Police Communications to Behavioral Health Dispatcher**



**Total Number of Transferred Call by Year:**

- **2024 = 319 (3 months)**  
Trending 350% increase in transferred calls compared 2023.
- **2023 = 842 (12 months)**



In 2023, Police Communications transferred 842 calls to the CAP Behavioral Health Dispatcher. In the first 3 months of 2024, Police Communications has transferred 319 calls to the CAP Behavioral Health Dispatcher compared to 66 transferred calls in the first 3 months of 2023.

## SUMMARY OF SERVICES BY UNIT TYPE:

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.

### BEHAVIORAL HEALTH UNIT REPORT: 03.01.24 -03.31.24

Total Number of individuals assisted: 341

- Number Of Adults Contacted: 328 (96%)
- Number Of Children Contacted: 13 (4%)

Top 3 services delivered:

- Stabilized In Place: 46 (13% of contacts)
- Stabilized With Transport: 25 (7% of contacts)
- Transferred to High Level of Care: 16 (5% of contacts)

Top BHU Primary Problem (Self Reported):

- Mental Health: 22 (6%)
- Housing Insecurity: 21 (6%)
- Substance Use: 16 (5%)

### CRISIS RESPONSE UNIT REPORT: 03.01.24 -03.31.24

Total Number of individuals assisted: 473

- Number Of Adults Contacted: 386 (82%)
- Number Of Children Contacted: 87 (18%)

Top 3 services delivered:

- Referral to long term supportive services
- Grief/Emotional Support
- Victim Advocacy and Support

Top CRU Crisis Response Reasons:

- Death: 82
- Working Fires, Hazardous Materials, or Flood: 26
- Social Service: 24

Top Primary Crime Reason:

- Assault: 21
- Homicide/Death Investigation: 4
- Domestic/Family Violence & Child Abuse: 4

## FLEET UPDATE:

Twenty-Three vehicles were ordered in FY21/22. The City has received all the vehicles.

Eight vehicles are being outfitted for CAP needs.

Total vehicles in service: 15

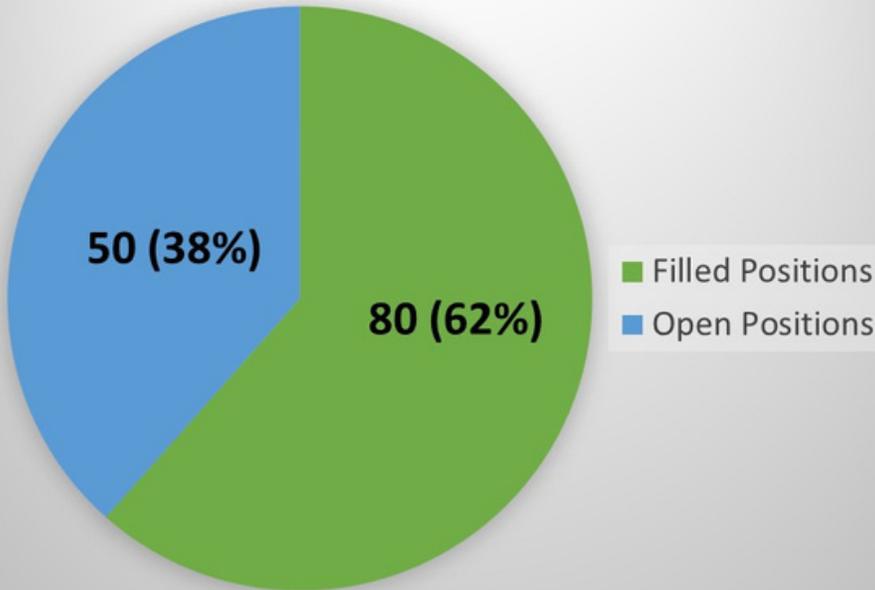
- Behavioral Health Units - 4 units
- Crisis Response Units - 6 units
- Supervisor vehicles - 5



## STAFFING:



### CAP STAFFING



#### Recruitment On-going

##### Caseworker II positions

- 32 vacant

##### Caseworker III positions

- 12 vacant



## RECRUITMENT:

- Caseworker II positions
  - Recruitment was held April 5th through April 14th.
  - Two new Caseworker IIs hired from February 2024 recruitment
    - On-boarding will take place throughout May 2024.
- Caseworker III positions
  - Interviews took place at the end of April 2024.
- ASU School of Social Work Internship
  - Interviews are on-going through April.
  - 6 interns will be selected.
- Management Assistant II
  - Started on April 29, 2024
- Casework Services Coordinator
  - In background process.

