



## COMMUNITY ASSISTANCE PROGRAM

# EXPANSION AND IMPLEMENTATION REPORT JANUARY 2026

### SUMMARY:

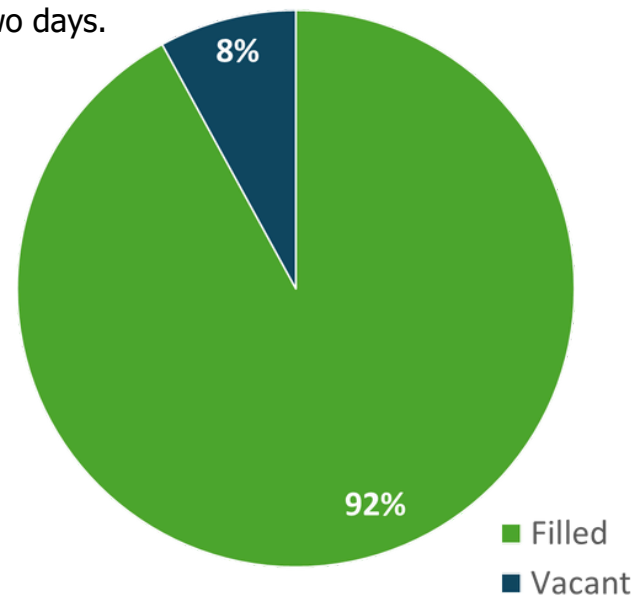
The Community Assistance Program (CAP) consists of Behavioral Health and Crisis Response Units. Calls for service are recorded through the electronic patient care record system, with each call representing an incident where a CAP team was dispatched.

In November 2025, CAP responded to a total of 1,255 calls for service. Of these, 450 calls were transferred from Phoenix Police Communications to CAP Behavioral Health Dispatchers. During November, fifteen CAP units were actively in service. Comparing the first eleven months of 2025 to the same period in 2024, Behavioral Health Units saw a **92% increase in calls for service**.

### RECRUITMENT & STAFFING:

In November 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. As anticipated, CAP has increased positions available for hire due to the successful request to convert vacant part-time specialist and supervisor positions into full-time Crisis Intervention Specialist positions. CAP will recruit for these twenty-one new positions beginning in January. Staffing reports on these new positions will begin in 2026. The next onboarding class for Crisis Intervention Specialists will begin January 5, 2026. The staffing pie chart does not include employees in the upcoming onboarding as they have yet to start.

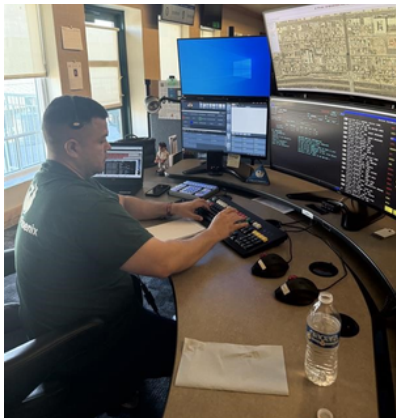
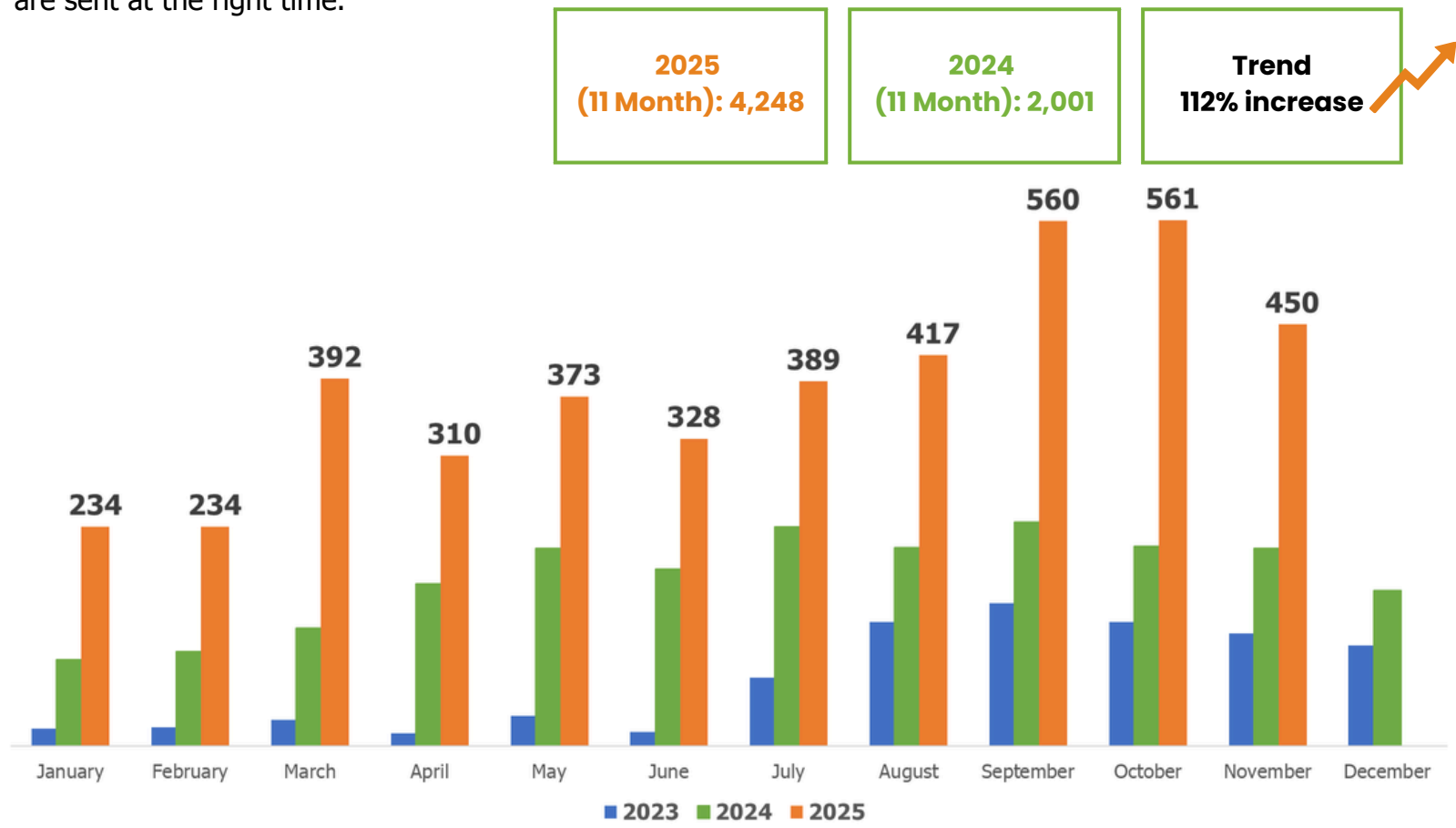


CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:

Between January and November 2025, the number of calls transferred from Police Communications to CAP Behavioral Health Dispatchers increased by 112% 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 November 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.

On December 15, 2025, 911 operators began a new triage question specifically asking “Do you need police, fire or behavioral health?” Police Communications will continue to triage calls to ensure the right services are sent at the right time.



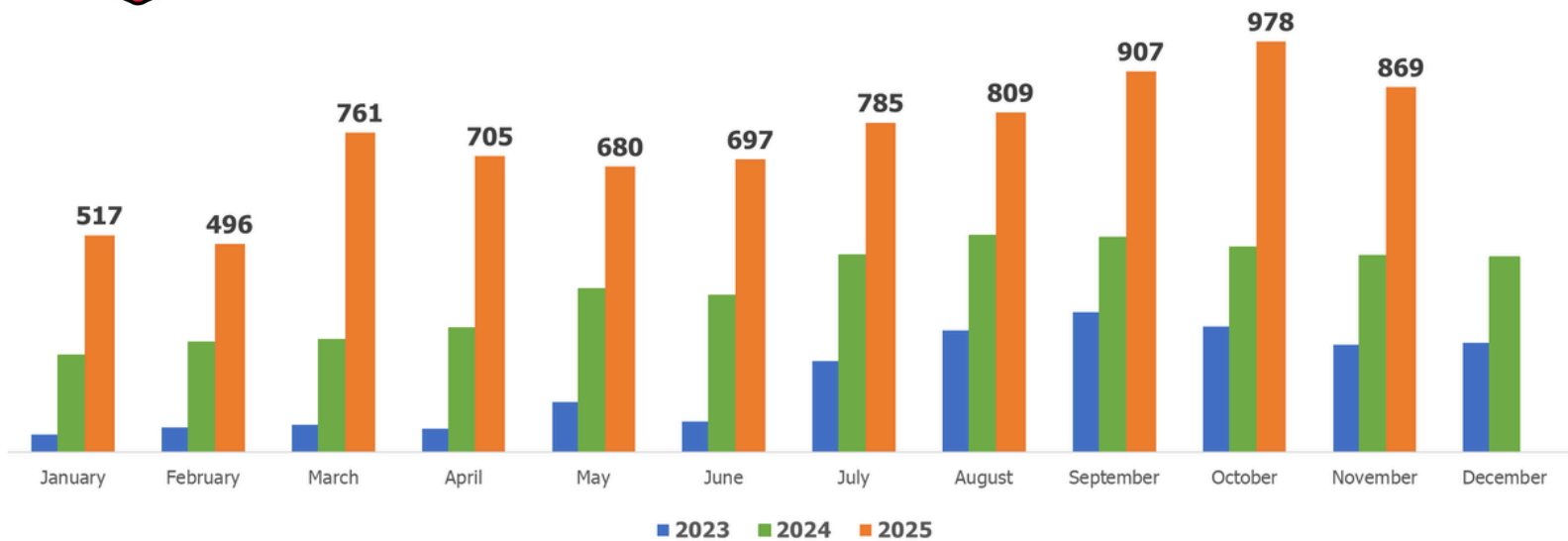
BEHAVIORAL HEALTH CALLS FOR SERVICE:



2025  
(11 Month): 8,204

2024  
(11 Month): 4,279

Trend  
92% 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 Behavioral Health Units (BHUs) are specifically designed to respond independently to calls, serving as an alternative to traditional police or fire response. **In November 2025, BHUs responded to 869 calls for service**, making direct contact with individuals on 492 calls (57%). 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: 492)

- Check Wellbeing: 231 (47%)
- Mental Health: 144 (29%)
- Social Service Related: 49 (10%)

**Transports:** 152

**Average Response Time:** 19 minutes

**Adults Served:** 462  
**Children Served:** 73

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

**Single Unit BH Response**

- 637 responses; **73%**

**Responding with Police**

- 112 responses; **13%**

**Responding with Fire**

- 100 responses; **12%**

**Responding with Police & Fire**

- 20 responses; **2%**

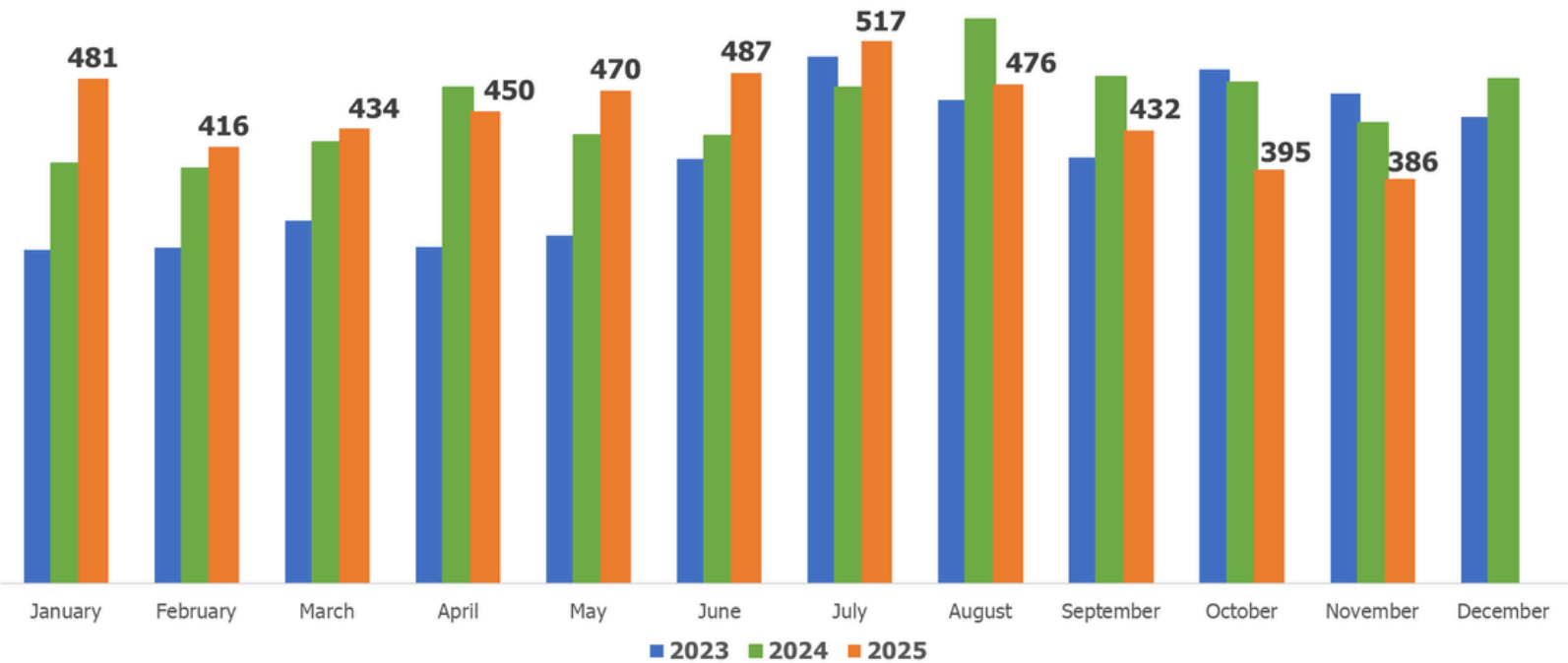
CRISIS RESPONSE CALLS FOR SERVICE:



2025  
(11 Month): 4,944

2024  
(11 Month): 4,957

Trend  
Consistent



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The Crisis Response Units (CRUs) operate as co-response teams, working alongside Police and/or Fire personnel. **In November 2025, CRUs responded to 386 calls for service**, successfully making contact with individuals on 212 calls (55%). The remaining calls were either canceled prior to arrival or upon arrival on scene.



Primary Call Types (Total: 212)

- Death: 91 (43%)
- Occupant Services: 34 (16%)
- Crime: 31 (15%)



Transports: 33



Average Response Time: 20 minutes



Adults Served: 714  
Children Served: 122

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



Single Unit CR Response

- 32 responses; 8%



Responding with Police

- 69 responses; 18%



Responding with Fire

- 108 responses; 28%



Responding with Police & Fire

- 177 responses; 46%





# 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

