

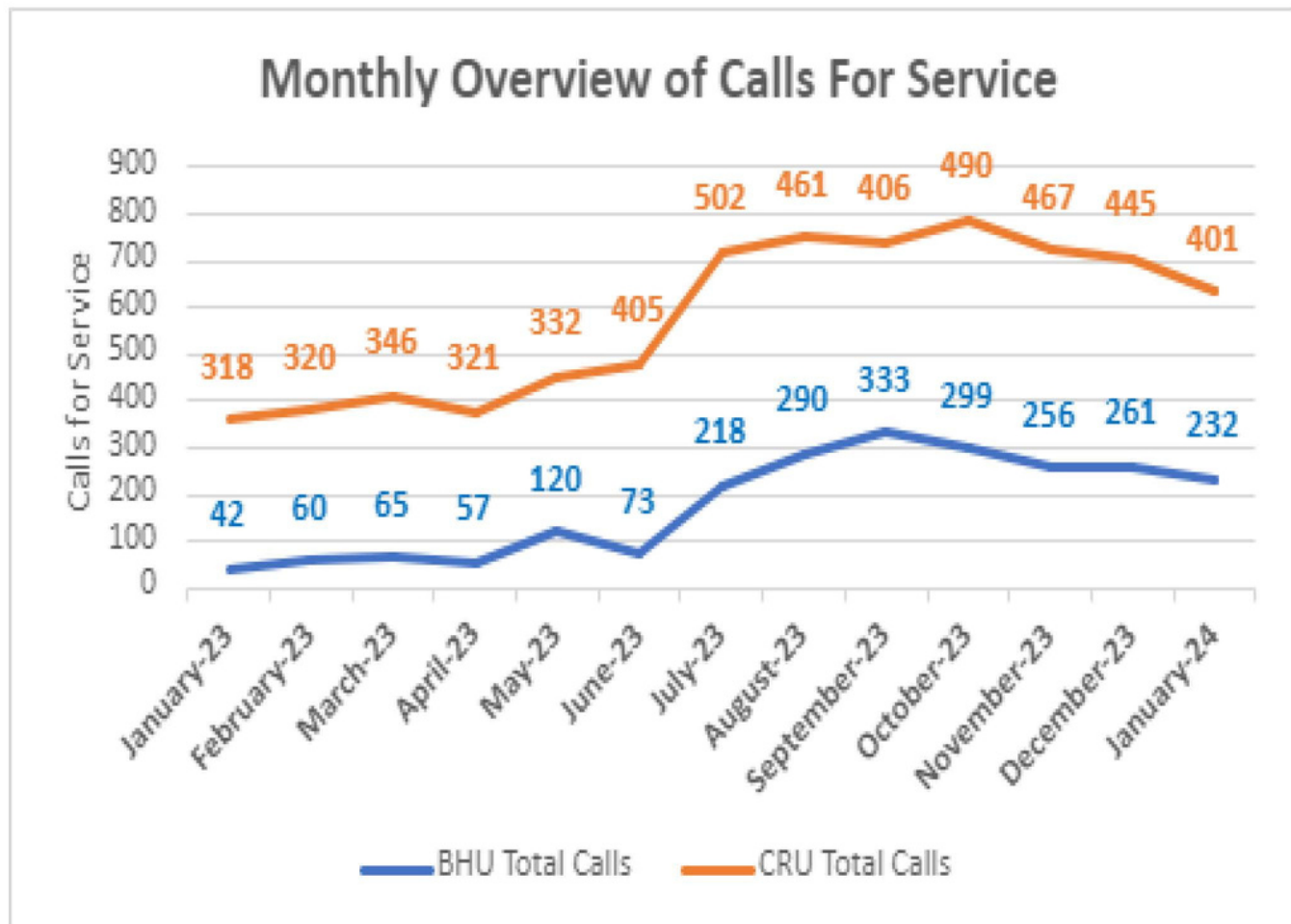


## COMMUNITY ASSISTANCE PROGRAM DATA REPORT

### CAP 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 January 2024, CAP had 633 total calls for service. Per Phoenix Police Communications, 92 calls were transferred the Behavioral Health Dispatcher in the month of January.



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:  
01.01.24 -01.31.24**

- Total Number of individuals assisted: 152
- Number Of Adults Contacted: 143 (94%)
  - Number Of Children Contacted: 9 (6%)

- Top 3 services delivered:
- Stabilized In Place: 41 (27% of total contacts)
  - Stabilized With Transport: 36 (24% of total contacts)
  - Transferred to High Level of Care: 26 (17% of total contacts)

- Top BHU Primary Problem (Self Reported):
- Housing Insecurity: 34 (22%)
  - Mental Health: 33 (22%)
  - Access to services: 18 (12%)

**FLEET UPDATE:**

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

- Total vehicles in service: 15
- Behavioral Health Units - 4 units
  - Crisis Response Units - 6 units
  - Supervisor vehicles - 5

**CRISIS RESPONSE UNIT REPORT:  
01.01.24 -01.31.24**

- Total Number of individuals assisted: 483
- Number Of Adults Contacted: 408 (84%)
  - Number Of Children Contacted: 75 (16%)

- Top 3 services delivered:
- Referral to long term supportive services
  - Grief/Emotional Support
  - Victim Advocacy and Support

- Top CRU Crisis Response Reasons:
- Death: 102
  - Social Service: 57
  - Working Fires, Hazardous Materials, or Flood: 20

- Top Primary Crime Reason:
- Assault: 14
  - Homicide/Death Investigation: 9
  - Domestic/Family Violence & Child Abuse: 6



Received 5 Wheelchair vans, currently evaluating placement throughout valley.  
Remaining CAP vehicles have been received by the City and are being prepared for service.

## RECRUITMENT:

CAP has currently 80 filled positions. In February, CAP held several days of interviews for Caseworker II positions as well as administrative positions.

- Caseworker II positions
  - Target to fill 33 full-time positions.
  - Two new full-time Caseworker IIs began on-boarding in February
  - Recruitment will begin in March.
- Caseworker III positions
  - Target to fill 11 full-time positions.
  - Two new full-time Caseworker IIIs will begin on-boarding in March.
  - Planning underway for additional recruitment.



CAP Team Members meeting with our partners, Downtown Phoenix, Inc. and the Downtown Phoenix Ambassadors.

BHU team presenting during police briefing on the role of BHUs, types of services provided and how to request team.

