



## COMMUNITY ASSISTANCE PROGRAM

# EXPANSION AND IMPLEMENTATION REPORT FEBRUARY 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.

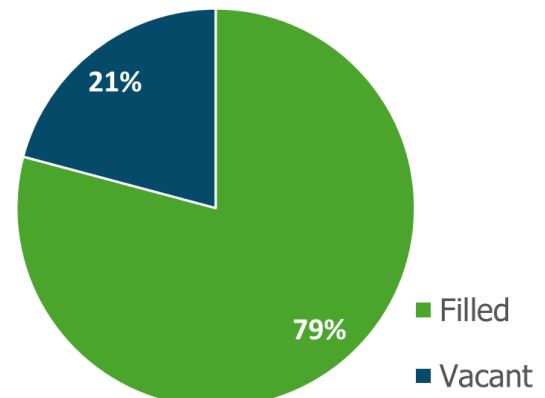
In December 2025, CAP responded to a total of 1,502 calls for service. Of these, 701 calls were transferred from Phoenix Police Communications to CAP Behavioral Health Dispatchers. During December, fifteen CAP units were actively in service. Comparing 2025 to 2024, the Behavioral Health Units saw a **96% increase in calls for service** and the Crisis Response units remained consistent.

### RECRUITMENT & STAFFING:

In December 2025, 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 hours per day for five days each week and 22 hours per day on the remaining two days.

As of January 5, 2026, CRU availability expanded to full 24/7 citywide coverage through shift realignment. Recruitment efforts to increase staffing and enhance service capacity remain ongoing. Following a successful request to convert vacant part-time specialist and supervisor positions into full-time Crisis Intervention Specialist roles, CAP increased its number of positions available for hire, resulting in a 21% vacancy rate. The 26-01 onboarding class for Crisis Intervention Specialists began on January 5, 2026.

## 26-01

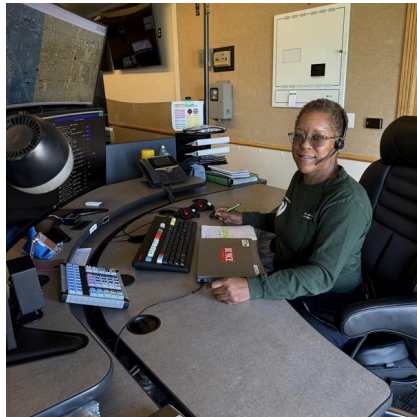
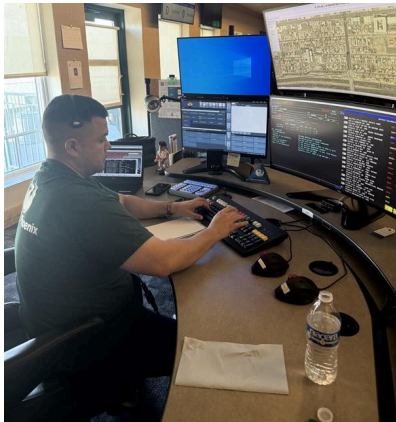
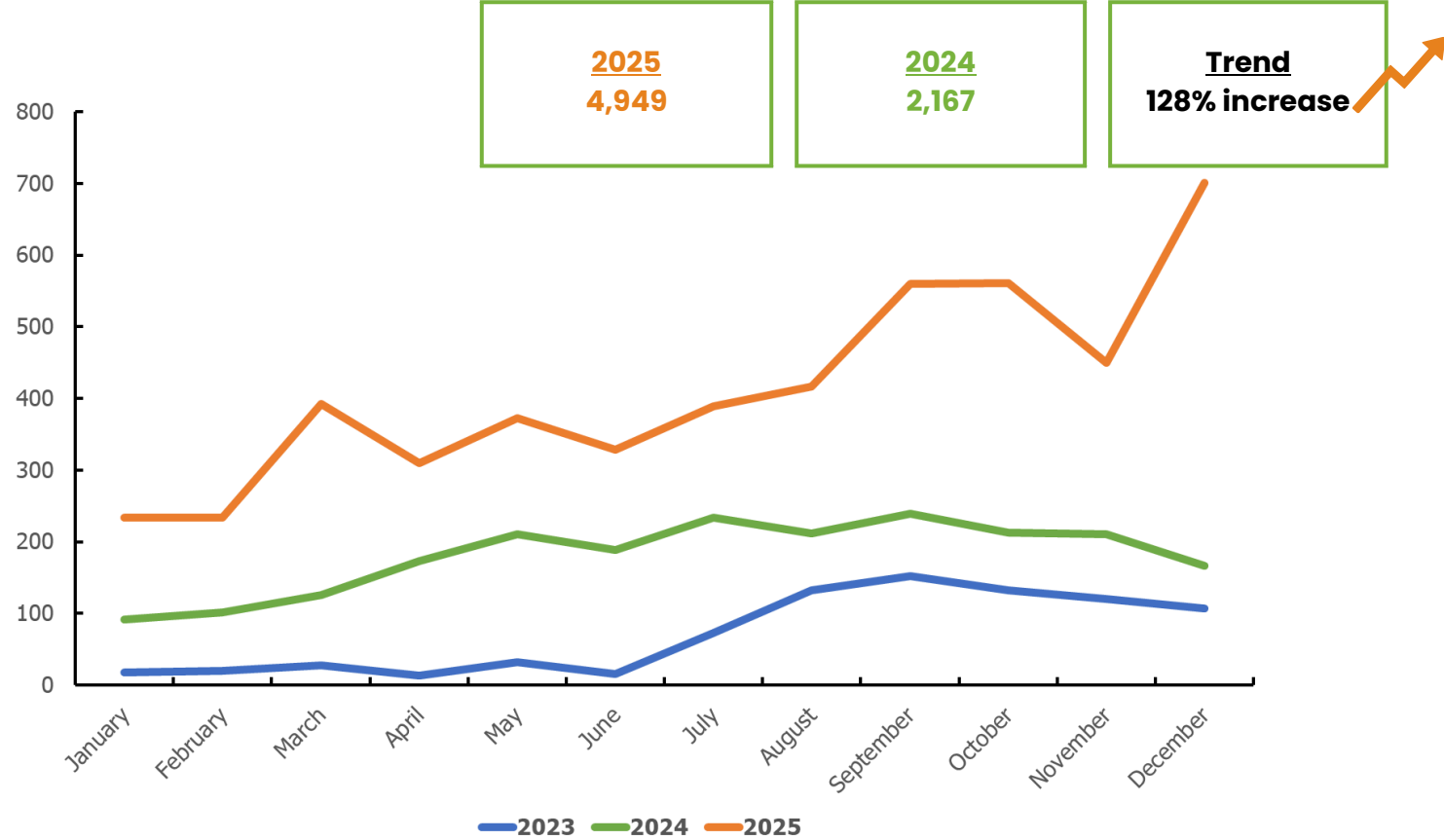


**CALLS TRANSFERRED FROM POLICE COMMUNICATIONS:**

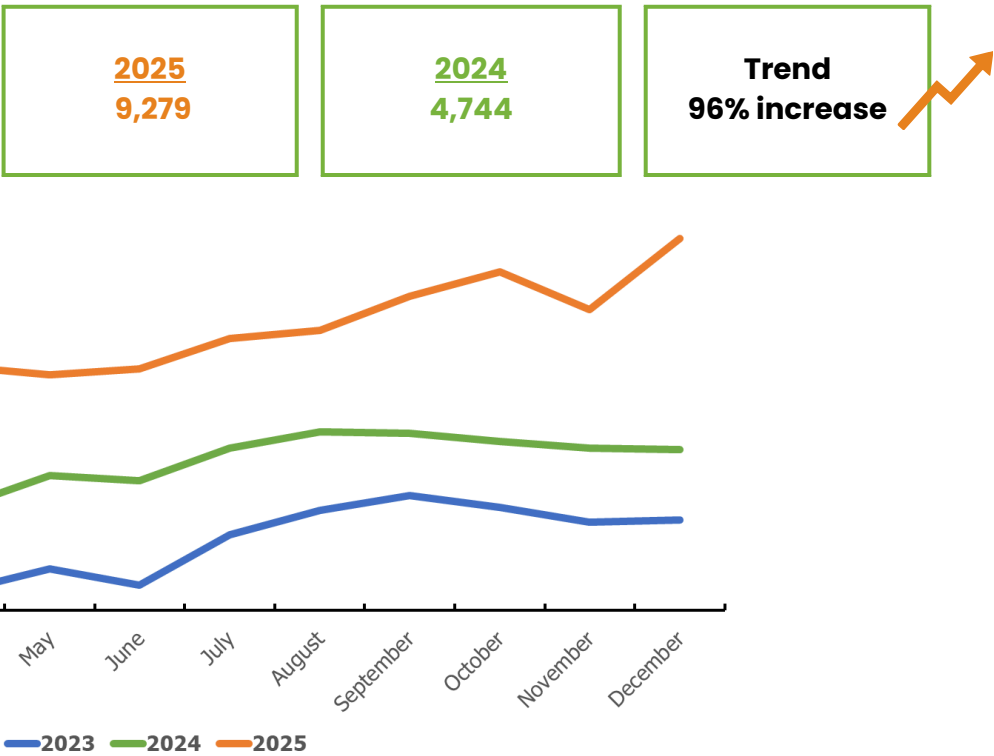
**In 2025, the number of calls transferred from Police Communications to CAP Behavioral Health Dispatchers increased by 128% compared to 2024.** This growth reflects ongoing collaboration efforts, including the placement of two CAP supervisors in Police Communications for 41 hours each week to help identify appropriate calls for transfer.

In December 2025, 65% of all Behavioral Health unit calls originated from transfers by Police Communications. The remaining 35% 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:



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 December 2025, BHUs responded to 1,075 calls for service**, making direct contact with individuals on 590 calls (55%). 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: 590)

- Check Wellbeing: 304 (52%)
- Mental Health: 144 (24%)
- Social Service Related: 64 (11%)

**Transports:** 145

**Average Response Time:** 20 minutes

**Adults Served:** 591  
**Children Served:** 64

**Single Unit BH Response**

- 850 responses; **79%**

**Responding with Police**

- 131 responses; **12%**

**Responding with Fire**

- 71 responses; **7%**

**Responding with Police & Fire**

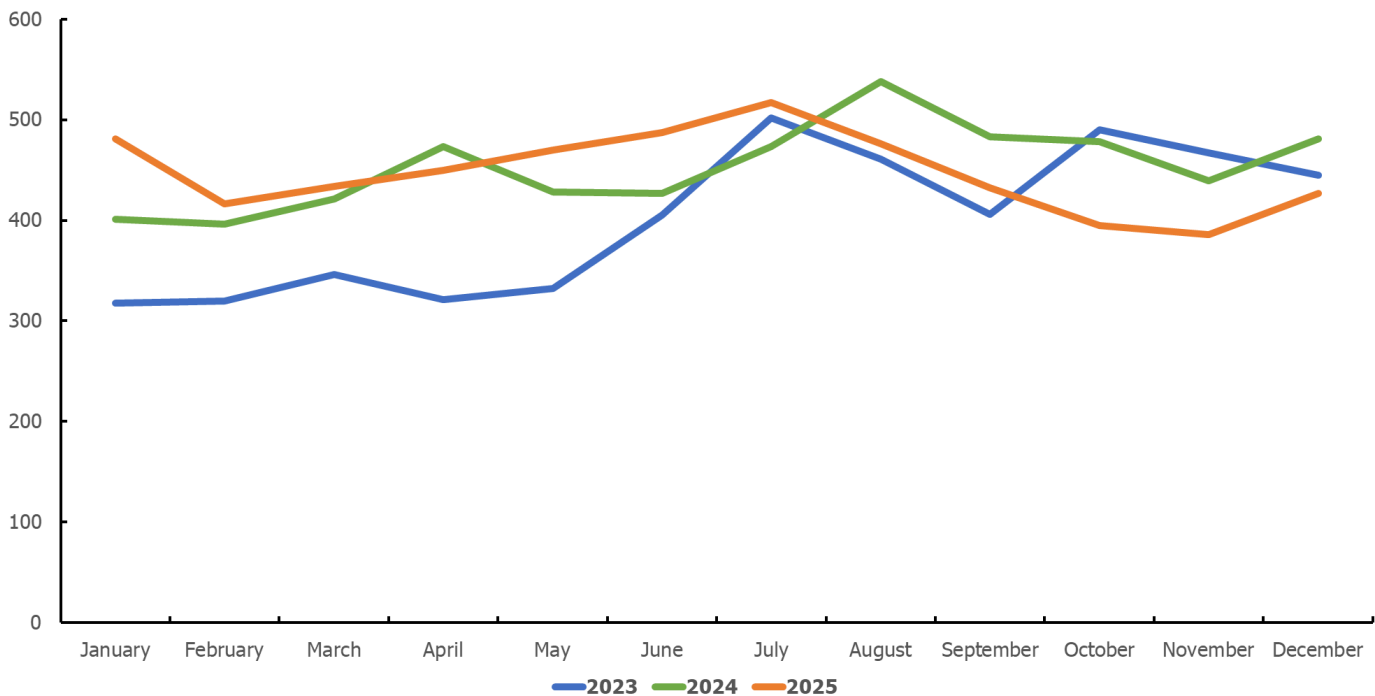
- 23 responses; **2%**

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

CRISIS RESPONSE CALLS FOR SERVICE:



2025 5,438	2024 5,371	Trend Consistent
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The Crisis Response Units (CRUs) operate as co-response teams, working alongside Police and/or Fire personnel. **In December 2025, CRUs responded to 427 calls for service**, successfully making contact with individuals on 238 calls (56%). The remaining calls were either canceled prior to arrival or upon arrival on scene.



Primary Call Types (Total: 238)

- Death: 111 (47%)
- Medical Issue: 40 (17%)
- Crime: 36 (15%)



Transports: 37



Average Response Time: 21 minutes



Adults Served: 591  
Children Served: 149

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



Single Unit CR Response

- 41 responses; 9%



Responding with Police

- 59 responses; 14%



Responding with Fire

- 131 responses; 31%



Responding with Police & Fire

- 196 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

