

2024

ANNUAL REPORT

Community Assistance Program
Phoenix Fire Department

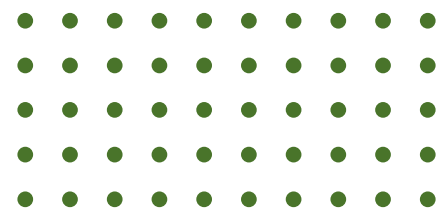




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MISSION

The City of Phoenix Fire Department Community Assistance Program (CAP) is committed to providing the highest level of on scene crisis intervention, victim advocacy/services, and behavioral health assistance for our community. We strive to provide the best possible service to our internal and external customers. We achieve this by providing comprehensive, quality, crisis intervention and behavioral health services through a collaborative effort with public and private organizations within Maricopa County.





UNITS IN SERVICE

Mayor and City Council approved \$15 million in Fiscal Year 2021-2022 to expand the Fire Department's Community Assistance Program to add nine Behavioral Health Units and to expand the Crisis Response Units from five units to ten units.

In calendar year 2024, CAP added one new Behavioral Health Unit into service (BH2) bringing the total number of Behavioral Health Units in operation to five units, and a total of six Crisis Response Units already in operation. A majority of hiring in 2024 focused on the CAP leadership team and the Behavioral Health Supervisor / Dispatcher role. More information will be provided in the hiring updates of this report.

CAP Units in Service at the end of CY2024

Behavioral Health Units

BH2
BH3
BH4
BH5
BH8

Crisis Response Units

CR1
CR2
CR3
CR4
CR5
CR8

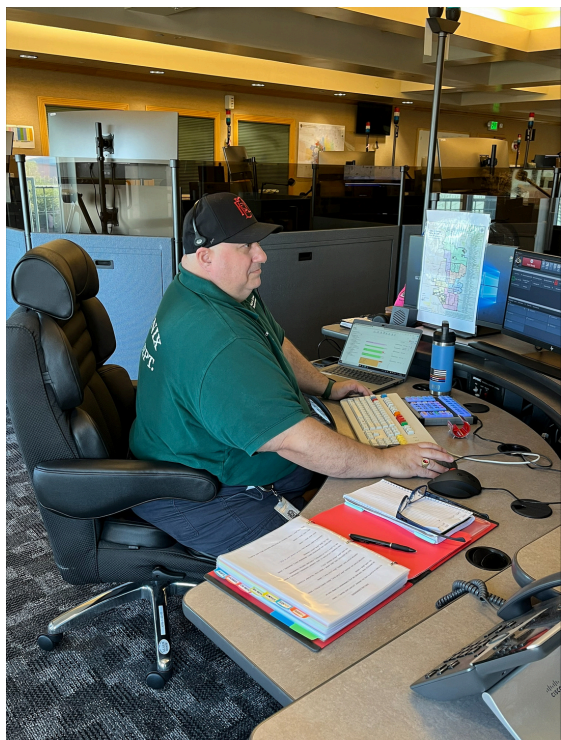
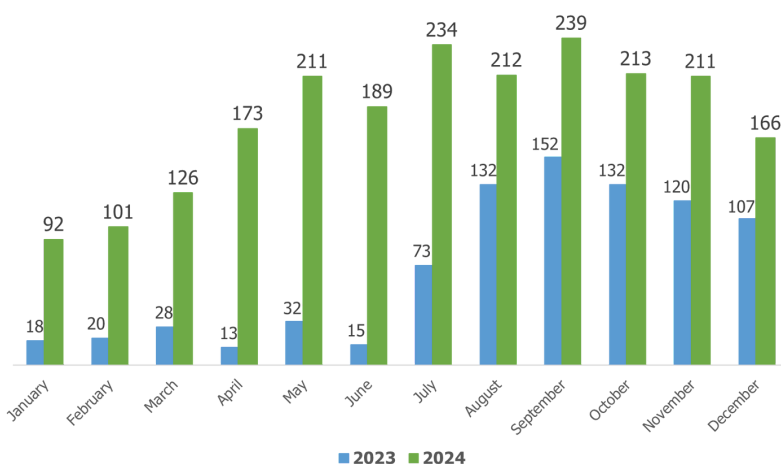




POLICE COMMUNICATIONS + CAP COLLABORATION

In July 2024, CAP began a pilot in which a CAP Behavioral Health Dispatcher provided education and consultation with Police Communications three days a week on site. The pilot is continuing and CAP is exploring ways to continue to provide this education.

In 2024, transferred calls from Police Communications to CAP Behavioral Health Dispatchers increased by **157%** compared to 2023.



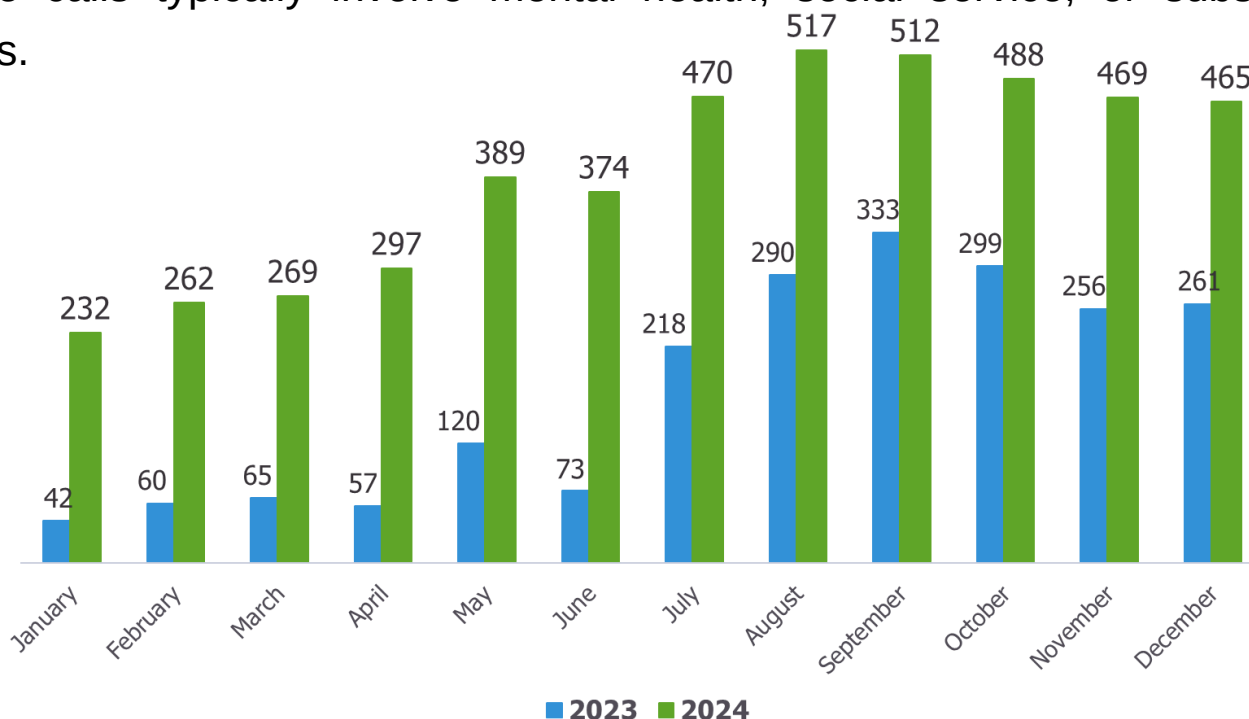
In November 2024, Harvard Kennedy School Government Performance Lab, featured the City of Phoenix CAP in a publication titled, “Embedding Behavioral Health Professionals in 911 Call Centers: Approaches to Alternative Response Workforce.” The case study provided context on benefits of embedded behavioral health dispatchers and factors for implementation. The publication may be found at:

<https://govlab.hks.harvard.edu/embedding-behavioral-health-professionals-911>.



BEHAVIORAL HEALTH

In 2024, calls for service for the Behavioral Health Units increased by **129%** compared to 2023. **45%** of the calls for service for the Behavioral Health Units came from transferred calls from Police Communications. The remaining calls for service came from Phoenix Fire Department (PFD) operations or calls where the Crisis Intervention Specialists initiated a call. Behavioral Health Units respond to calls in lieu of Police when the caller indicates the need is not crime related. These calls typically involve mental health, social service, or substance use needs.



The data below is from calendar year 2024.



Primary Call Type

- Mental Health
- Check Wellbeing
- Substance Use



Adults Served: 3,702

Children Served: 256

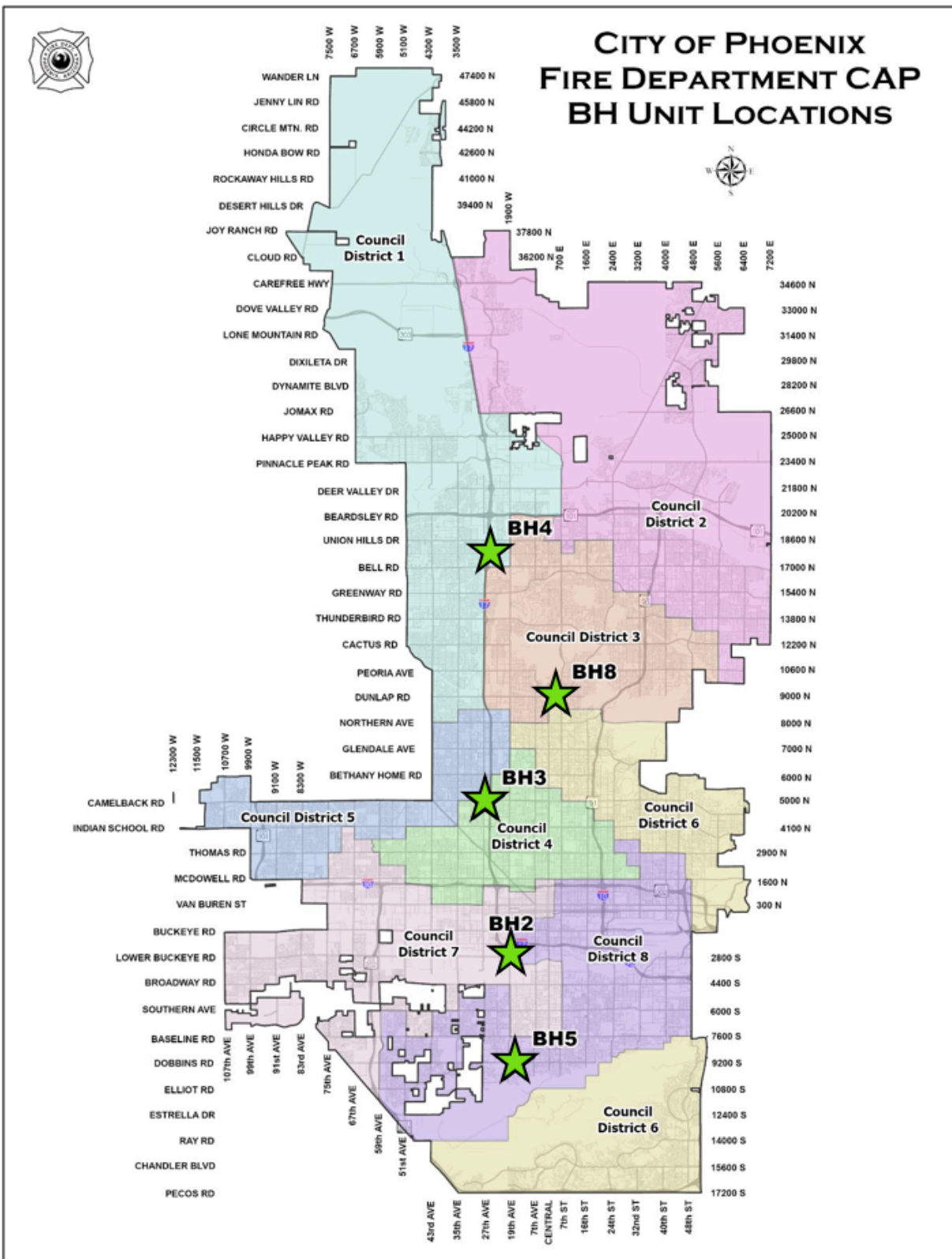


Transports: 860



Average Response Time:
23 minutes

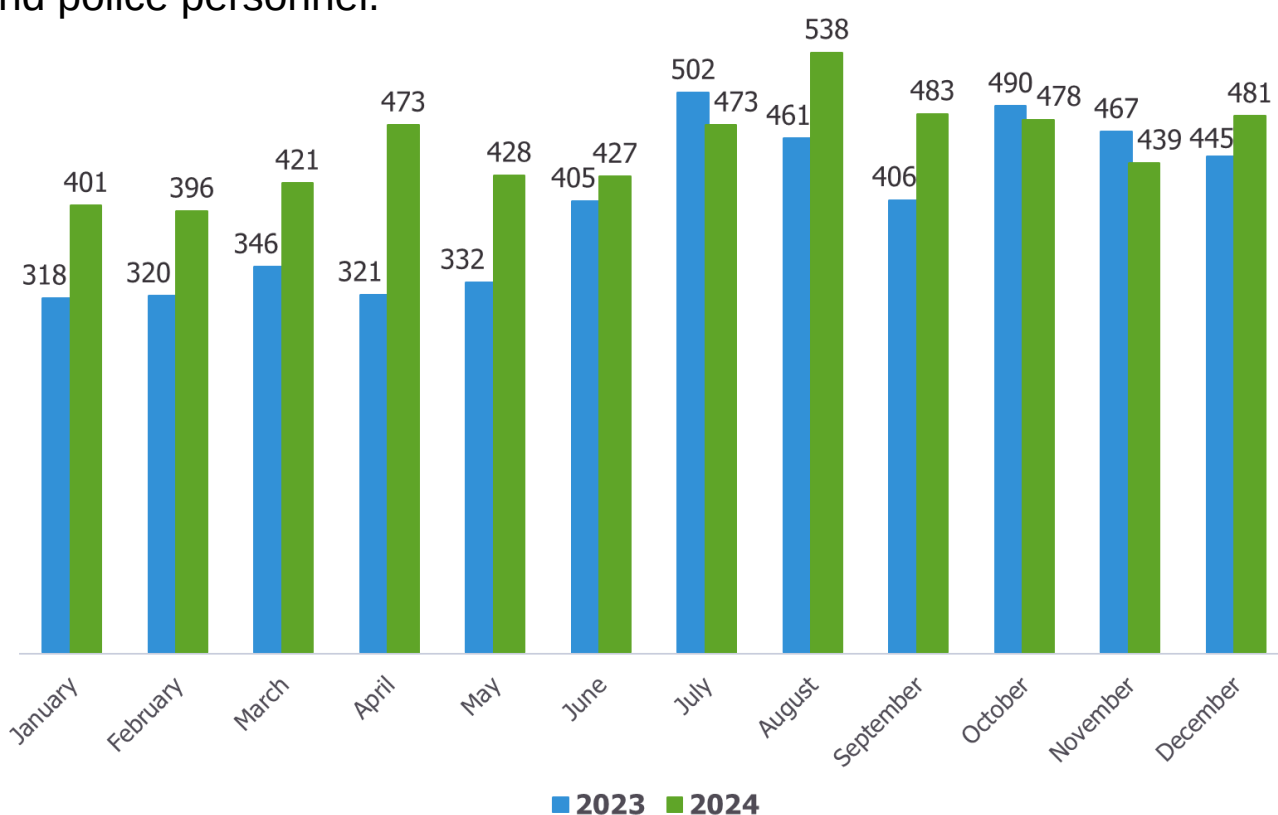
*There are 5 Behavioral Health Units providing city-wide coverage
7 days a week, 23.5 hours a day.*



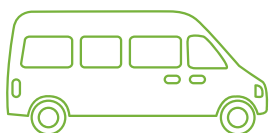


CRISIS RESPONSE

In 2024, calls for service for the Crisis Response Units increased by **13%** compared to 2023. Crisis Response Units are automatically dispatched to calls involving infant / pediatric deaths, house fires, violent crimes, and drownings. All other responses are based on special requests from fire and police personnel.



The data below is from calendar year 2024.



Primary Call Type

- Death
- Occupant Services (house fire)
- Crime



Adults Served: 5,309

Children Served: 1,427

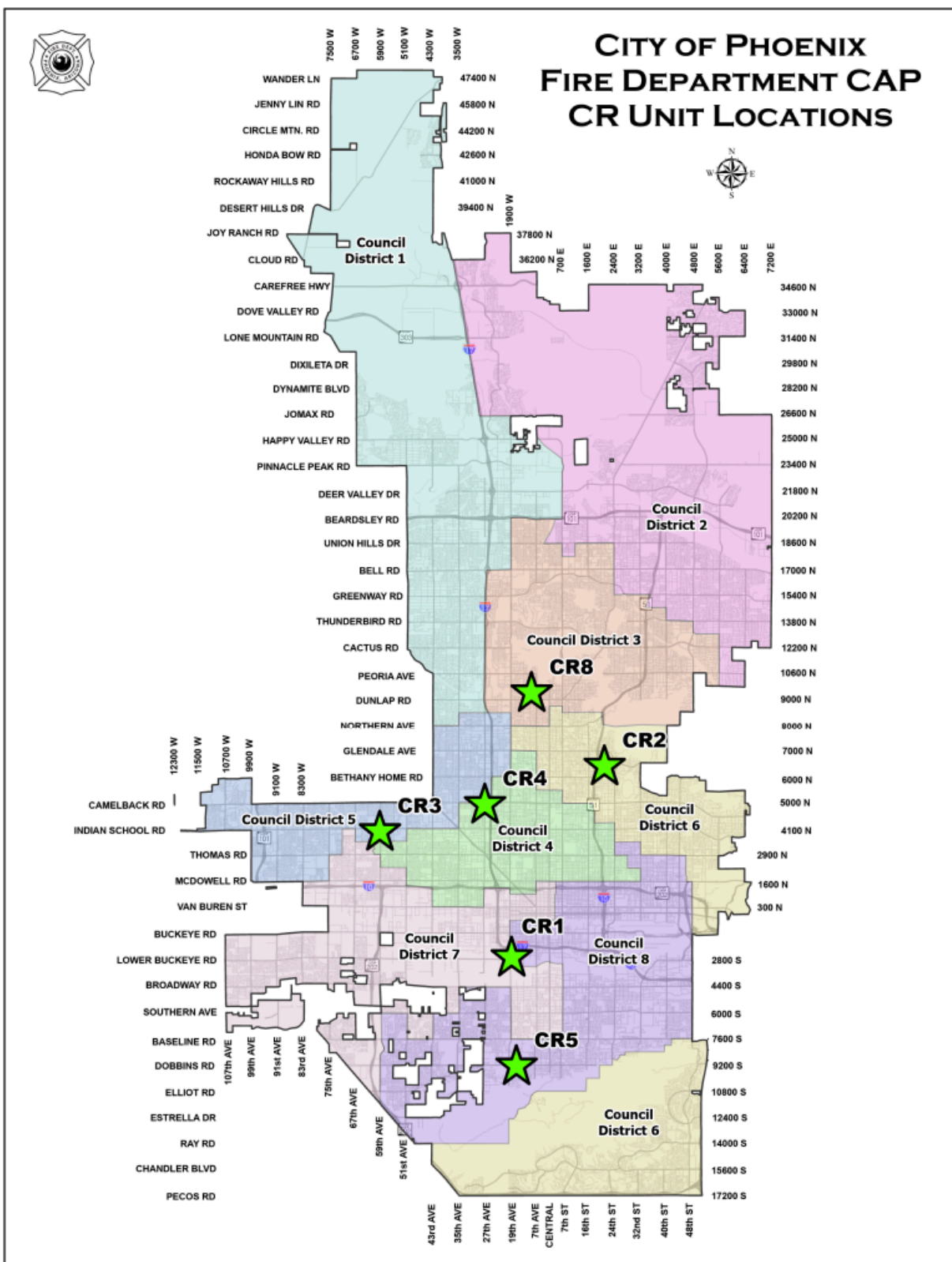


Transports: 477



Average Response Time:
26 minutes

There are 6 Crisis Response Units providing city-wide coverage 5 days a week, 24 hours a day and 2 days a week, 22 hours a day.





2024 ACCOMPLISHMENTS

Hiring

In 2024, CAP focused on hiring for the Leadership and Administration team as well as Crisis Intervention Supervisors. Positions that were filled include the following: Curriculum & Training Coordinator, Management Assistant II, User Tech Specialist, and a second Casework Services Coordinator for Crisis Response operations. At the end of CY 2024, 65% of CAP positions were filled (83.5 positions).

Job Family

In July 2024, CAP collaborated with Human Resources to create a new job family with positions titled Crisis Intervention Specialists and Crisis Intervention Supervisors. The new job family replaced the prior classifications of Case Worker II and Case Worker III positions respectively. The purpose for the reclassification was to support CAP in offering competitive wages that were reflective of skill level in a line of work where field-based service delivery is predominant. Current staff in the previous positions were converted to roles within the new job family. Once current staff were converted, CAP began posting job announcements with the new titles in place.

Community Engagement

In CY 2024, CAP participated in numerous community outreach events with other local partners; official data collection started in June 2024. CAP attended and participated in 16 community events in seven months.



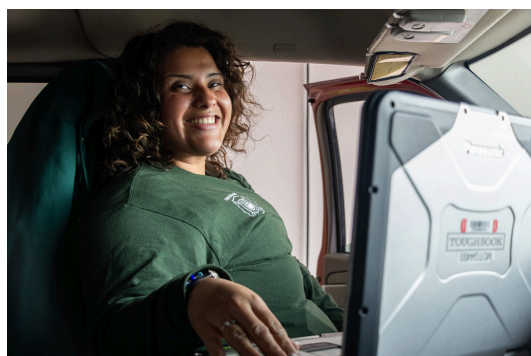
2024 ACCOMPLISHMENTS

CAP Re-organization

In July 2024, the CAP Leadership Team underwent a re-organization of duties amongst coordinators. The previous structure included a coordinator over each Fire District. After operating this model, it was understood that this model placed too much burden on other department services such as IT, Fleet Services and Human Resources. To streamline the leadership structure, coordinator assignments were rebuilt based on role. The new structure includes one Behavioral Health Coordinator, two Crisis Response Coordinators, one Coordinator over Logistics, and one Human Resources Coordinator. This organization has supported the rapid program growth and clarity on roles.

Electronic Patient Records (ZOI)

In October 2024, CAP launched new electronic patient care record forms in ZOI. The previous forms needed revision to focus on gathering key points such as call types and CAP Units responding singularly and co-response with Public Safety. Another key improvement is a form to manage high-volume utilizer referrals from fire personnel. This new form is unique and encompasses key details relating to short-term case management and successful resource navigation for customers. These data improvements will support CAP in strategic growth as well as allow CAP to compare to other crisis and alternative response programs across the country.





2024 ACCOMPLISHMENTS

Hiring Event - November 13, 2024

CAP held a hiring event at the Burton Barr Library with the support of the Phoenix Mobile Career Unit as well as Fire and City HR. This event accepted walk-in interviews in addition to pre-scheduled interviews from the online job posting. This event resulted in hiring twenty new staff members who will begin onboarding in early 2025.



Unhoused Remembrance Event - December 11, 2024

In 2024, CAP collaborated with other city departments, community partners and Reverend Cleo Lewis to host a day of remembrance for the unhoused. The event was held at City Church Phoenix. Approximately eighty individuals without shelter were offered services including vaccinations, clothing, food, and access to Narcan kits. Several individuals accepted housing and substance use services during this event.





LOOKING AHEAD

Hiring

In 2025, CAP will continue focus on hiring Crisis Intervention Specialists and Supervisors to ensure 7 days a week / 24 hours a day availability of Behavioral Health Dispatchers and Units. It is anticipated another Behavioral Health Unit will go into service in the first quarter of CY 2025. In addition, the CAP will have 7 days a week / 24 hours a day coverage of the Behavioral Health dispatch role by the end of the first quarter of CY 2025.

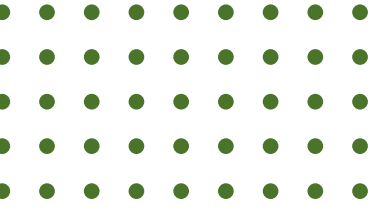
Police Communications Collaboration

CAP will continue to identify 911 calls for which an alternative response (BH or CR) may assist in lieu of police. CAP will also collaborate with Fire Dispatch to identify 911 calls for which an alternative response (BH or CR) may assist in lieu of a fire apparatus.

Future Dashboard

CAP is collaborating with multiple departments to create a dashboard for the public to access CAP metrics.





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Learn More: <https://www.phoenix.gov/fire/community-assistance-program>