

Kind words from the customers we serve:

“You all deserve more praise than I can put into words....”

“Your kindness and presence was greatly appreciated. I am not sure I would have made it through that horrible night my father passed away without your help.”

“You will never know how much help you were to my daughter and I. You just couldn’t have done anything better...”

“I thank you for your caring concern for me and my family. I’m glad to have met such loving people who could be so friendly and concerned for me.”

Phoenix Fire Department,
Crisis Response Program

150 S. 12th St., Phoenix, AZ.
85034

Crisis Response Program

Volunteer Brochure





Behavioral Health Specialist (BHS)

Provide immediate crisis intervention, victim assistance, and emotional support.

Provide resources and referral to customers

Bridge the communication between customers, fire and police departments

Operate City Vehicle

Facilitate radio communications

Emergency Medical Technician (EMT)

EMT Certification welcome, not required or provided.

Provide basic EMT assessment / assistance to customer as needed.

Maintain van equipment and supplies

EMTs will be trained as BHS

Minimum Requirements Behavioral Health Specialist (BHS)

Be at least 21 years of age or 18 years of age with EMT Certification

Possess a valid Arizona driver's license

Pass annual driving record and background check

Complete all required training

Volunteer a minimum of 48 hours per quarter



Required Training

Orientation Course – Weeknight 5:30-9:00 PM

Regional Training – Saturday 8:30 AM - 6:00 PM

Phx. CR Training – 2 Weeknights 6:00-10:00 PM

Observation Rides – Minimum 36 hours

Practical Rides – Minimum 36 Hours

On-Line Training Courses

Training is held on specific dates every other month

Crisis Response Van

This program provides 24-hour on-scene crisis intervention and victim assistance services to the citizens of the Greater Phoenix area.



The CR units are staffed by two responders and are housed in select fire stations within the City of Phoenix.

Our teams work in partnership with fire and police personnel as well as various social service agencies to provide excellent customer service.

Contact Us

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