



COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES (CARES)

SEPTEMBER 2021 – MARCH 2024



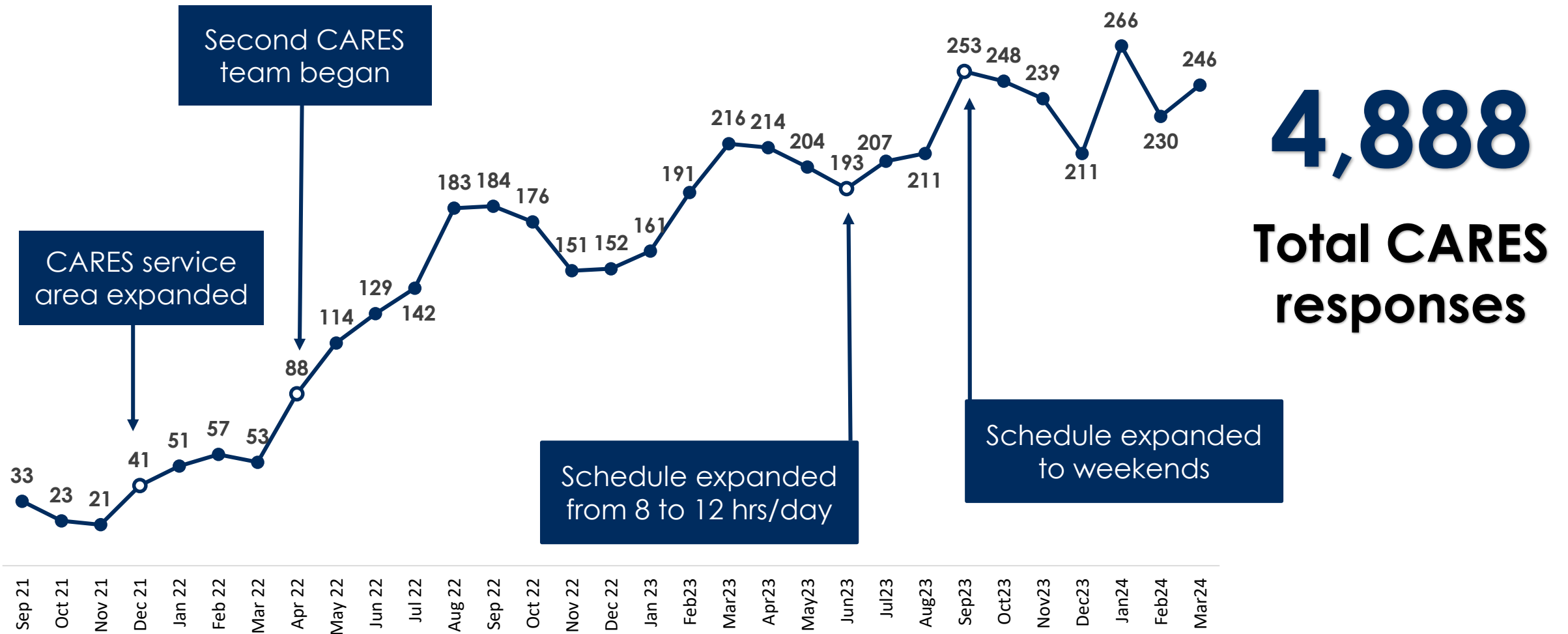
CARES RESPONSES OVER TIME

Programmatic Expansions of CARES

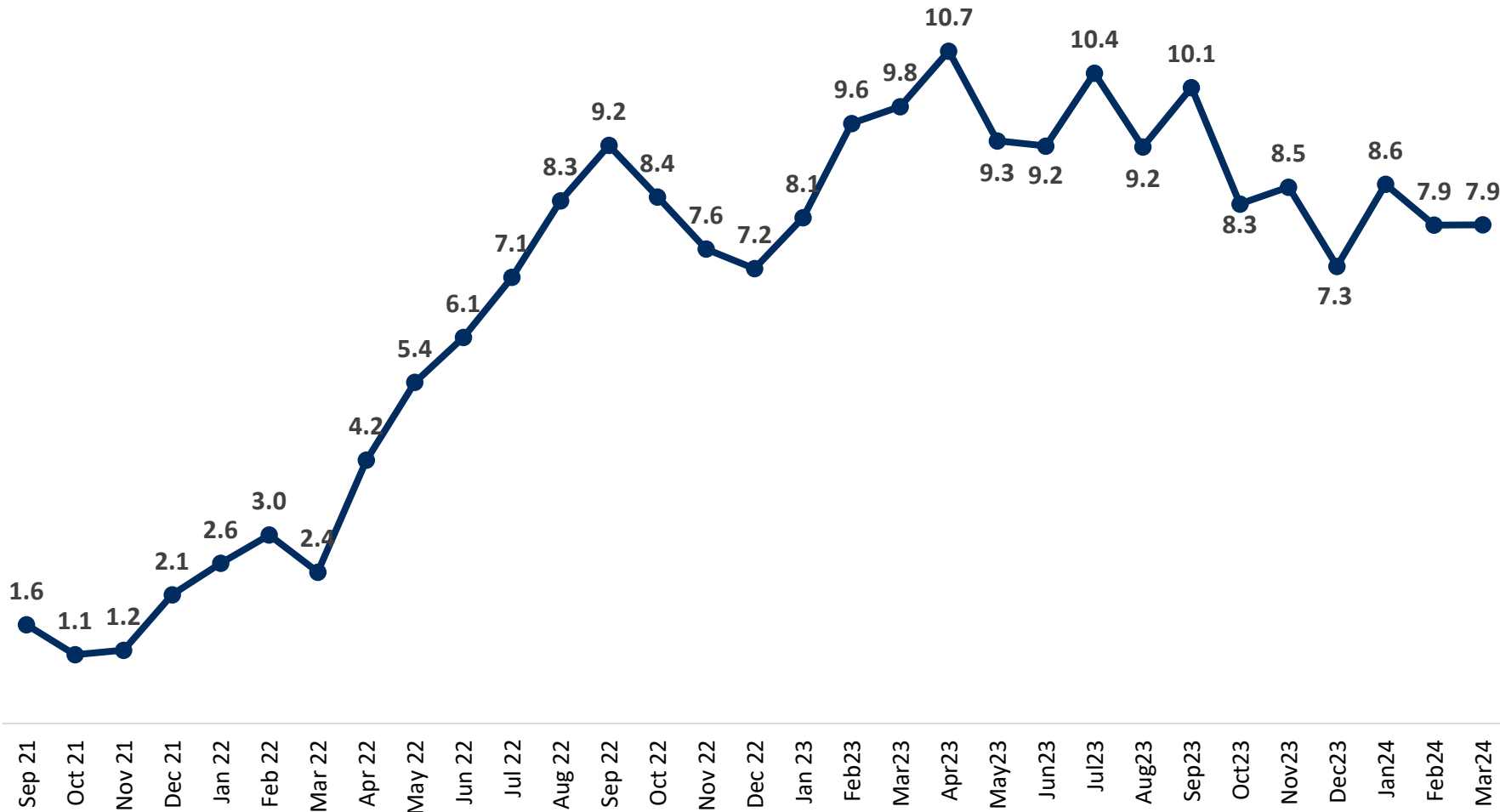
Date	Events
September 1, 2021	CARES launched with service hours of 11 am to 7 pm Monday-Friday and focused on Madison's central district only.
December 22, 2021	The CARES program expanded its service area to be citywide.
April 20, 2022	A second CARES team was added, allowing two calls to be answered at the same time. This second team was initially in service part-time.
July 25, 2022	<p>The second team began full-time service on this date.</p> <p>Services hours expanded to 8 am to 8 pm Monday-Friday, with one team operating 8 am to 5 pm and another team operating 11 am to 8 pm.</p> <p>CARES expanded to a second station. Now, CARES is headquartered at Fire Station 3 on Williamson Street and the old Town of Madison Fire Station on Fish Hatchery Road.</p>
September 16, 2023	CARES began offering weekend services.

Monthly Responses

The number of CARES responses continues to grow. The total number of responses in Q1 of 2024 (n=742) was 6% higher than in Q4 of 2023 (n=698).



Average Daily Responses

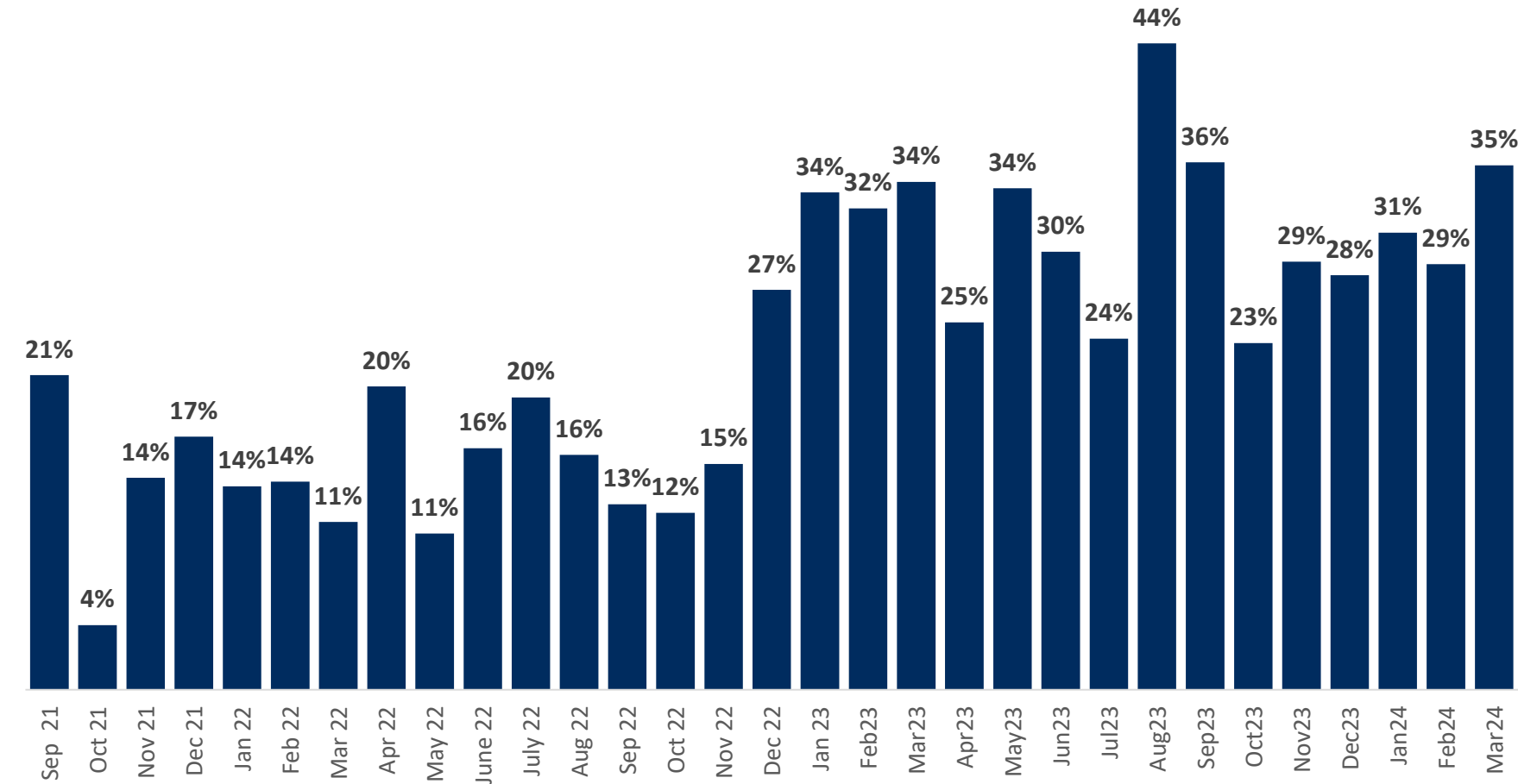


8.1

**Average daily
responses during
Q1 2024**

Check Welfare

Since the start of the program, 26% of all CARES responses have been Check Welfare calls.
During 2023, 31% of CARES responses have been Check Welfare calls.

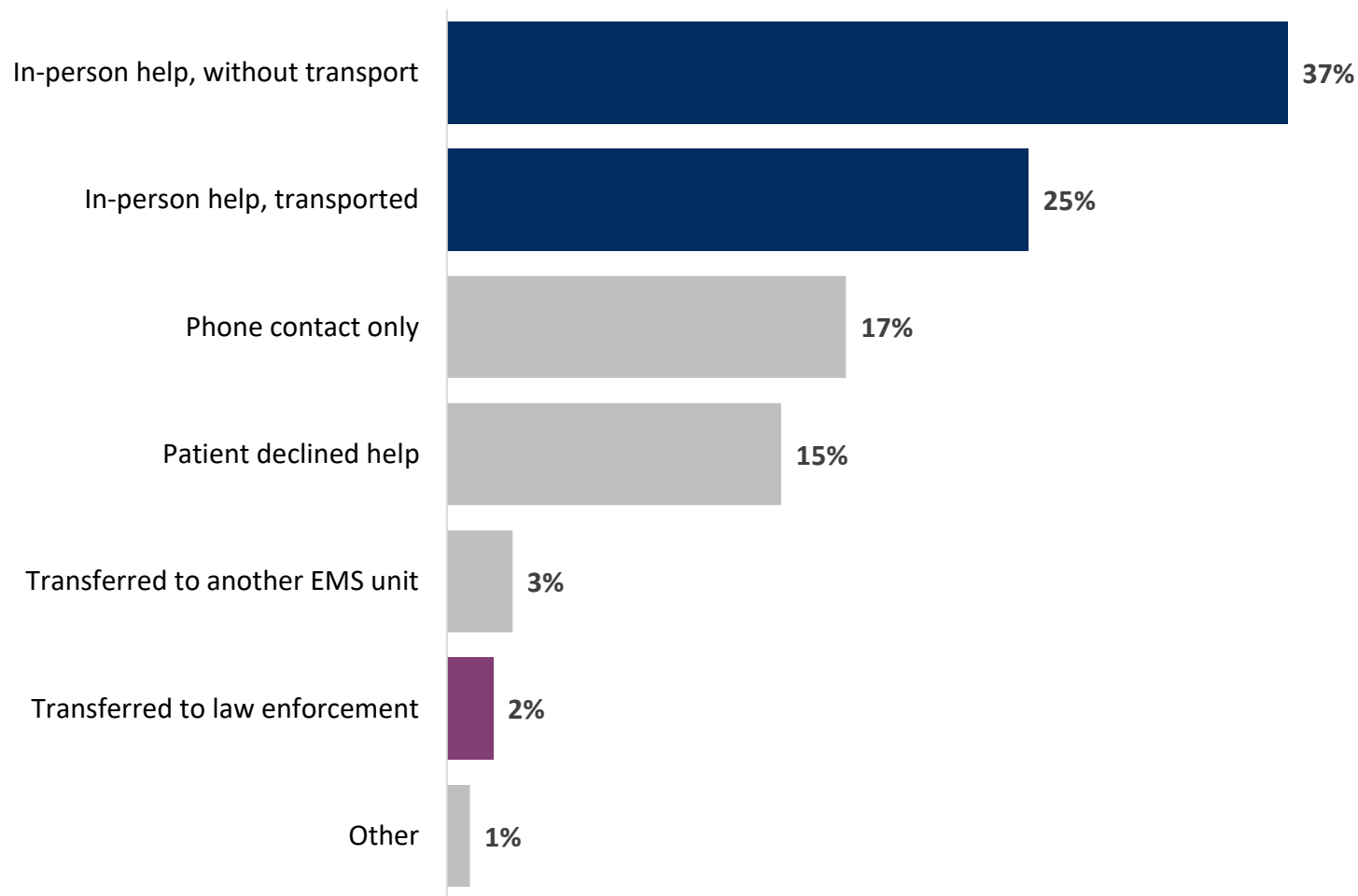


32%
of Q1 2024
responses
have been
Check Welfare
calls

IMPACT OF CARES
n = 3,323 client interactions

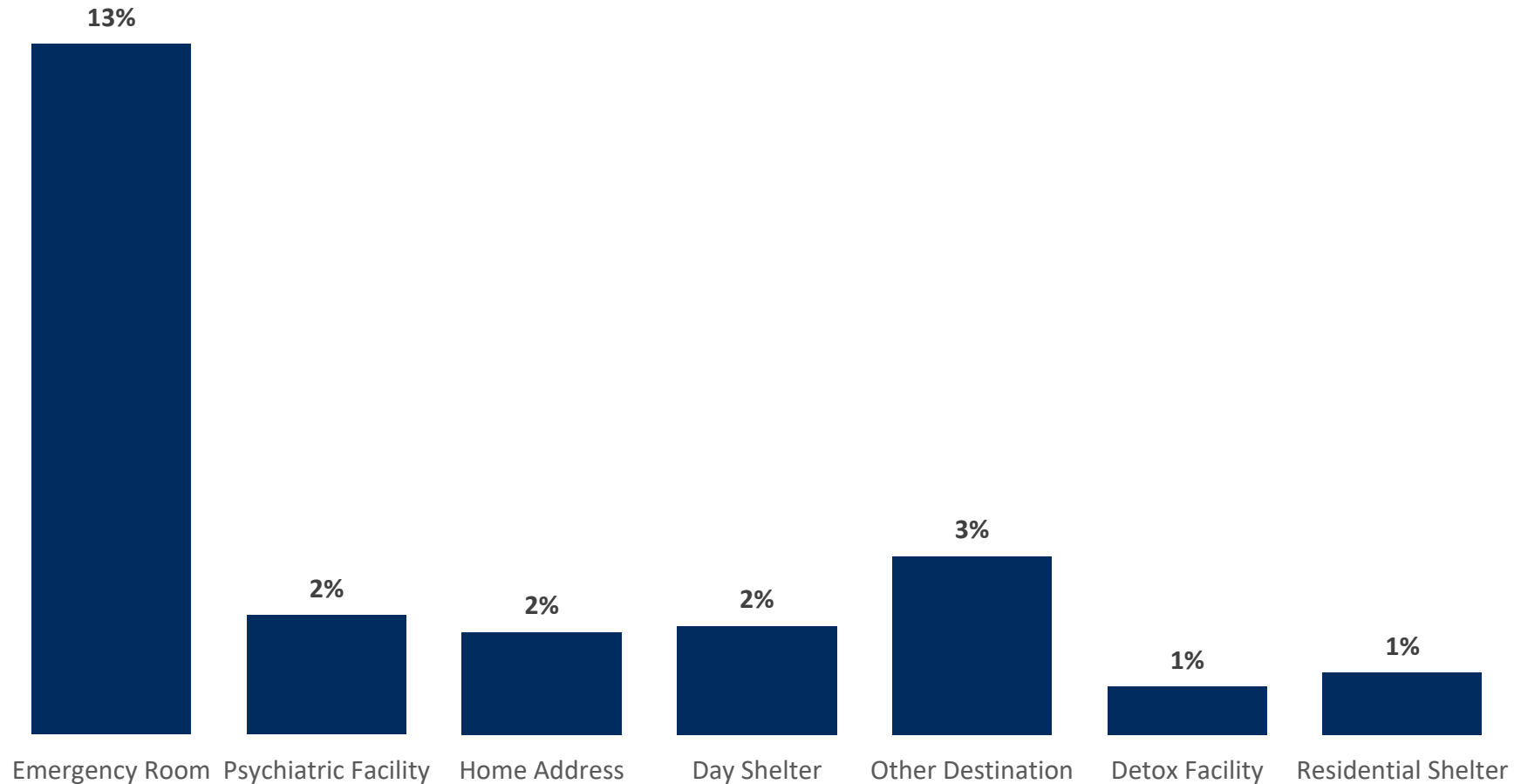
Client Outcomes

CARES addresses most clients' immediate needs **in person**. About 1 in 7 people refuse service. Only 2% of all individuals were transferred to a **law enforcement agency**.



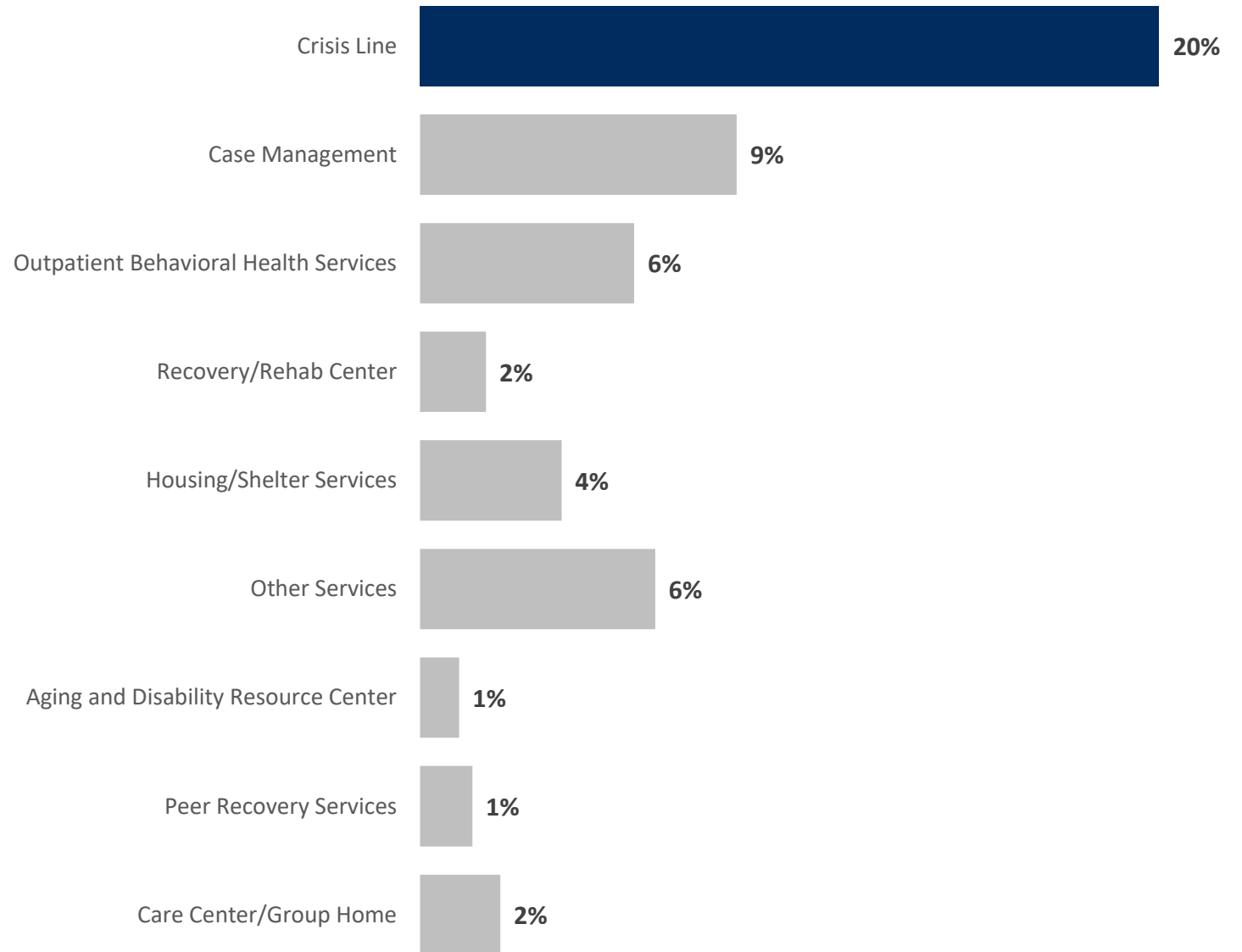
Transport Destinations

In total, **25% of CARES clients were transported** to another service or destination. **Emergency room** is the most common transport destination.



Service Referrals

In total, **35% of CARES clients were referred** to one or more community services. **Crisis Line** is the most common client referral.



Key Takeaways

- The number of monthly CARES calls has continued to grow as capacity has expanded.
- CARES has responded to **4,888 calls for service**, with each response averaging just under an hour. There were 742 calls during 1Q 2024, which averages out to **247 calls per month**.
- During 1Q 2024, **32% of all responses** were **Check Welfare** calls.
- CARES made contact with 3,323 individuals (68% of all responses). Of these:
 - 15% of clients declined evaluation or assistance
 - 25% were transported to another destination (Emergency Room was the most common)
 - 2% were transferred to Law Enforcement
 - 35% were referred to community services (Crisis Line was the most common)

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