

CARES PROGRAM UPDATES

September 2022



Program Overview

Madison's Community Alternative Response Emergency Services (CARES) program is a collaboration between Madison Fire Department, Journey Mental Health, and Public Health Madison & Dane County. CARES responds to non-violent, behavioral health emergencies. The team is a group of paramedics and crisis workers.

The goal of CARES is to de-escalate, treat, and refer or transport patients to additional services.

Program Timeline

Date	Event
September 1, 2021	The CARES program launched with service hours of 11am-7pm on Monday-Friday and focused on Madison's central district only.
December 22, 2021	The CARES program expanded its service area citywide.
April 20, 2022	A second CARES unit was added, allowing two calls to be answered simultaneously. This second unit was initially in service part-time.
July 25, 2022	Service expanded from 8 hrs./day to 12 hrs./day. Service hours are now 8am-8pm Monday to Friday. The second unit began full-time service on this date.

Program Updates

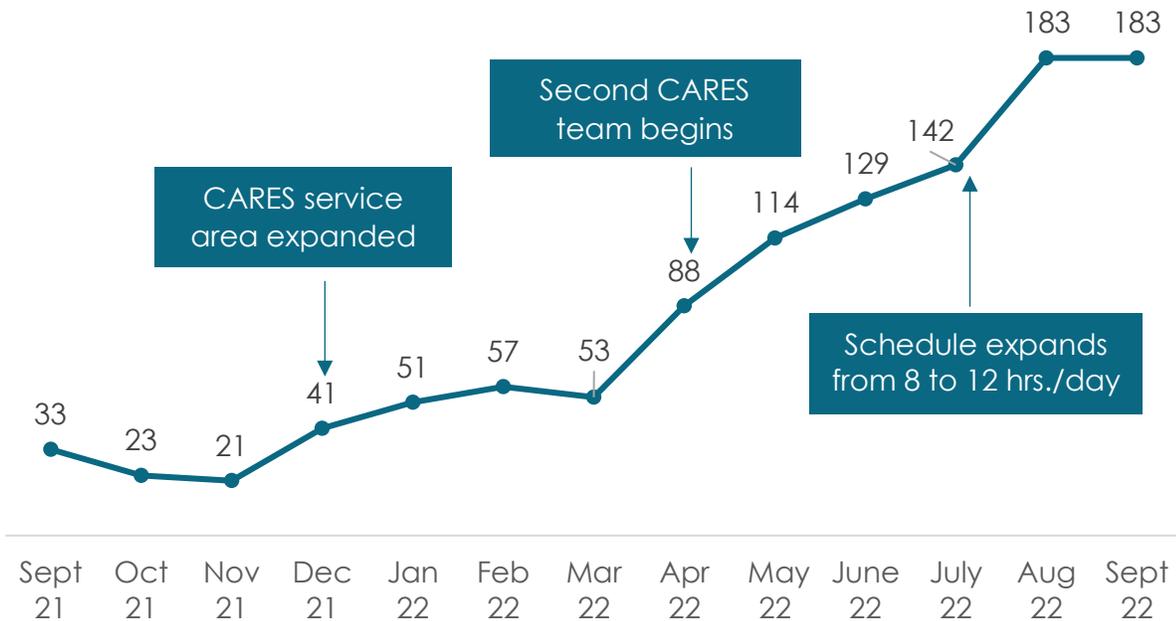
Response Trends

- Averaging 86 responses/month since launch, with a low of 21 responses in Nov. 2021 to a high of 183 responses in Sept. 2022.
- CARES is only in service on weekdays and can be out of service due to holidays, vacation time, sick days, or training days. As a result, CARES is in service on average 20 days per month. Since launch, CARES has averaged 4.2 responses per days of service. As hours have expanded and staff have been added, the number of CARES responses per day has increased. In September 2022, CARES averaged 9.2 responses per days of service.

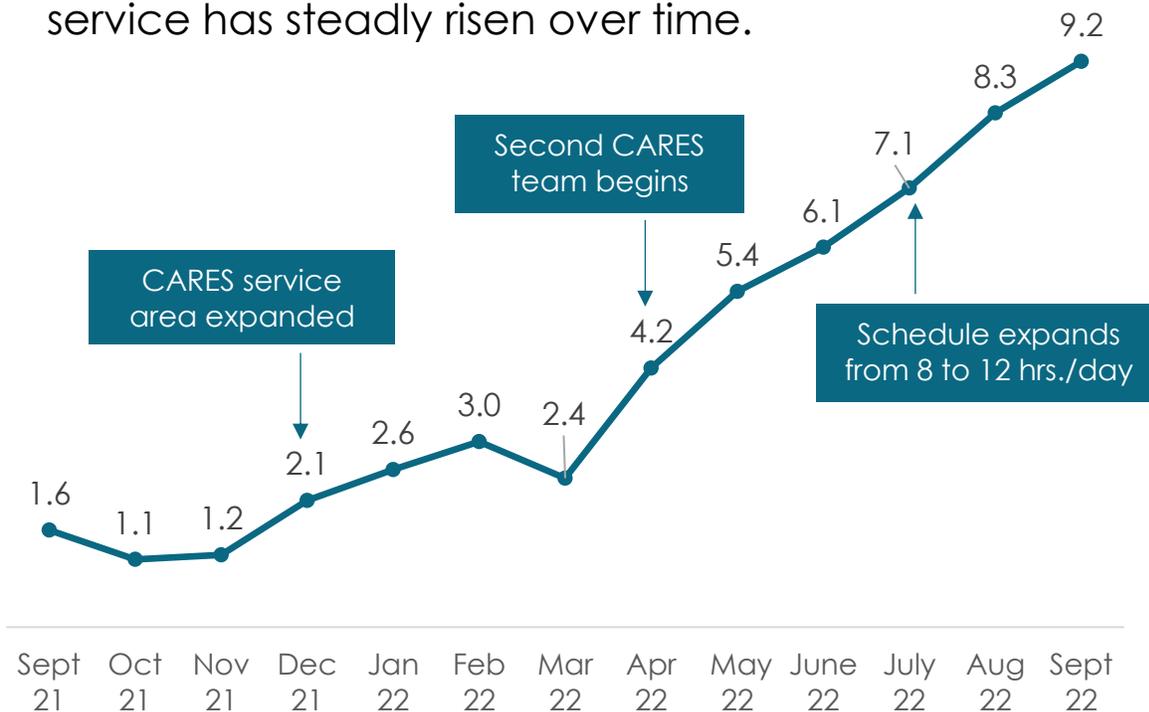
Data through 9/30/22



The number of monthly responses has steadily risen since launching the program.



The number of CARES responses per days in service has steadily risen over time.



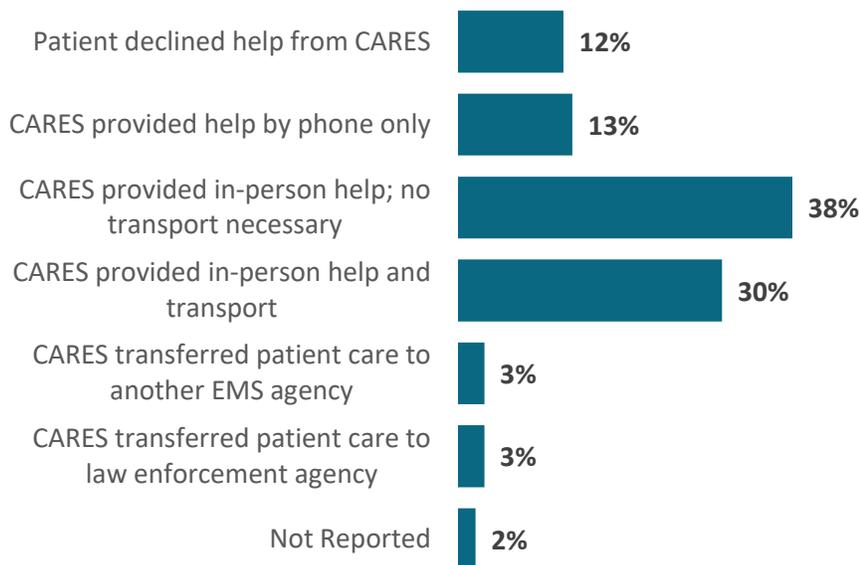
Data through 9/30/22



Resolution of Calls

- Many patients have their immediate concerns resolved by phone (13%) or in person (68%).
- Among the 68% of patients CARES helped in person, the CARES team drove 30% to other services or destinations (e.g., psychiatric facility, shelters, home addresses) for additional support.
- Smaller percentages of patients decline help from the CARES team (12%) or necessitate care from another EMS agency (3%).
- A central aim of the CARES program is diverting patients from law enforcement, when appropriate. CARES is meeting that objective, with 3% of patients necessitating their care being transferred to law enforcement.

CARES addresses most patients' needs **in person**, with some needing additional support through transport to other services or destinations.



What's Next for CARES?

Stay tuned for our annual report for more information on the past year of the CARES program! We anticipate publishing it at the end of October 2022.

Questions

Have questions about the CARES program? Reach out to Ché Stedman (cstedman@cityofmadison.com) and Matt Scanlin (mscanlin@publichealthmdc.com).

Data through 9/30/22

