

# Alternative Community Emergency Response

City of Madison Public Safety Initiative



# Background

- ▶ Historically, the City of Madison's mental health crisis response model has been primarily law-enforcement driven.
- ▶ In 2019, MPD estimates it received approximately 7,000 calls related to mental health crises.
- ▶ In researching national best-practices around mental health response, the model found to be most patient-centered is one that incorporates unarmed first responders with mental health providers.

# Estimated MPD Mental-Health Related Calls for service

7,162  
per year

19.6  
per day

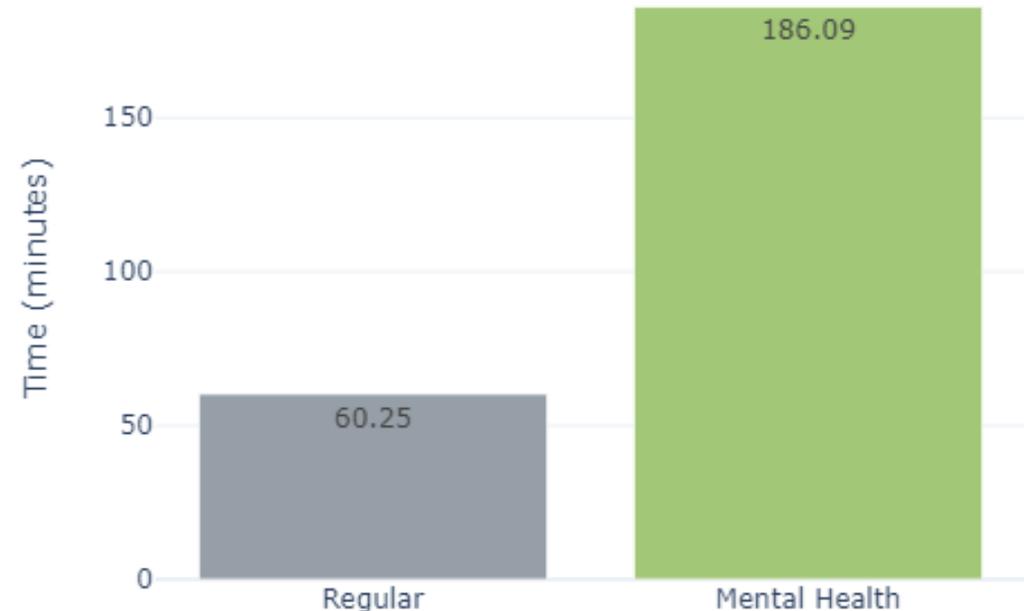
4.1%  
of all calls  
for  
service

Source: Madison Police Department estimated mental health-related calls for service, 2018-20

# Madison Police Officer Time Spent on Calls

Total Time Spent (hours)	2018	2019	2020
Regular	146,415.8	147,146.2	128,393.2
Mental Health	15,492.1	19,496.7	19,256.6

Average Time Spent on Calls by MPD Officers



Source: Madison Police Department estimated mental health-related calls for service, 2018-20

# Objectives

- ▶ In an effort to reimagine public safety, the Mayor and the Council requested the development of a mobile crisis response team to respond to a wide range of non-violent, mental health related crisis.
- ▶ And to ensure that medical and behavioral health care is integrated from the onset of intervention, increasing patient satisfaction and diverting people away from emergency departments and jails.

# Alternative Intervention



- Community paramedic
- Trained crisis worker

# Partnerships

Madison  
Fire Dept.

Dane  
County  
Human  
Services

Journey  
Mental  
Health

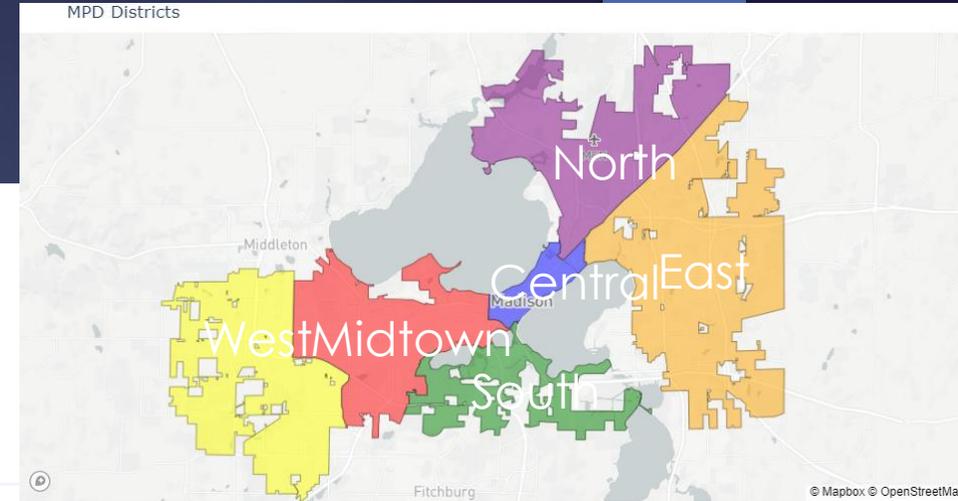
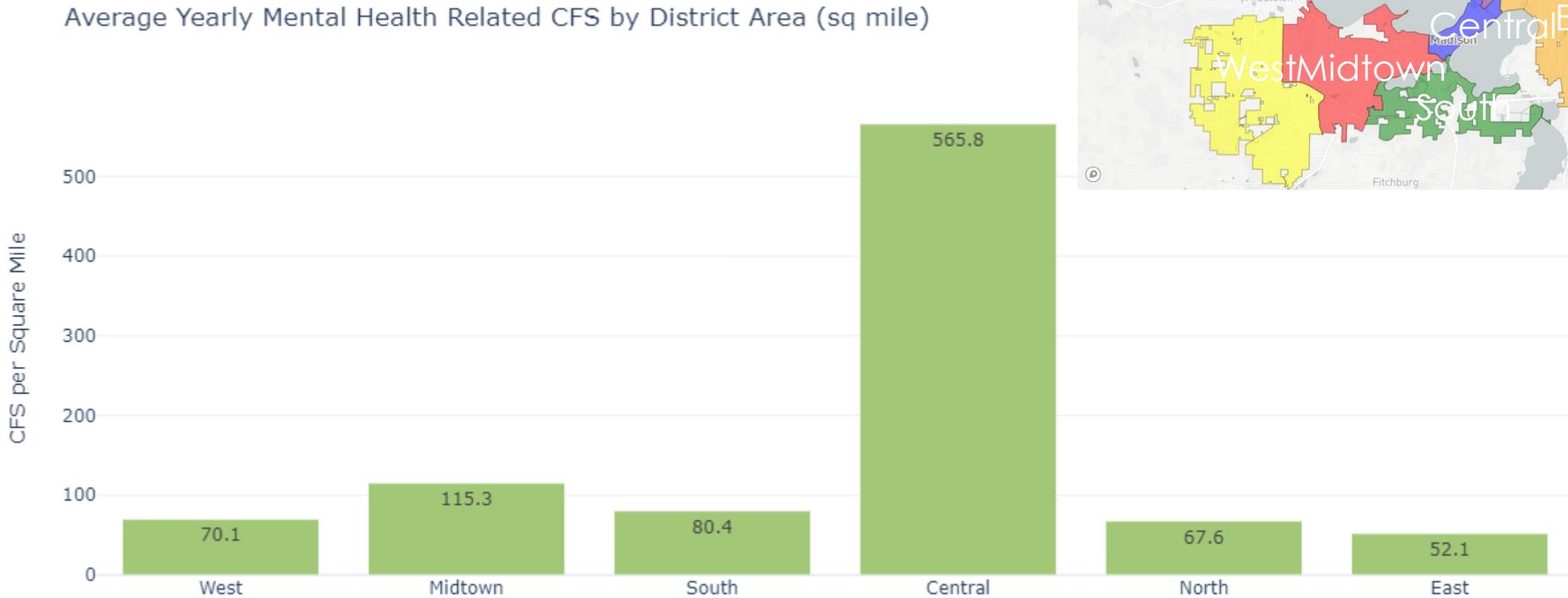
Dane  
County  
9-1-1  
Center

# Phase One:

## Implementation and Evaluation

- ▶ Desired start: June, 2021
- ▶ When: Mon- Fri, 11am to 7pm
- ▶ Where: Central District
- ▶ Home Base: Fire Station #3 at  
1217 Williamson Street

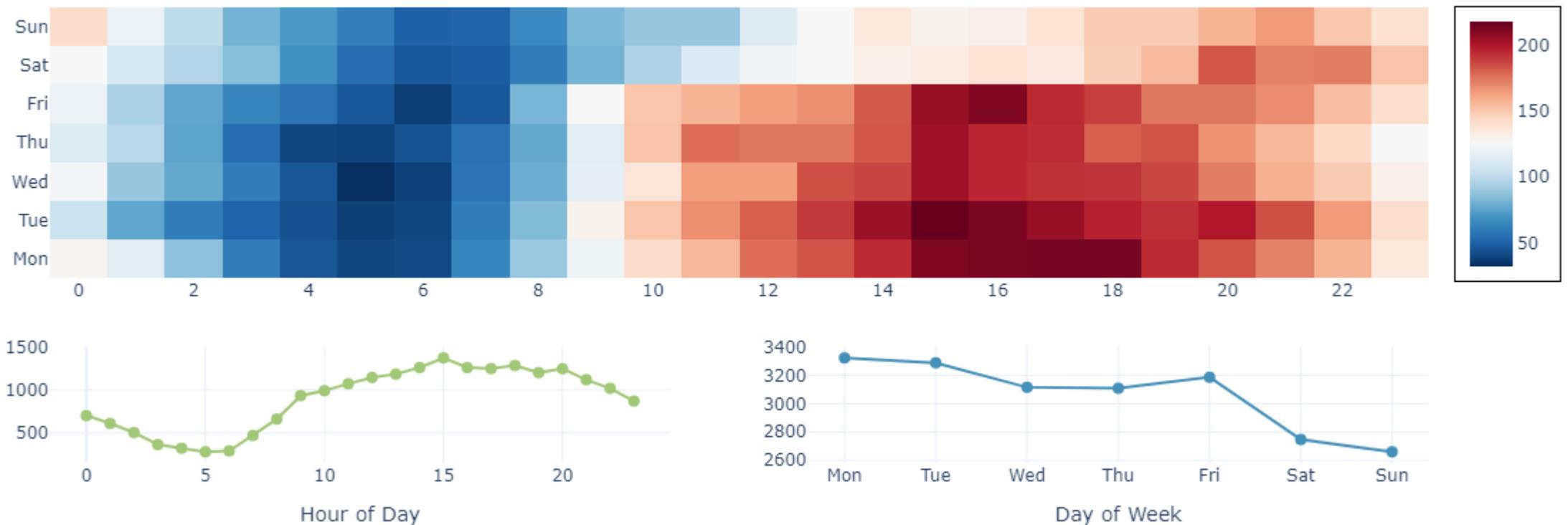
# Where?



Source: Madison Police Department estimated mental health-related calls for service, 2018-20

# When?

Relative Frequency of Mental Health Related CFS by Day of Week and Hour



Source: Madison Police Department estimated mental health-related calls for service, 2018-20