



# COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES (CARES)

SEPTEMBER 2021 – JUNE 2023

 **Public Health**  
MADISON & DANE COUNTY  
*Healthy people. Healthy places.*



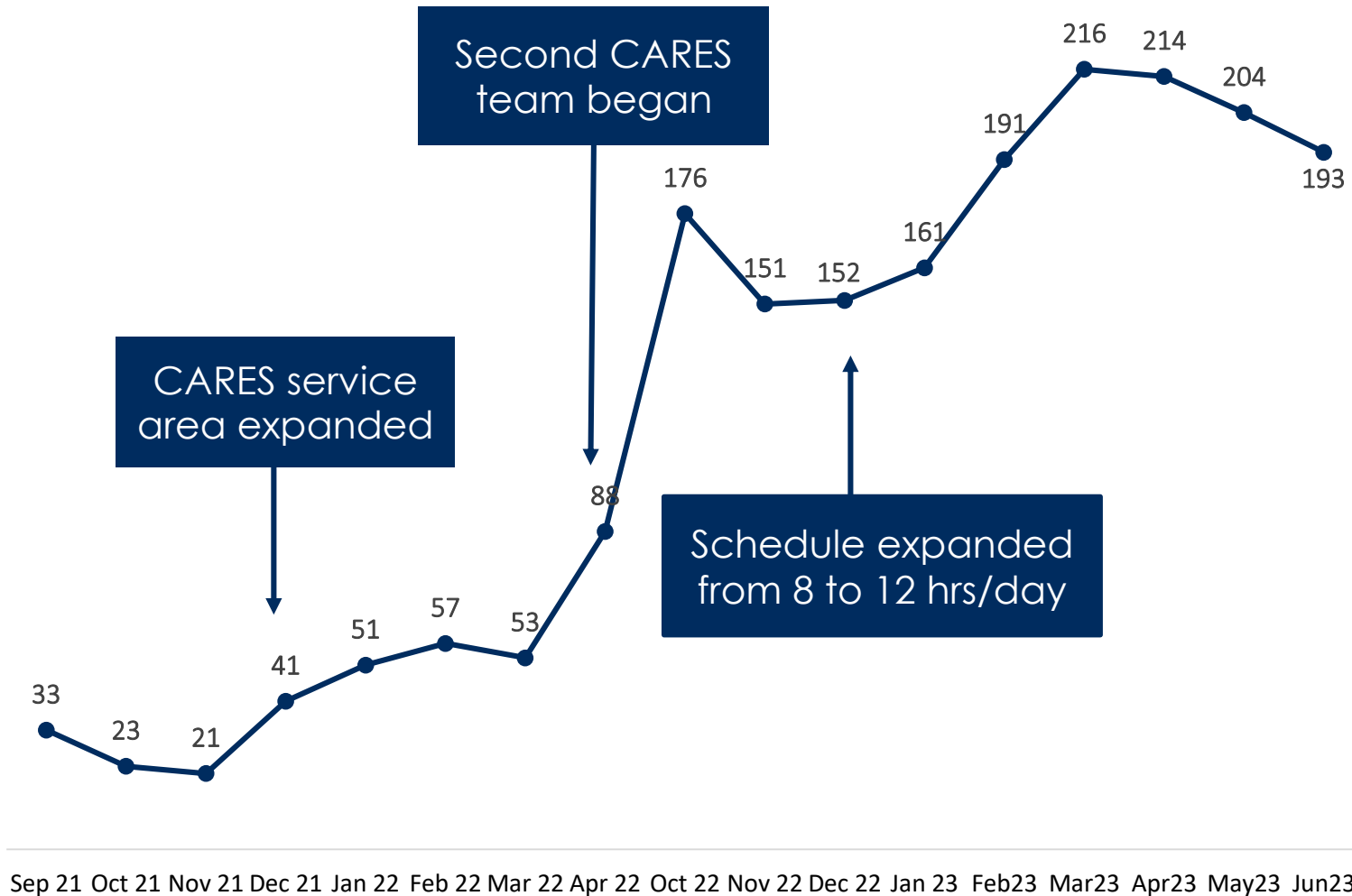
CARES RESPONSES OVER TIME

# Programmatic Expansions of CARES

Date	Events
<b>September 1, 2021</b>	CARES launched with service hours of 11 am to 7 pm Monday-Friday and focused on Madison's central district only.
<b>December 22, 2021</b>	The CARES program expanded its service area to be citywide.
<b>April 20, 2022</b>	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.
<b>July 25, 2022</b>	<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>

# Monthly Responses

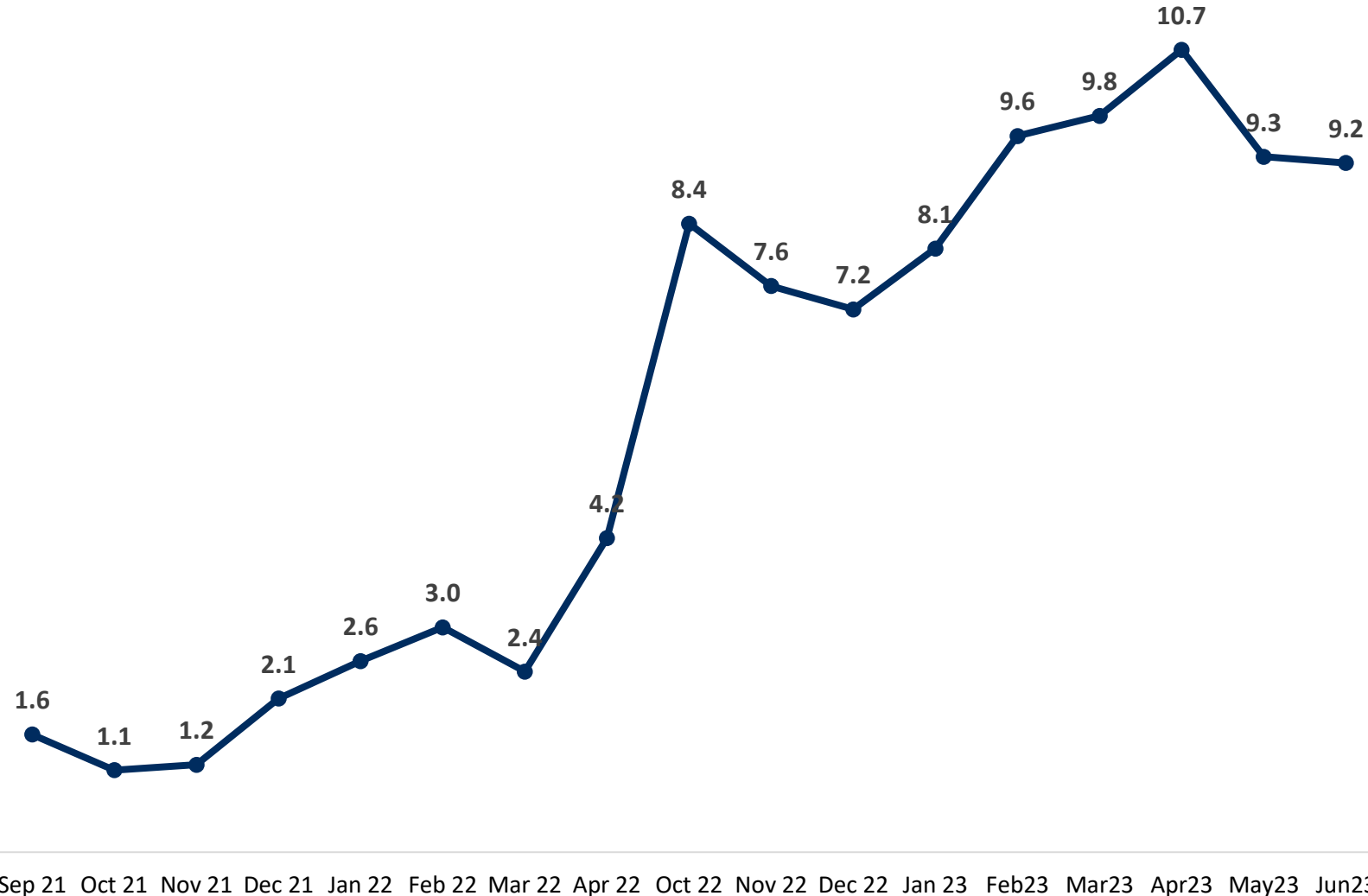
The **number of monthly responses** reached an all-time high in March 2023. The most recent quarter (April – June 2023) had the greatest number of quarterly responses to date.



**2,777**  
**Total CARES responses**

# Monthly Responses

The CARES team averaged **10.7 responses per day of service** during April 2023. This is the highest monthly response rate since the program began.

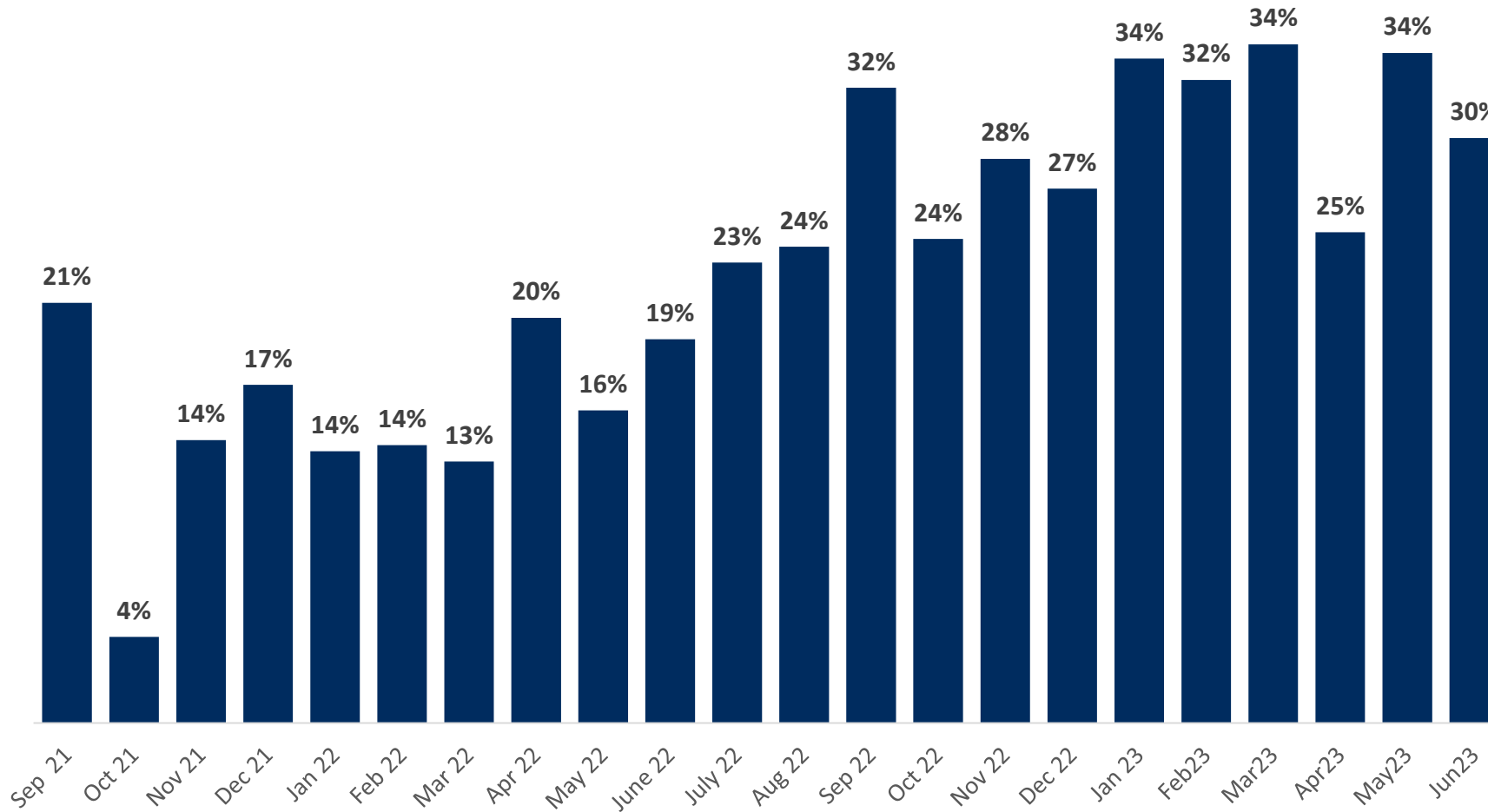


# 9.7

**Average daily responses from April – June 2023**

# Check Welfare

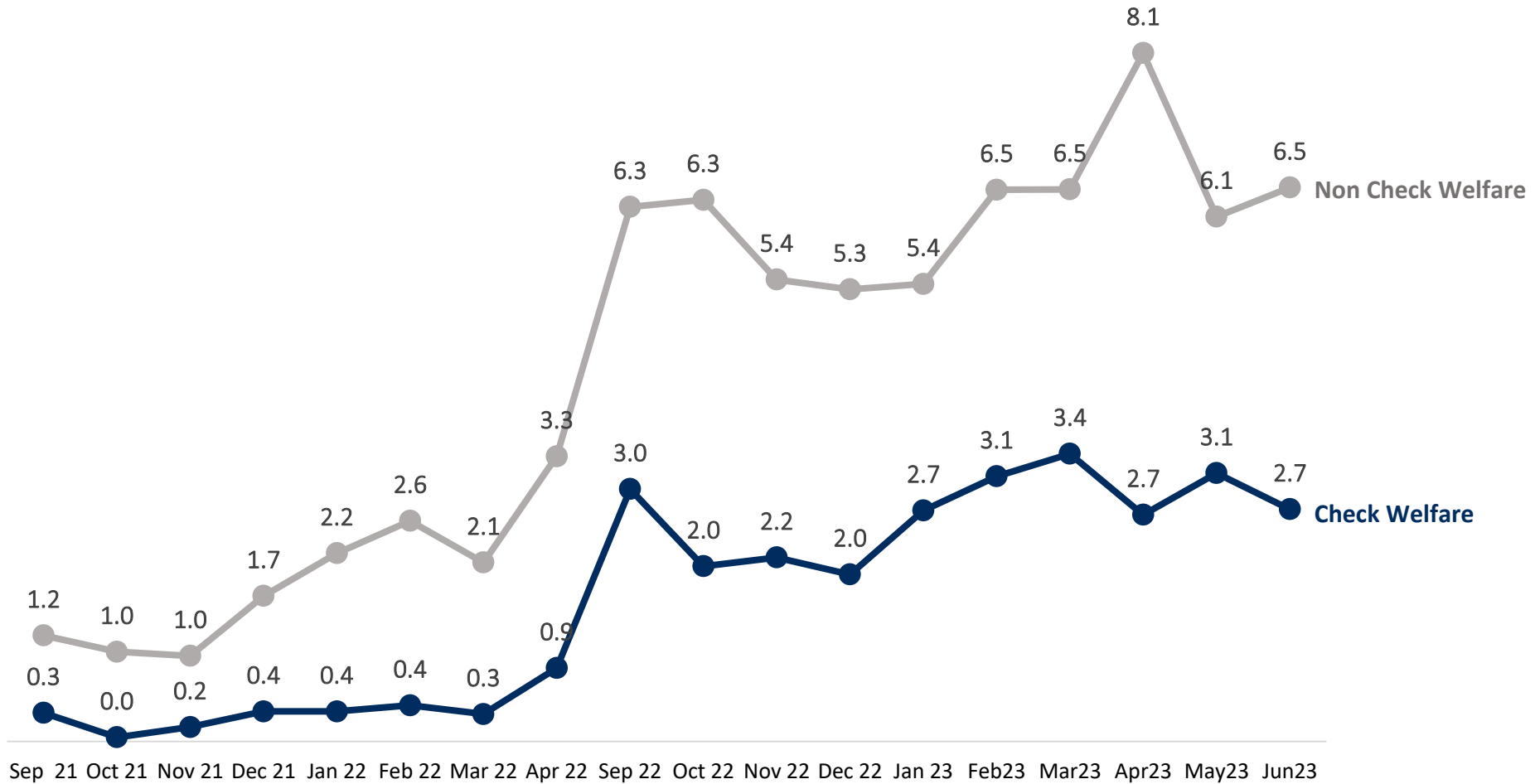
The proportion of calls that are Check Welfare increased during the first year of CARES operation. On average, **29%** of calls over the last quarter were Check Welfare calls.



**29%**  
of CARES  
responses over  
the last year  
have been  
Check Welfare  
calls

# Check Welfare

On average, **2.8 calls per day** during the last quarter were **check welfare calls**.



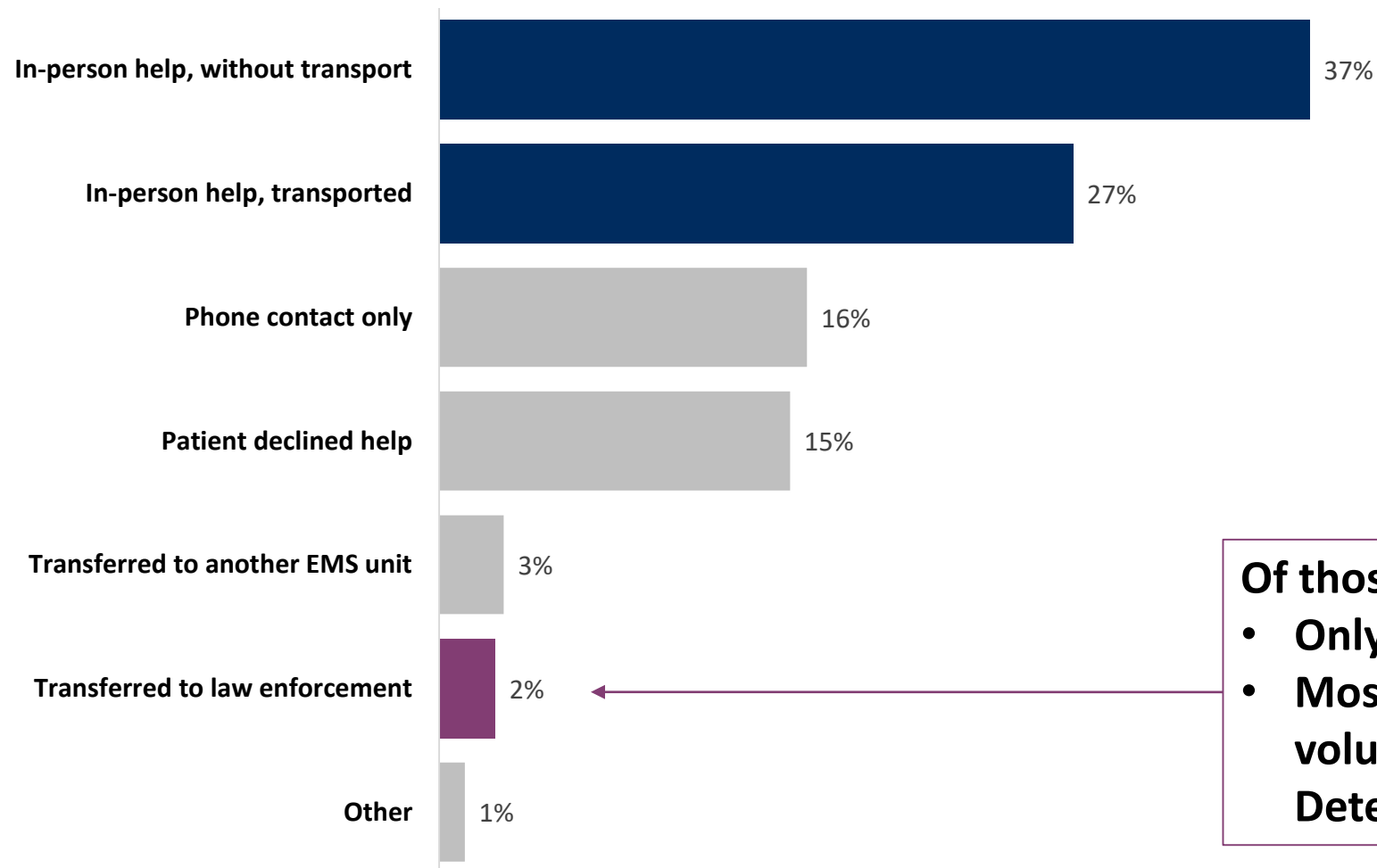
# IMPACT OF CARES

n = 1,951 client interactions



# Client Outcomes

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

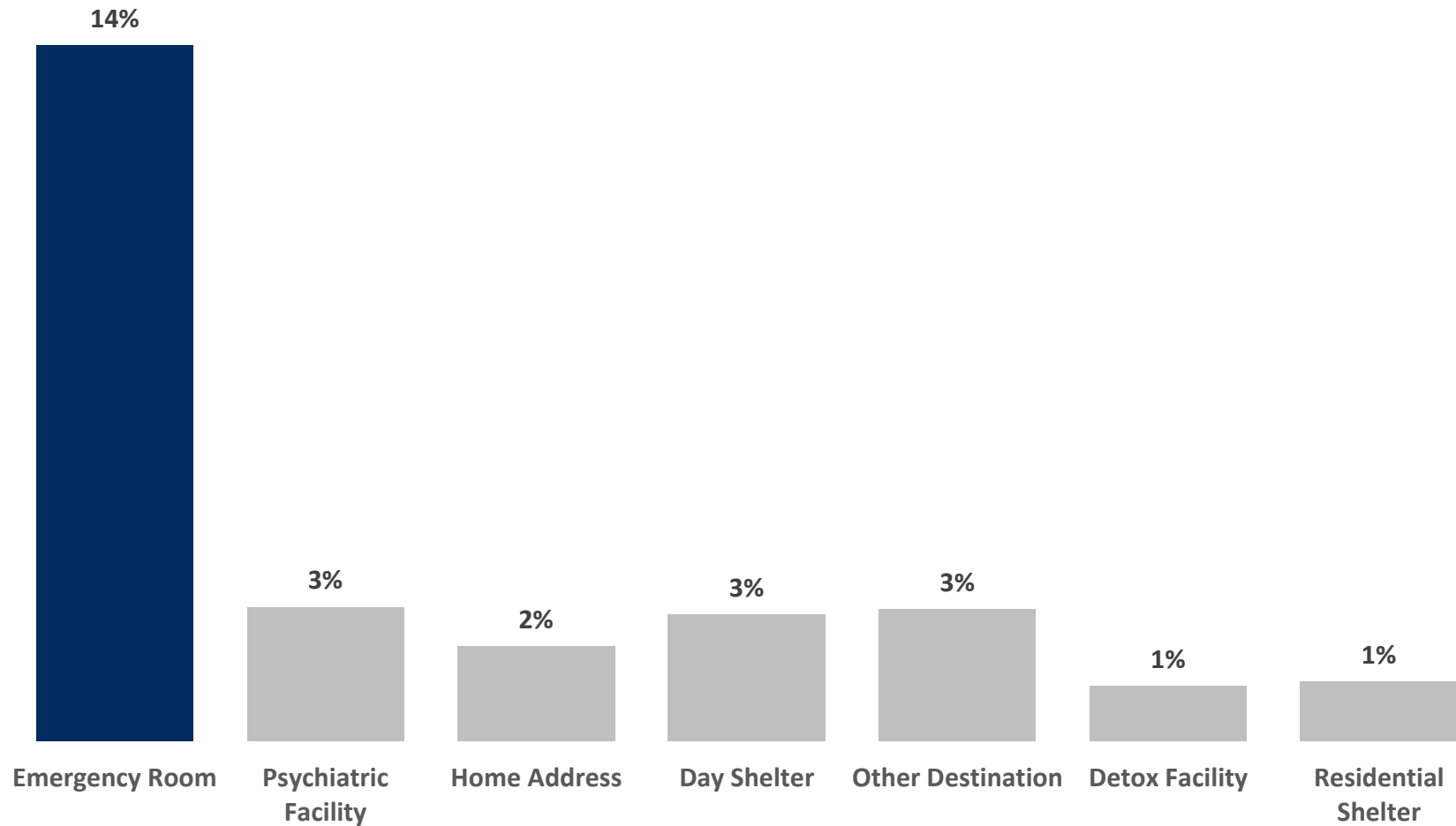


**Of those transferred to Law Enforcement:**

- Only 5 people were known to be arrested
- Most were taken to the hospital/ER voluntarily or as part of Emergency Detention, or taken to Detox

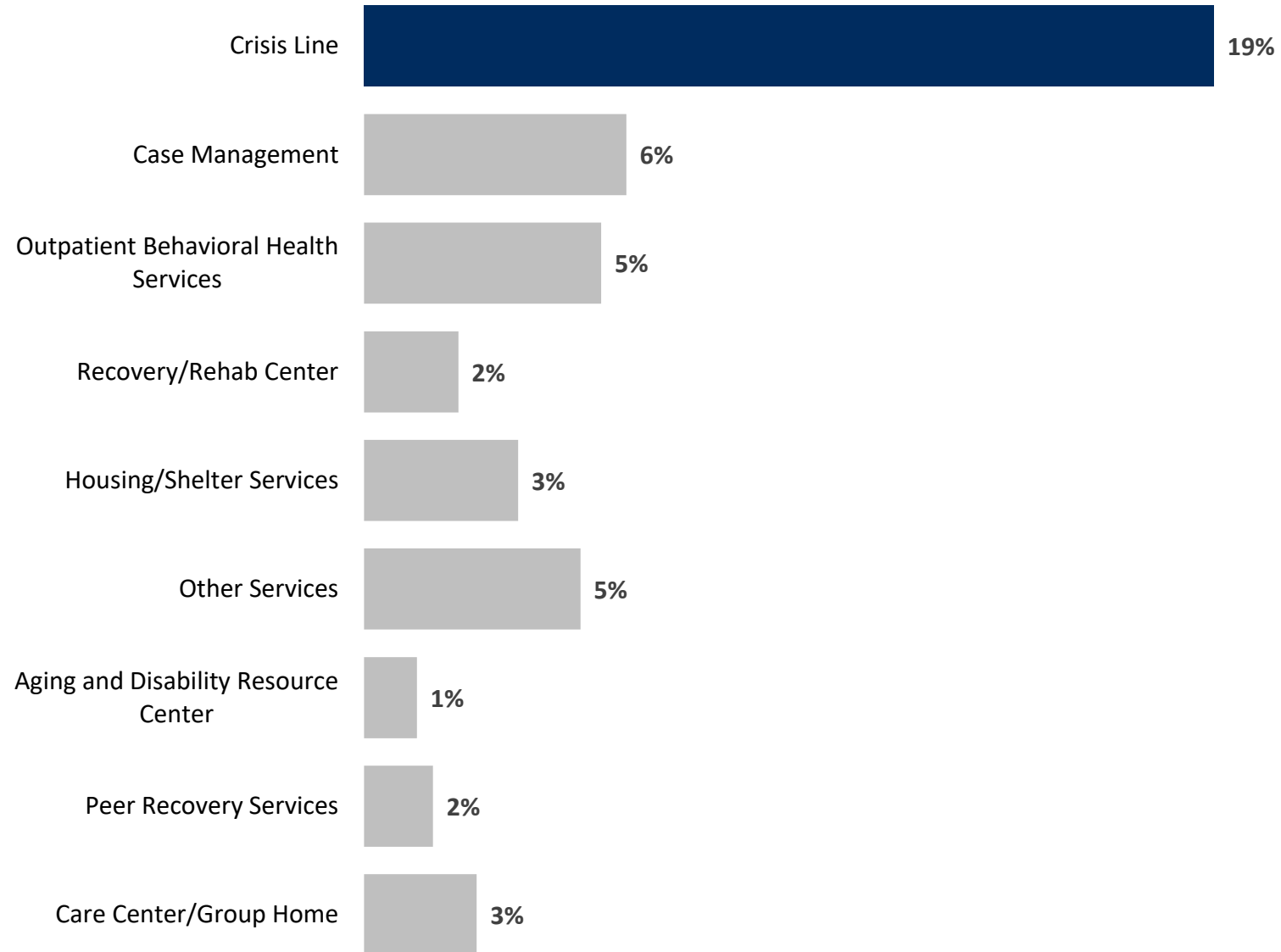
# Transport Destinations

In total, **27% of CARES clients were transported** to another service or destination. **Emergency room** is the most common transport destination.



# Service Referrals

In total, **31% of CARES clients were referred** to one or more community services. **Crisis Line** is the most common client referral.



# Key Takeaways

- CARES has responded to 2,777 calls for service, with each response averaging just under an hour. During the most recent quarter (Apr - Jun 2023), CARES averaged 9.7 calls per day.
- 29% of all responses during the last year were Check Welfare; 29% of responses during the last quarter were also Check Welfare
- CARES made contact with 1,951 individuals (70% of all responses). Of these:
  - 15% of clients declined evaluation or assistance
  - 27% were transported to another destination (Emergency Room was the most common)
  - 31% were referred to community services (Crisis Line was the most common)
  - 2% were transferred to Law Enforcement
    - Of those, very few were actually arrested. Most were taken to the hospital/ER for further evaluation or were taken to Detox.

# CARES Program Contacts

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