

CARES PROGRAM UPDATES

Data through December 2023



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, refer and/or transport patients to additional services.

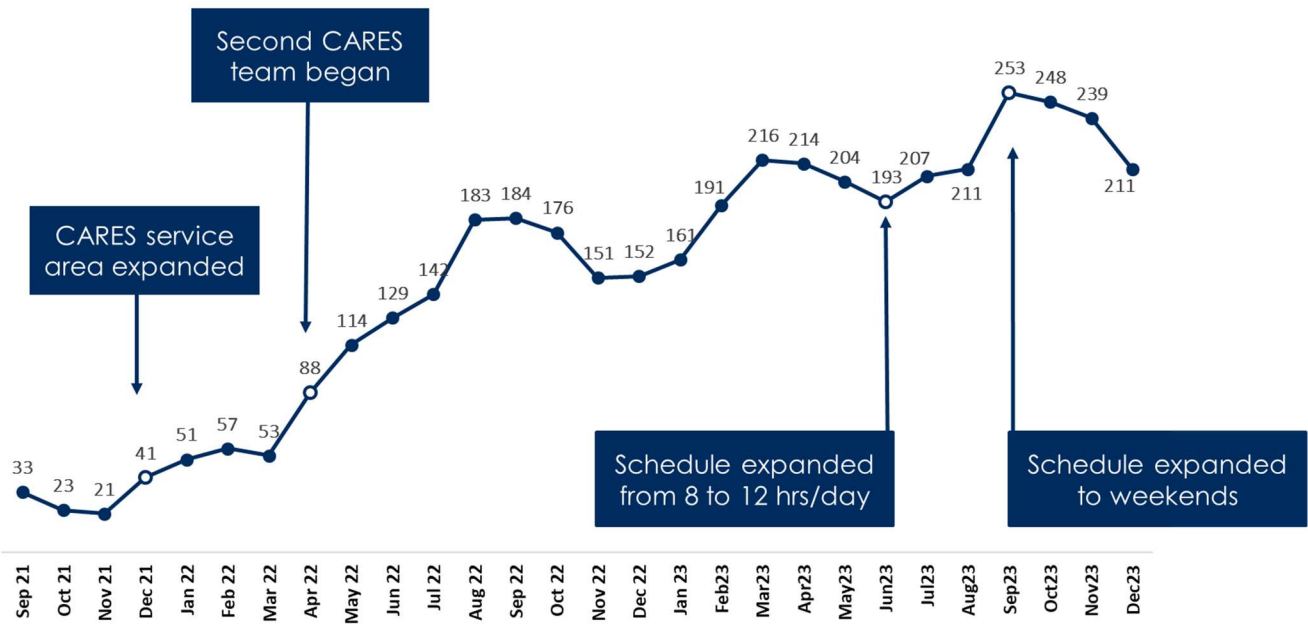
Program Timeline

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 hours/day to 12 hours/day. Service hours are 8am-8pm Monday to Friday. The second unit began full-time service on this date.
September 16, 2023	Service expanded to weekends.

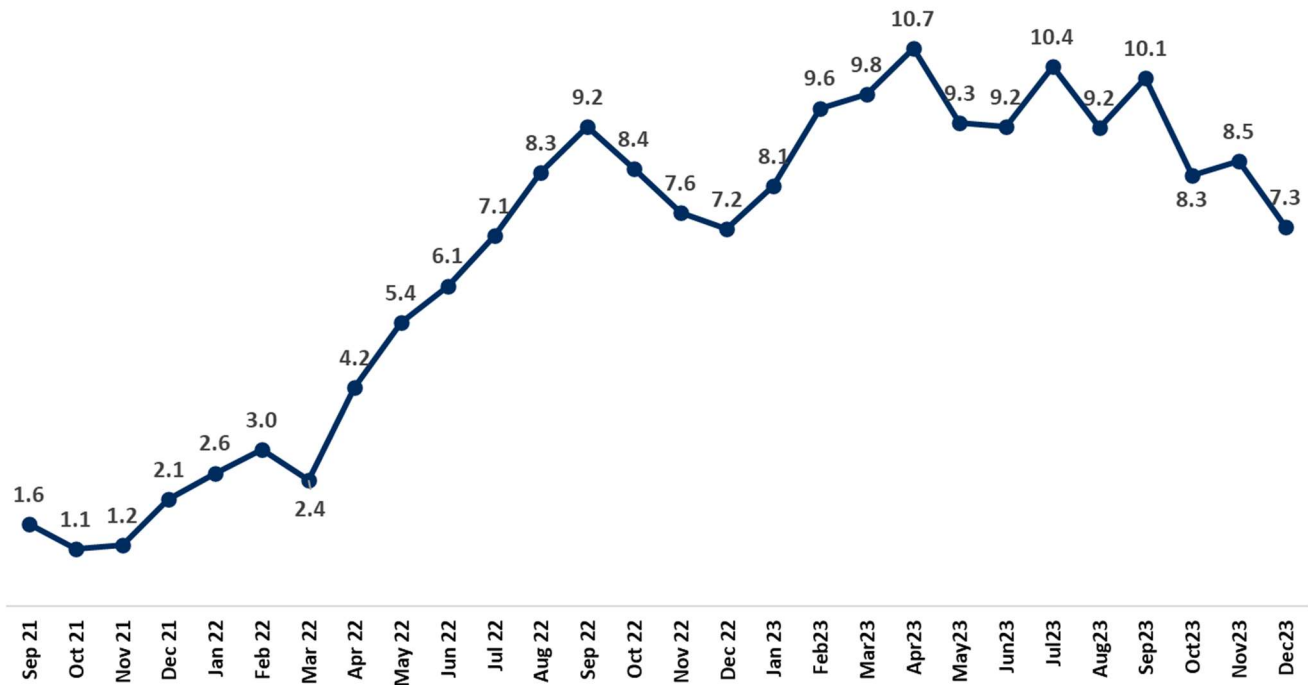
Program Updates

Response Trends

- CARES has responded to 4,146 calls since the launch of the program.
- CARES volume has continued to increase as the program has expanded. CARES was able to respond to 72% more calls in 2023 compared to 2022 (1,480 calls in 2022 vs 2,548 calls in 2023).
- During 2023, CARES averaged about 212 calls per month, or just over 9 calls per day.

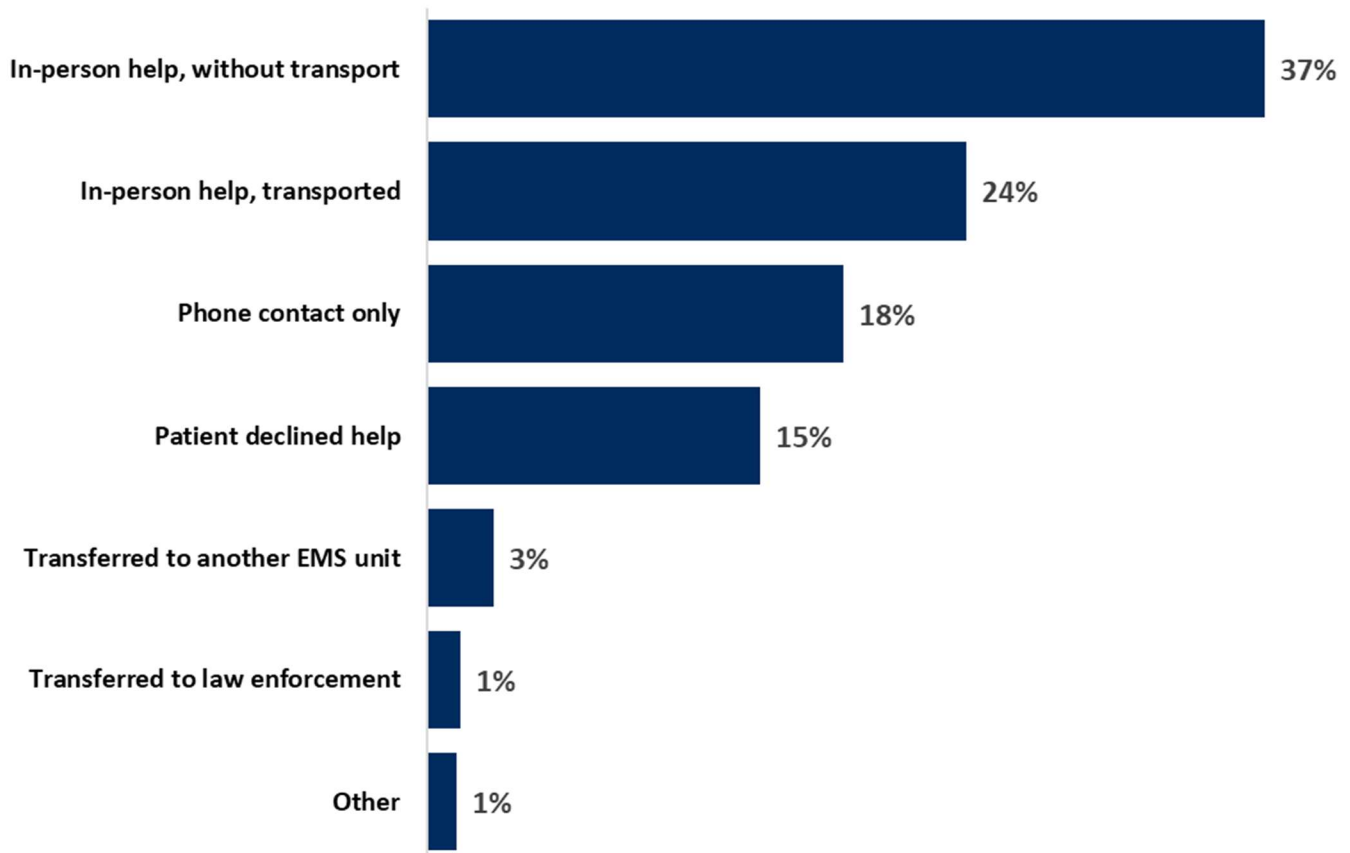


The CARES team averaged **about 9 responses per day during 2023**, compared to just 6 responses per day during 2022.



Resolution of Calls

- During 2023, CARES made contact with 1,685 individuals, or in 66% of all responses. Reasons CARES staff don't make contact with patients include: the call was canceled en route, the situation was deemed too dangerous, the person was not located during a welfare check, or the team was able to make contact with other people but not the subject of the call.
- Of those with whom CARES was able to make contact **during 2023**:
 - 55% had their immediate concerns resolved, either by phone (18%) or in person (37%), without needed transport to other services.
 - 24% were transported to another destination. Emergency Room was the most common destination.
 - 15% (1 in 7) refused CARES evaluation or assistance.
 - A central aim of the CARES program is diverting patients from law enforcement, when appropriate. CARES is meeting that objective, with only 1% of patients being transferred to law enforcement.
 - 41% were referred to one or more community service. The most common referral was to a crisis line (24% of people).



Questions

Have questions about the CARES program? Reach out to Ché Stedman (cstedman@cityofmadison.com).