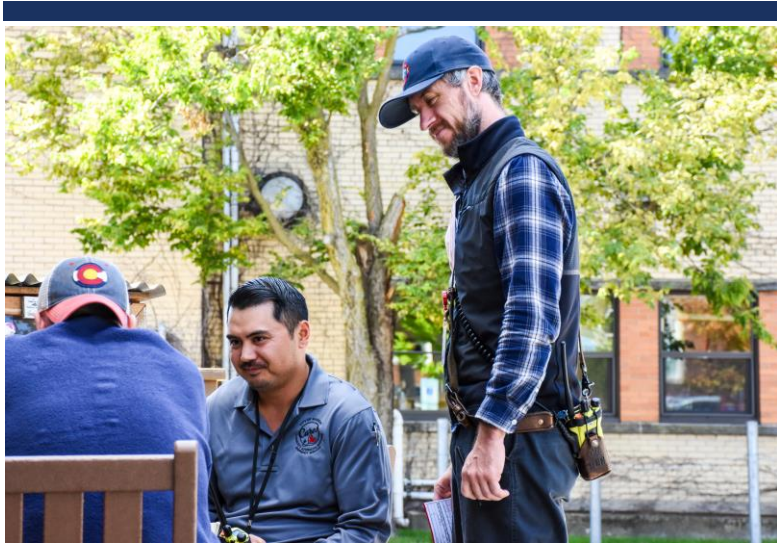




COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES (CARES)

SEPTEMBER 2021 – MARCH 2023



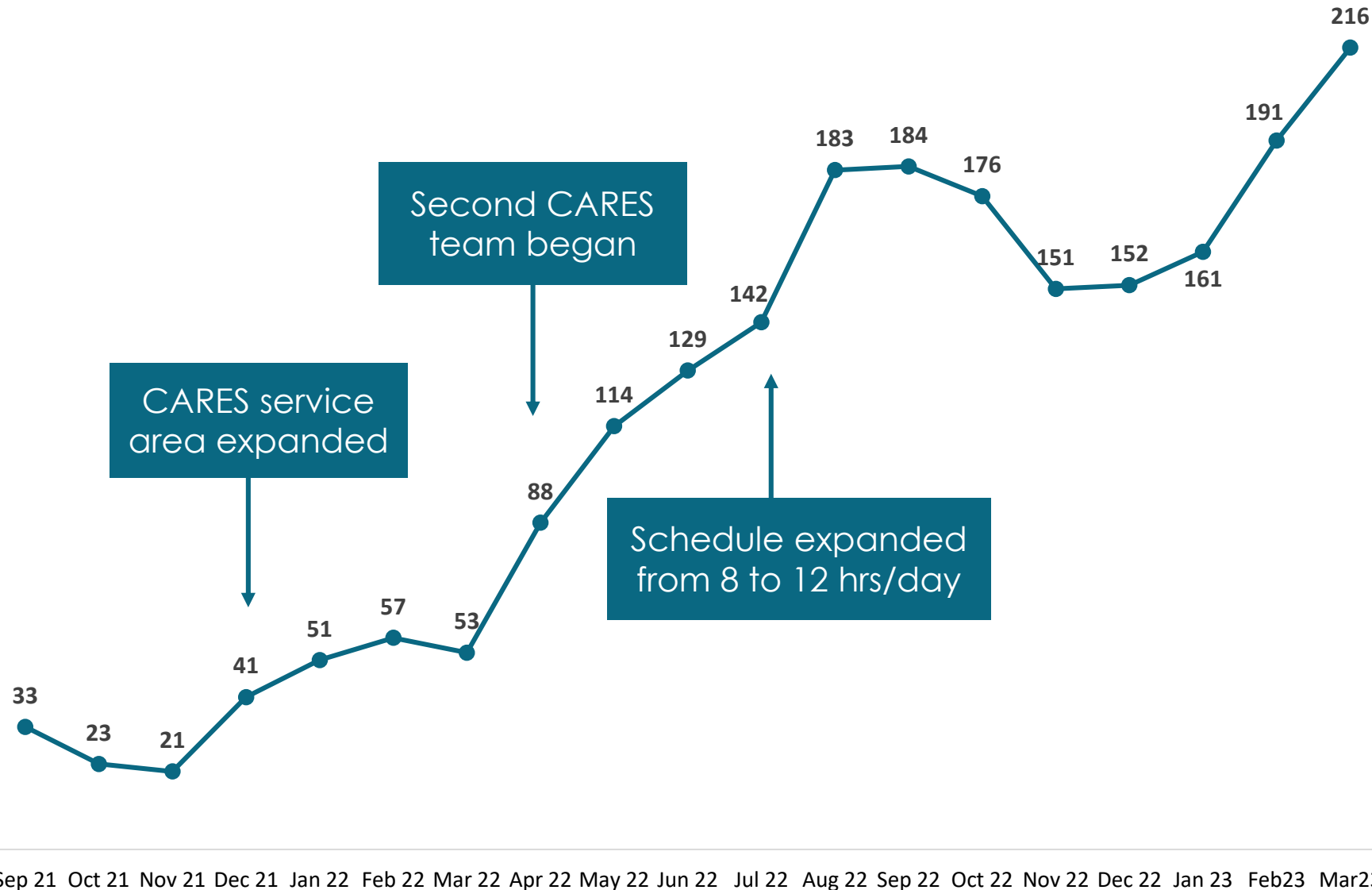


CARES RESPONSES OVER TIME

PROGRAMMATIC EXPANSIONS OF CARES

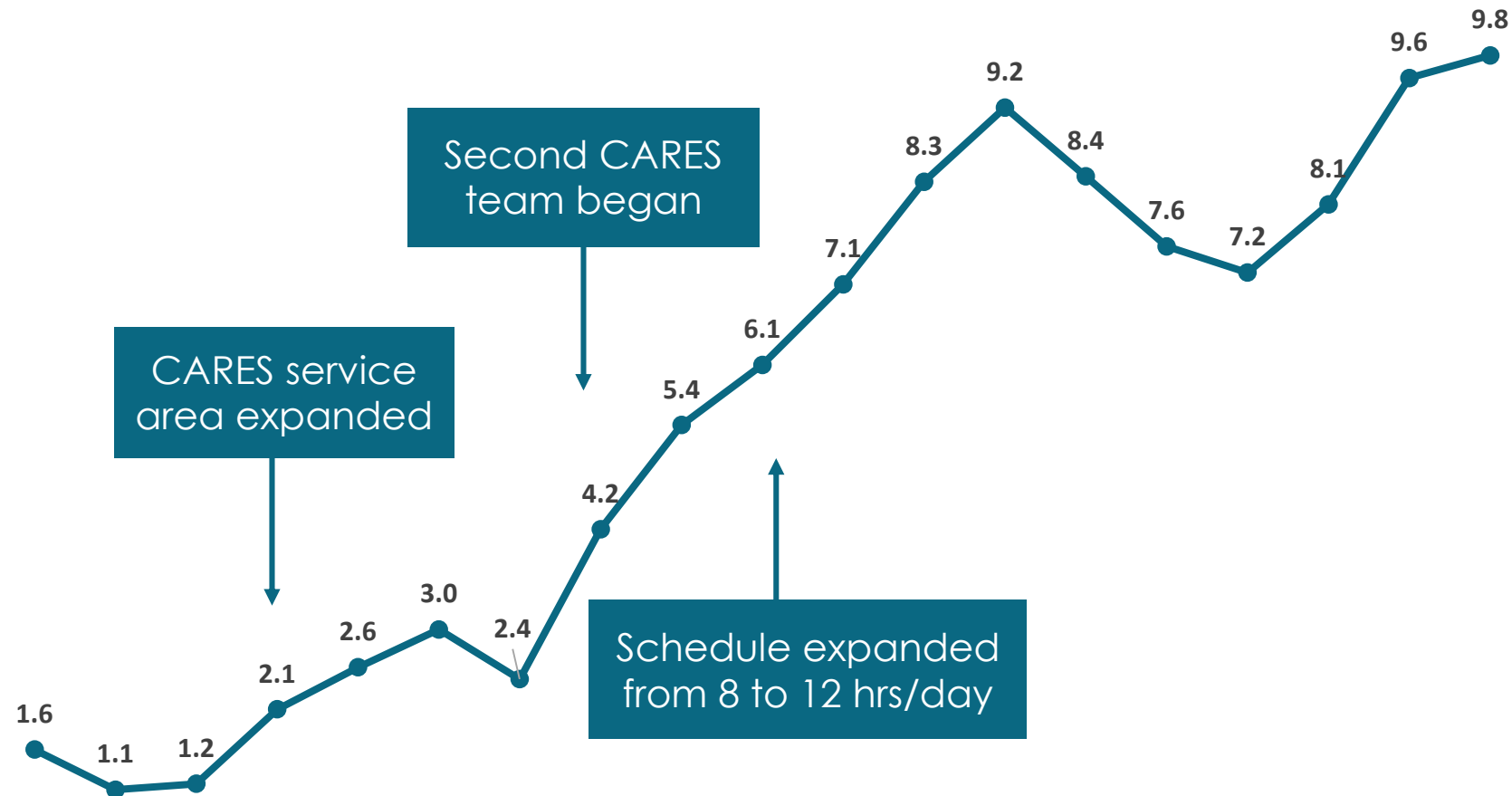
Date	Events
September 1, 2021	CARES launched with service hours of 11 am to 7 pm Monday-Friday and focused on Madison's central district only.
December 22, 2021	The CARES program expanded its service area to be citywide.
April 20, 2022	A second CARES team was added, allowing two calls to be answered at the same time. This second team was initially in service part-time.
July 25, 2022	The second team began full-time service on this date. 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. 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.

The number of monthly CARES responses increased as capacity expanded. **The number of monthly responses reached an all-time high in March 2023.**



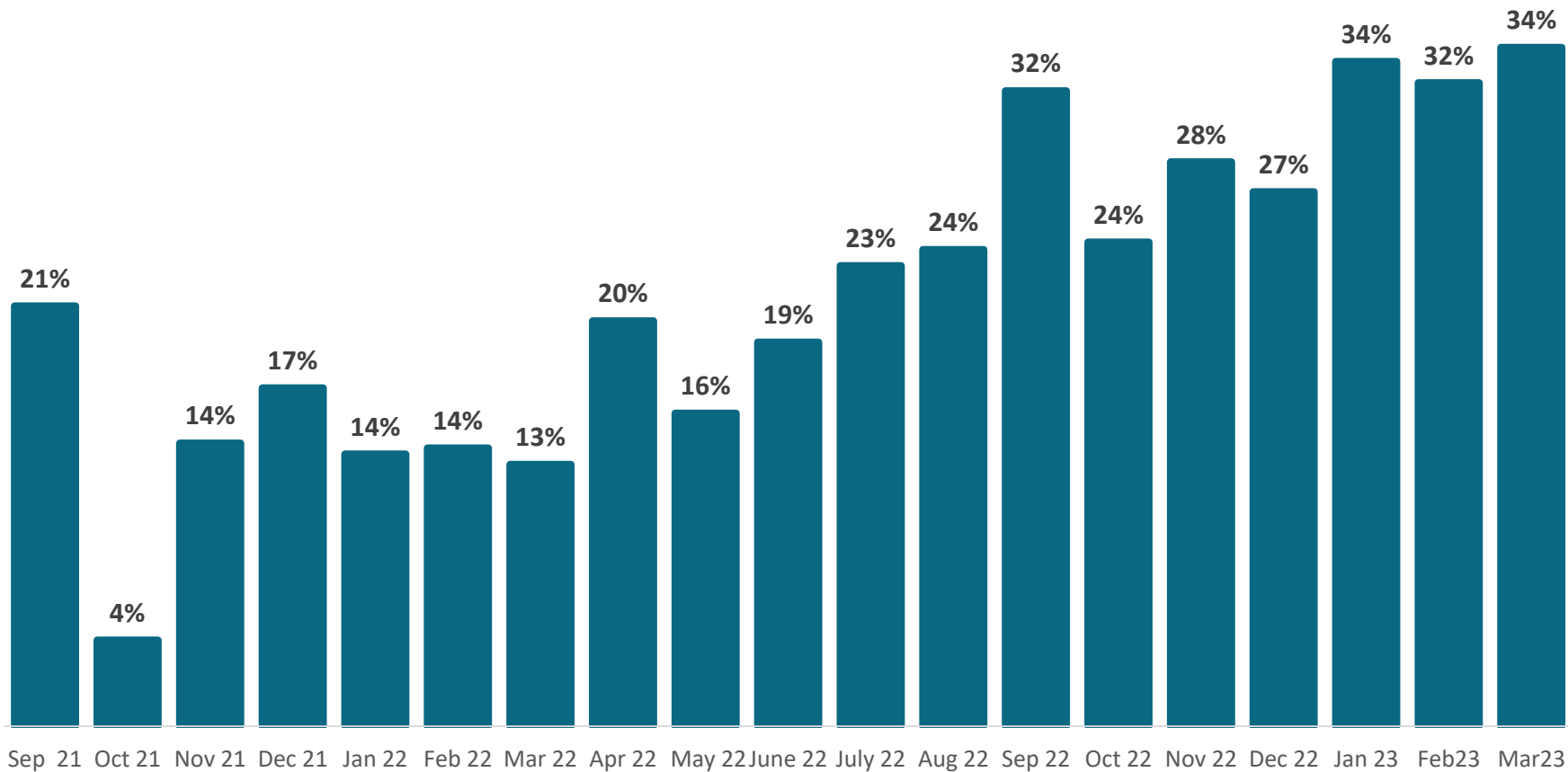
2,166
Total CARES responses

The CARES team has averaged **9.8 responses per day of service** during March 2023. This is the highest monthly response rate since the program began.

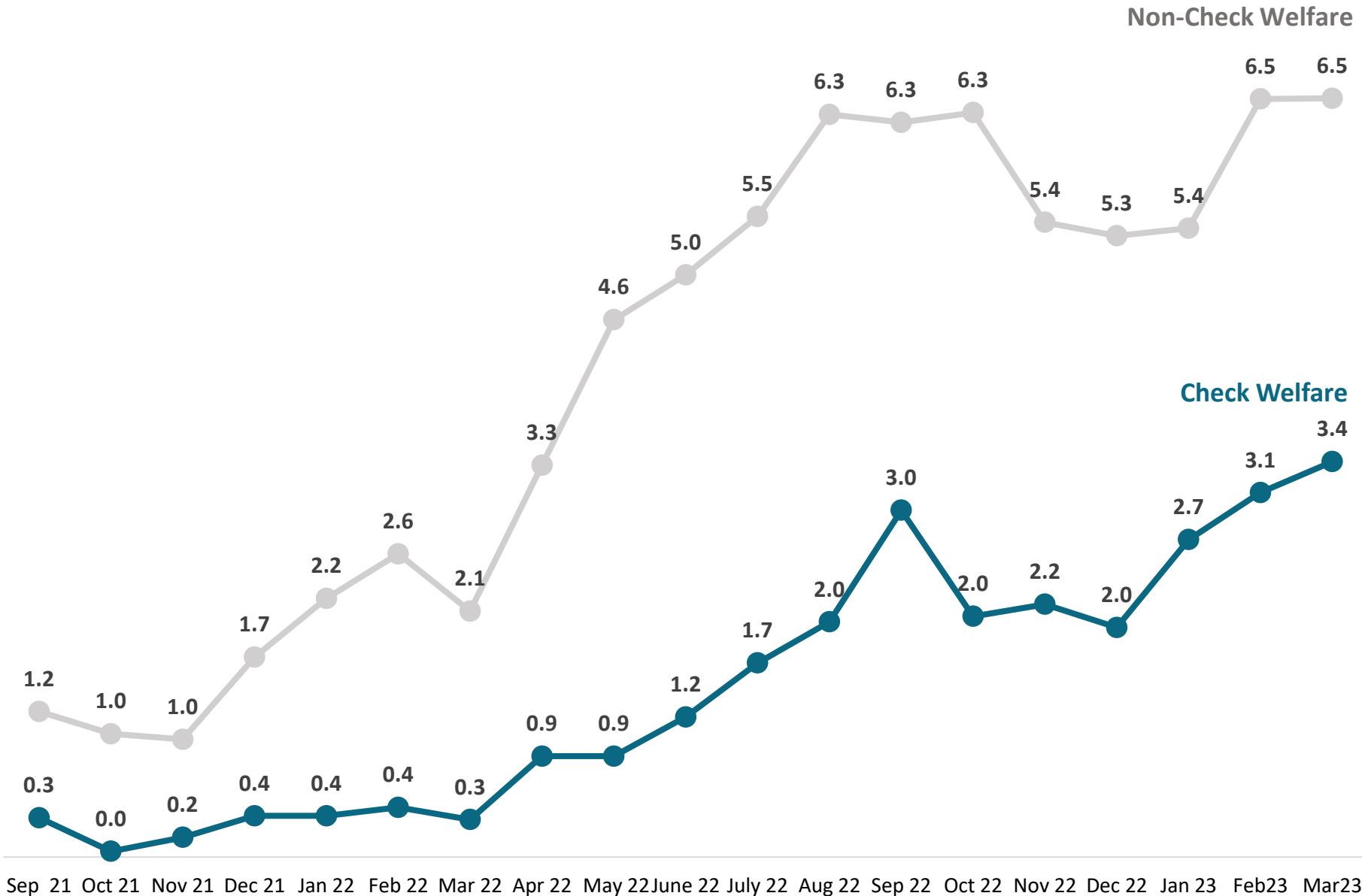


9.1
Average responses per day from January – March 2023

The proportion of calls that are Check Welfare continues to increase. On average, **33% of calls over the last quarter were Check Welfare calls.**



~1/4
of all CARES
responses
have been
Check Welfare
calls



3.1

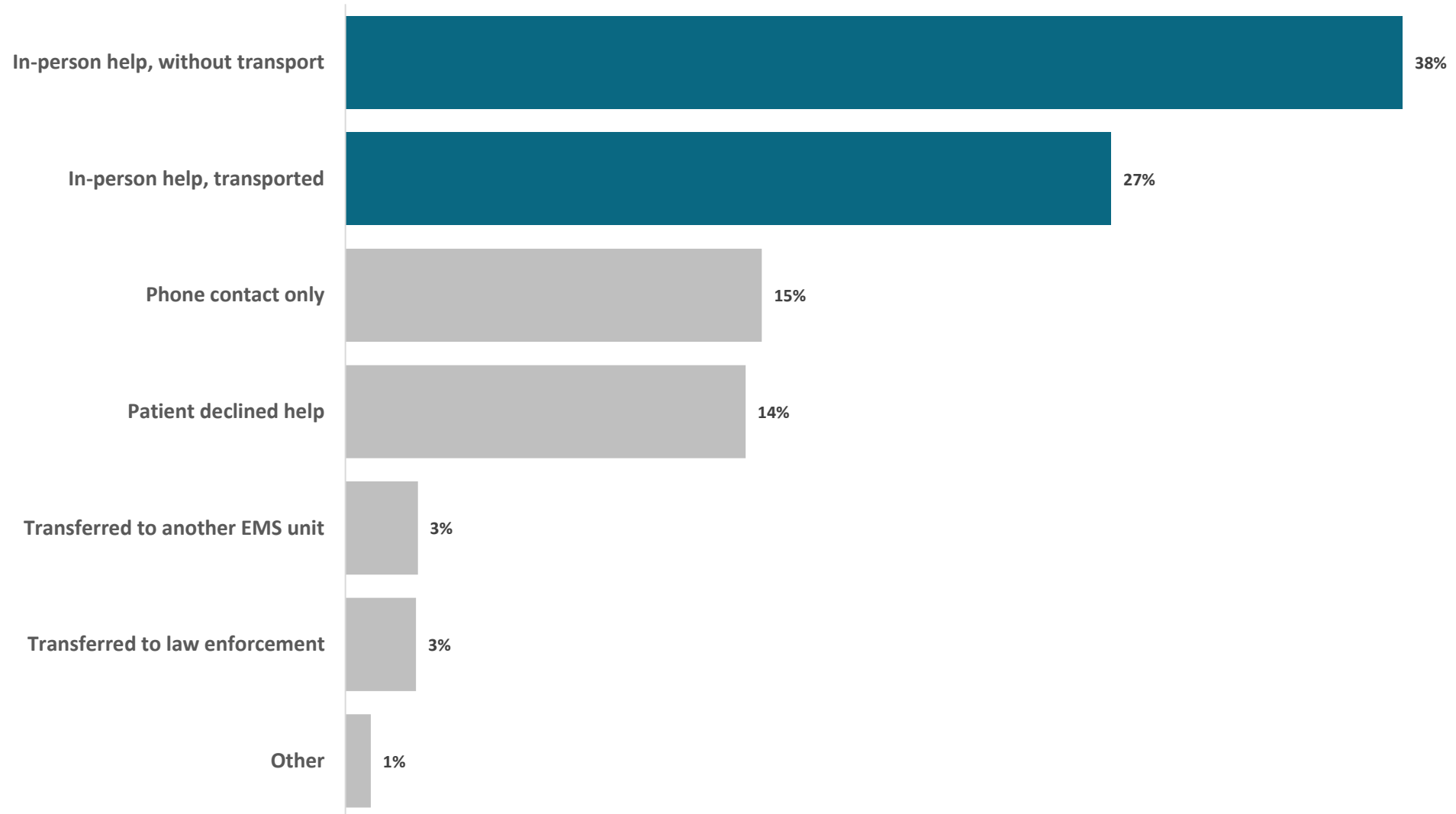
responses per
day were
Check Welfare
calls from
January –
March 2023



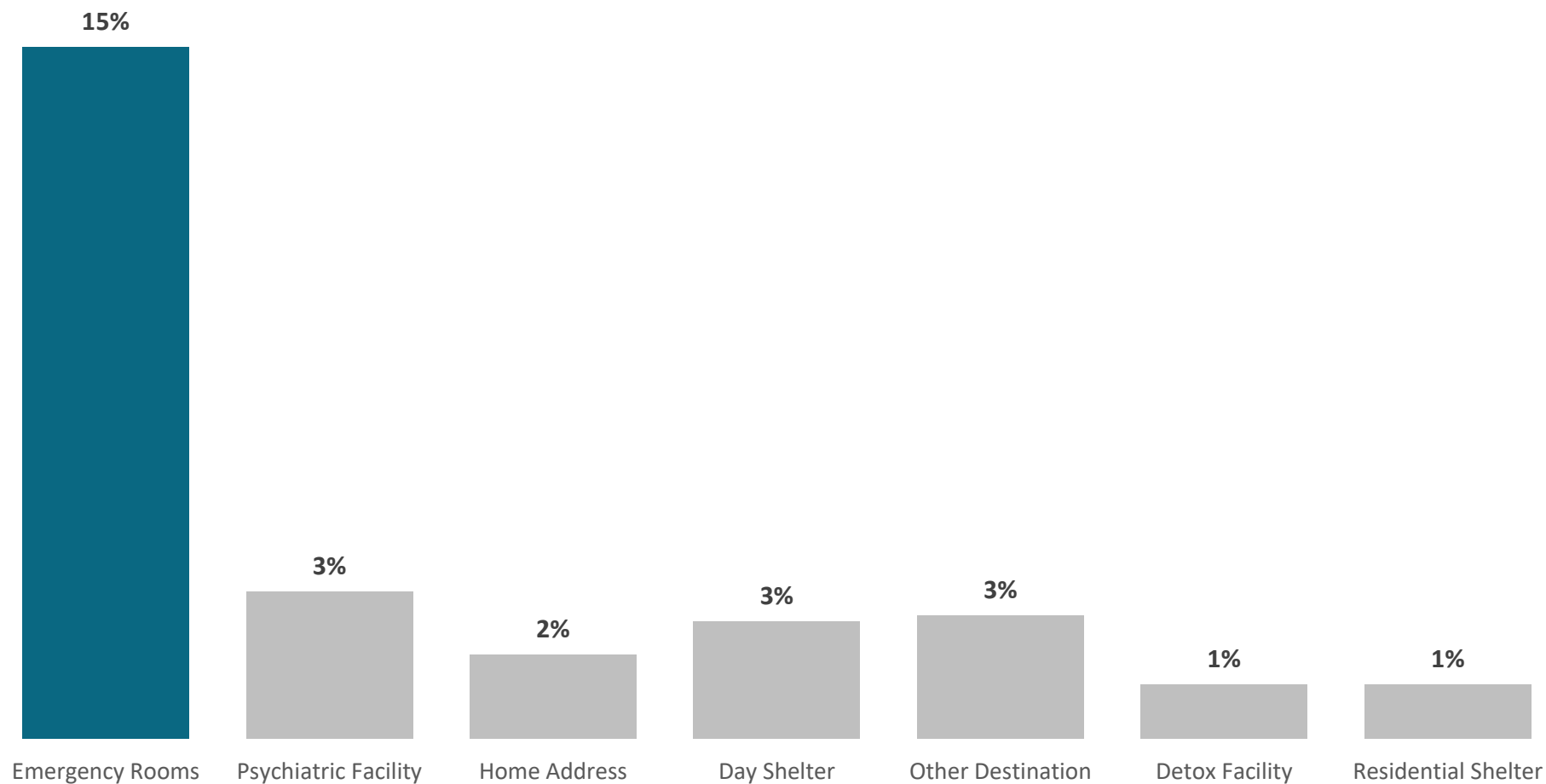
IMPACT OF CARES



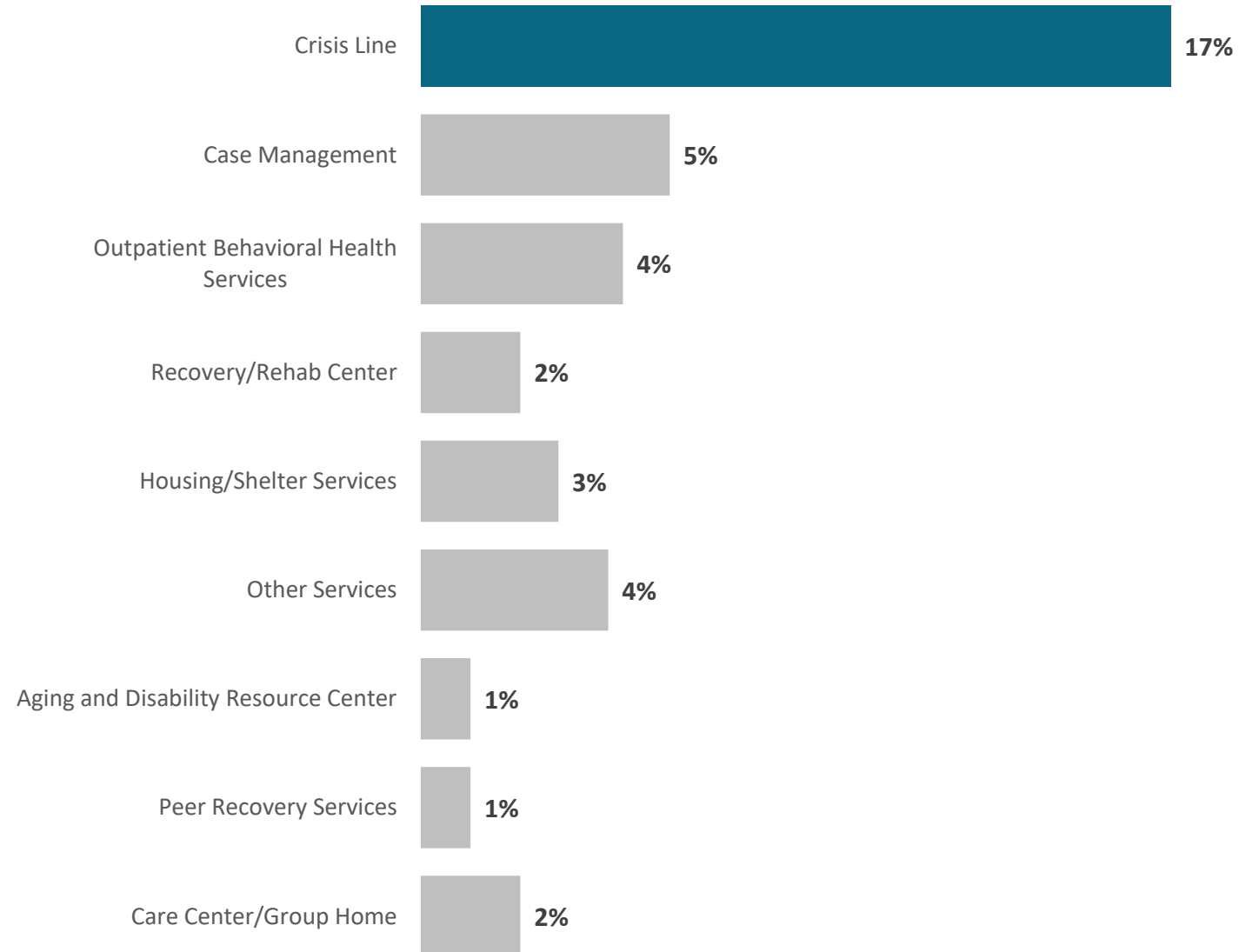
CARES addresses most clients' needs **in person**. About 1 in 7 people refuse service. Only 3% of all individuals were transferred to a law enforcement agency.



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



In total, **28% 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 2,166 calls for service, with each response averaging just under an hour. During the most recent quarter (Jan-Mar 2023), CARES averaged 9.1 calls per day.
- The number of monthly CARES responses reached an all time high in February (191 responses) and then again in March (216 responses).
- Approximately one-fourth of all calls are Check Welfare calls, and the percentage of Check Welfare calls per month continues to grow.
- CARES made contact with 1,551 individuals (72% of all responses). Of these:
 - 27% were transported to another destination (Emergency Room was the most common)
 - 28% were referred to community services (Crisis Line was the most common)
 - 3% were transferred to Law Enforcement

NEXT EXPANSION

Date	Type of Expansion
Spring 2023	Plan to expand service hours to include weekend days, with one team operating 8 am to 5 pm and another team operating 11 am to 8 pm.
October 2023	Plan to expand to include a third team likely operating during peak hours on weekdays.

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