



COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES (CARES)

SEPTEMBER 2021 – DECEMBER 2025



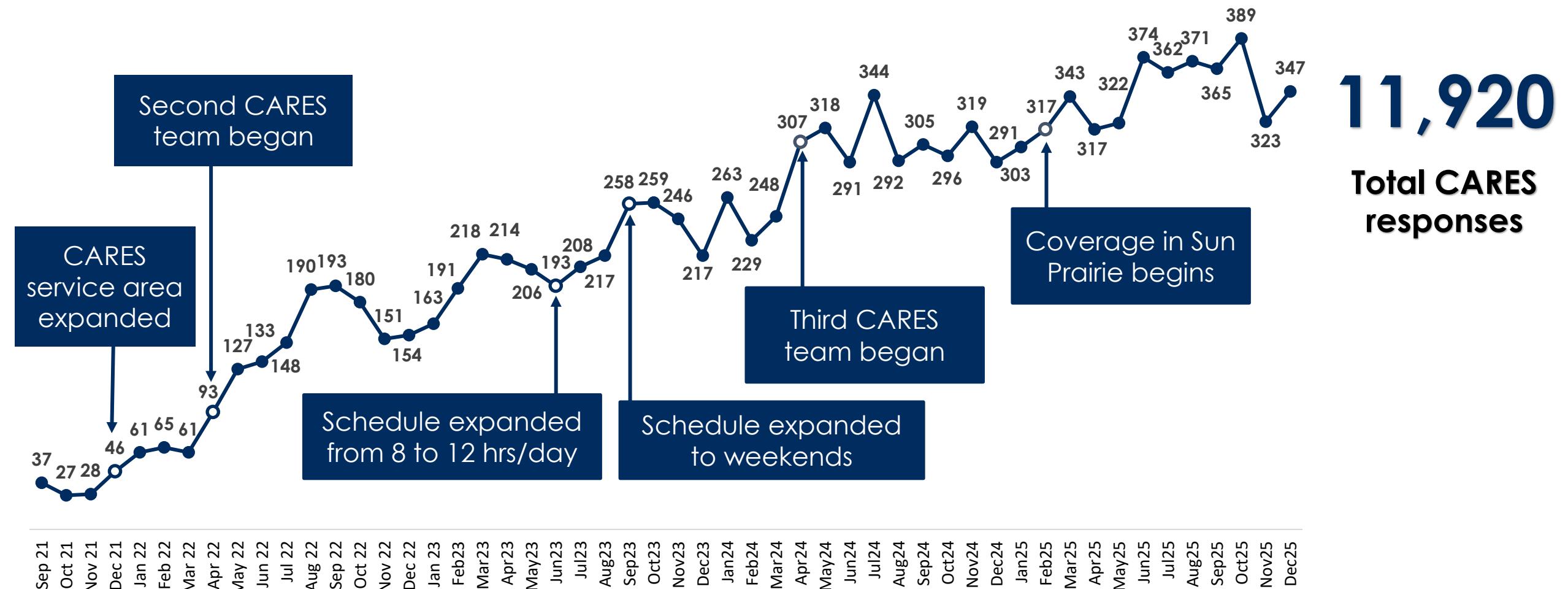
Programmatic Expansions of CARES

Date	Events
September 1, 2021	CARES launched with service hours of 11 am to 7 pm, Monday-Friday, focused on Madison's central district only.
December 22, 2021	The CARES program expanded its service area to be citywide.
April 20, 2022	A part-time second CARES team was added, allowing two calls to be answered at the same time.
July 25, 2022	The second team began full-time service. CARES expanded to a second station, with units responding from Fire Station 3 on Williamson Street and the old Town of Madison Fire Station on Fish Hatchery Road.
September 16, 2023	CARES began offering weekend services.
April 8, 2024	A third full-time CARES team was added. The current weekday hours of operation for each unit are: <ul style="list-style-type: none">• CARES1: 8 am to 5 pm• CARES2: 10 am to 7 pm• CARES3: Noon to 9 pm On weekends, a single CARES unit is in service from 10 am to 8 pm.
February 3, 2025	CARES began service into Sun Prairie.

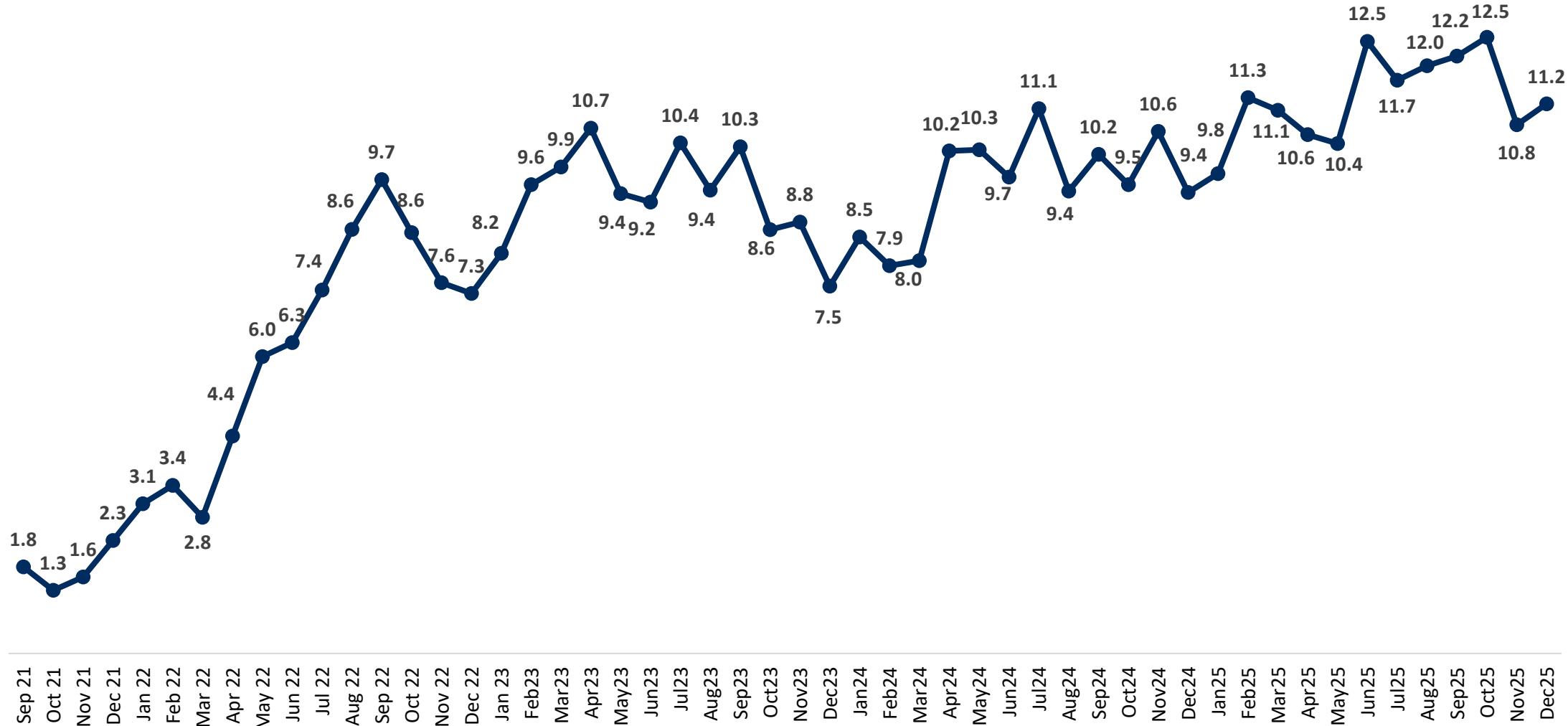
CARES RESPONSES OVER TIME

Monthly Responses

The number of CARES responses continues to grow. October was the busiest month in CARES history. The number of responses in Q4 of 2025 (n=1,059) saw a slight seasonal decrease of 4% compared to Q3 of 2025 (n=1,098).



Average Daily Responses

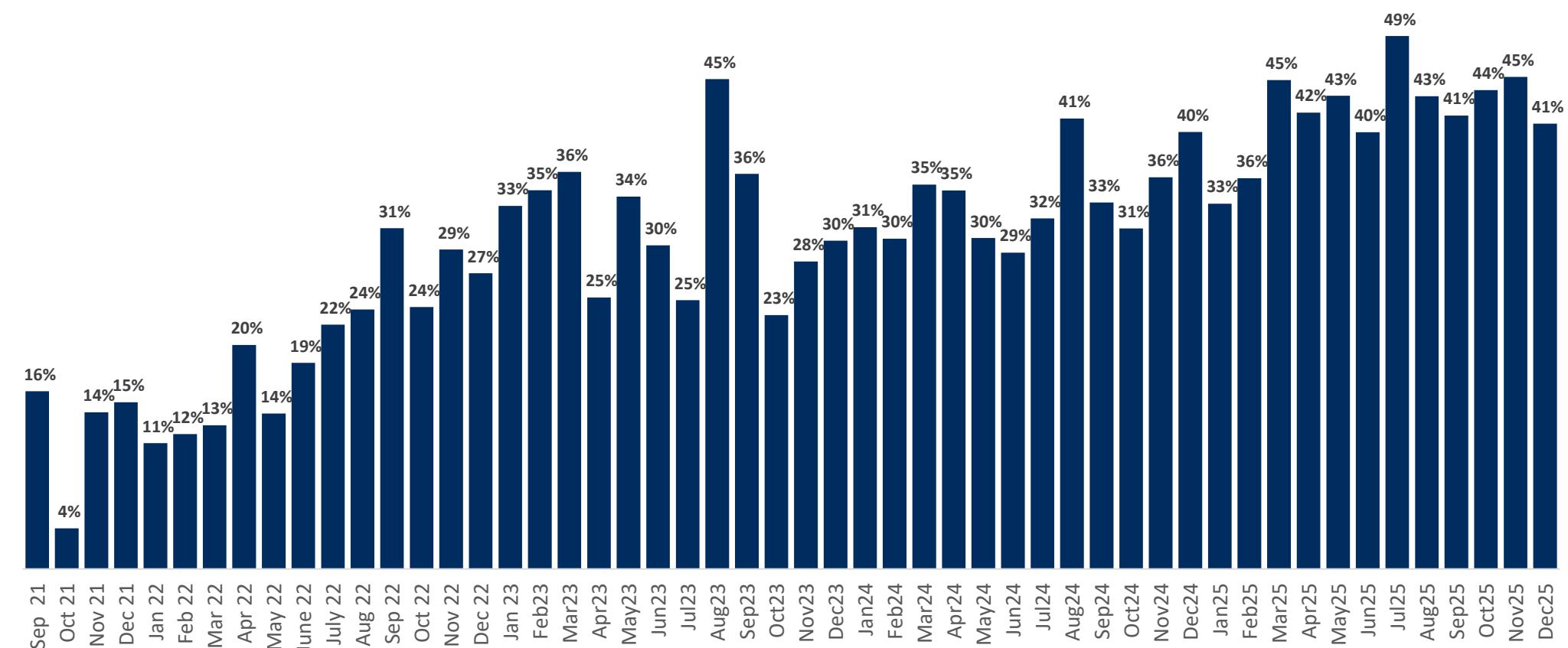


11.5
Average
daily
responses
during Q4
2025

Check Welfare

Since the start of the program, 33% of all CARES responses were Check Welfare calls.

For the calendar year 2025, Check Welfare calls accounted for 42% of all CARES responses.



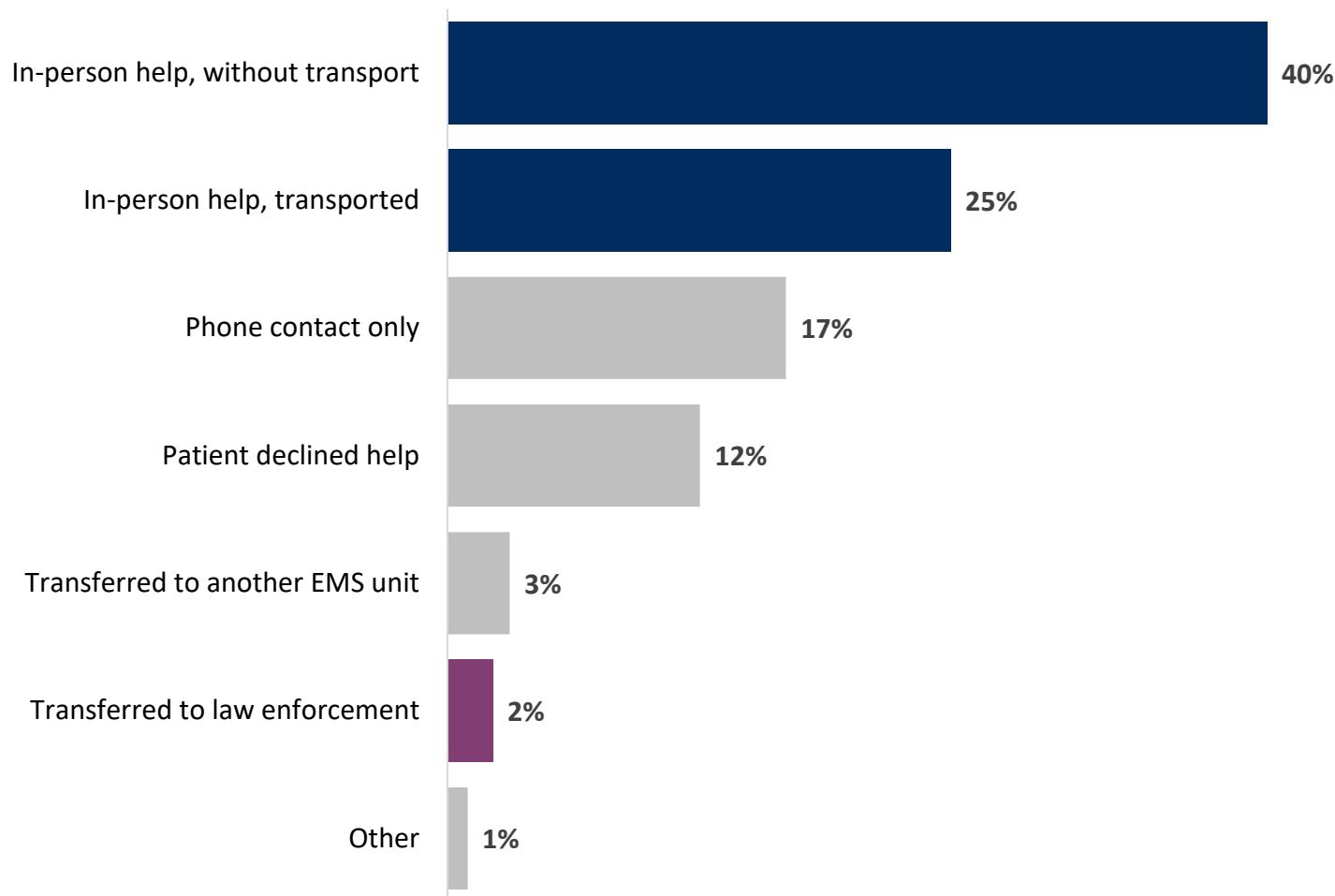
43%
of Q4 2025
responses
were
Check
Welfare
calls

IMPACT OF CARES

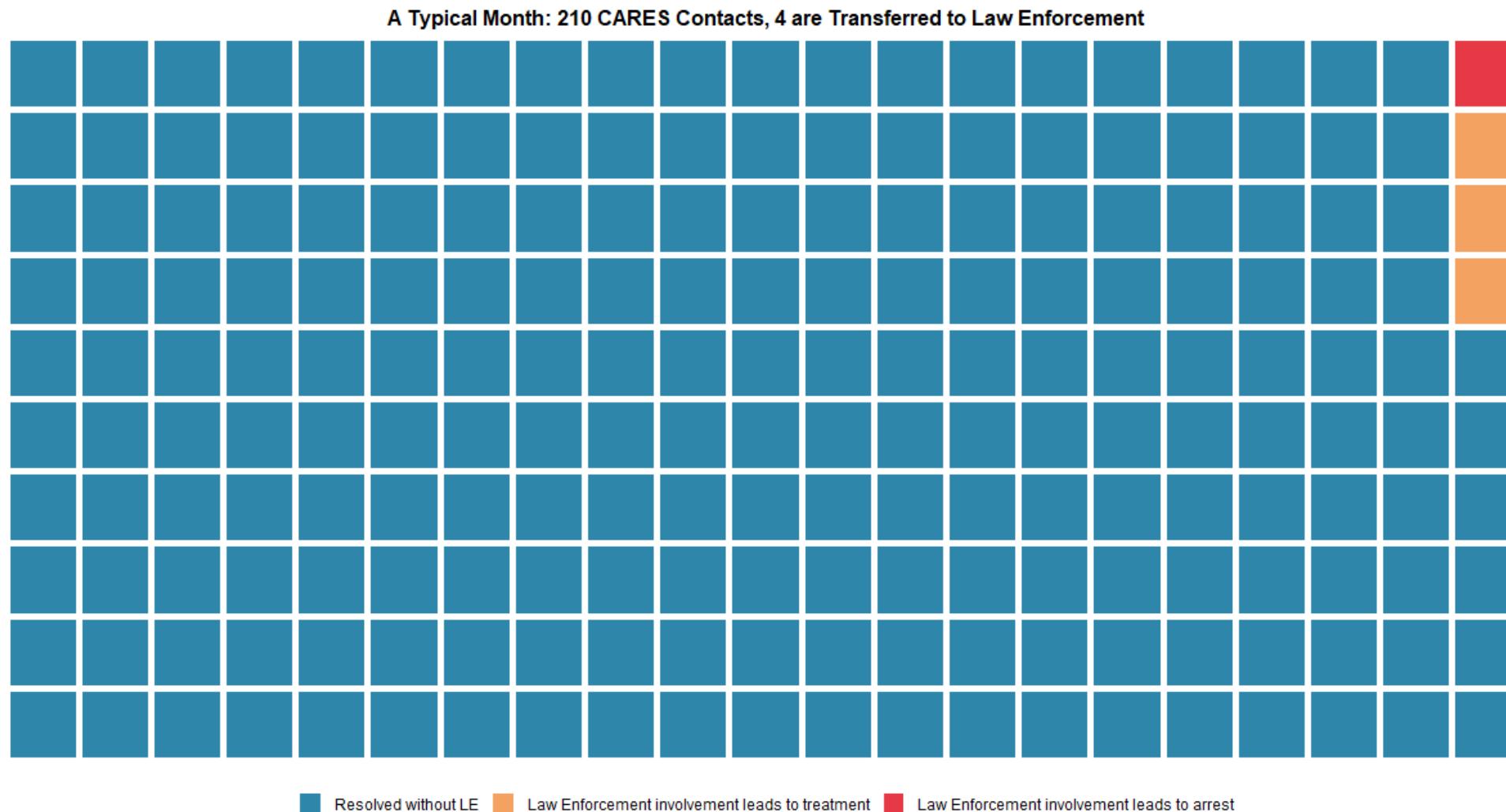
n = 7,279 client interactions

Client Outcomes

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



Law Enforcement transfers in context

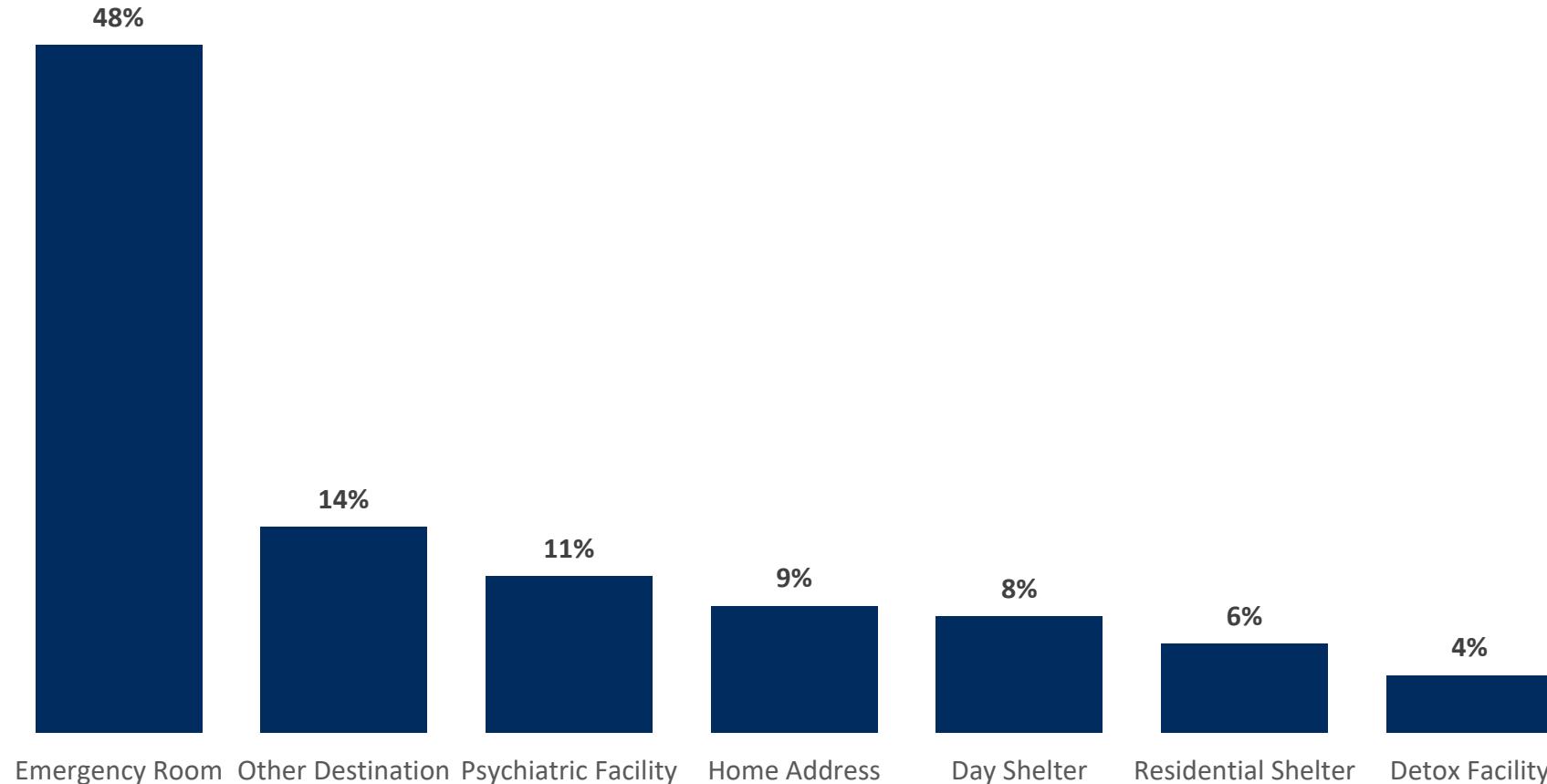


Transport Destinations

In total, **25% of CARES clients were transported** to another service or destination.

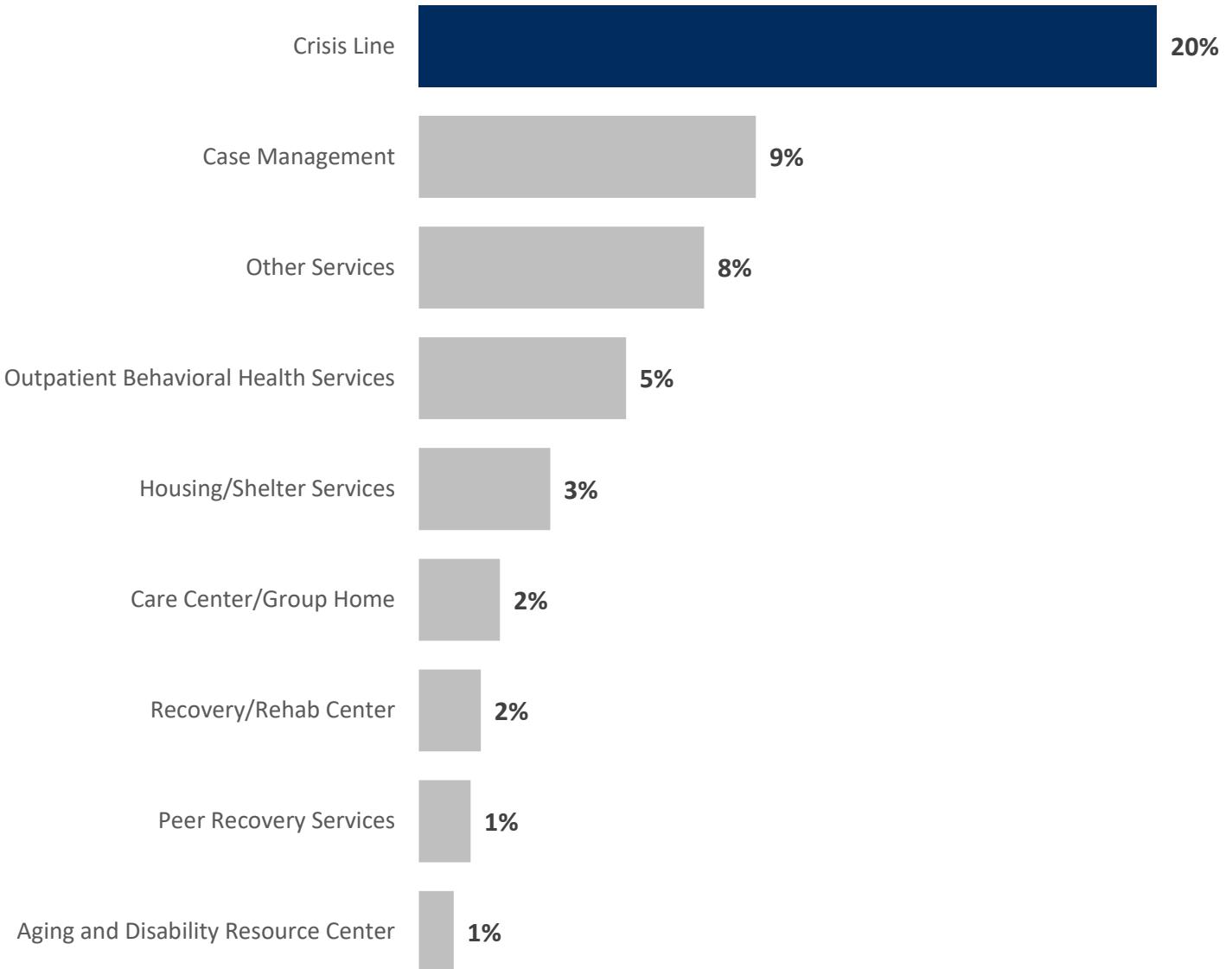
Of those transported, **Emergency room** is the most common destination.

Destinations of transported clients



Service Referrals

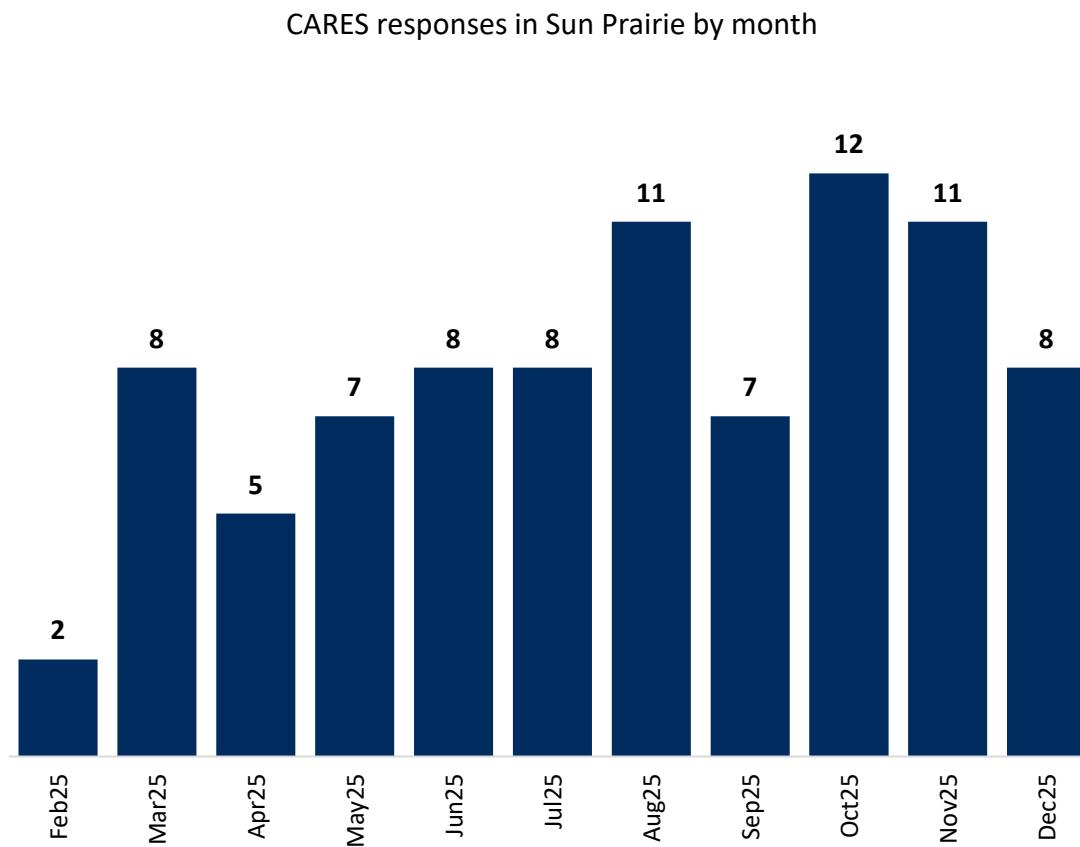
In total, **32% of CARES clients were referred** to one or more community services. The **Crisis Line** is the most frequently referred service, with 20% of clients directed to it.



Sun Prairie Expansion

CARES began service into Sun Prairie in February of 2025.

Since then, CARES has responded 87 times and interacted with 70 clients.



87
Sun Prairie
responses
through
Q4 2025

Key Takeaways

- The number of monthly CARES calls has continued to grow as capacity has expanded.
- CARES has responded to **11,920 calls for service**, with each response averaging just under an hour. There were 1,059 calls during Q4 2025, which averages out to **353 calls per month**.
- During Q4 2025, **44% of all responses** were **Check Welfare** calls.
- Since expanding coverage in February, CARES has responded to 87 calls in Sun Prairie (31 in Q4)
- CARES has made contact with 7,279 individuals (61% of all responses). Of these:
 - 12% of clients declined evaluation or assistance
 - 25% were transported to another destination (Emergency Room was the most common)
 - 2% were transferred to Law Enforcement
 - 31% were referred to community services (Crisis Line was the most common)

CARES Program Contacts

Chris Hammes

Assistant Chief – Medical Operations
City of Madison Fire Department
314 W. Dayton St.
Madison, WI 53703
Office: 608-266-4789
jhammes@cityofmadison.com

Sarah Henrickson, LCSW

Clinical Team Manager
Journey Mental Health Center
702 W. Main St.
Madison WI 53715
608-280-2618
sarah.henrickson@journeymhc.org

Sam Munger

Deputy Mayor
City of Madison
Room 403, City-County Building
210 Martin Luther King Jr. Blvd.
Madison, Wisconsin 53703
Desk Phone: 608-266-4443
smunger@cityofmadison.com

Lisa Becher

Division Chief – Mobile Integrated Health
City of Madison Fire Department
314 W. Dayton St.
Madison, WI 53703
Office: 608-243-0195
LBecher@cityofmadison.com