



# COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES (CARES)

SEPTEMBER 2021 – SEPTEMBER 2023



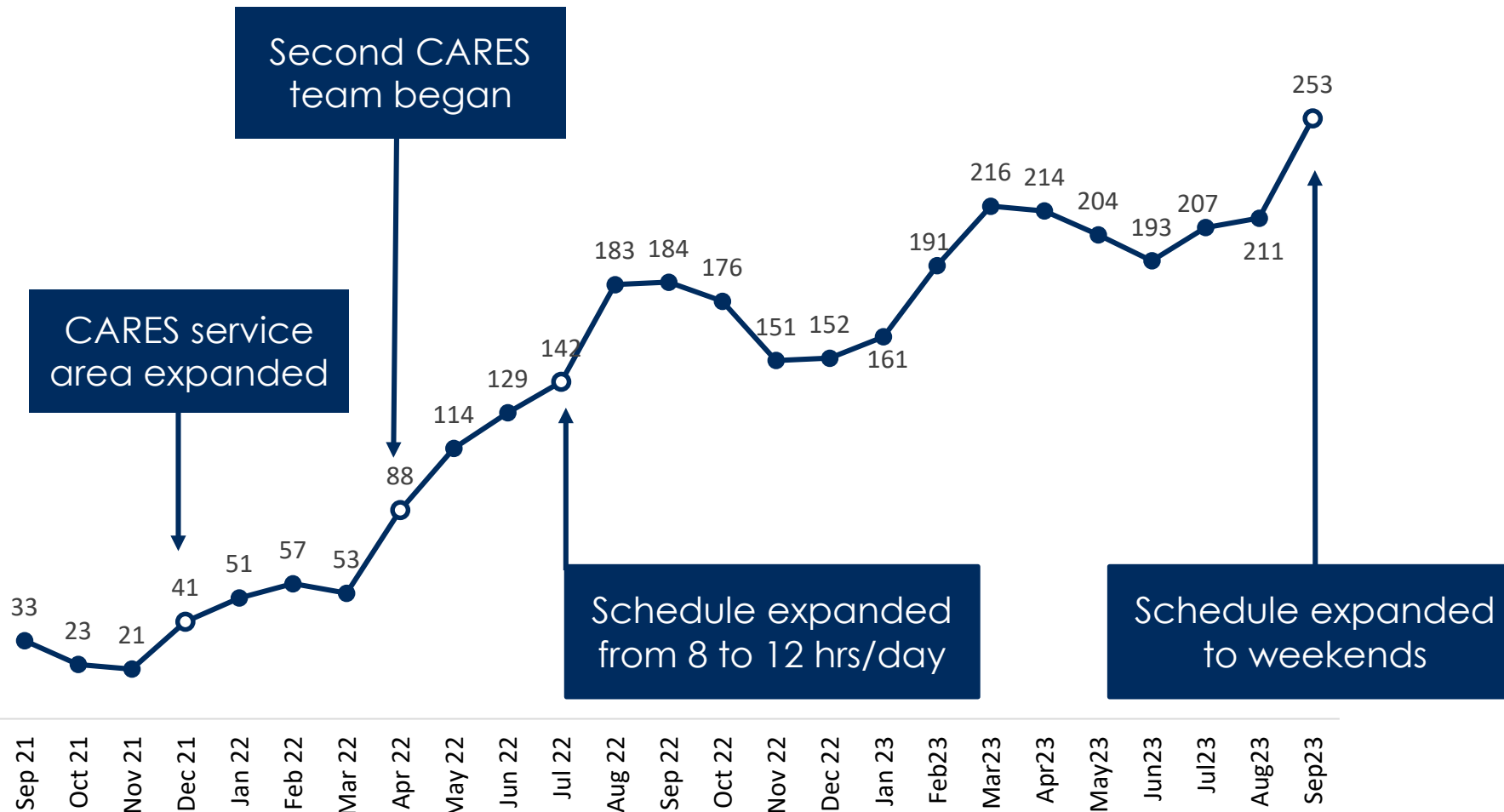
CARES RESPONSES OVER TIME

# 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	<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>
September 16, 2023	CARES began offering weekend services.

# Monthly Responses

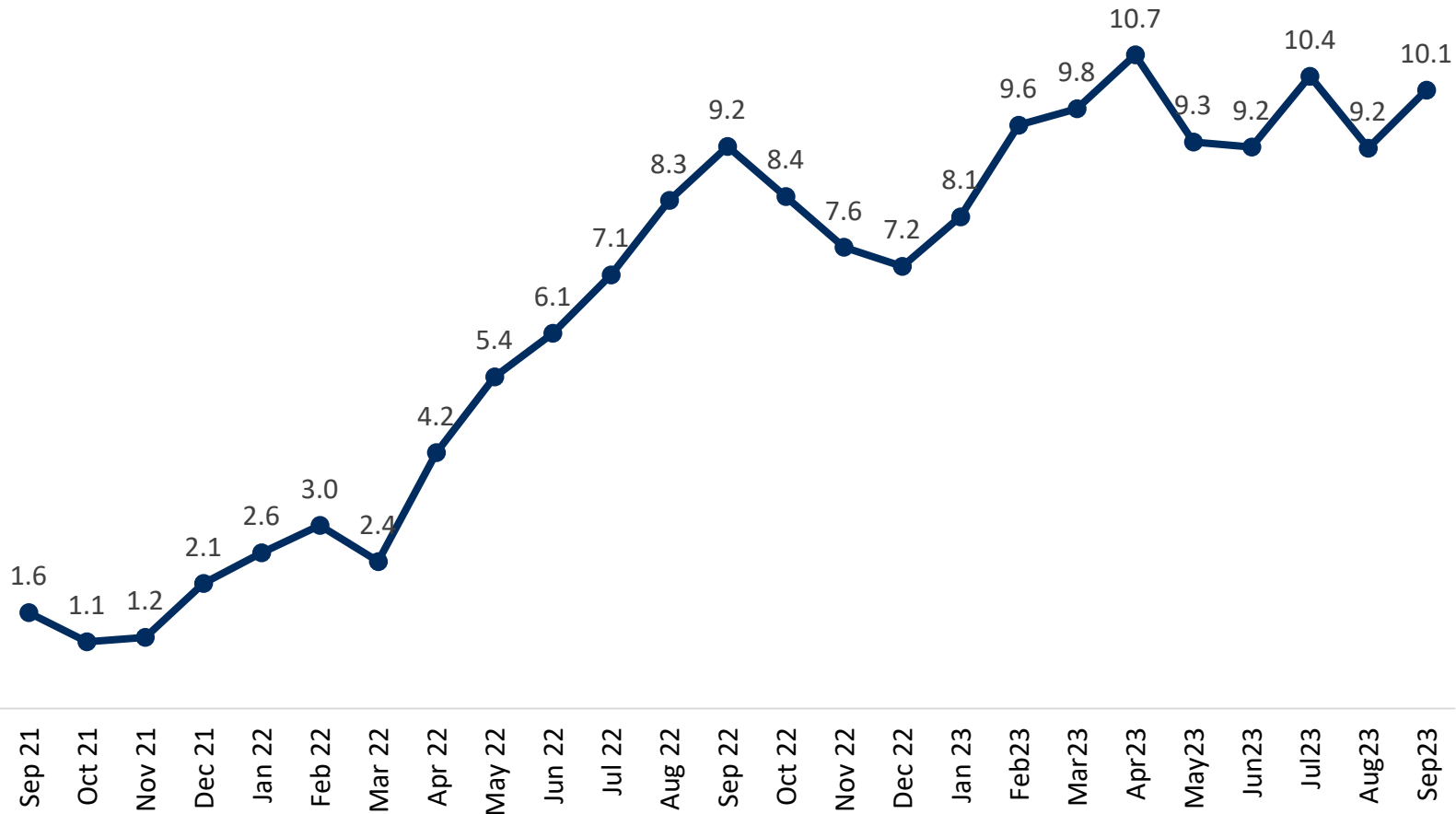
The **number of monthly responses** reached an all-time high in September 2023, after expanding to weekends.



**3,448**  
**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.

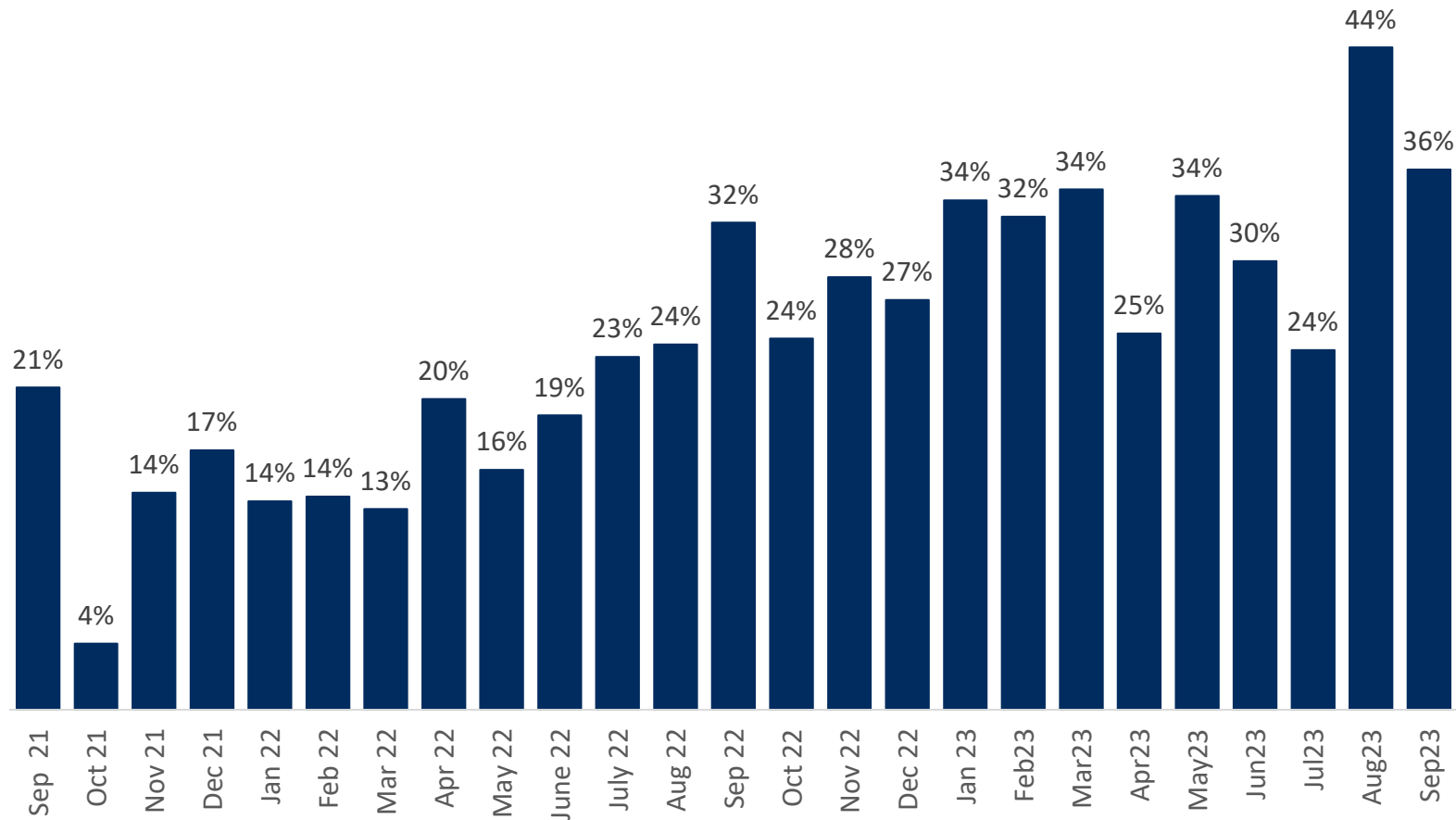


# 9.9

**Average daily responses from July – September 2023**

# Check Welfare

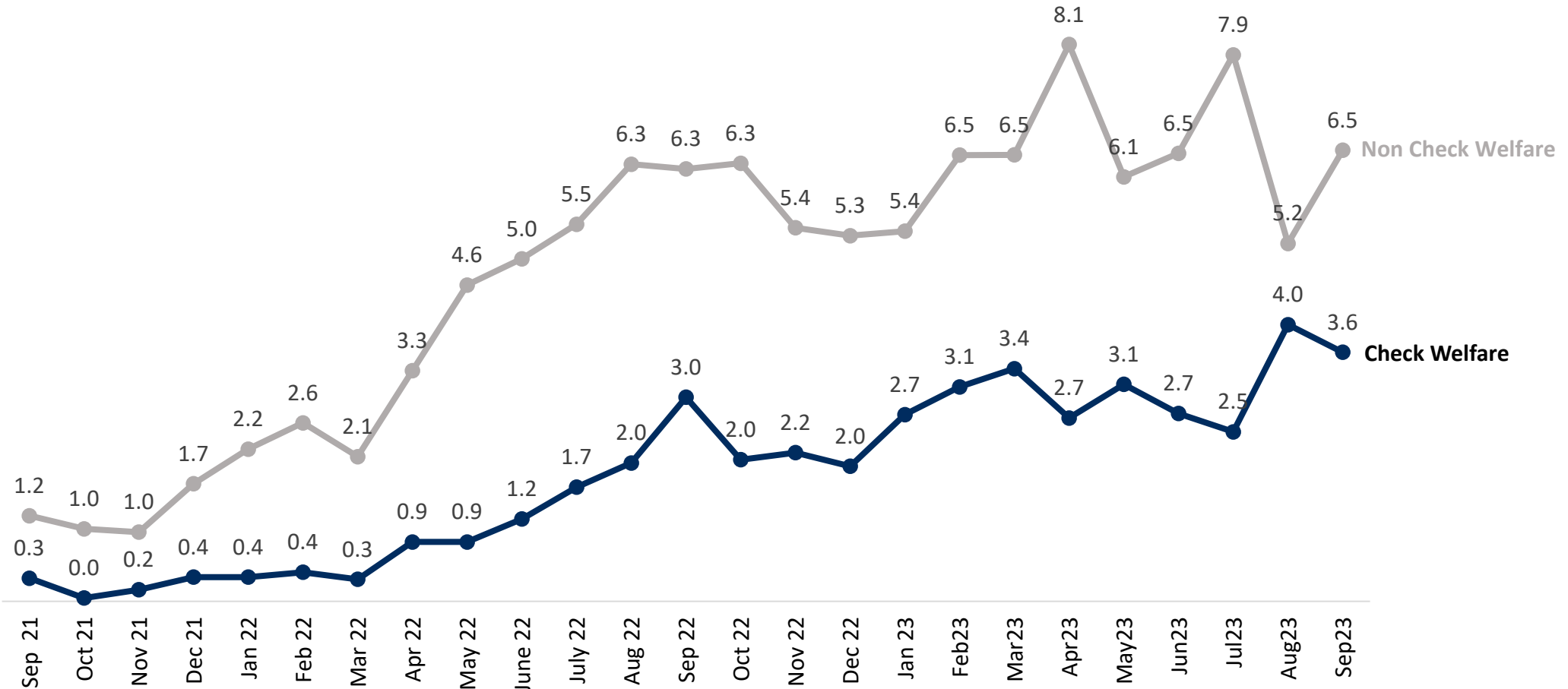
The proportion of calls that are Check Welfare has increased over time. On average, **1 in 3 calls over the last quarter were Check Welfare calls.**



**25%**  
of all CARES  
responses  
have been  
Check Welfare  
calls

# Check Welfare

On average, **between 3-4 calls per day** during the last quarter were **check welfare calls**.



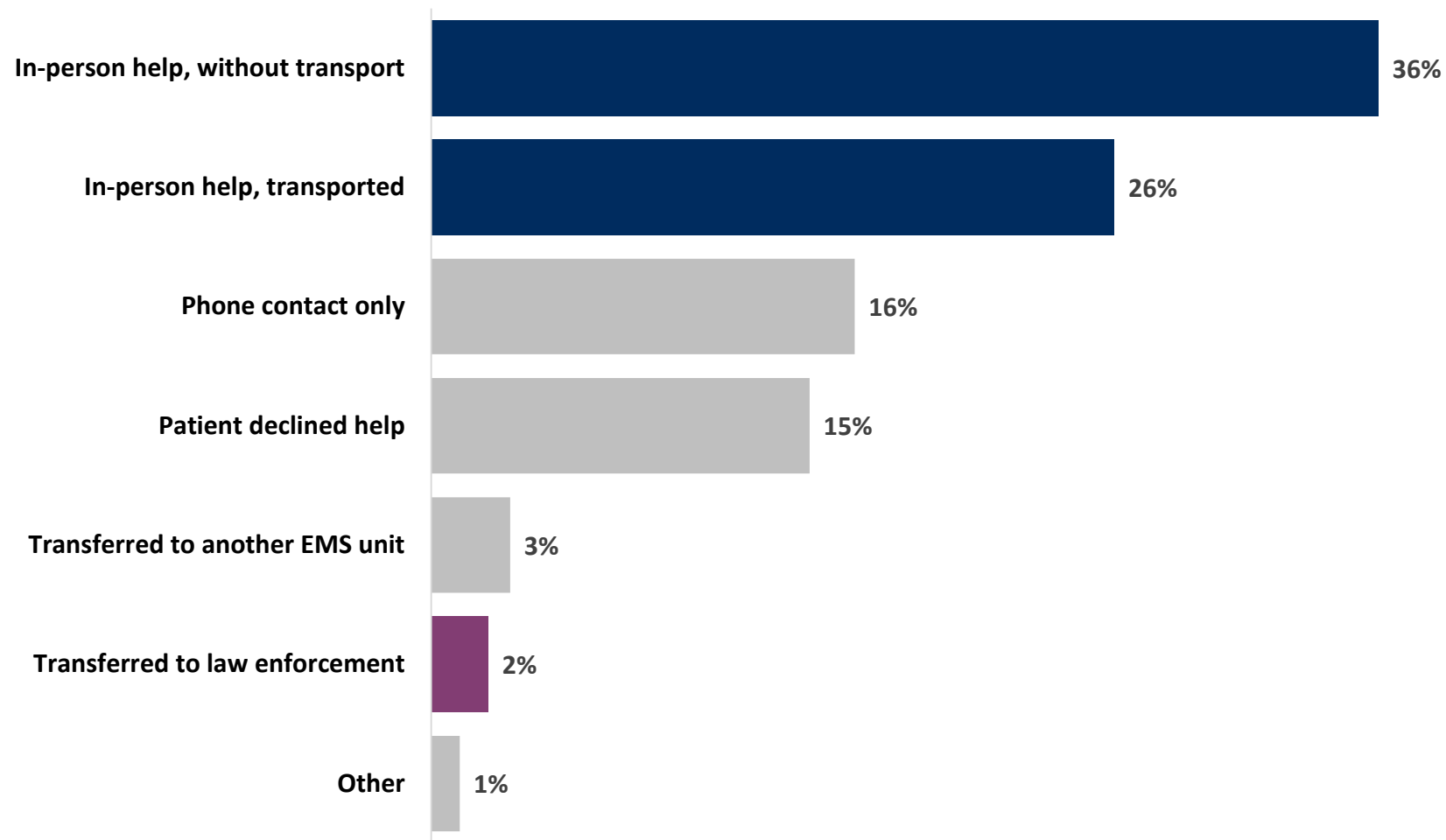
# IMPACT OF CARES

n = 2,361 client interactions



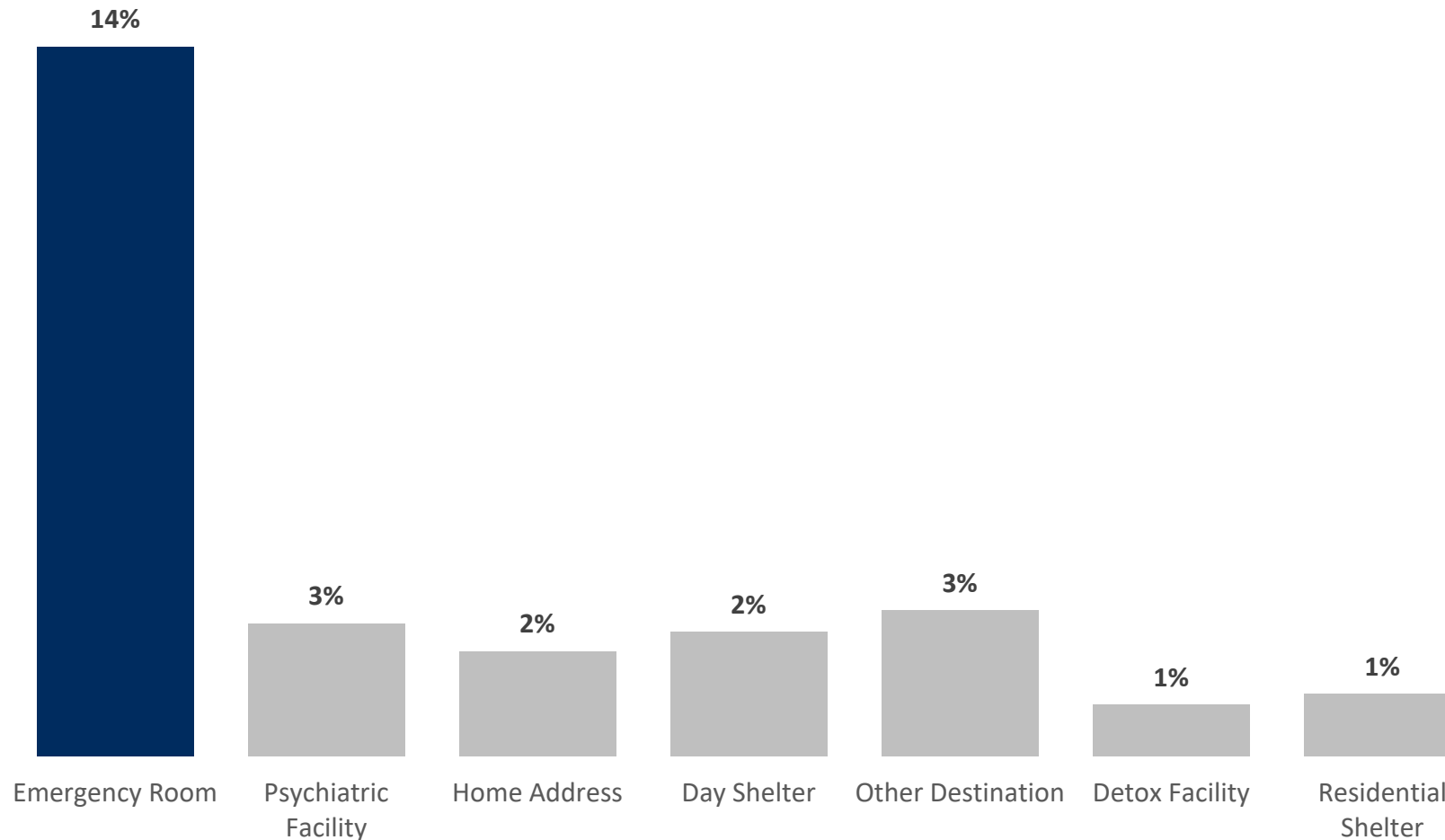
# Client Outcomes

CARES addresses most clients' needs **in person**. About 1 in 6 people refuse service. Only 2% of all individuals were transferred to a **law enforcement agency**. The percentages are similar for the most recent quarter.



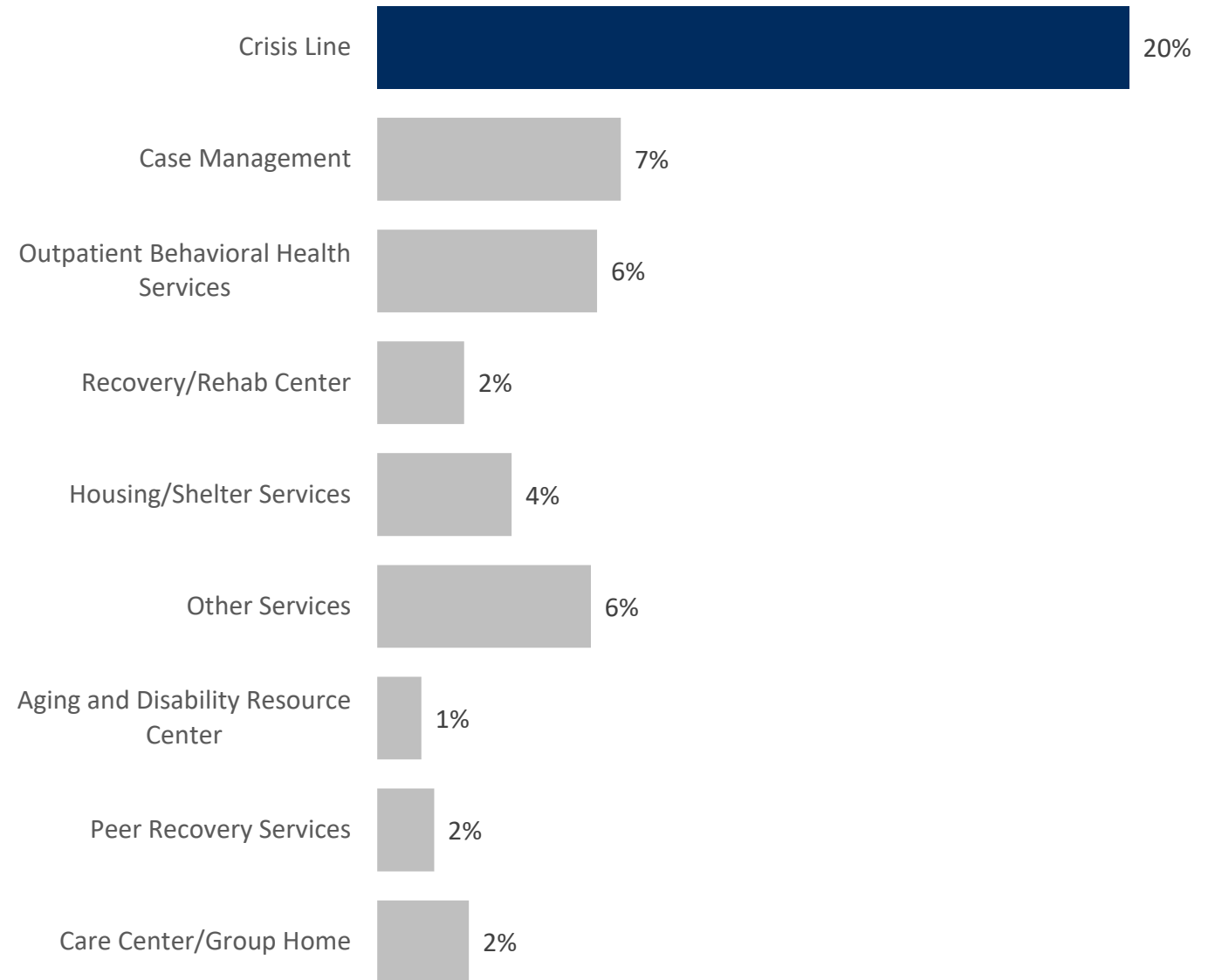
# Transport Destinations

In total, **26% of CARES clients were transported** to another service or destination. **Emergency room** is the most common transport destination.



# Service Referrals

In total, **34% of CARES clients were referred** to one or more community services. **Crisis Line** is the most common client referral.



# Key Takeaways

- During September 2023, CARES began to operate on weekends
- CARES has responded to 3,448 calls for service, with each response averaging just under an hour. During the most recent quarter (July - September 2023), CARES averaged about 10 calls per day.
- 25% of all CARES responses were Check Welfare. 34% of responses during the last quarter were Check Welfare
- CARES made contact with 2,361 individuals (68% of all responses). Of these:
  - 15% of clients declined evaluation or assistance
  - 26% were transported to another destination (Emergency Room was the most common)
  - 34% were referred to community services (Crisis Line was the most common)
  - 2% were transferred to Law Enforcement

# CARES Program Contacts

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