

CARES PROGRAM UPDATES

August 2022



Outline

- Why CARES is Needed
- Program Overview
- CARES Progress
- Questions

Why is CARES Needed?

- Recent rise in behavioral health crises
- Many risk factors for behavioral health crises
 - Additive effect of the pandemic
- Improvements needed in care for behavioral health
 - One option is mobile crisis response teams

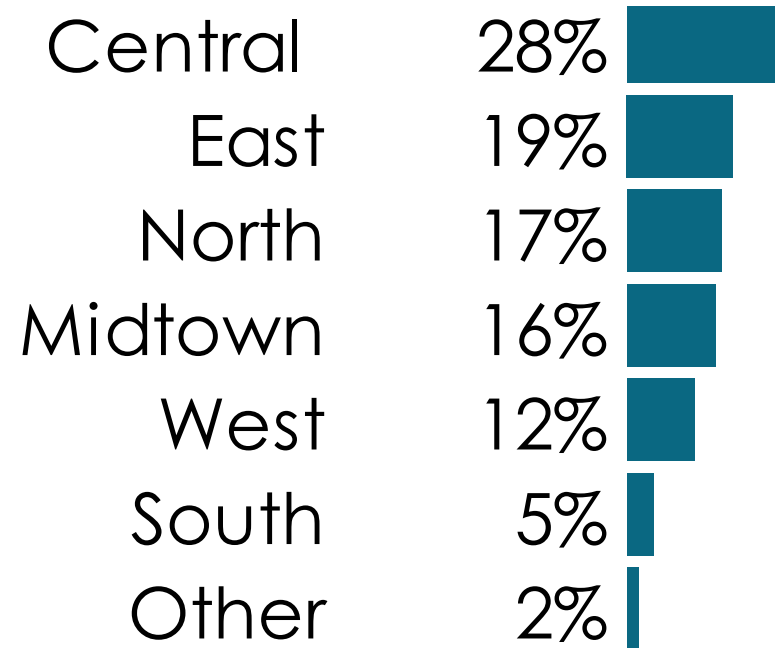
Program Overview

- What is CARES?
- What are behavioral health emergencies?
- Who responds when CARES is called?
- How do I request CARES services?
- When and where is CARES available?
- What is the goal of a CARES response?
- What types of services does CARES connect patients to?
- Where does CARES transport patients to?
- How does CARES improve services in Madison?

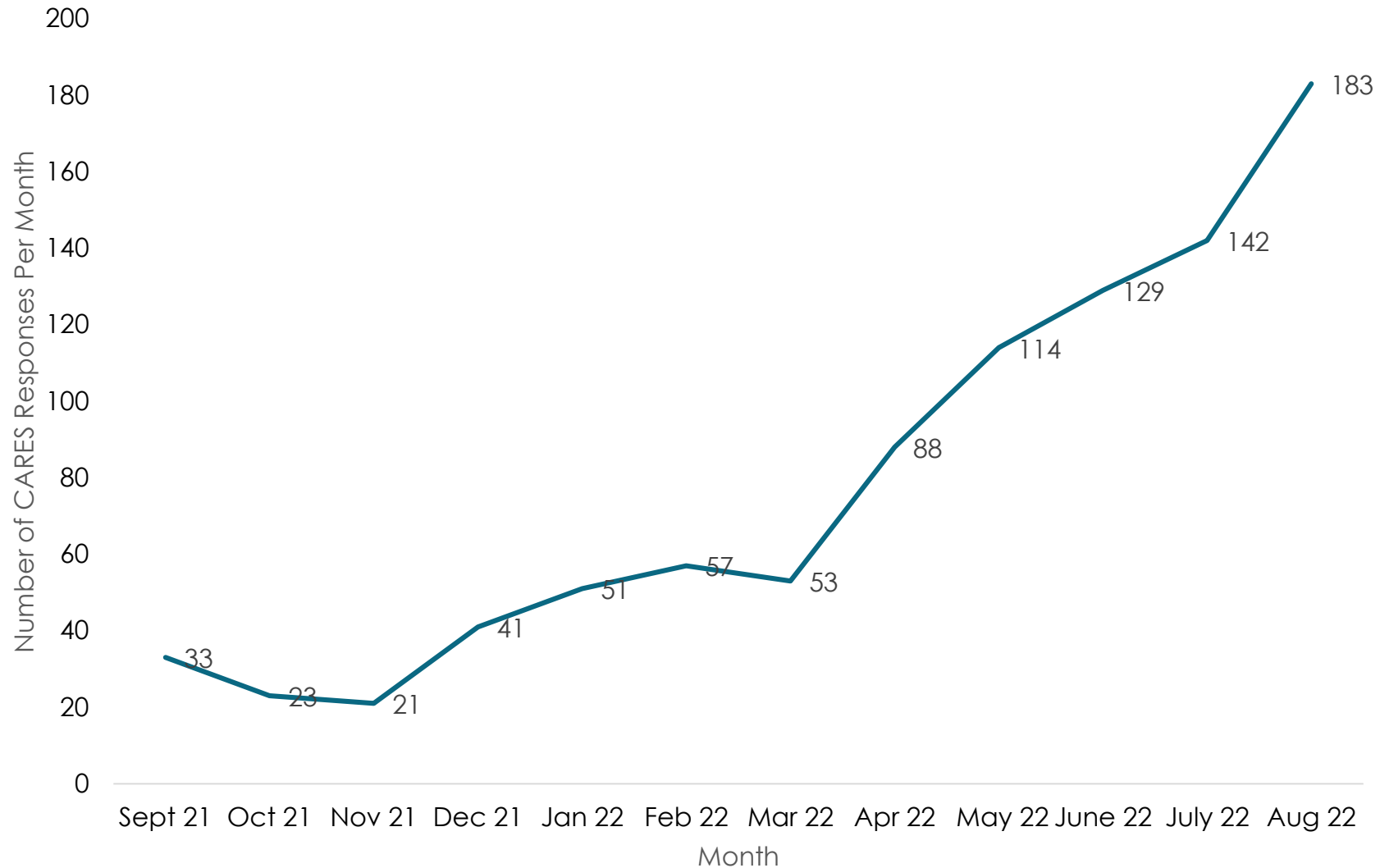


CARES Progress

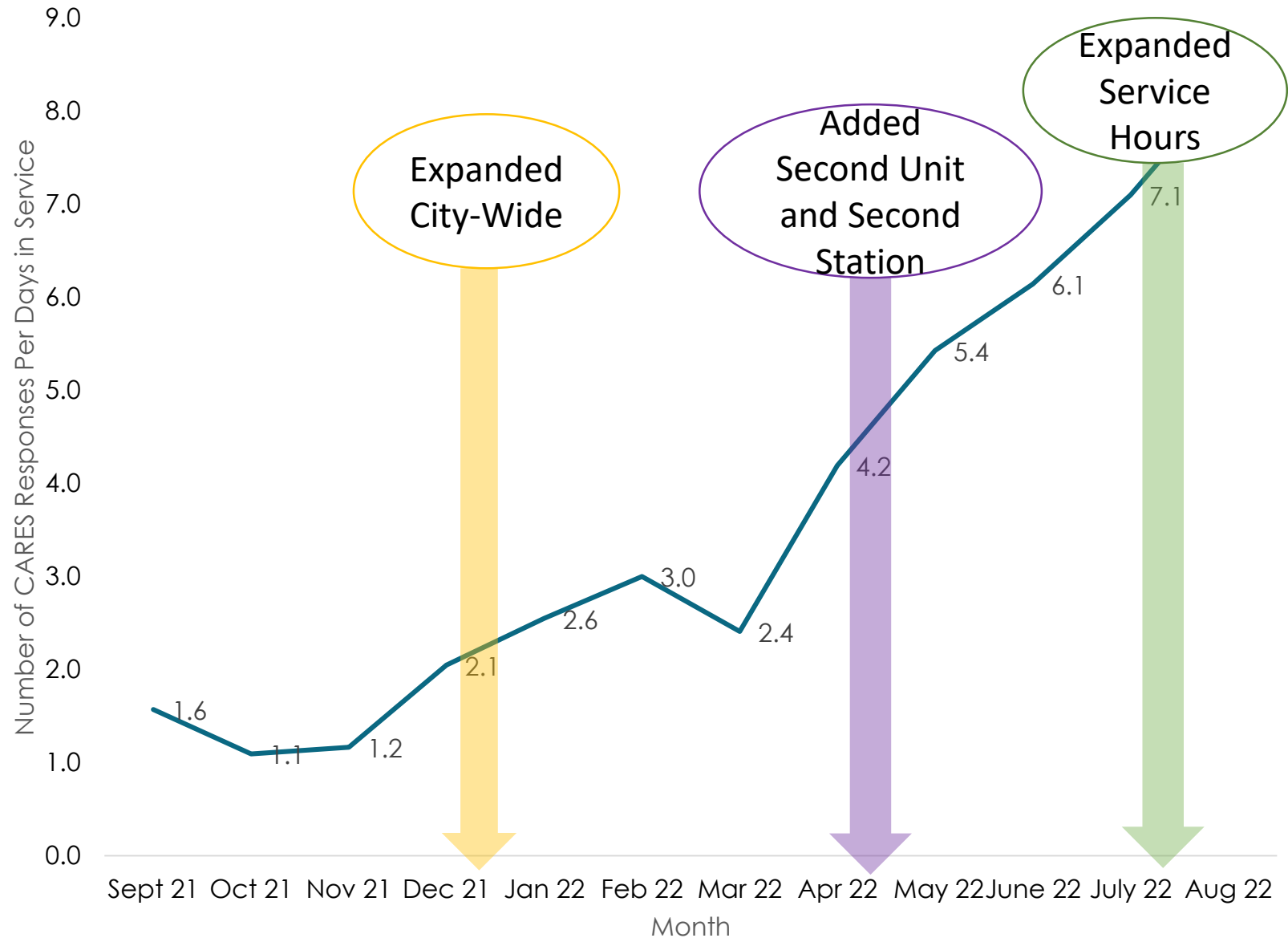
Calls Per District Since Expanding City Wide



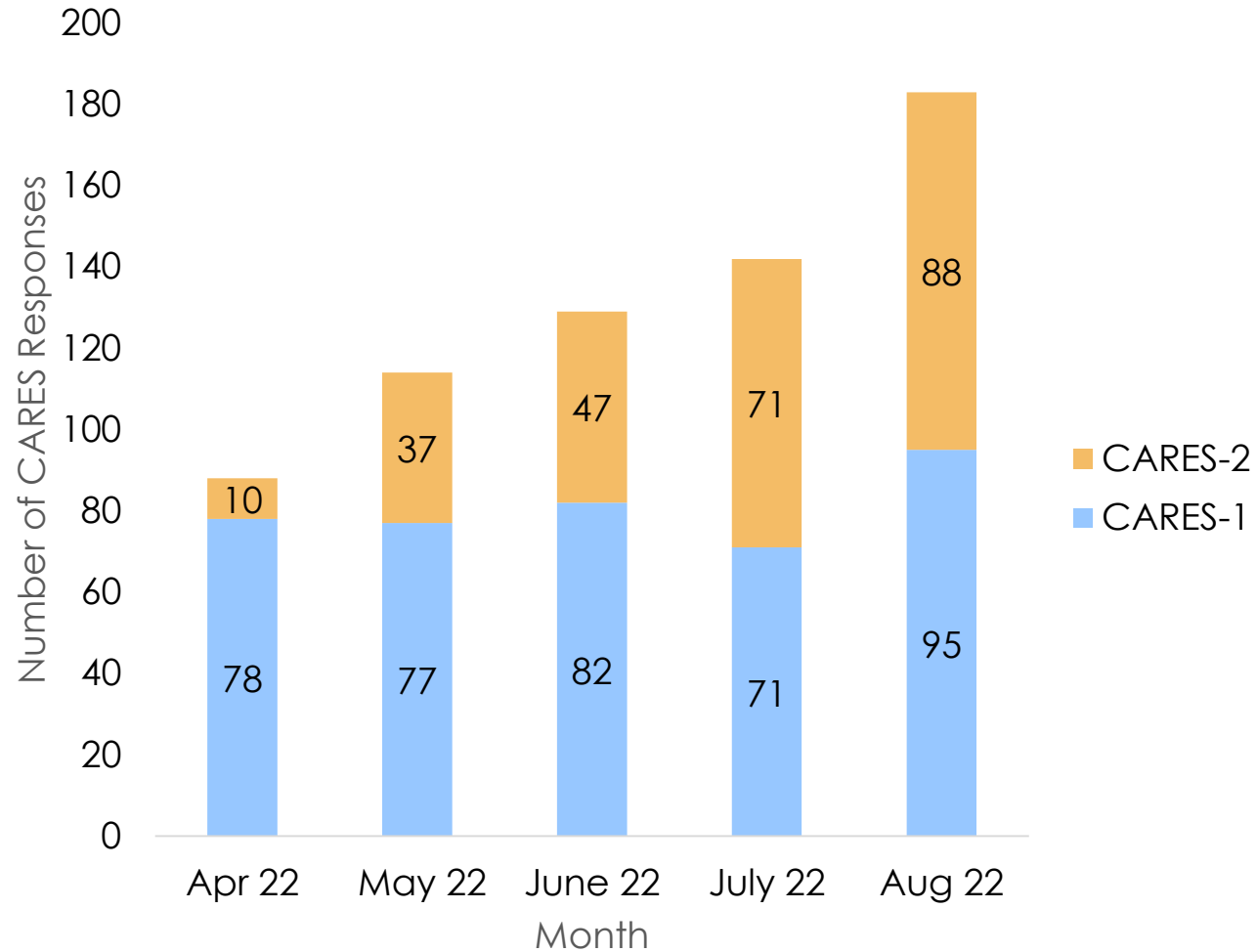
Number of CARES Responses Per Month



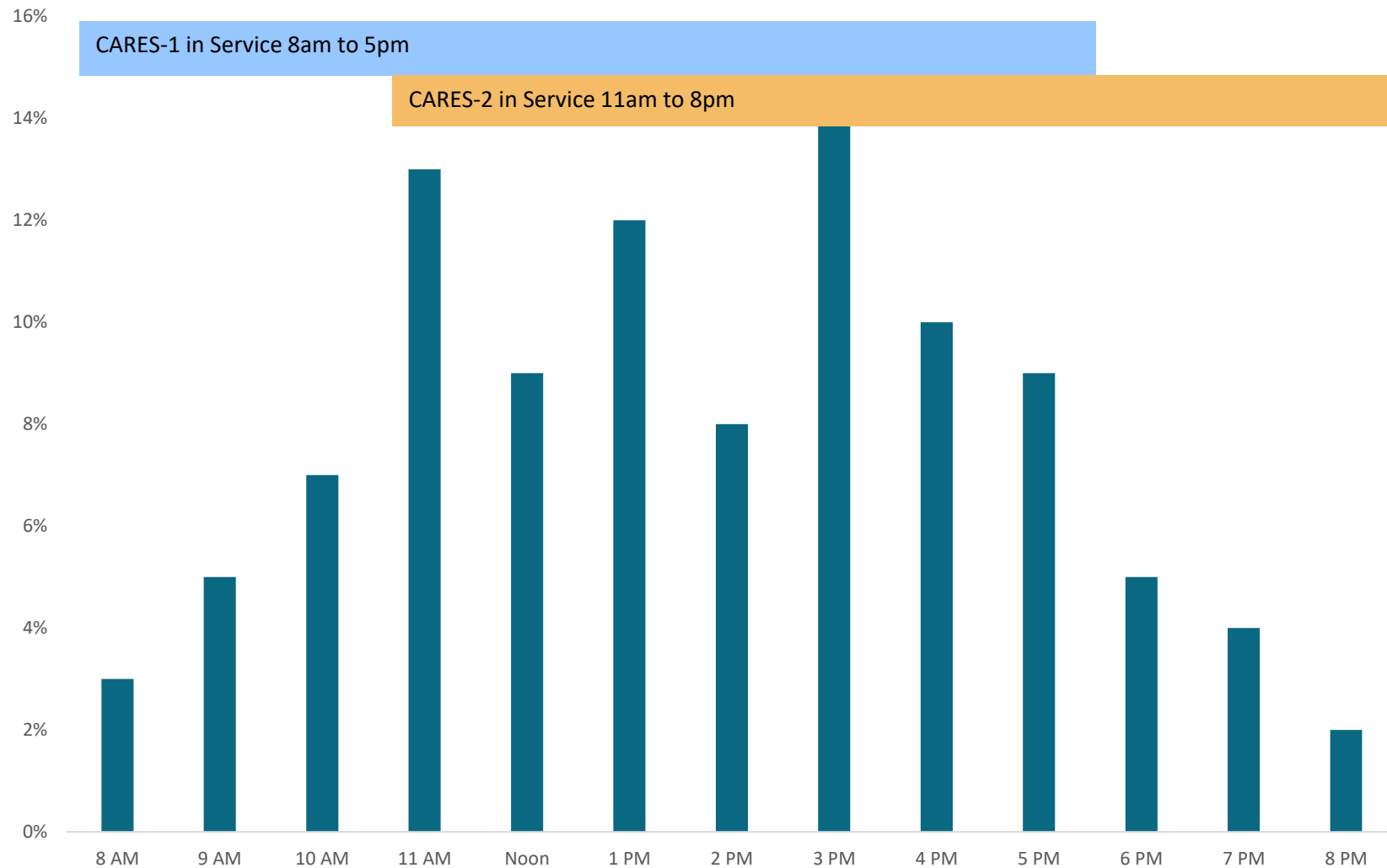
Number of CARES Responses Per Days in Service



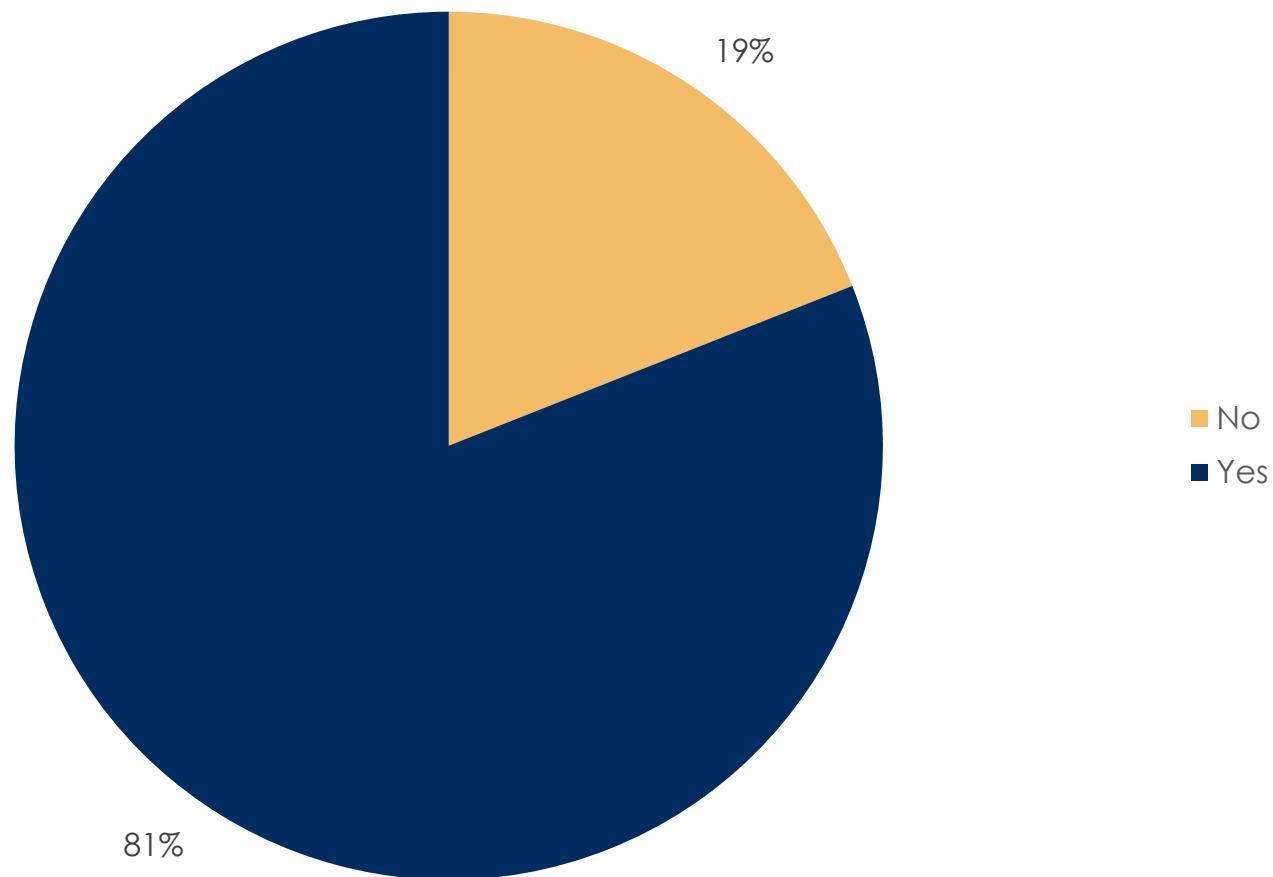
Number of CARES Responses per Month by CARES-1 and CARES-2 Units



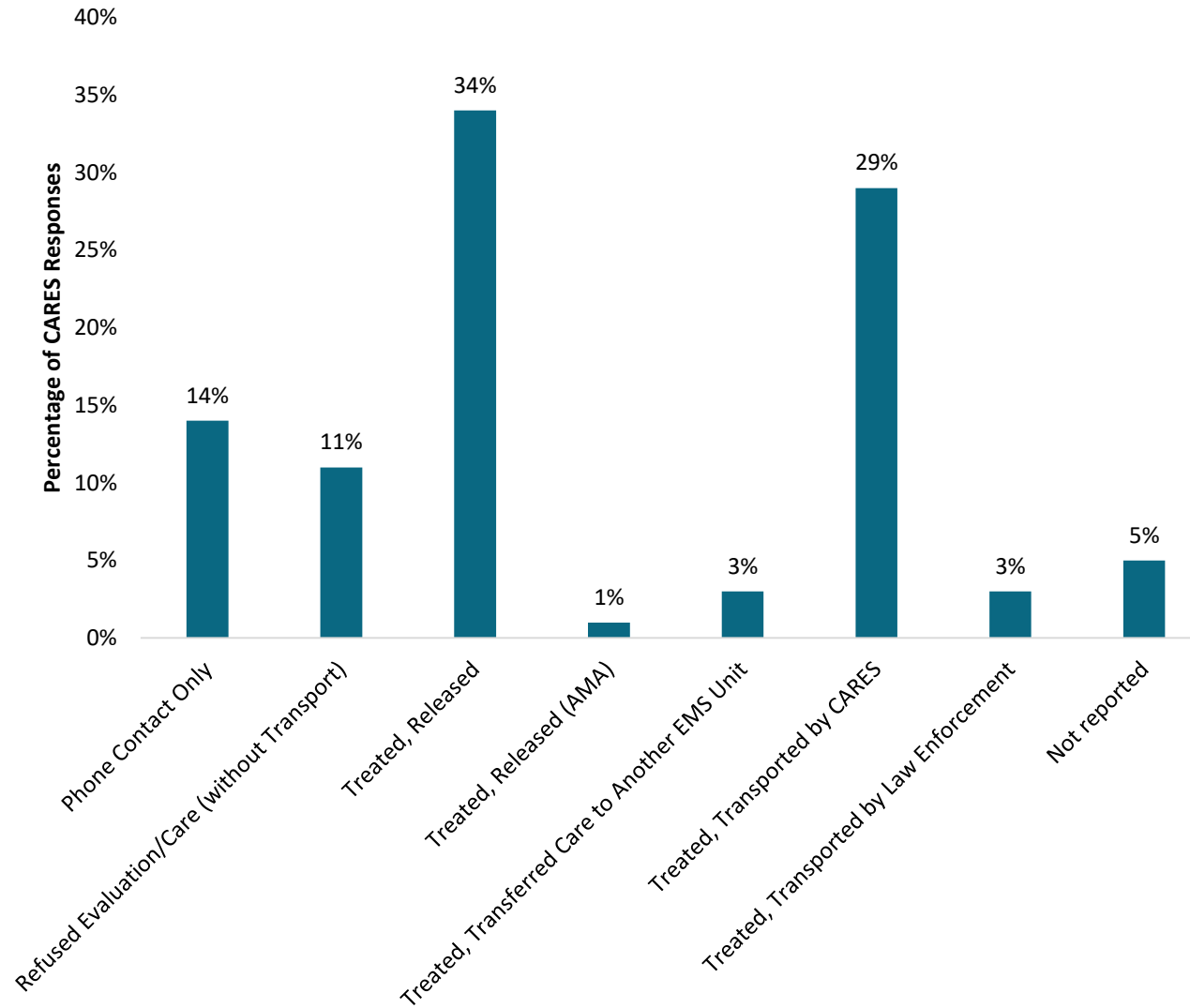
Calls per Time of Day Since Expanding Hours



Percentage of Patients Successfully Contacted



Resolution of CARES Calls



Questions

