City of Madison CARES Dashboard:
Home Page

Welcome!

This is the home page for the City of Madison's CARES Dashboard
You can navigate to the other pages of this dashboard by using the links to the top right

Notes:

1.) To respect the privacy of patients served by CARES, all data is presented in aggregate.

2.) To protect confidentiality, all categories with fewer than five patients are grouped into the "Other" category. When "Other" has fewer than five patients, it is also not shown.

3.) As the CARES program continues to operate, data will accumulate, reducing the amount of data in "Other".

4.) Some figures have categories shown as "unknown" and "blank". The former means data was entered as "unknown"; the latter means no data was entered, or data is still being processed.

5.) "CARES calls", and all data presented in this dashboard, refer to the in-person, initial patient contact of each individual incident. This excludes additional follow-ups or other services from the same incident.

6.) Data sources include: Madison Fire Department and Journey Mental Health Center. The data from Journey Mental Health Center has a one week lag, so recent data may not be available.

City of Madison CARES Dashboard:
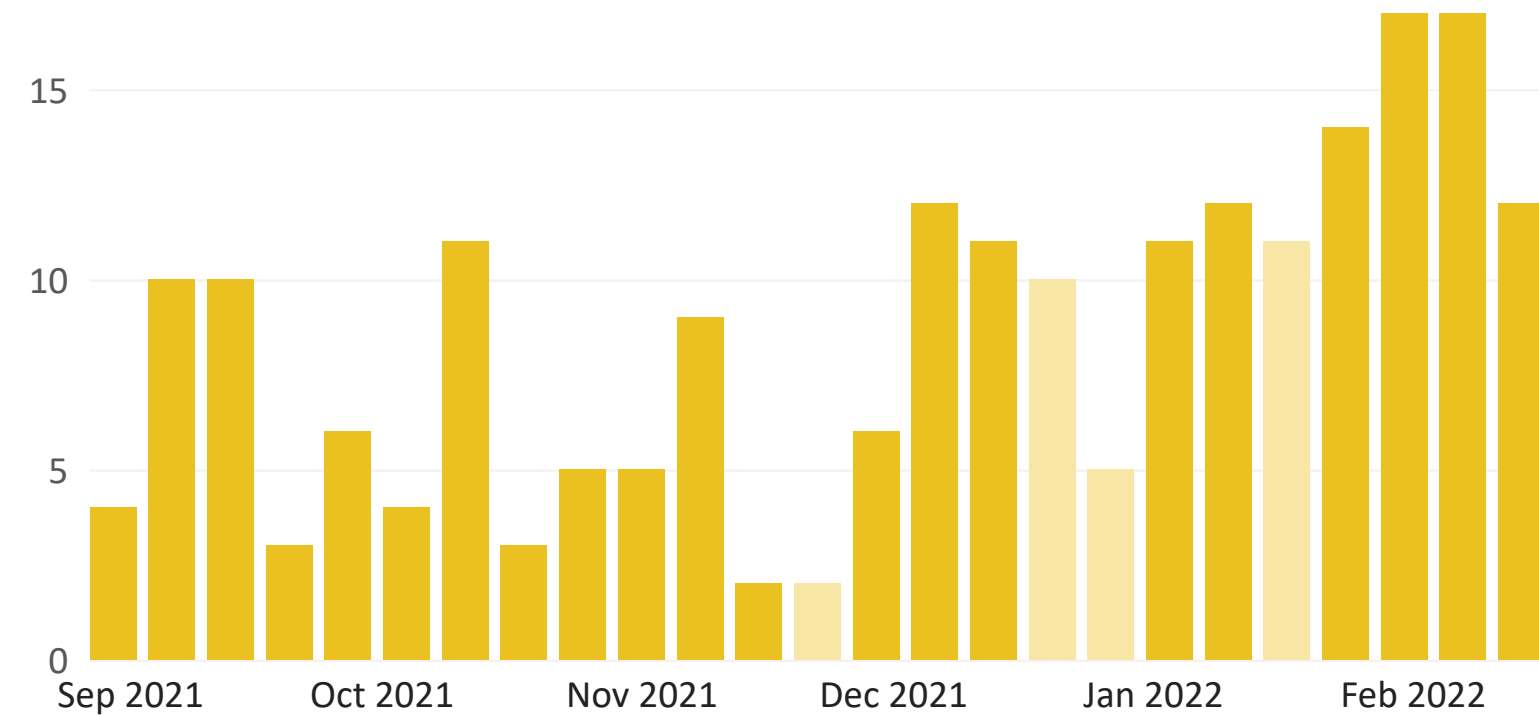*Outcomes and progress at a glance*

212
Total number of CARES responses

Calls per Week ⓘ

Week Type ● Holiday Week ● Non-holiday Week

Previously Served by Journey Mental Health ⓘ

36%

● True
● False

64%
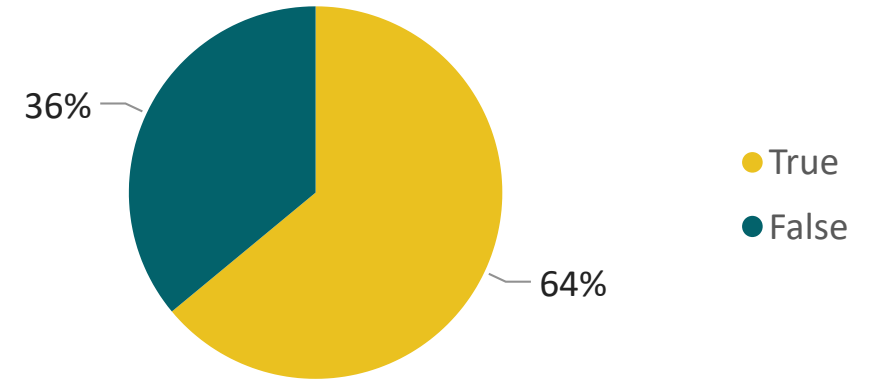
Previously Served by CARES ⓘ

19%

● True
● False

81%
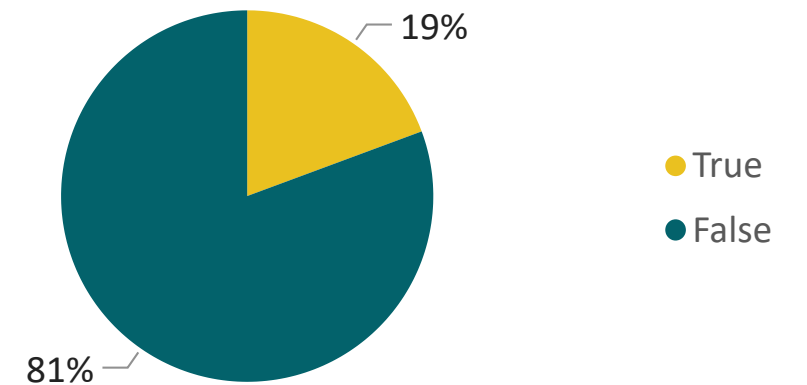
City of Madison CARES Dashboard:
Who has been served by CARES?

Age ⓘ

Age	Percent
18-24	11%
25-34	22%
35-44	18%
45-54	13%
55-64	11%
65+	13%
Under 17	3%
(Blank)	6%

(Axis: 0% — 10% — 20%)

Race/Ethnicity ⓘ

Race/Ethnicity	Percent
Asian	3%
Black/African American	13%
Hispanic or Latino	3%
White	66%
Other	3%
(Blank)	8%
Unknown	4%

(Axis: 0% — 50%)

Sex ⓘ

- Female — 40%
- Male — 53%
- (Blank) — 7%

Gender Identity ⓘ

- Cis Female — 8%
- Cis Male — 13%
- Unknown — 59%
- (Blank) — 20%

Language of Service ⓘ

- English — 78%
- Unknown — 14%
- (Blank) — 9%

Veteran Status ⓘ

- No — 58%
- (Blank) — 38%
- Unknown
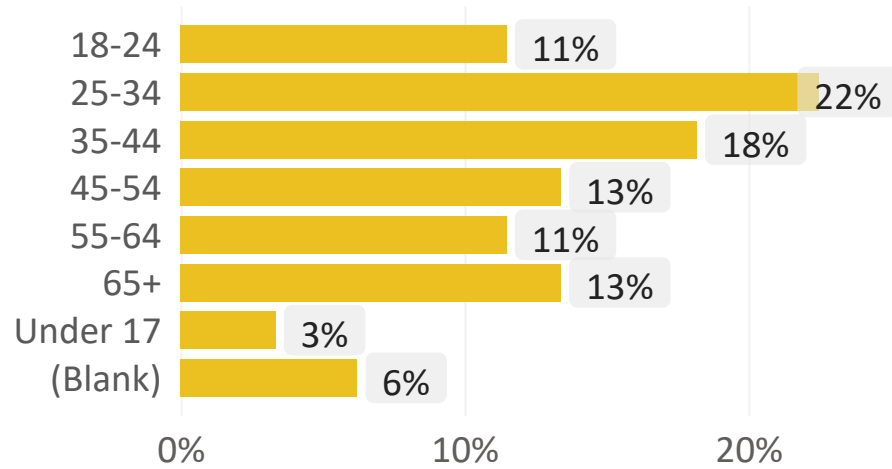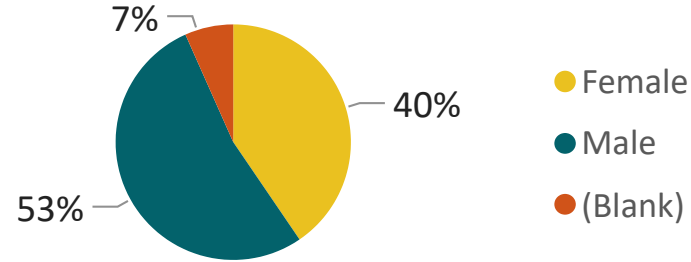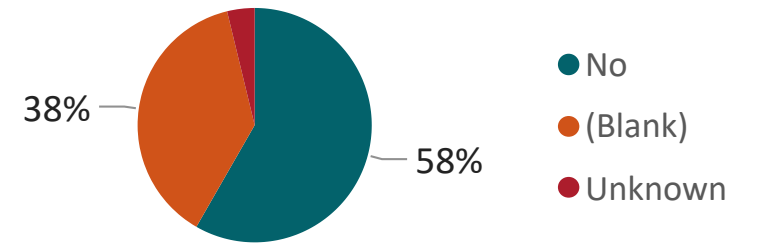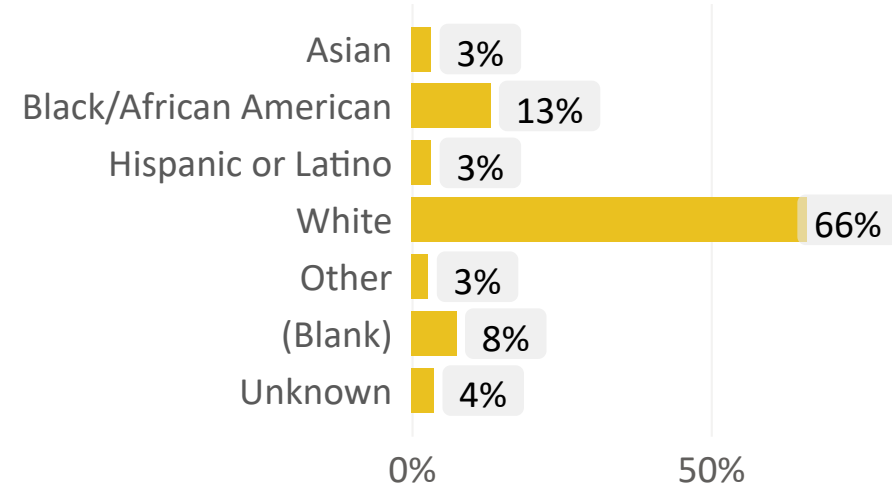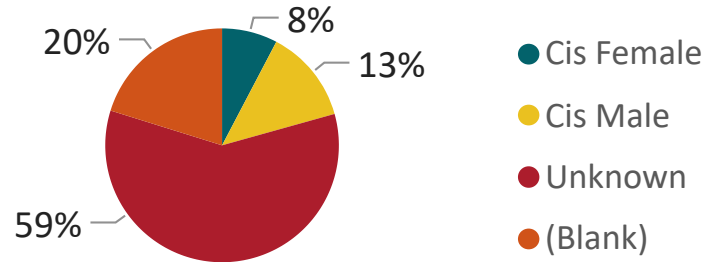
Experiencing Homelessness ⓘ

- Yes — 19%
- No — 74%
- (Blank) — 7%

Insured ⓘ

- Yes — 50%
- None or U... — 32%
- (Data Fort...) — 18%
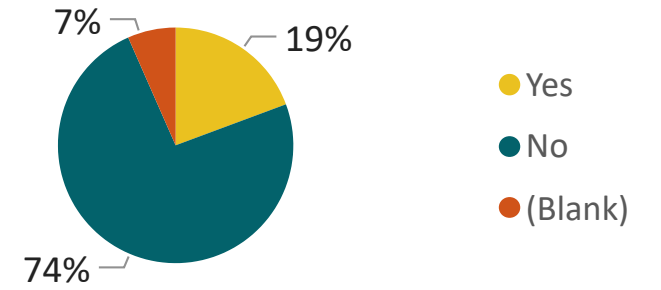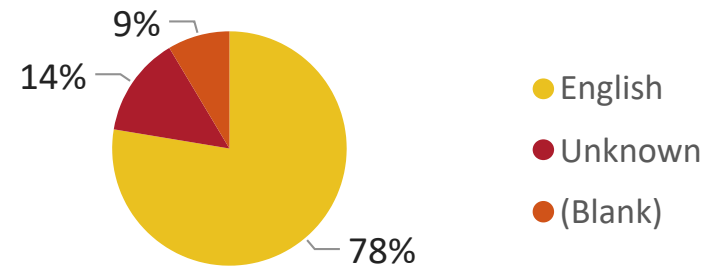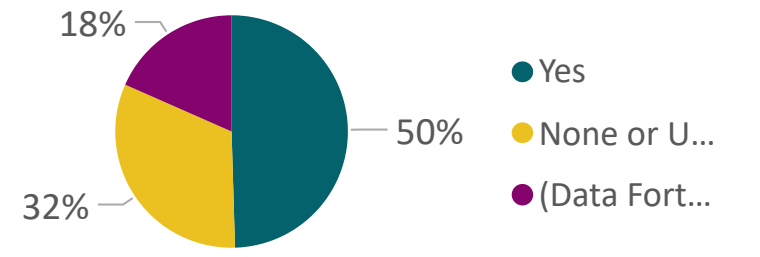
City of Madison CARES Dashboard:
Incident information for each CARES service

212
Number of CARES responses

53
Average minutes on call

Calls per Day ⓘ

Day	Percentage
Monday	14%
Tuesday	22%
Wednesday	23%
Thursday	23%
Friday	18%

Calls per Time of Day ⓘ

Time	Calls
8:00 AM	1
10:00 AM	1
(before 12:00 PM)	21
12:00 PM	18
(early afternoon)	22
2:00 PM	19
(mid afternoon)	23
4:00 PM	26
(after 4:00 PM)	17
6:00 PM	15
(evening)	6

Calls per District ⓘ

District	Percentage
Central	69%
East	11%
Midtown	7%
North	8%
West	5%
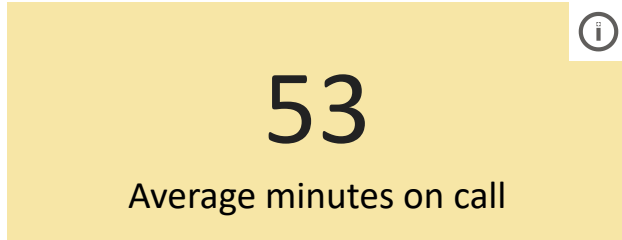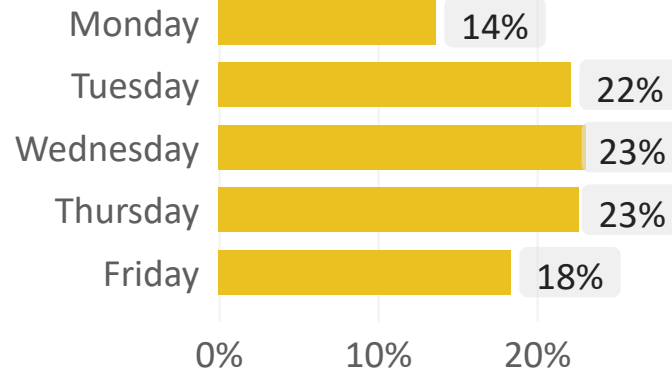
Call Location ⓘ
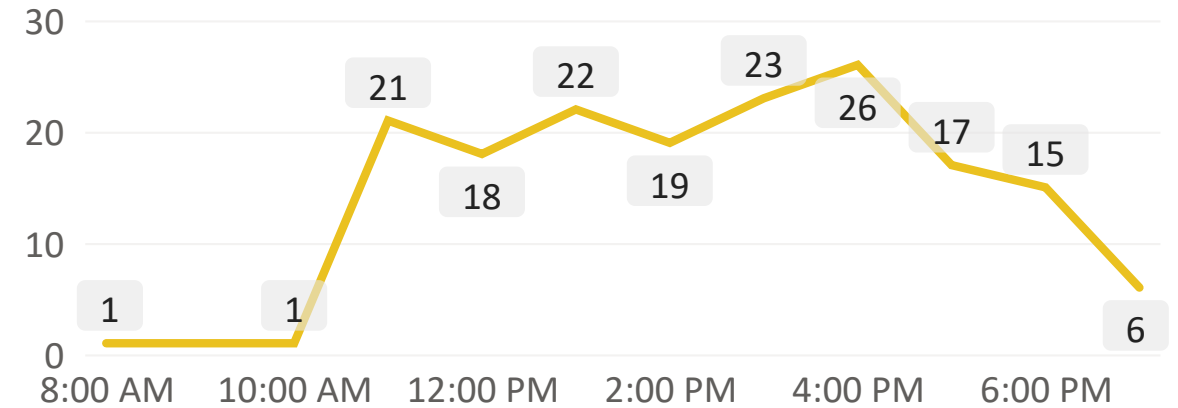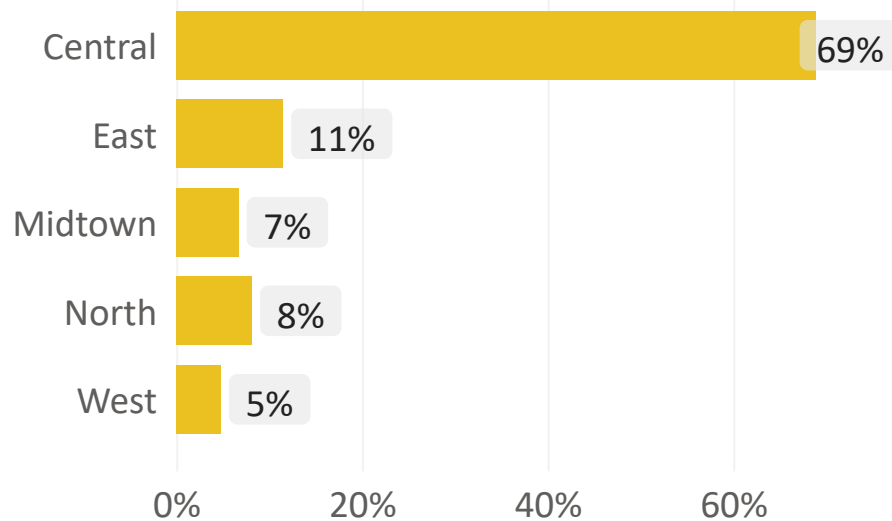
© 2022 TomTom, © 2022 Microsoft Corporation
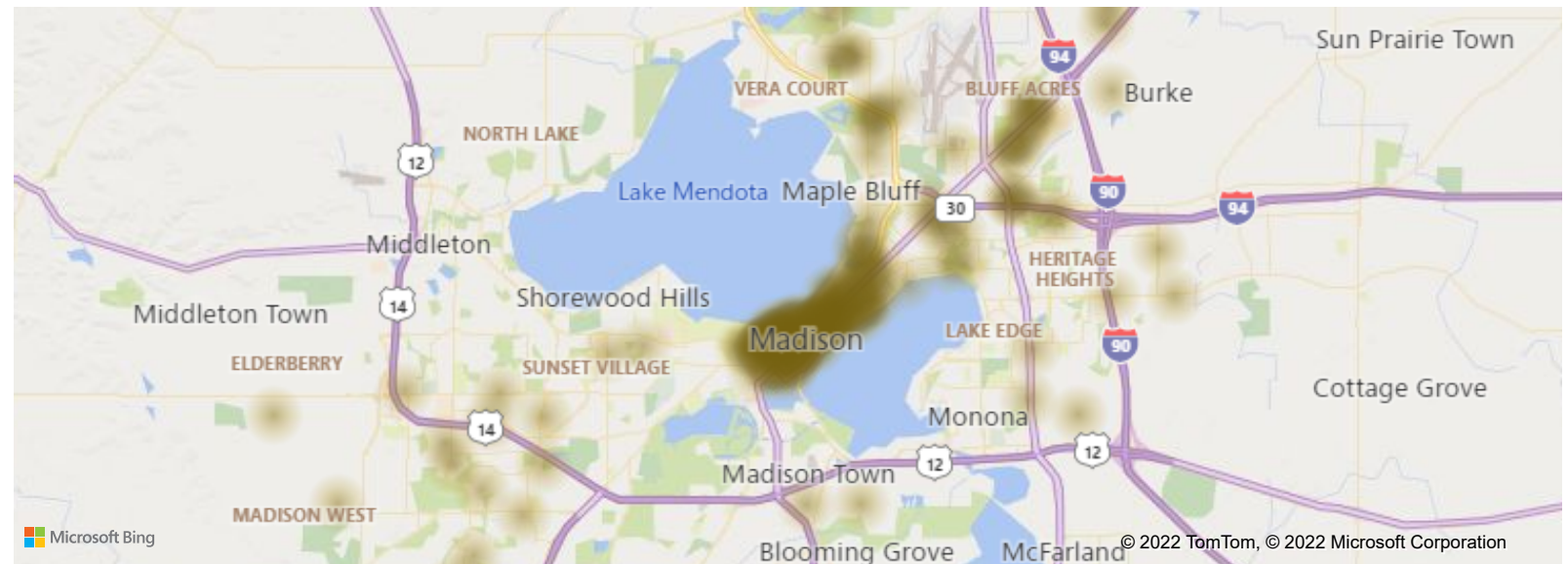
City of Madison CARES Dashboard:
Outcomes and treatments for each CARES service

Disposition ⓘ

Bar chart showing Disposition percentages:
- Assist, Agency: 5%
- Assist, Public: 27%
- Refused Evaluation/Care (Without Transport): 2%
- Treated, Released: 3%
- Treated, Transferred Care to Another EMS Unit: 3%
- Treated, Transported by CARES Unit: 34%
- Other: 2%
- (Blank): 23%