



# COMMUNITY ALTERNATIVE RESPONSE EMERGENCY SERVICES (CARES)

SEPTEMBER 2021 – MARCH 2023

 **Public Health**  
MADISON & DANE COUNTY  
*Healthy people. Healthy places.*



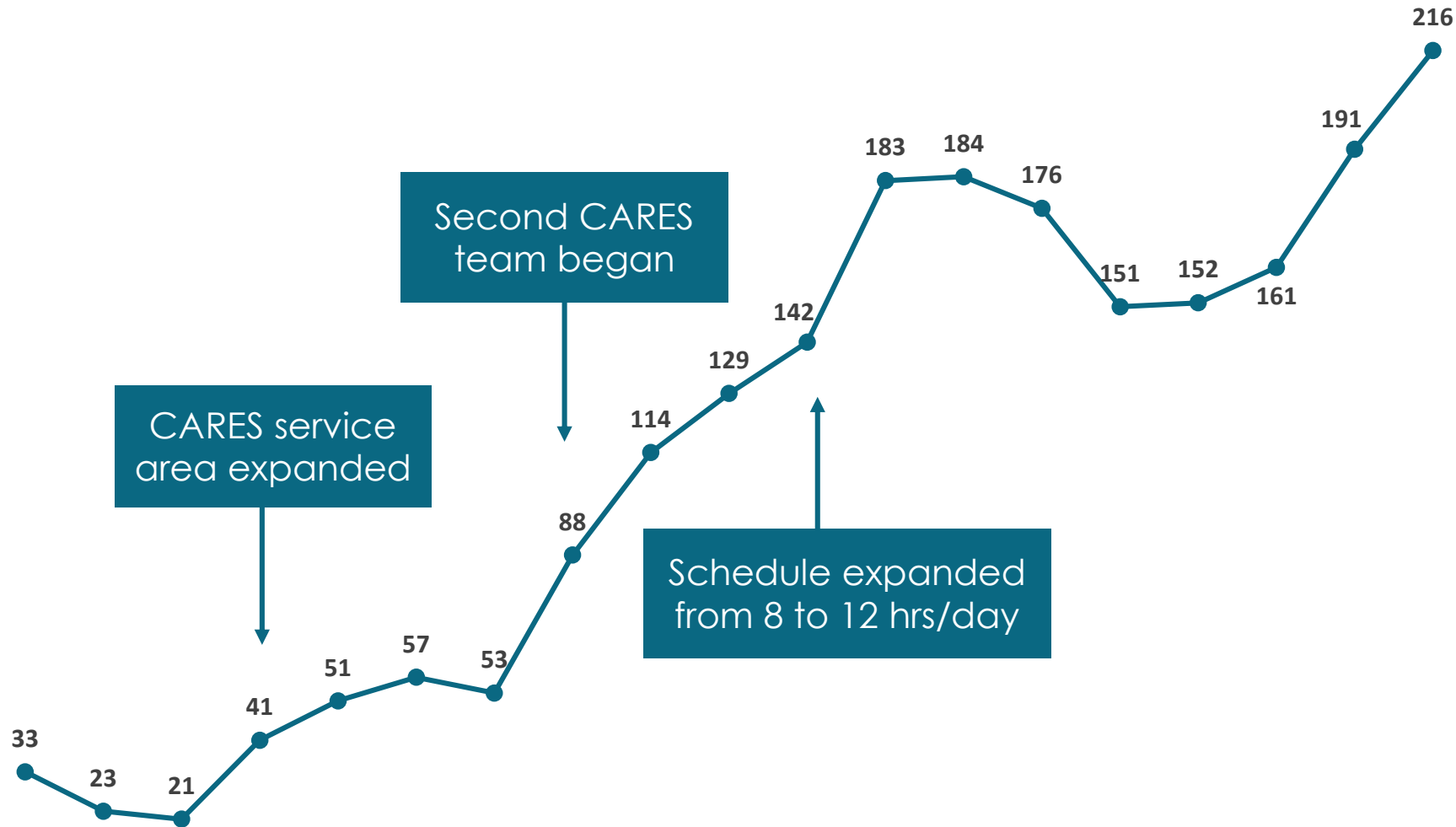


# CARES RESPONSES OVER TIME

# PROGRAMMATIC EXPANSIONS OF CARES

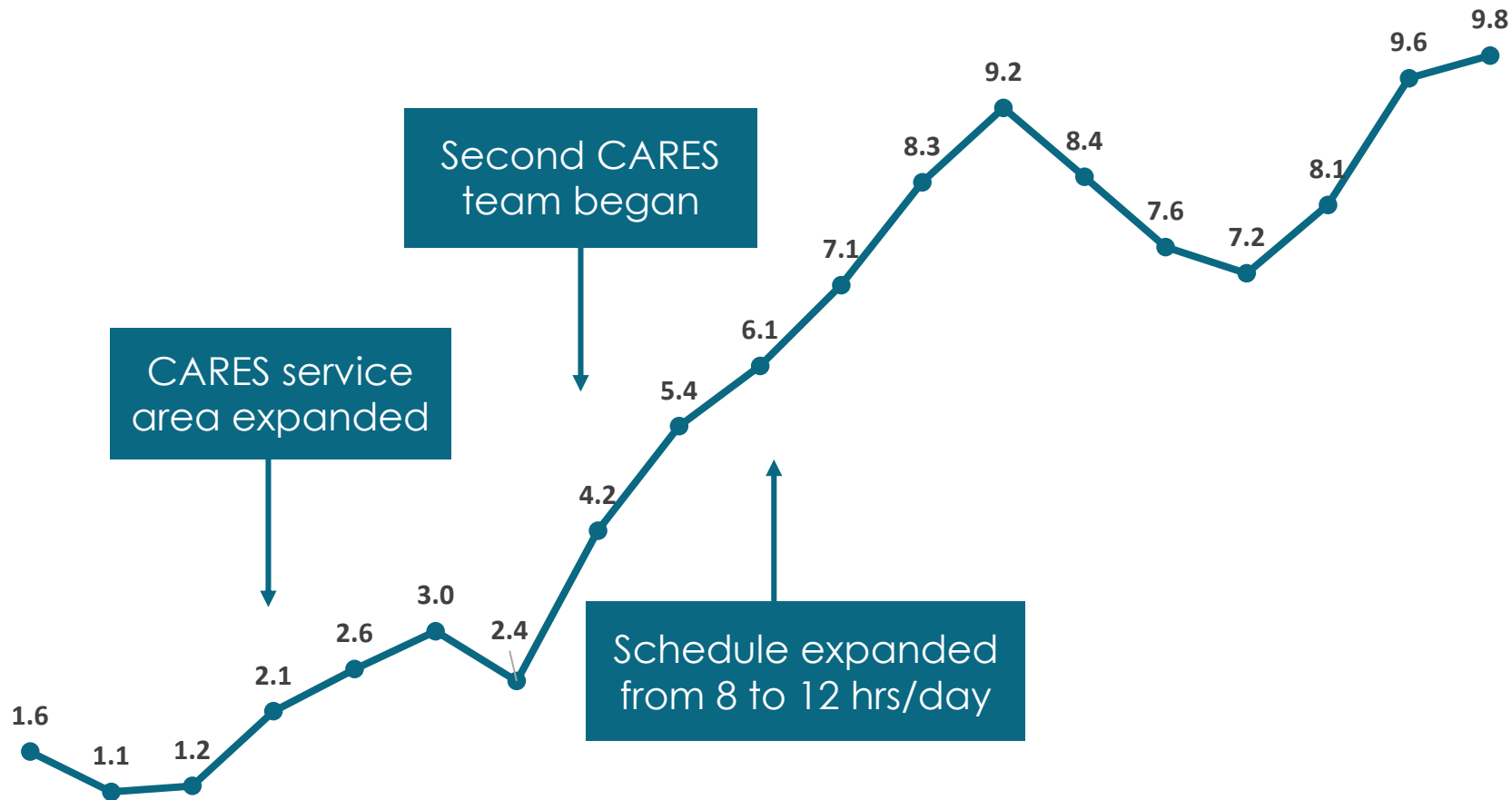
<b>Date</b>	<b>Events</b>
<b>September 1, 2021</b>	CARES launched with service hours of 11 am to 7 pm Monday-Friday and focused on Madison's central district only.
<b>December 22, 2021</b>	The CARES program expanded its service area to be citywide.
<b>April 20, 2022</b>	A second CARES team was added,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

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



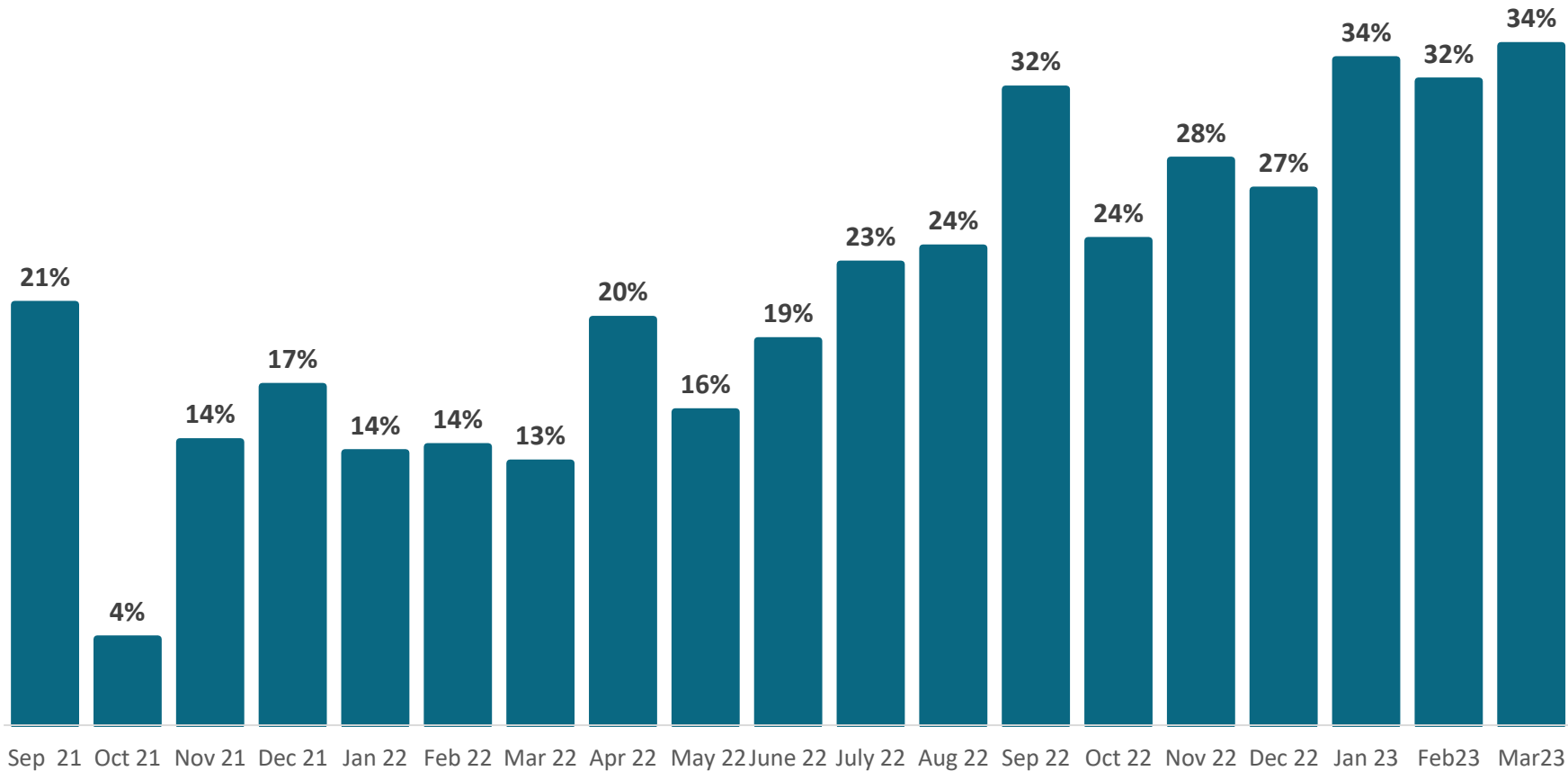
**2,166**  
**Total CARES responses**

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.



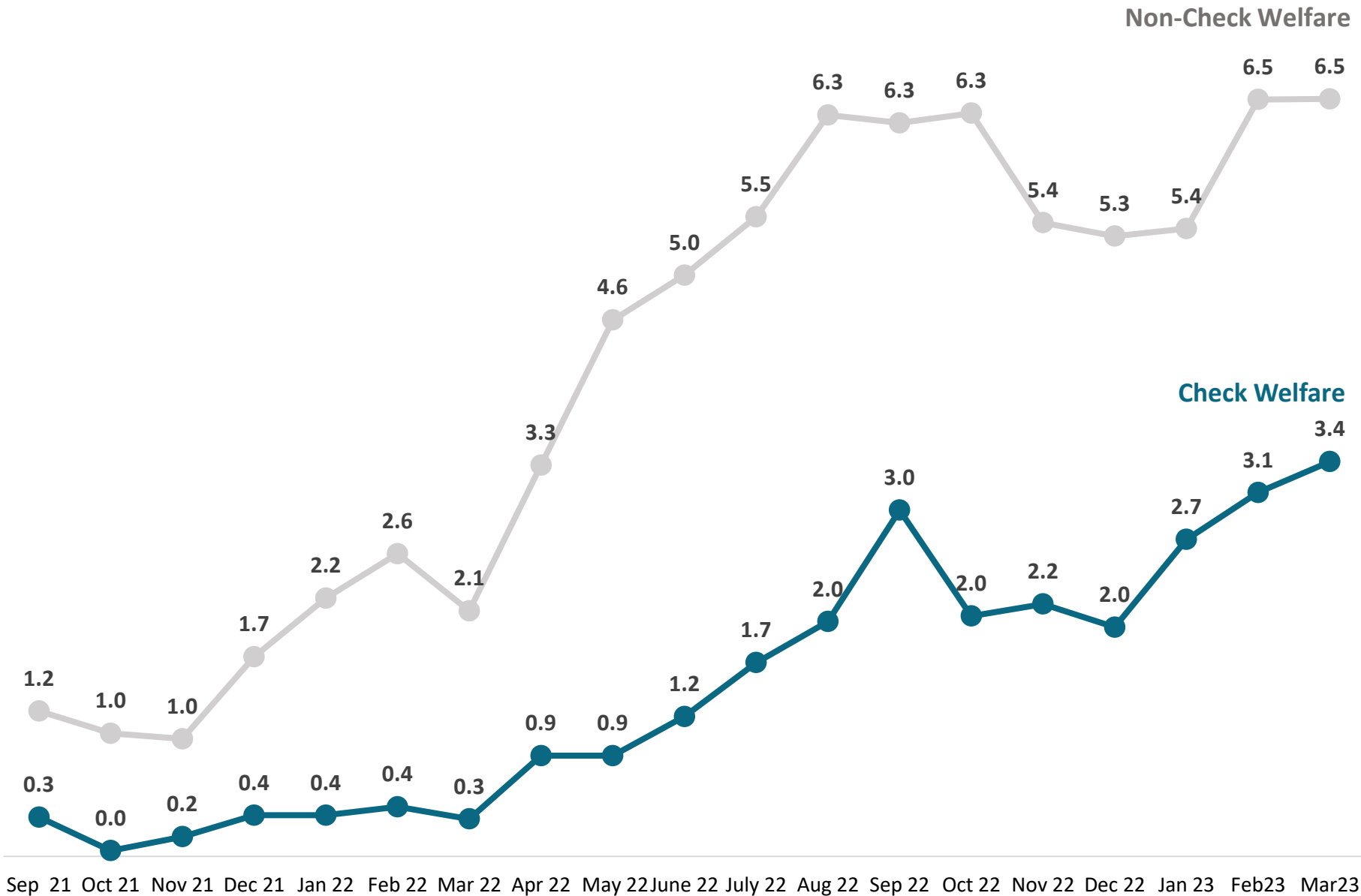
**9.1**  
**Average responses per day from January – March 2023**

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

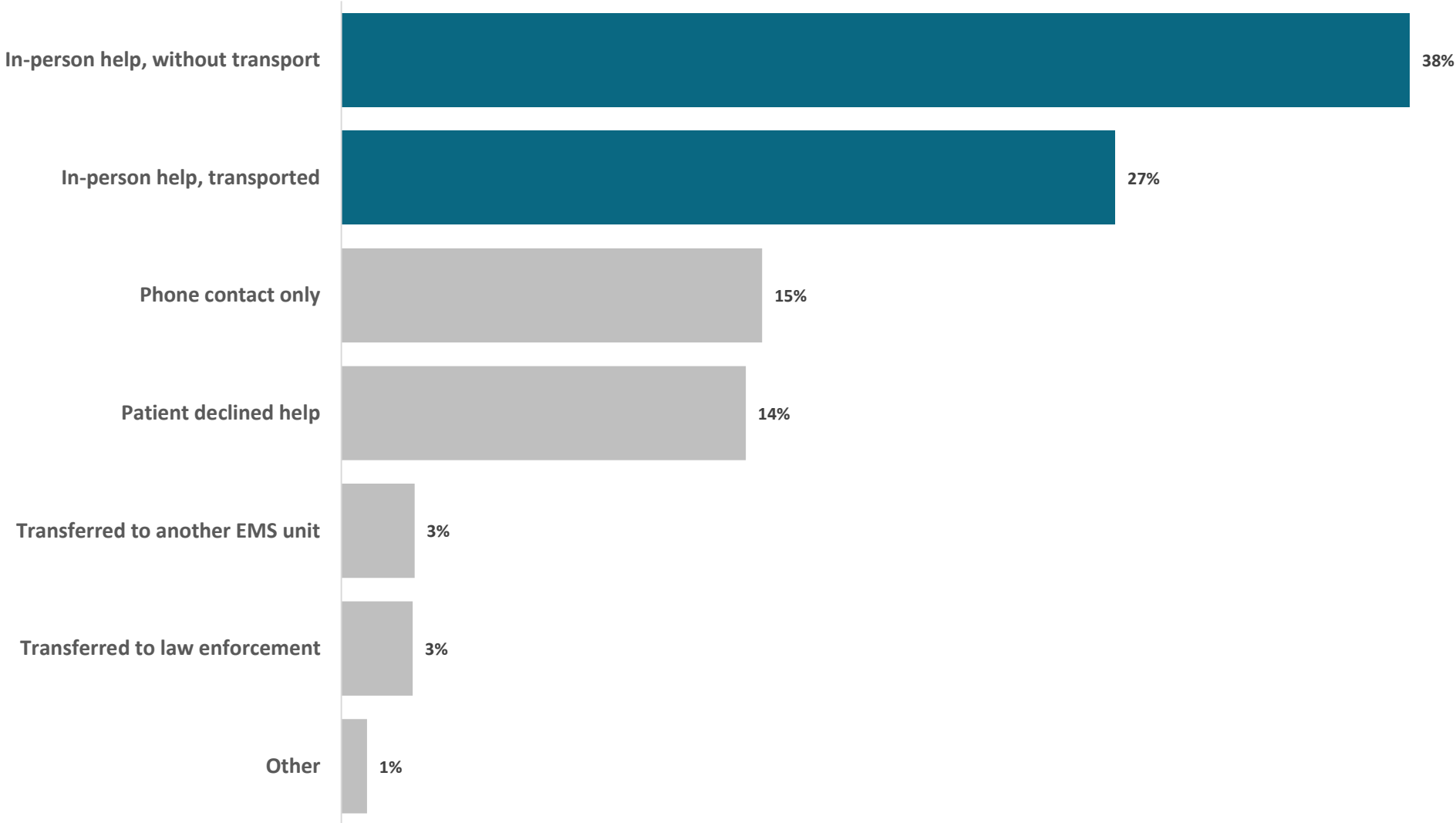
responses per day were  
**Check Welfare**  
 calls from  
**January – March 2023**



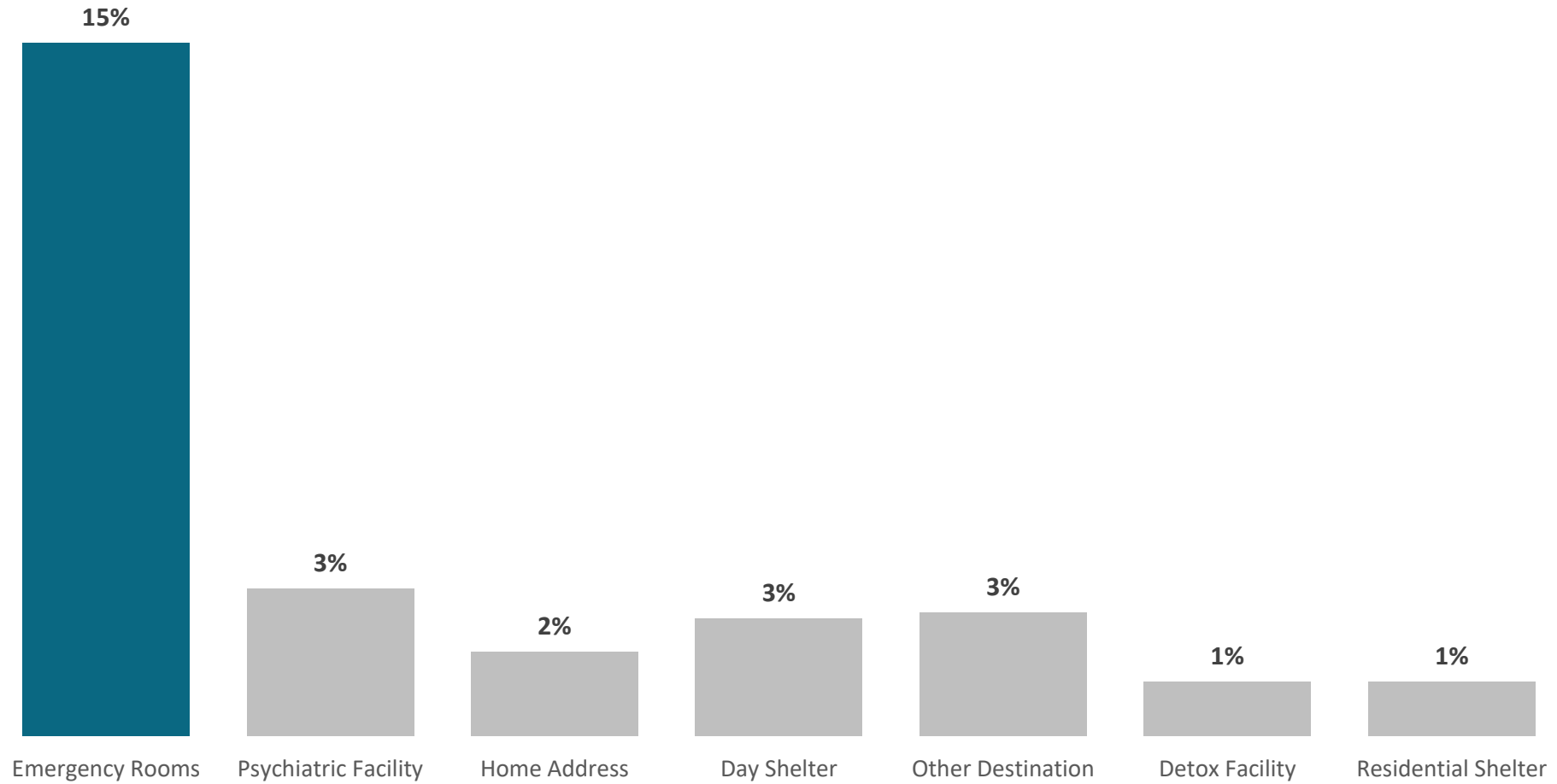
# IMPACT OF CARES



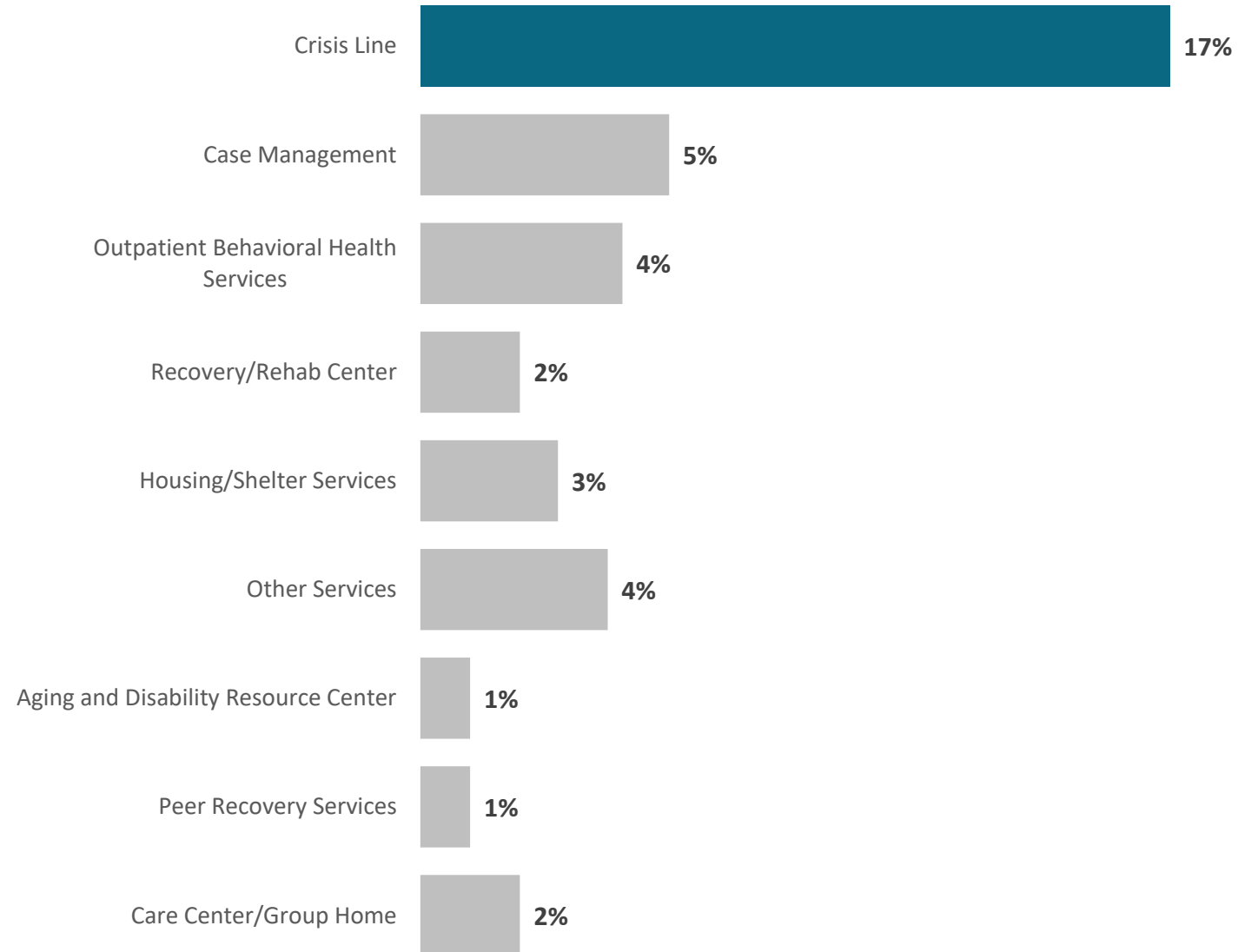
CARES addresses most clients' needs **in person**. About 1 in 7 people refuse service. Only 3% of all individuals were transferred to a law enforcement agency.



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
<b>Spring 2023</b>	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.
<b>October 2023</b>	Plan to expand to include a third team likely operating during peak hours on weekdays.

# CARES PROGRAM CONTACTS

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