

# CARES PROGRAM UPDATES

Data through June 2023



## Program Overview

Madison's Community Alternative Response Emergency Services (CARES) program is a collaboration between Madison Fire Department, Journey Mental Health, and Public Health Madison & Dane County. CARES responds to non-violent, behavioral health emergencies. The team is a group of paramedics and crisis workers.

**The goal of CARES** is to de-escalate, treat, and refer and/or transport patients to additional services.

## Program Timeline

Date	Event
September 1, 2021	The CARES program launched with service hours of 11am-7pm on Monday-Friday and focused on Madison's central district only.
December 22, 2021	The CARES program expanded its service area citywide.
April 20, 2022	A second CARES unit was added, allowing two calls to be answered simultaneously. This second unit was initially in service part-time.
July 25, 2022	Service expanded from 8 hours/day to 12 hours/day. Service hours are now 8am-8pm Monday to Friday. The second unit began full-time service on this date.

## Program Updates

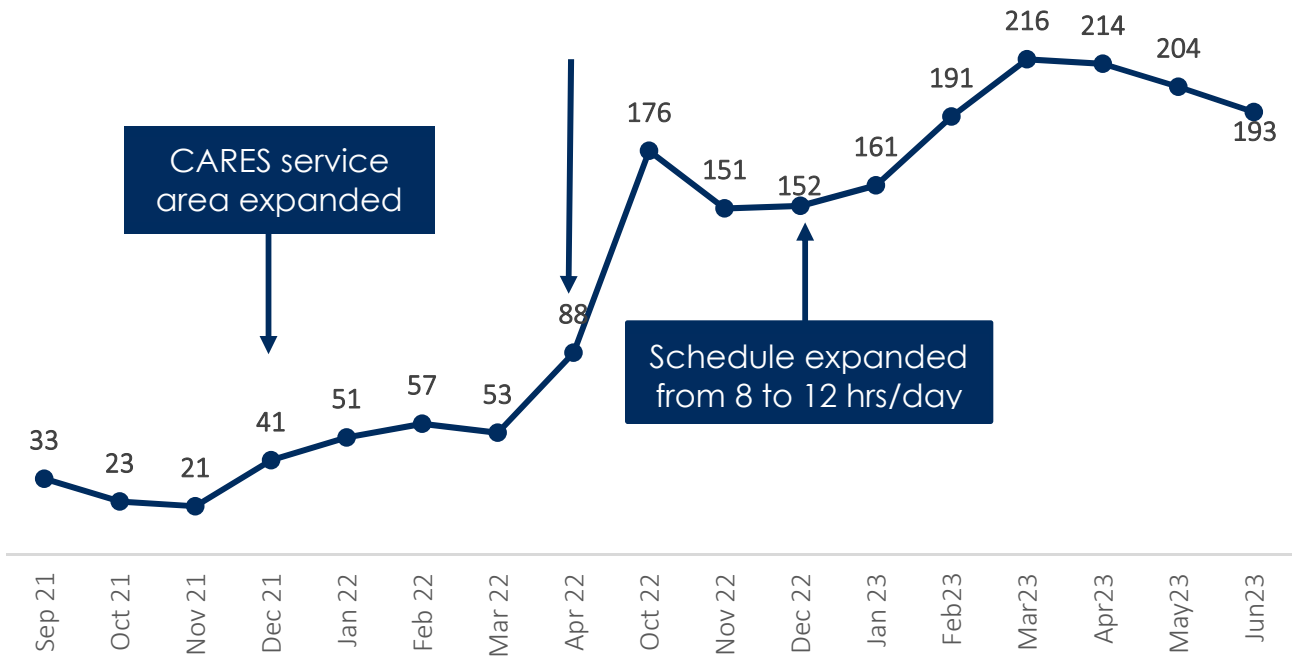
### Response Trends

- CARES has responded to 2,777 calls since the launch of the program.
- CARES volume has continued to increase. CARES has averaged 126 responses per month since launch. During the most recent quarter (April – June 2023), CARES averaged 204 responses per month.
- The increase in responses is also reflected in the averages calls per day of service, which takes into account weekends and holidays. During then the most recent quarter, CARES averaged 9.7 responses per day, with a record high of 10.7 responses per day during April.

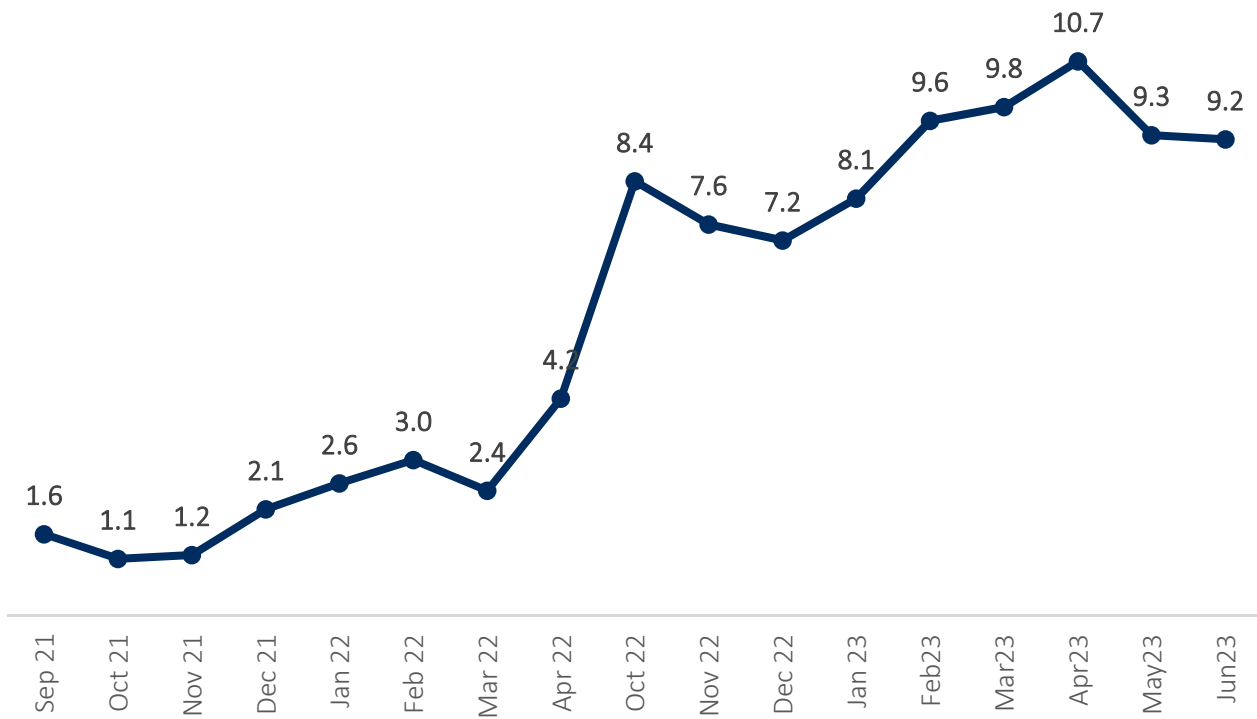
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The **number of monthly responses** reached an all-time high in March 2023. The most recent quarter (April – June 2023) had the greatest number of quarterly responses to date.



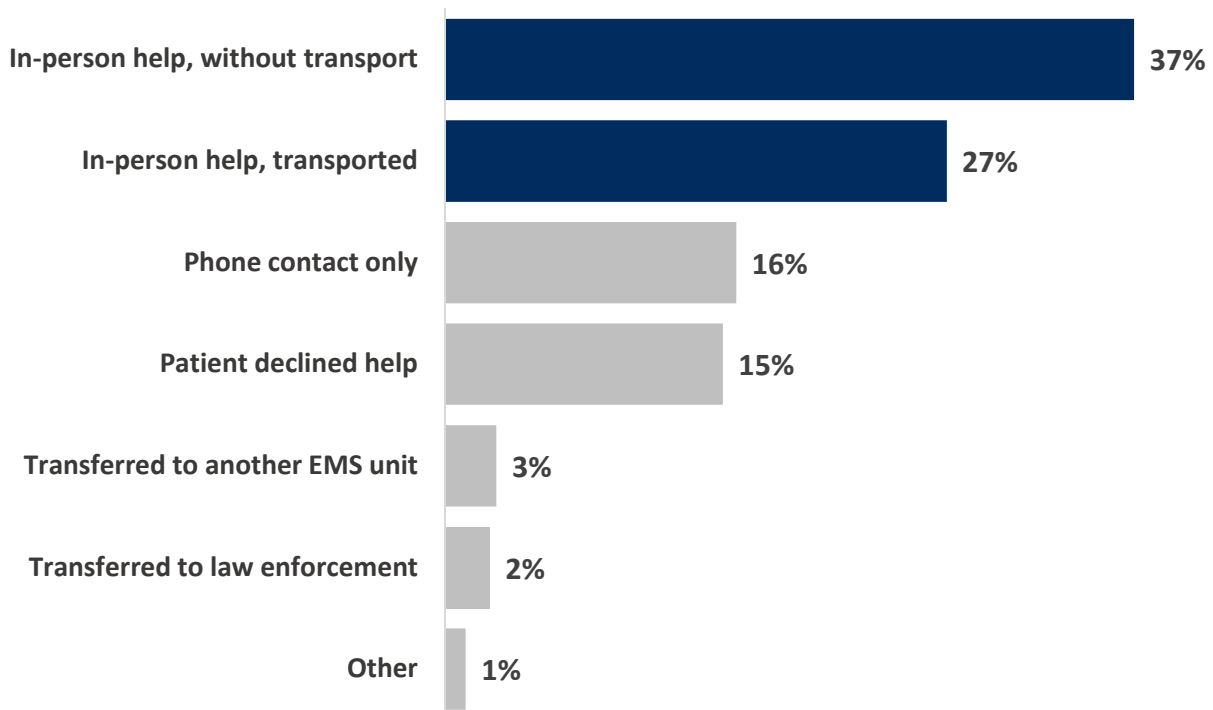
The CARES team averaged **10.7 responses per day of service** during April 2023. This is the highest monthly response rate since the program began.



## Resolution of Calls

- CARES made contact with 1,951 individuals, or in 70% of all responses. Reasons CARES staff don't make contact with patients include: the call was canceled en route, the situation was deemed too dangerous, the person was not located during a welfare check, or the team was able to make contact with other people but not the subject of the call.
- Of those patients with whom CARES staff were able to connect:
  - 53% had their immediate concerns resolved either by phone (16%) or without needed transport to other services (37%).
  - 15% (1 in 7) refused CARES evaluation or assistance.
  - A central aim of the CARES program is diverting patients from law enforcement, when appropriate. CARES is meeting that objective, with only 2% of patients being transferred to law enforcement.
  - 27% were transported to another destination. Emergency Room was the most common destination.
  - 31% were referred to one or more community service. The most common referral was to a crisis line.

CARES addresses most patients' needs **in person**, with a little over 1/4 of individuals needing transport to another location.



## Questions

Have questions about the CARES program? Reach out to Ché Stedman ([cstedman@cityofmadison.com](mailto:cstedman@cityofmadison.com)).

7/12/2023

