

# CRISIS ASSISTANCE RESPONSE & ENGAGEMENT PROGRAM (CARE)



The CARE Program integrates behavioral health professionals into the City's 911 response system through 3 different response models:

## Alternate Response Teams



- ★ **Staffing:** CFD Community Paramedic + CDPH Mental Health Crisis Clinician
- ★ **Services:** Respond to low-risk 911 calls with a mental health component.
- ★ **Launched:** June 2022 in West Elsdon, West Lawn, Chicago Lawn, Gage Park, West Englewood and March 2023 in Loop, Near South

2 TEAMS

7 COMMUNITY AREAS

251 CRISIS RESPONSES

145 FOLLOW-UP ATTEMPTS  
(BETWEEN JUNE 2022 - JUNE 2023)

## Opioid Response Team



- ★ **Staffing:** CFD Community Paramedic + Certified Peer Recovery Specialist
- ★ **Services:** Conduct 24-72 hour follow up in person with individuals who have experienced a non-fatal opioid overdose.
- ★ **Launched:** January 2023 in East Garfield Park, West Garfield Park, Humboldt Park

1 TEAM

3 COMMUNITY AREAS

168 FOLLOW-UP ATTEMPTS  
(BETWEEN JAN 2023- APRIL 2023)

## Multidisciplinary Response Teams



- ★ **Staffing:** CFD Community Paramedic + CDPH Mental Health Clinician + CPD Crisis Intervention Team Officer
- ★ **Services:** Respond to low and moderate risk 911 calls with a mental health component.
- ★ **Launched:** September 2021 in Uptown, Lakeview, North Center, Auburn Gresham, Chatham

2 TEAMS

5 COMMUNITY AREAS

716 CRISIS RESPONSES

529 FOLLOW-UP ATTEMPTS  
(BETWEEN SEPT 2021 - JUNE 2023)



**In the current pilot phase, all teams operate Monday-Friday during the daytime shift.**

The CARE Program is an initiative co-led by the Chicago Mayor's Office, Chicago Fire Department, Chicago Department of Public Health, Chicago Police Department, Office of Emergency Management and Communications, and Illinois Department of Public Health Region 11 Emergency Medical System. The Program is working with an external evaluator to understand the effectiveness of each response model.





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Teams respond through four primary mechanisms:

- Direct dispatch from the 911 call center
- Respond to assist requests from CPD patrol units that are interacting with a resident and identify a mental health component
- Monitor real-time 911 calls over the CARE vehicle radios and self-dispatching to those calls
- Follow up with individuals 24-72 hours after an overdose has occurred

Teams also conduct follow-up encounters with individuals and families one, seven, and 30 days after the 911 call is placed.



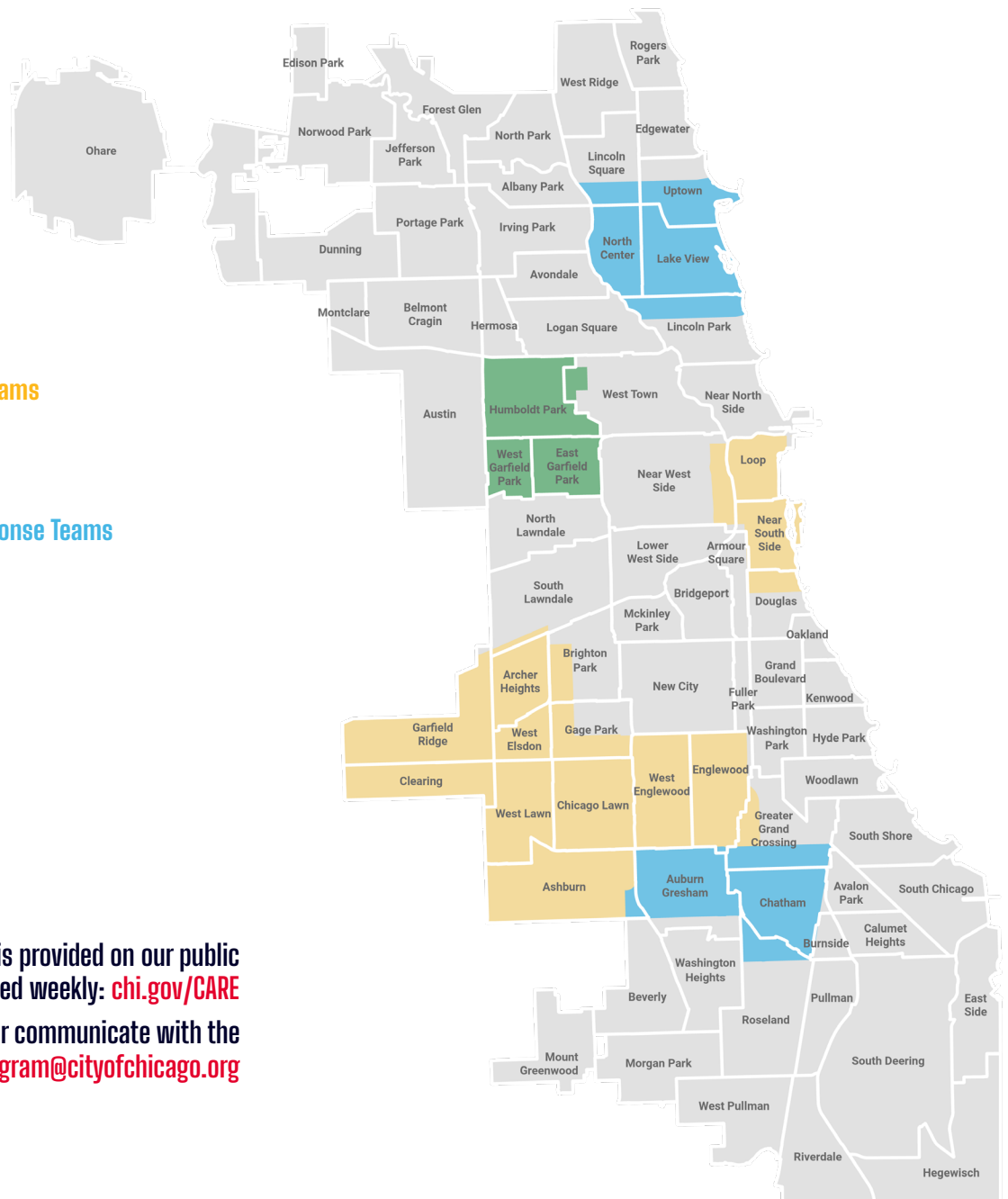
**Alternate Response Teams**



**Opioid Response Team**



**Multidisciplinary Response Teams**



Data on the CARE Program is provided on our public dashboard, which is updated weekly: [chi.gov/CARE](https://chi.gov/CARE)

To learn more about CARE or communicate with the program, contact: [CAREProgram@cityofchicago.org](mailto:CAREProgram@cityofchicago.org)