

# CRISIS ASSISTANCE RESPONSE & ENGAGEMENT PROGRAM (CARE)



## OVERVIEW

- ★ For the first time in City history, the C.A.R.E. program integrates behavioral healthcare professionals into the City's 911 response system by:
  - Adding mental health professionals staffed in the 911 Call Center to respond to mental health service calls
  - Creating healthcare-based co-responder and alternate responder teams dispatched to respond to 911 calls for service with a behavioral health component
  - Building crisis stabilization centers for individuals experiencing a behavioral health crisis to offer alternatives to emergency departments

## GOALS

- ★ Improve outcomes for individuals experiencing a behavioral health crisis who require emergency response by:
  - Utilizing behavior healthcare responders during behavior health crisis
  - Conducting follow up and outreach to those individuals (families) who were experiencing a behavior health crisis for up to 30 days after the crisis
- ★ Expand the City's current strategies for responding to individuals in crisis by ensuring a coordinated and comprehensive crisis response system

## ALTERNATE RESPONSE TEAM: DETAILS

- ★ Services: behavior health crisis stabilization, medical and psychosocial assessment, referral or warm hand-off to community resources, care coordination and case management
- ★ Population served: individuals aged 18-65 years identified through a 911 call for a behavioral health crisis
- ★ The City is piloting three different response team models:
  - ★ Launched September 2021: CFD Community Paramedic, CDPH Mental Health Clinician, CPD CIT Officer
    - Operate in Uptown, North Center, Lakeview and Auburn Gresham, Chatham
  - ★ Launched June 2022: CFD Community Paramedic, CDPH Mental Health Clinician
    - Operate in West Englewood, West Elsdon, Chicago Lawn, West Lawn, Gage Park
  - ★ Launching late 2022: CFD Community Paramedic, Peer Recovery Specialist
    - Operate in West Garfield Park, East Garfield Park, Humboldt Park



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