CHICAGO
MAYOR LORI E. LIGHTFOOT

CRISIS ASSISTANCE RESPONSE & ENGAGEMENT PROGRAM (CARE)

OVERVIEW

- **For the first time in City history, the CARE Program integrates behavioral health professionals into the City's 911 response system by:**
  - Adding mental health professionals staffed in the 911 Call Center to consult and support on emergency response
  - Creating healthcare-based multidisciplinary responder teams dispatched to 911 calls for service with a behavioral health component
  - Providing alternative destinations for individuals experiencing a behavioral health crisis to offer alternatives to emergency departments

GOALS

- **Improve health outcomes for people in behavioral health crisis by:**
  - Providing de-escalation, mental health assessment, connection to care, and basic needs resources
  - Conducting follow-up after the initial crisis to ensure long-term connection to supports
- **Expand the City's current strategies for responding to individuals in crisis to include compassionate care from trained mental health professionals**

CARE TEAM OPERATING LOCATIONS

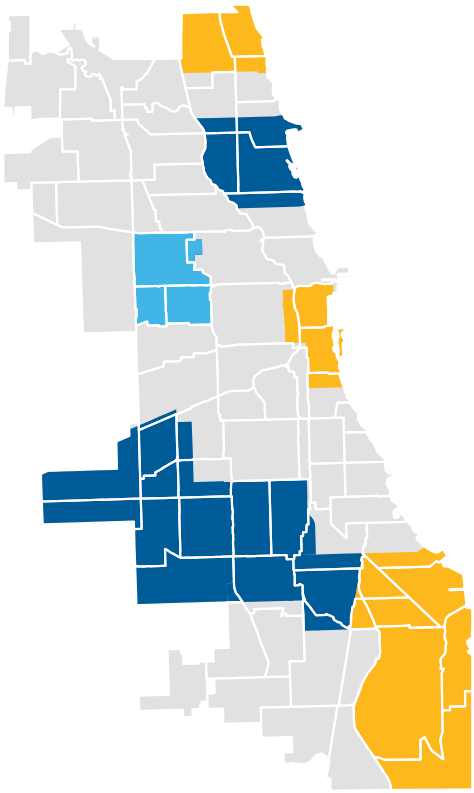
CARE is expanding its response models and operating locations

Current CARE Teams — September 2021
- Uptown/Lakeview/North Center (MDRT)*
- Auburn Gresham/Chatham (MDRT)*

Current CARE Teams — June 2022
- West Elsdon/West Lawn/Chicago Lawn/Gage Park/West Englewood (AR)**

Opioid Response Team — January 2023
- West Garfield Park/East Garfield Park/Humboldt Park (ORT)†

Expansion Districts — Spring/Summer 2023
- Loop/Near South (AR)**
- Rogers Park/West Ridge/Edgewater
- South Chicago/Calumet Heights/South Deering/East Side/Hegewisch



*__Multidisciplinary Response Team (MDRT):__ CFD Community Paramedic, CDPH Mental Health Clinician, CPD Crisis Intervention Trained Officer

**__Alternate Response (AR):__ CFD Community Paramedic, CDPH Mental Health Clinician

†__Opioid Response Team (ORT):__ CFD Community Paramedic, Peer Recovery Coach

To learn more about CARE or communicate with the program, contact: CAREProgram@cityofchicago.org

For regularly updated CARE Program data, visit: chicago.gov/CAREprogram