

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

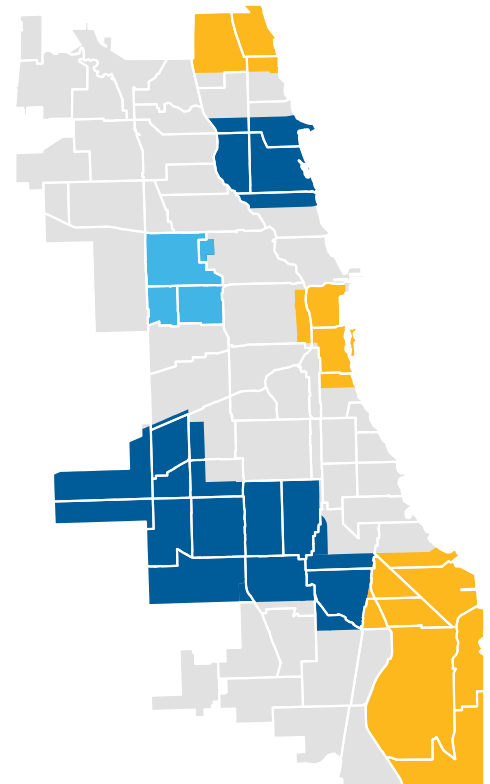
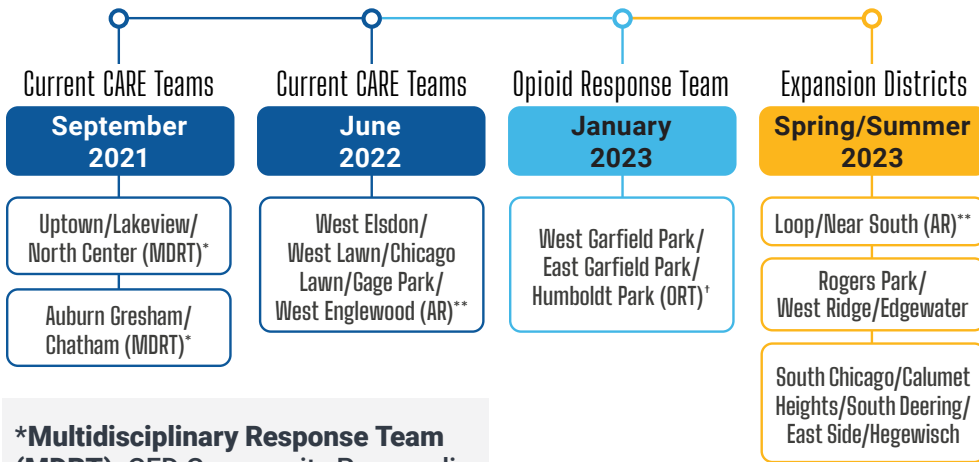
GOALS

- ★ 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



***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