

Chicago Department of PUBLIC HEALTH



BUREAU OF BEHAVIORAL HEALTH *Crisis Assistance and Response Engagement Program (CARE)*

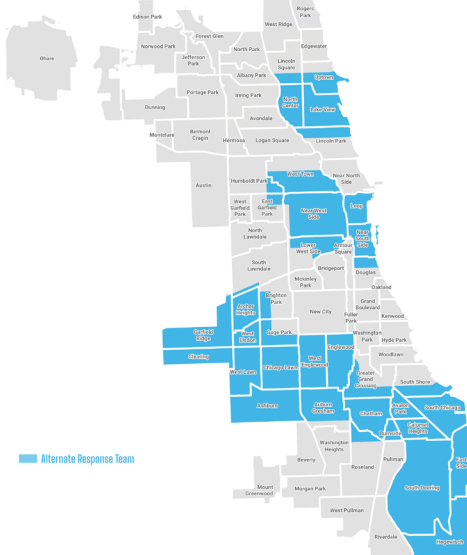
OUR MISSION

The **CARE program** works to ensure that Chicagoans experiencing a mental health crisis are assisted on-site by teams of behavioral health professionals and are offered resources to address additional unmet health and social needs.

CARE resources are focused on Chicago neighborhoods with the highest need for mental health resources. CDPH partners with the Office of Emergency Management and Communications to integrate behavioral health professionals into the City's 911 response system.

Since launching in 2021, CARE has responded to more than 1,500 911 calls with a mental health component, with zero arrests. After a successful pilot, CARE expanded into a full-fledged program in Fall 2024.

WHERE WE OPERATE



CARE teams currently operate in Police Districts 1, 4, 6, 7, 8, 12, and 19.

Look up your district here:
chicagopolice.org/police-districts/find-your-district/



HOW IT WORKS

- A Public Health-led staffing model services 911 calls that require a behavioral health intervention. The responders include a CDPH Mental Health Crisis Clinician and a CDPH Emergency Medical Technician.
- Safe spaces and alternate destinations for shelter are provided to individuals experiencing a mental or behavioral health crisis.
- Mental health professionals have been added to Chicago's 911 Call Center to consult and support emergency responses.
- A Citywide/Special Cases team provides coverage across the city and is not limited to any geographic area and responds to complex behavioral cases around the city through referrals.



RESOURCES

To access the Citywide team or for more information, get in touch
CAREProgram@cityofchicago.org

CURRENT SERVICE HOURS


Monday - Friday, 10:30am - 4pm



If you or someone you know is experiencing a mental health crisis, call **911** and ask for the **CARE team**

Additional crisis lines:

Mental health resources:
mentalhealth.chicago.gov, or call 211


 **24/7 National Suicide Prevention Hotline: 988**

Illinois CARES Hotline: 800-345-9049
(Available 24/7 for children and adults with Medicaid)

24/7 Multilingual City of Chicago Domestic Violence Helpline: 877-863-6338

PARTNERS



 THE BUREAU OF BEHAVIORAL HEALTH includes Mental Health, Violence Prevention and Substance Use Programs, Services, and Resources.

January, 2025