

# Community Assistance: Respond, Engage, Support (CARES) Team

OCTOBER 2, 2023

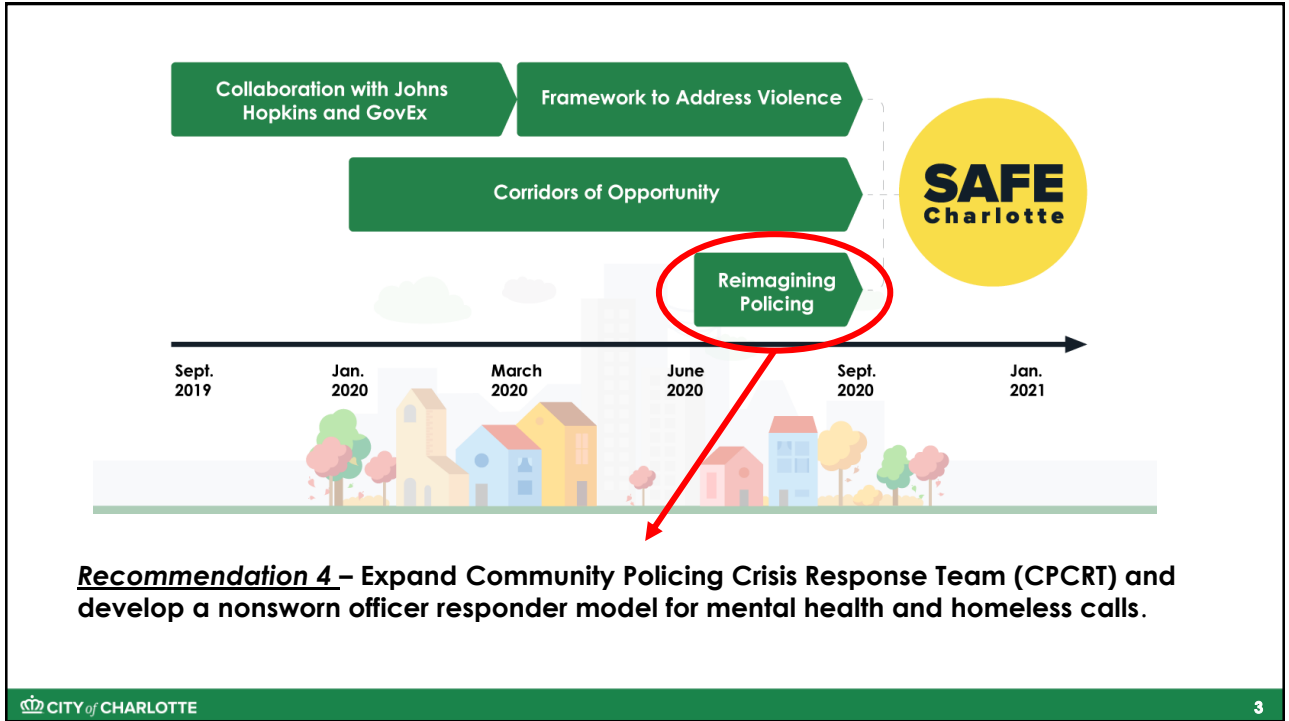
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## Overview

- ◀ Origin of the Community Assistance: Respond, Engage, and Support (CARES) Team
- ◀ Program Parameters
- ◀ Preliminary Data Review
- ◀ Looking Ahead



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## Moving from Recommendations to Implementation

- ▾ Partnered with RAND to develop initial program recommendations on civilian response model
- ▾ \$1.5m Total
  - \$1.2m – FY 2022 (city)
  - \$330k – FY 2023 (State of NC STAR Grant, one of three cities)
- ▾ Launched program December 2022
- ▾ Program Goals:
  - Reduce need for emergency services
  - Provide appropriate response for residents
  - Increase connectivity between first responders and community partners

The image shows the cover of the '2021 SAFE Charlotte Report Summary'. It features a vertical collage of diverse, stylized human faces on the left side. On the right, the text reads 'CITY of CHARLOTTE' with a crown icon, followed by '2021 SAFE CHARLOTTE REPORT SUMMARY'. A small yellow square with the year '2021' is in the top right corner.

# Program Parameters

◀ **Location:**

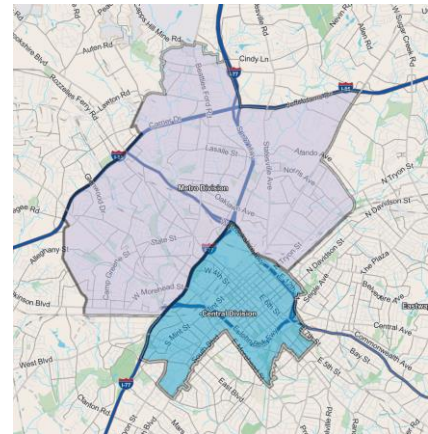
- Central Division
  - December 2022 – Initial launch, secondary and proactive response
  - March 2023 – Added direct dispatch response
- Metro Division
  - June 2023 – Direct dispatch, secondary and proactive response

◀ **Operations:**

- Monday – Friday, 7am – 3pm
- One team of two clinicians
- Direct dispatch, secondary response, proactive response

◀ **Initial Focus For Call Types:**

- Loitering
- Loitering for Money
- Homeless People



## Soft Launch December 2022 – March 2023

◀ **Program Operations**

- Central Division
- No direct dispatch
- Secondary response and proactive work/engagement with community partners

◀ **Lessons Learned**

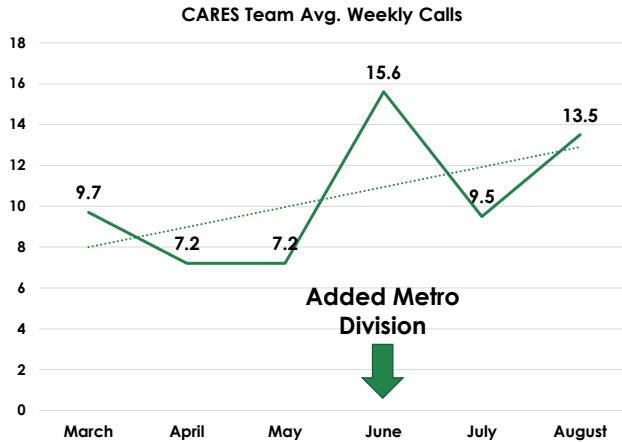
- Modified dispatch process to match caller need
- Needed to improve service connection with county → access to HMIS

CARES Team Call Types Dec. 2022 – March 2023		
Call Type	% Calls	# of Calls
Homeless People	46%	46
Check the Welfare	26%	26
Loitering/Loitering for Money	5%	5
Disturbance	7%	7
All others	16%	15
<b>Total</b>	<b>100%</b>	<b>99</b>

Dispatch types were secondary and proactive response during soft launch.

# CARES Team: Preliminary Data

**CARES Served 158 unique consumers**



CARES Team Call Types March 2023 - Aug. 2023		
Response Type	% Calls	# of Calls
Direct Dispatch	50%	135
Secondary Response	32%	86
Proactive Response	18%	47

Call Type	% Calls	# of Calls
Homeless People	31%	84
Check the Welfare	20%	54
Loitering/Loitering for Money	16%	42
Disturbance	13%	35
All others	19%	52
<b>Total</b>	<b>100%</b>	<b>268</b>

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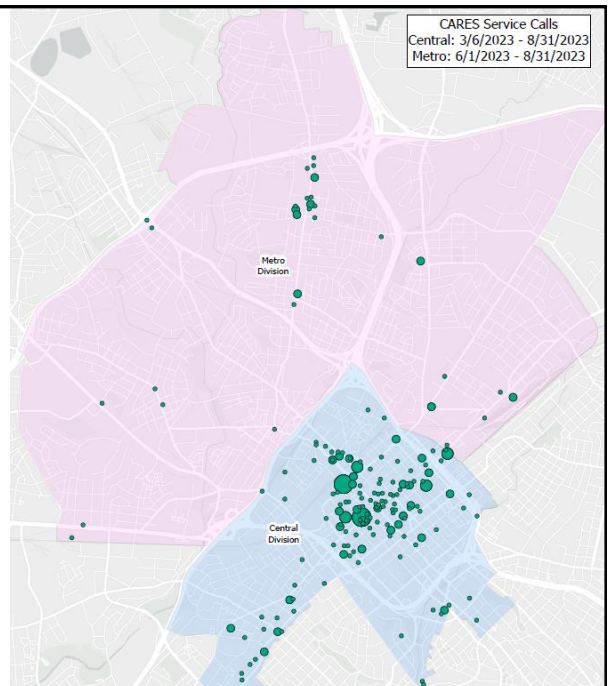
# CARES Team: Preliminary Data

## Homeless Calls for Service

Division	Total Calls	Patrol	CARES	Patrol + CARES
Central (03/2023-08/2023)	97	42	33	22
Metro (06/2023-08/2023)	26	20	4	2

Calls for service are during pilot operational hours only, M-F, 7am - 3pm.

- **No** calls for service responses by CARES that resulted in arrest
- **No** calls for service that resulted in injury to CARES team or consumer



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## CARES Team Success Stories

### ◀ Client Contact:

- Team has shared information, connected, or referred 57 consumers to community partners
- Team has made 25 follow up engagements
  - *Support with obtaining ID, housing, connect to Coordinated Entry etc.*
- 2 people are in the pipeline for Permanent Supportive Housing Vouchers
  - *1 individual has moved into housing*

### ◀ Support for chronically vulnerable individuals

- Proactively engaged an individual sleeping in the same spot for weeks; connected him to shelter services
- Working with chronically homeless individual (26 CARES team engagements since March 2023, 20 arrests since October 2020); should be housed soon

## Opportunities, Challenges, and Next Steps

### ◀ Opportunities and Challenges

- Continue to improve coordination as volume of direct dispatch and secondary response increases
- Lack of mental health supports in community
- Need more street outreach and long-term case management to support for high-barrier individuals

### ◀ Next Steps

- Continue with current operations
- Evaluate program for future state

# Questions?