



ADVOCATE ILLINOIS MASONIC MEDICAL CENTER
JOHN H. STROGER JR. HOSPITAL OF COOK COUNTY
NORTHWESTERN MEMORIAL HOSPITAL
UNIVERSITY OF CHICAGO MEDICAL CENTER

DATE: February 19, 2025

TO: Region 11 EMS Clinicians
Region 11 EMS Participating Hospitals

FROM: **REGION 11 EMS MEDICAL DIRECTORS CONSORTIUM**

SUBJECT: **CRISIS ASSISTANCE RESPONSE AND ENGAGEMENT (CARE) PROGRAM**

The CARE program is a Chicago Department of Public Health (CDPH) initiative under Region 11 EMS, composed of teams of EMS Clinicians (EMT level minimum requirement) and behavioral health professionals who respond to Chicagoans experiencing a mental health crisis. The program operates M-F from 1030-1600 (excluding city holidays) in Chicago Police Districts 1, 4, 6, 7, 8, 12, and 19 (see attached map).

CARE teams respond through OEMC dispatch, CPD assists, self-dispatch, proactive outreach, and follow-up. Upon patient contact, the team will provide a focused medical assessment and thorough behavioral health assessment. Patient disposition is tailored to the patient's needs and includes providing resources, transporting to alternate destinations, and transporting to emergency departments. For emergency department transports, CARE teams will select the destination most appropriate for patient needs and provide a prenotification call. Online medical control of CARE teams is provided directly from the CARE Program Medical Directors.

Currently, there is no process for Chicago Fire Department (CFD) EMS clinicians to transfer care of patients to the CARE team. When CFD EMS clinicians have made patient contact, and a CARE team is on scene, CFD will follow the Region 11 [Initiation of Patient Care](#) policy. If the patient is stable with no medical issues, cooperative, and patient preference is a CARE team assessment, CFD must adhere to the Region 11 [Consent and Refusal of EMS Service](#) policy with a refusal documented and called into online medical control.

Attached you will find the CDPH CARE Program informational one-pager.

[CARE Team EMS Program Policy](#)

Please contact either Dr. Markul or Dr. Tataris with questions.

Kenneth Pearlman, MD
Chair, Region 11 EMS Medical Directors Consortium
EMS Medical Director
Northwestern Memorial Hospital

Katie Tataris, MD, MPH
EMS Medical Director
University of Chicago Medical Center

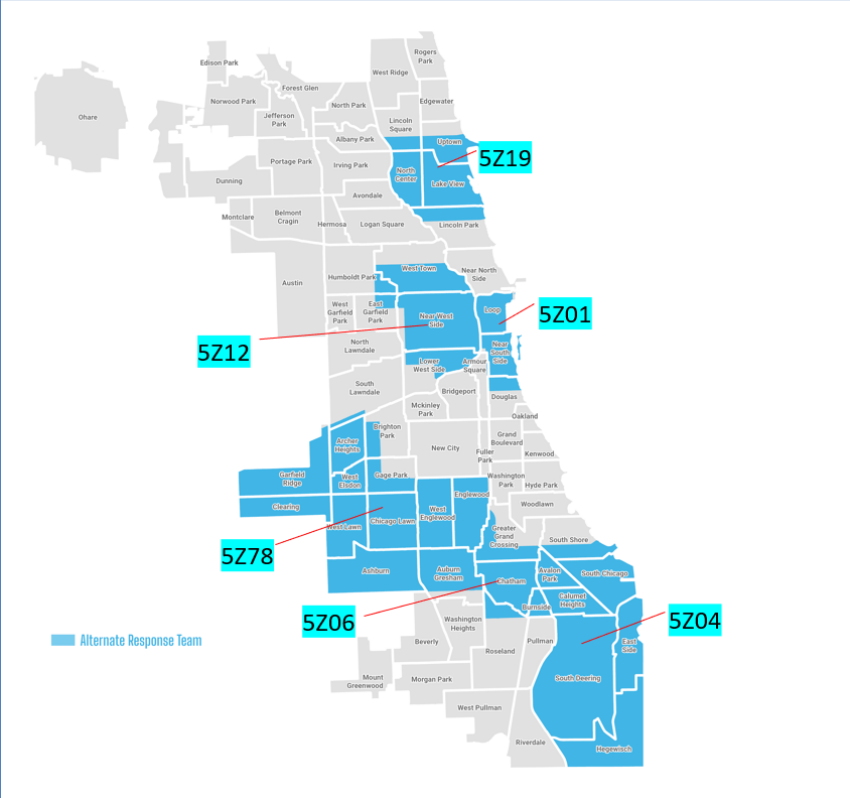
Eddie Markul, MD
EMS Medical Director
Advocate Illinois Masonic Medical Center

Joseph Weber, MD
EMS Medical Director
John H. Stroger Jr., Hospital of Cook County

Attachments: CARE Program Map
CDPH CARE Program Informational One-Pager

Copy to: Kathryn 'KC' Booth RN, EMS System Coordinator, Advocate Illinois Masonic Medical Center
Cyd Gajewski RN, EMS System Coordinator, University of Chicago Medical Center
Patricia Lindeman RN, EMS System Coordinator, Northwestern Memorial Hospital
Shannon Ziolkowski RN, Paramedic, EMS System Coordinator, John H. Stroger, Jr. Hospital of Cook County

CARE Program Map

		Van	District	Street Boundaries
		5Z06	6	Western Ave and Dan Ryan to the west 75th St to the north Metra Electric rails to the east 87th St and 95th St to the south
		5Z01	1	Highway 90 to the west River and Lake St to the north 16th St and 31st St to the south Lake Michigan to the east
		5Z78	7 & 8	Harlem Ave and Cicero Ave to the west River and Garfield Blvd to the north Kedzie Ave and Dan Ryan to the east 75th St, 87th St, and 65th St to the south
		5Z19	19	Lawrence Ave to the north Fullerton Ave to the south River to the west Lake Michigan to the east
		5Z04	4	76th St to the north Metra Electric rails & Bishop Ford <u>Expy</u> to the west 138th St to the south Lake Michigan and Indiana to the east
		5Z12	12	Western Ave and Kedzie Ave to the west Division St to the north River, Kennedy & Dan Ryan <u>Expy</u> to the east Madison, Cermak Rd, and river to the south

Chicago Department of PUBLIC HEALTH



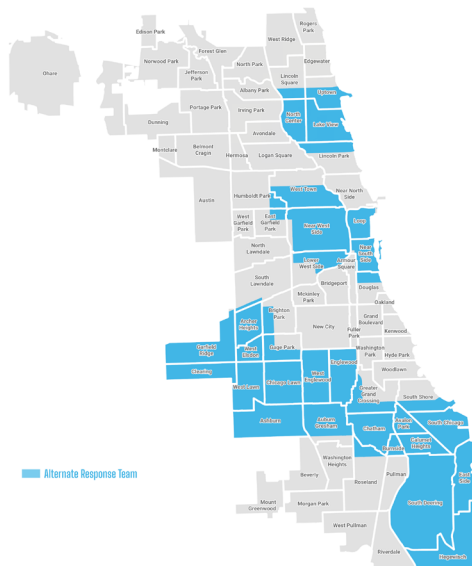
BUREAU OF BEHAVIORAL HEALTH *Crisis Assistance Response and Engagement Program (CARE)*

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.

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

