



The Community Assistance: Respond, Engage, Support (CARES) Team is a civilian response team composed of master level social workers, offering an alternate response to low-level 911 calls for service related to homelessness and mental health. The team provides crisis intervention and coordinates care with homeless service providers and community resources, providing referrals and transportation assistance and following up with the individual as appropriate.

The CARES Team does not replace the CPCRT or CIT programs. Rather, it is an additional resource to help address homelessness and mental health.

Where?

- Central & Metro Division of CMPD

When?

- Monday-Friday from 7AM-3PM

What CAN the team do?

- Provide referrals to and coordinate care with homeless service providers, including shelters and case management services.
- Transport people to service providers/hospitals.
- Provide items such as water, snacks, socks, and bus passes for appointments.
- Proactively engage people in the field.

What CAN'T the team do?

- Respond to calls where the individual is displaying violent or threatening behavior, where weapons are present, or where a crime is being committed.
- Ban an individual or enforce any laws.

How to request the CARES Team:

- CARES gets dispatched directly through CMPD's 911 system. If you would like to request CARES, request they be raised by CMPD's dispatch, and if available, CARES will respond. Note the call must be in the Central or Metro Divisions of CMPD.

Questions?

Contact the Program Coordinator, Allison Winston, at 704-449-0988, Allison.winston@cmpd.org.