



Doubling the Reach of Chicago's Mental Health Crisis Response Program

Civic Consulting Alliance's pro bono partners Kearney and Riley Safer Holmes & Cancila provided specialized expertise in legal analysis, labor modeling, and implementation planning that's helping the City double the geographic reach of its promising mental health crisis response program.

Chicago's Crisis Assistance Response and Engagement (CARE) program responds to 911 calls involving individuals experiencing a mental health or substance use-related crisis. The initial results are promising: out of over 1,200 calls, less than 1% have resulted in use-of-force incidents or arrests.

The Chicago Sun-Times March 2023 article, "[Chicago is making progress on a new response for 911 calls involving mental health. Keep at it.](#)" recognized the benefits of CARE, and urged Chicago's next mayor to continue to support the program. However, to expand CARE, crucial questions needed to be addressed: what resources would be needed (team composition, headcount, budget, etc.), and how could expansion be achieved most effectively? Early in his tenure, Mayor Brandon Johnson committed to expanding CARE and his team reached out to Civic Consulting Alliance to help develop a strategy for scaling the program.

[Read the full story on our blog](#)

"Building a new workforce across multiple stakeholders is a heavy lift - the CARE program involves five departments, each with distinct priorities, budget constraints, and labor requirements. Civic Consulting Alliance brought *pro bono* resources with functional expertise that accelerated and facilitated data-driven decision-making. Thanks to their support we are poised to double the footprint of CARE by expanding geographies and into evening and weekend coverage, ensuring this promising model reaches even more of our residents."

- Matt Richards, Deputy Commissioner of Behavioral Health, Chicago Department of Public Health

Articles Related to Our Work

"Johnson eyes ways to cut red tape for real estate developers" (via [Crain's Chicago Business](#))

Mayor Brandon Johnson is considering an exhaustive list of recommendations to speed up the city's housing and commercial development approval process. The mayor signed an executive order in December giving City departments 90 days to provide recommendations. The article notes that as that 90-day clock winds down, Johnson is planning to announce a task force to review major changes and is considering an exhaustive list of solutions to "expedite housing and commercial development."

We are proud to be working with the Mayor's Office to help streamline the process for real estate developers and investors.

"Ambitious plan aims to raise \$400 million to halve Chicago shootings, homicides in 5 years" (via [Chicago Sun-Times](#))

Community Violence Intervention (CVI) groups announced an ambitious plan to raise \$400 million through a public-private partnership to try to reduce the numbers of shootings and homicides in Chicago by 50% within five years. The aim is to scale up CVI programs so they reach at least half of the estimated 20,000 people in Chicago considered at greatest risk of being shot or shooting others.

Our clients at the Partnership for Safe and Peaceful Communities and Civic Committee of the Commercial Club of Chicago have so far raised \$66 million, and hope to raise more private dollars and seek more public funding to fill the gap.

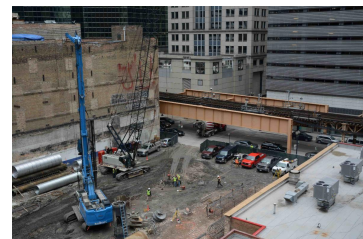
Our [Impact Report article](#) details our recent work to support the CVI ecosystem.

Career Opportunities

Director of Process Improvement

Following Mayor Johnson's [Executive Order signed in December](#), the City is now recruiting its first Director of Process Improvement to bring the experience and vision necessary to reimagine and streamline housing and commercial development processes.

The article highlighted above ("[Johnson eyes ways to cut red tape for real estate developers](#)") overviews



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this initiative, which stands to benefit all sectors in Chicago and unlock more economic growth.

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- Title: Director of Process Improvement
- Department: Office of the Mayor, City of Chicago
- Salary: \$125,016
- Reporting to: First Deputy of Business and Neighborhood Development (with direct relationship to Deputy Mayor of Business and Neighborhood Development and Chief Operating Officer)
- Ideal Start Date: Early May 2024

Senior Associate

Civic Consulting Alliance is looking for a Senior Associate to join our team! The right candidates will have a deep desire to address critical community issues and help the Chicago region thrive.

- Title: Senior Associate
- Location: Chicago, IL – Hybrid
- Experience: 5-7 years
- Salary Range: \$75,000 – 90,000
- Deadline to Apply: March 28, 2024
- Start date – Spring/Summer 2024



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Fellow Spotlight



Brian Nguyen
Technology Strategy &
Advisory Consultant

protiviti[®]
Global Business Consulting

Brian Nguyen joined us as a Fellow from Protiviti for six months to support several projects, including the Children's Adversity Index for the Illinois State Board of Education.

We asked Brian, what will you remember from your time at Civic Consulting Alliance?

"Being welcomed with open arms into the Civic Consulting Alliance team and culture! The team consists entirely of people with bright visions for improving Chicago, the capabilities to do so, and the intentions to make them happen. I'm proud to say I was able to experience it first-hand."

Thank You to Our Recent Funders



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Civic Consulting Alliance's mission is to make the Chicago region a great place for everyone to live in and work.

We address systemic problems to achieve lasting change with a unique approach to management consulting that powers projects by utilizing *pro bono* resources from Chicago's top talent. We invest an average of \$15 million in *pro bono* services annually to tackle our region's thorniest challenges.

In 2023, we reached an all-time high of \$30 million in *pro bono* services delivered to our clients. [Visit our website](#) to learn more about our recent work.

Questions? Comments? Contact [Nikki Way](#)



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