

# Community Assisted Response & Engagement Department (CARE)

## 2025 & 2026 Proposed Budget Overview

SEATTLE  
CITY HALL

Seattle City Council Select Budget Committee



**City of Seattle**

# CARE Overview

**The Seattle CARE Department's mission is to improve public safety** by responsively receiving 911 calls for service, dispatching police officers and CARE Response Teams, managing police radio communications, and resolving low-risk behavioral health incidents through diversified responses that are research-based, effective, and compassionate.

## 9-1-1 Communications Center

- Largest 911 center in Washington
- **About 880,000+ calls per year**
- Call takers field approximately 2,500 calls per day
- Dispatch police and CARE Response Teams
- Manage police radio communications

## Community Crisis Responders

- Behavioral health crisis responders
- Have responded to 781 calls as of 9/21
  - Average time on scene: 40 minutes
  - **Saved 1,041 hours of officer time**
  - SPD response would have cost \$271,909 vs CARE response cost of \$135,998

# CARE's One Seattle Alignment



- Respond to **9-1-1 calls efficiently and effectively** by hiring more staff and **diversifying response options**
- Reduces harm and **provides an equitable system** of emergency response
- Coordinate community safety efforts to **avoid duplication and inefficiencies** by breaking down silos
- Build and maintain **community trust**

# Summary

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The Mayor's proposed budget maintains its commitment to public safety investments.

The CARE Department will continue to recruit and retain 9-1-1 staff levels and will expand the CARE team to citywide coverage throughout Seattle in 2024.

TOTAL BUDGET (\$000s)	2024 Adopted	2025 Proposed	2026 Proposed
General Fund	\$26,343	\$32,151	\$35,676
Payroll Expense Tax Fund	\$0	\$0	\$0
Other Funds	\$0	\$0	\$0
FTE	163.0	186.0	186.0

# Additions

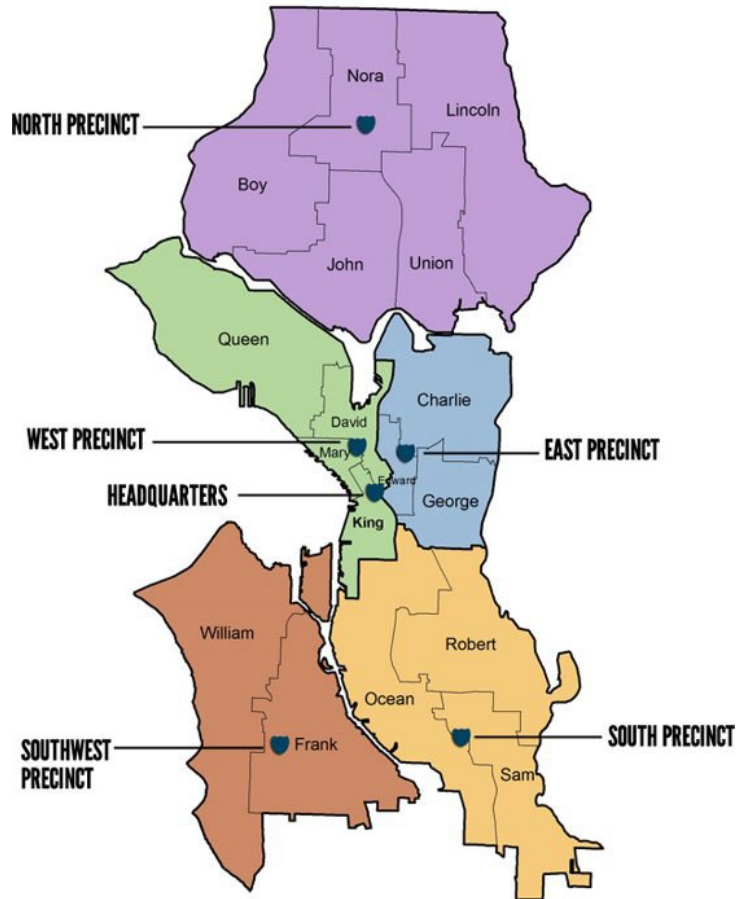
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## CARE Crisis Responder Team Expansion

- CARE responder expansion to cover the entire city to respond to low acuity 9-1-1 calls 10 hours/day, 7 days/week. This expansion is permanent.
- Funding in 2025 is reduced by an offset of a Federal Grant and Participatory Budgeting for expansion.

CHANGE FROM 2024 ADOPTED (\$000s)	2025 Proposed	2026 Proposed
Ongoing General Fund	\$1,500	\$3,533
Participatory Budgeting Funding	\$2,000	\$0
Other Funds	--	--
FTE	21	21

# CARE Expansion



- The CARE Team will expand next to the North, followed by South and Southwest based on 9-1-1 call data indicating the highest need and greatest utilization.
- Hiring and Onboarding is already underway for the new teams.
- CARE is continuing to explore future call type options with respective partners.

# Additions (continued)

## Seattle Restoration Director and Public Disclosure Officer

- The **Seattle Restoration Director** will coordinate the Downtown Activation Team and optimize City resources for place-based public safety concerns.
- The **Public Disclosure Officer (PDO)** will act as the sole PDO for CARE, which has already begun receiving more PDR requests related to the CARE team expansion.

CHANGE FROM 2024 ADOPTED (\$000s)	2025 Proposed	2026 Proposed
General Fund	\$415	\$415
Payroll Expense Tax Fund	\$0	\$0
Other Funds	--	--
FTE	2	2

# Questions?

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