

# 2026 CARE Department Public Safety Committee Briefing

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Seattle CARE Department

# Community Crisis Responder Overview

Initial Design

6 Responders    DAT focused coverage    12 hours per day  
Dispatch protocols center around dual dispatch (two qualifying scenarios) and secondary response (officer discretion) with limited opportunities for officer-approved direct dispatch.

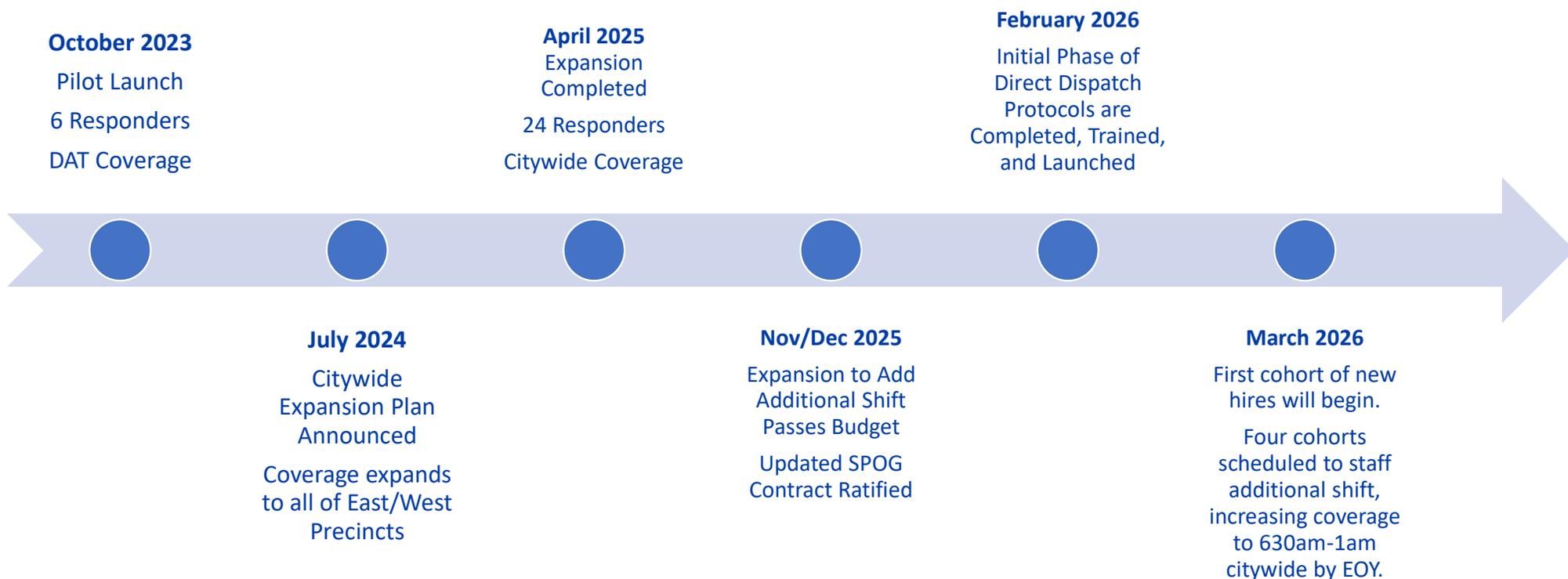
Current State

24 Responders    Citywide coverage    10 hours per day  
Dispatch protocols introduce direct dispatch based on standing criteria rather than individual approval (three qualifying scenarios). Dual dispatch expanded to three qualifying scenarios; secondary response remains at officer discretion.

Looking Forward

Data-driven staffing that allows for not only 24/7 coverage but varying staffing numbers to address peak call volume.  
Dispatch protocols that are rooted in criteria and research.  
Full spectrum, modular, best first-response across the public safety spectrum.  
Meaningful, short-term follow-up and case management services.

# Program Growth and Iteration



# Qualifying Calls for Dispatch

## Solo Dispatch

Down Person

Welfare Check

Assist the Public

Individual in Crisis

## Dual Dispatch

Down Person

Welfare Check

Nuisance

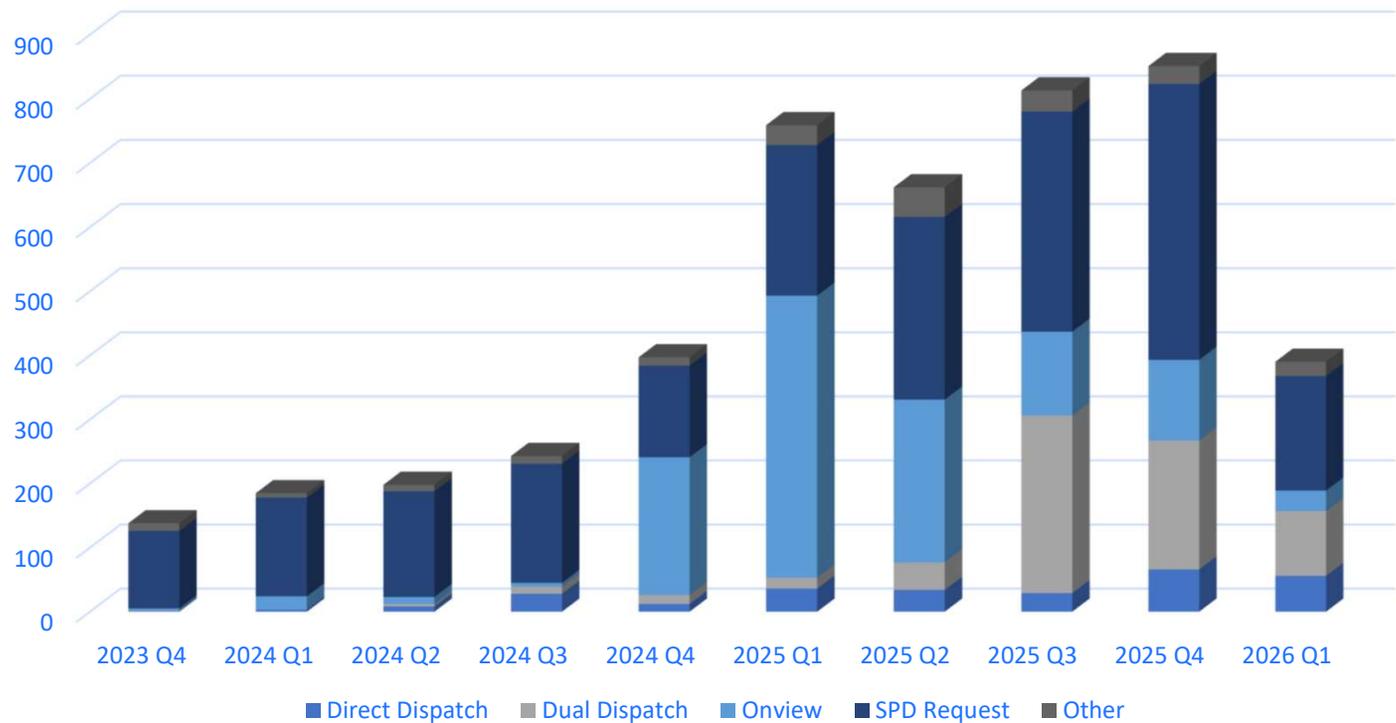
### Exclusions for Solo Dispatch:

- Persons inside a private business, residence, apartment lobby, vehicle, or encampment with 4+ tents that are unable or unwilling to meet outside
- Applicable safety hazard on file
- Aggressive, threatening, destructive, or confrontational behavior
- Extreme behavior that may warrant investigation for involuntary commitment
- Visible narcotic paraphernalia or weapons
- Indication that a crime has occurred
- Adults with minors present or assist the public requests from minors

**Dual Dispatch:** Same as above minus narcotic use/paraphernalia and person(s) in a vehicle, so long as they are not in the driver's seat

# Call Response Data

Total Contacts and Reports



- Excludes calls where the subject is not located, calls cancelled en route, and community engagement without a call for service.
- 2026 Q1 data is through 2/7/2026

# Call Types to Date



## Most Common Type Codes

Welfare Check	Assist the Public
Down Person	Crisis
Disturbance	Suspicious Person
Trespass	Missing Child

Domestic Disturbance

Due to the highly modular and adaptable nature of combining direct, dual, and secondary responses the team has assisted on a wide breadth of other call types, over 50 unique call types in total of all priority level.

# Services Provided

**CARE Team responders provide service in three primary areas:**

***Interpersonal Support***

De-escalation, redirection, emotional support, safety planning for suicidal ideation.

***Referrals and Resources***

Information on local resources and referral or direction connection when appropriate, including transportation.

***Basic Needs Supplies***

Snacks, water, hygiene items, child-care supplies, heat/cold related items, etc.



# Key Metrics

## Referrals and Transports

Referrals accepted on 40.1% of calls in 2025

Transportation provided on 28.5% of calls in 2025

Connecting clients back to their support systems or directly to resources such as Kirkland Connections, Crisis Solutions Center, Wheel Shelter, tent cities, and day centers.

## Rapport Building and Harm Reduction

Increased willingness to access resources assessed on 45.8% of calls in 2025

Supplies provided on 41.2% of calls in 2025

Reduces harm/health risks and unmet needs that may contribute to public disturbance (e.g. snacks, water, child-care items, hygiene supplies, weather protection)

## Rapid Response, Adaptable Engagement

Average response time under 20 minutes every month to date (2025 average of 14 minutes)

Average of 35 minutes on scene per call in 2025

Allows wide breadth of call times - from quick engagements to in-depth resource research and transportation

## Supporting Fellow First Responders

Sharply increasing rates of independent call handling over time

Officers hand off 52-67% of shared calls (some of the remaining are due to immediate call resolution)

Only 16 requests for officers in first two years – only 3 of those related to responder safety

# Report Demographics

## In 2025, how many times did we assist:

Men – 1738      Women – 1274

Gender non-conforming persons – 22

Juveniles (0-17) – 325

Young adults (18-29) – 1356

Elder adults (60+) – 502

## In 2025, how many reports were tagged as including perceived or stated concerns related to:

Mental Health – 1418      Substance Use – 833

Houselessness – 1796



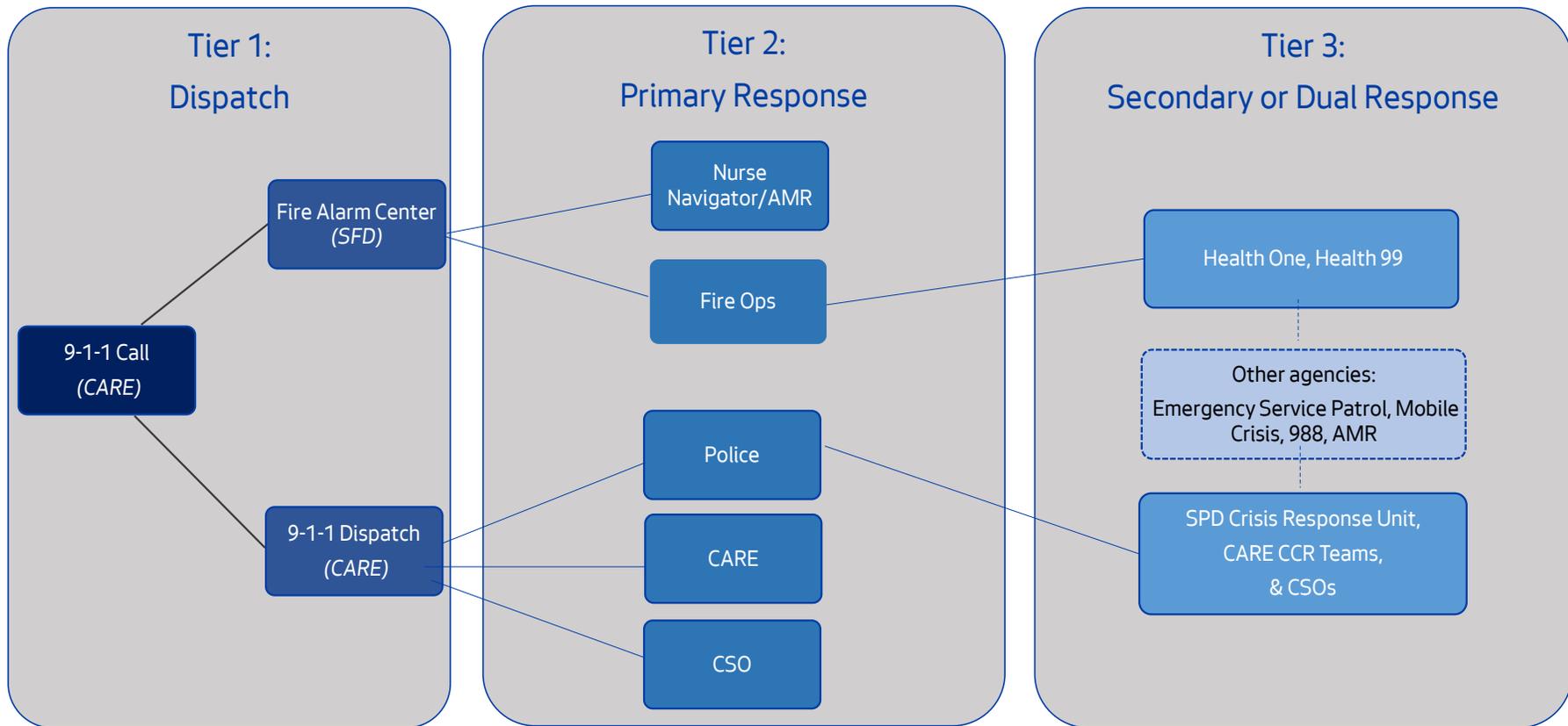
*(Data is by-report, meaning each report above included at least one person of the listed identity or need)*

# Role of 9-1-1



We continue to rely on the expertise of our 9-1-1 call-takers and dispatchers to determine the most appropriate first response, while reinforcing existing community education that encourages the public to call 9-1-1 when they are unsure who else to contact.

# Response Protocol



# System Map



# Key Partnerships

## *Crisis Stabilization*

Crisis Solutions Center,  
Kirkland Connections

## *Seattle Fire Department*

FAC, Mobile Integrated  
Health

## *Shared Client Coordination*

King County DCHS, LEAD,  
REACH, Victim Support

## *Seattle Police Department*

Patrol, Command Staff,  
CRT, CSO's

## *Crisis Connections*

988, MRRCT, OneCall  
Provider Line

## *Re-entry from KCJ*

King Country Prosecuting  
Attorney's Office, Jail  
Health (In Progress)