

King County's Crisis Care Centers Implementation Status

City of Seattle Human Services, Labor, & Economic Development Committee

May 29, 2026

- [CCC Levy Implementation Plan: King County - File #: 2024-0011](#)
- [Crisis Care Center Newsletter Subscription](#)
- [Crisis Care Center Initiative Website](#)
- **Questions? Email:** CCCLevy@kingcounty.gov

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Agenda

- Overview of the Crisis Care Centers Levy
- Crisis Care Centers
- Early Impacts and Successes
- Implementation Status and Timeline
- Broadway CCC Implementation and Timeline
- Community Engagement

Crisis Care Centers Initiative

In 2023, voters approved the Crisis Care Center levy.



CRISIS CARE CENTERS

Levy Purposes

Paramount Purpose



CRISIS CARE CENTERS

Establish and operate a regional network of five crisis care centers in King County, with at least one in each of the four crisis response zones and one serving youth.

Supporting Purpose 1



RESIDENTIAL TREATMENT


Restore the number of mental health residential treatment beds to at least 355 and expand the availability and sustainability of residential treatment in King County.

Supporting Purpose 2



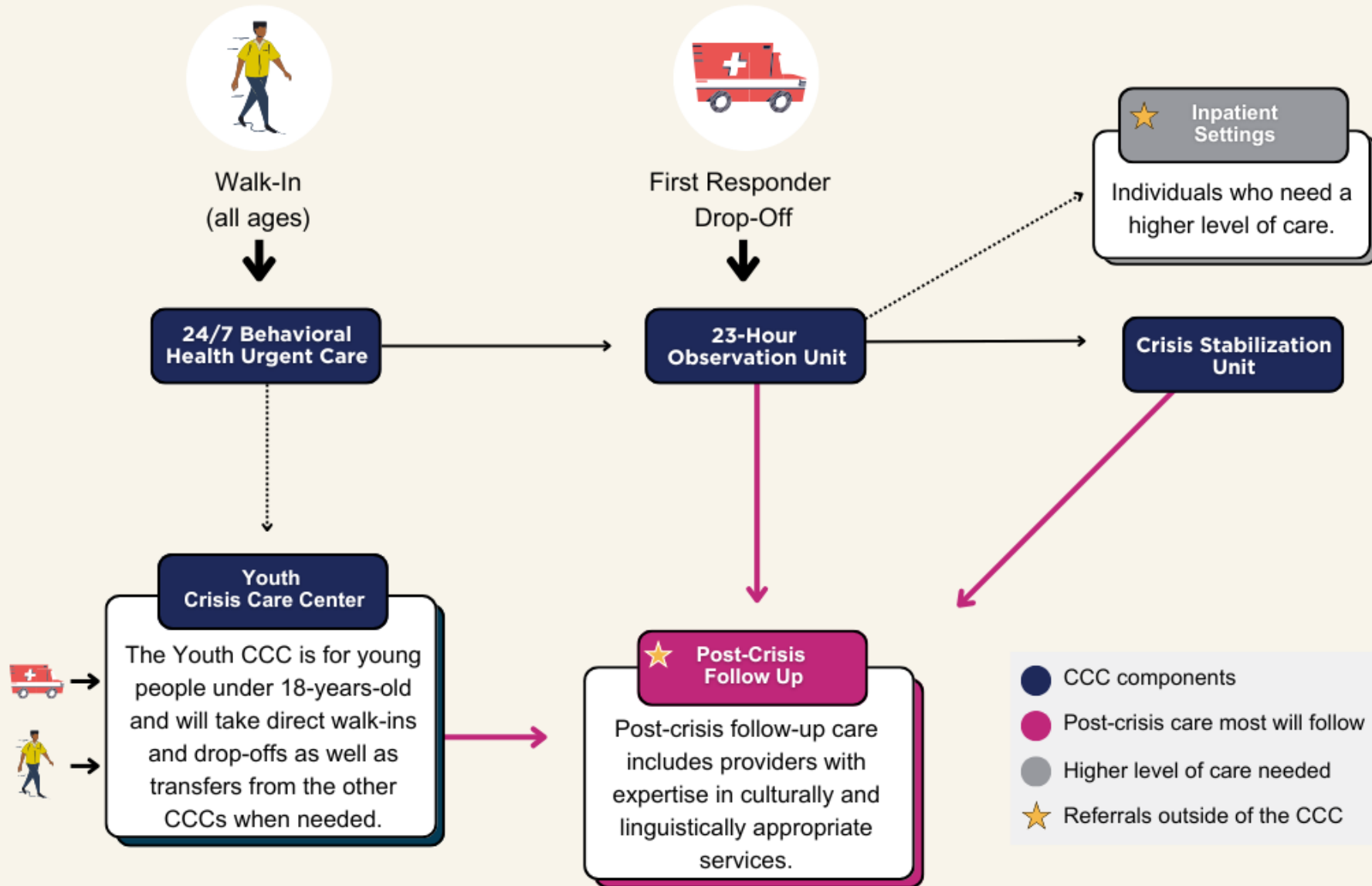
COMMUNITY BEHAVIORAL HEALTH WORKFORCE

Increase the sustainability and representativeness of the behavioral health workforce in King County.



Crisis Care Centers are a place anyone can go to receive immediate care for a wide range of mental health or drug and/or alcohol use challenges. They're staffed and **open 24/7**. You can walk-in, and don't need insurance.

CRISIS CARE CENTER MODEL



The First Crisis Care Center: Connections Kirkland

- **NEW:** Youth Urgent Care
- Growing number of patients
 - Self-referred/walk-in: 55%
 - First responders: 40%
- First responder drop-off takes less than 10 minutes.
- 12 local police departments are utilizing the center.

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**CCC
Insurance
Breakdown**

Program	Payor Mix*	Allocation**
Crisis Care Center non-service operating costs (e.g. transportation, pharmacy & lab costs not covered by insurance, etc.)	Levy	100%
Behavioral Health Urgent Care	Medicaid	48%
	Commercial	20%
	Medicare	7%
	Levy	45%
23-Hour Observation Unit	Medicaid	63%
	Commercial	10%
	Medicare	14%
	Levy	32%
Crisis Stabilization Unit	Medicaid	65%
	Commercial	10%
	Medicare	15%
	Levy	30%

*This is the indicated coverage by payor but not guaranteeing full or partial payment.

**As a result, the authorization may have more than one indicated type of payor so adding the allocations will not total to 100%.

What first responders are saying

“Prior to having this option, the emergency room was our only option and [it meant] potentially being there for hours. [The Crisis Care Center] frees us up for other emergency response. What has been the most beneficial and the feedback that I’ve received from the officers is how quick the turnaround is.” – **Police Chief Darrell Lowe, Redmond Police Department, [KING 5-TV](#), February 2025**

“This model is the future. It’s a lot more respectful of behavioral conditions than sending someone to the Emergency Room.” – **Sergeant David Sullivan, Seattle Police Department, [SPD Blotter](#), March 2025**

“Every day we respond and care for people experiencing these terrible problems. A persistent problem has been the lack of ‘landing zones,’ facilities to take people to where they can get the short and long term care and treatment that they need.” –**Kenny Stuart, President of the Seattle Fire Fighter’s Union, [The Stranger](#), May 2025**

“They are absolutely essential resources for us and unquestionably provide comprehensive, trauma-informed, wraparound crisis services. In a similar vein, they are also extremely important tools for diverting our clients away from unneeded hospital stays, thereby helping reserve emergency departments for critical patients.” –**Jon Ehrenfeld, who manages SFD’s Mobile Integrated Health Program, [The Stranger](#), May 2025**

Early Impacts

More people are getting the care they need and new capacity across the behavioral health system:

- More than **3,700+ people** were served through **5,400+ visits** to Connections Kirkland in 2025.
- Crisis teams for adults and youth conducted more than **5,500+ outreaches** in 2025—twice as many as in 2024.
- Vending machine users reported using naloxone they got from a vending machine to respond to nearly 800 overdoses to date, and more than 15,000 overdose prevention supplies have been distributed so far
- Crisis counselors from Crisis Connections embedded in South King County's 911 call centers **resolved 99 percent of calls diverted to 988**
- Workforce: 3,686 **staff benefited from wellness and career development programs.**
- **Residential Treatment:** Invested \$15 million to preserve beds in 6 facilities, and \$20 million to create new beds including at the Thunderbird facility on Vashon and Aristo in Renton.
- King County's Designated Crisis Responders are responding faster to community referrals, in less than 11 hours on average.

Free Crisis Services are available 24/7

We have more services and capacity to help even more people today.

1. Call or Text 9-8-8 for immediate support
2. Mobile Crisis Teams can respond in-person
3. First Crisis Care Center now open in Kirkland
4. Post-Crisis Follow-Up Teams launching in 2026



Someone to Contact: 988

Call or text 988: Counselors are always available to talk, listen and connect you to support.

What's New:

- Dispatching Mobile Crisis Teams
- Screening: location, physical description and assessment of the crisis
- Dispatching Mobile Crisis Teams to respond first to community calls for DCRs



Someone to Respond:

Mobile Response Teams

What's New:

- More teams for adults and youth
- Operators:
 - DESC in Seattle
 - Sound in the South and Northeast
 - YMCA for youth countywide, with hubs based in Seattle, Bellevue, Bothel, and Auburn
- Available via 988 for everyone in King County, regardless of insurance status
- Average response: 30 minutes for adults and 45 minutes for youth



What happens after a crisis?

Recovery

- 66% of people who walk into a Crisis Care Center have their needs met at the urgent care clinic

Everyone receives discharge and care coordination

- Transportation assistance
- Individualized support
- Culturally and linguistically appropriate services
- Connections to outpatient, residential treatment, recovery and other social services

Post-crisis follow-up teams: High-touch support for high-acuity needs



Post-Crisis Follow-Up Teams

- Providers include Consejo, PDA and Sound
- Launching in 2026
- Will serve Connections Kirkland and future centers
- Prioritizing culturally and linguistically appropriate services
- Learn more: [Cultivating Connections: Awards for Three Post-Crisis Follow-Up Teams](#)



Residential Treatment

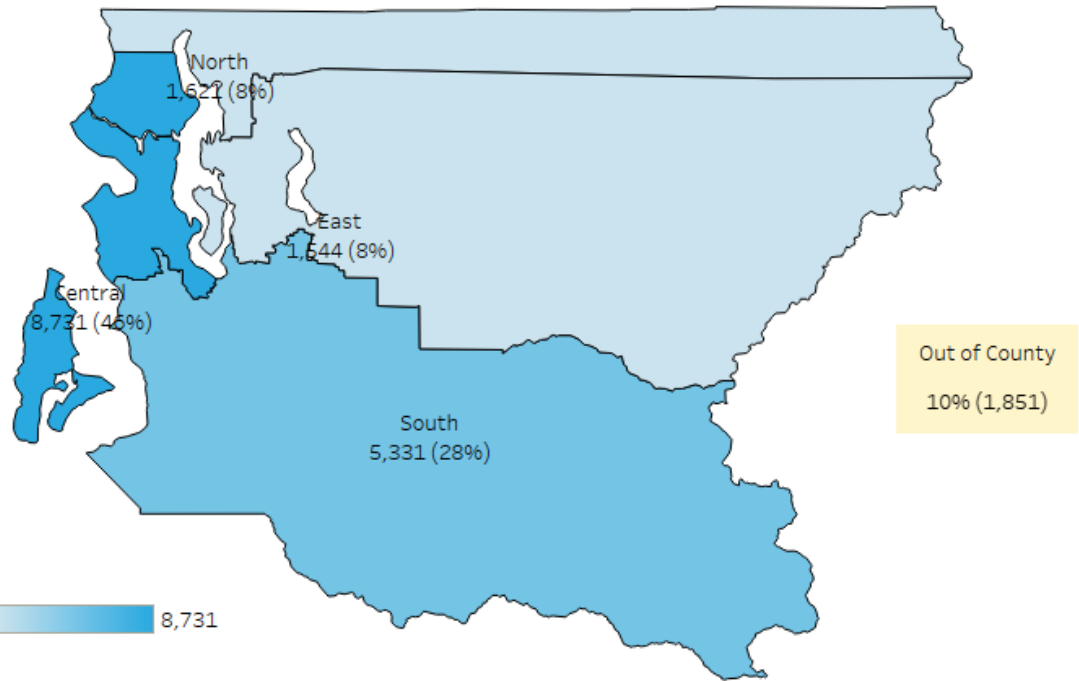
- Funding for renovations and repairs helped preserve beds at 6 local facilities in Seattle.
- Recent investments: King County Increases Number of Residential Treatment Beds
- Co-locating 16-bed facility at 1145 Broadway
- Future procurements:
 - RFP for capital funding to release in summer 2026
 - RFP for Mental Health Residential Treatment provider, end of 2026



In 2025, the King County crisis system served more than 104,000 individuals with a majority, more than 85,000, served by crisis lines and certain low-barrier programs with unknown addresses.

Number of people receiving a service from the crisis system (by residential address) for All programs, CRZ, 2025

Deduplicated count of individuals who received services delivered by BHRD crisis programs, non-BHRD crisis programs, BHRD preventative outreach, crisis-related hospital system, and non-crisis BHRD programs when responding to crises. Estimates number of unique individuals served by call lines based on rate of returning callers. Likely overcounts people for commonly anonymous programs, such as outreach programs. Individuals are assigned to a ZIP or zone by last mailing or residential address, as of analysis. A darker color indicates a larger number of people. Map displays only known addresses in King County, but most addresses are unknown (largely due to low barrier programs). Hover over the map to see the number of people served who resided in a ZIP or zone, or see the table to the right.



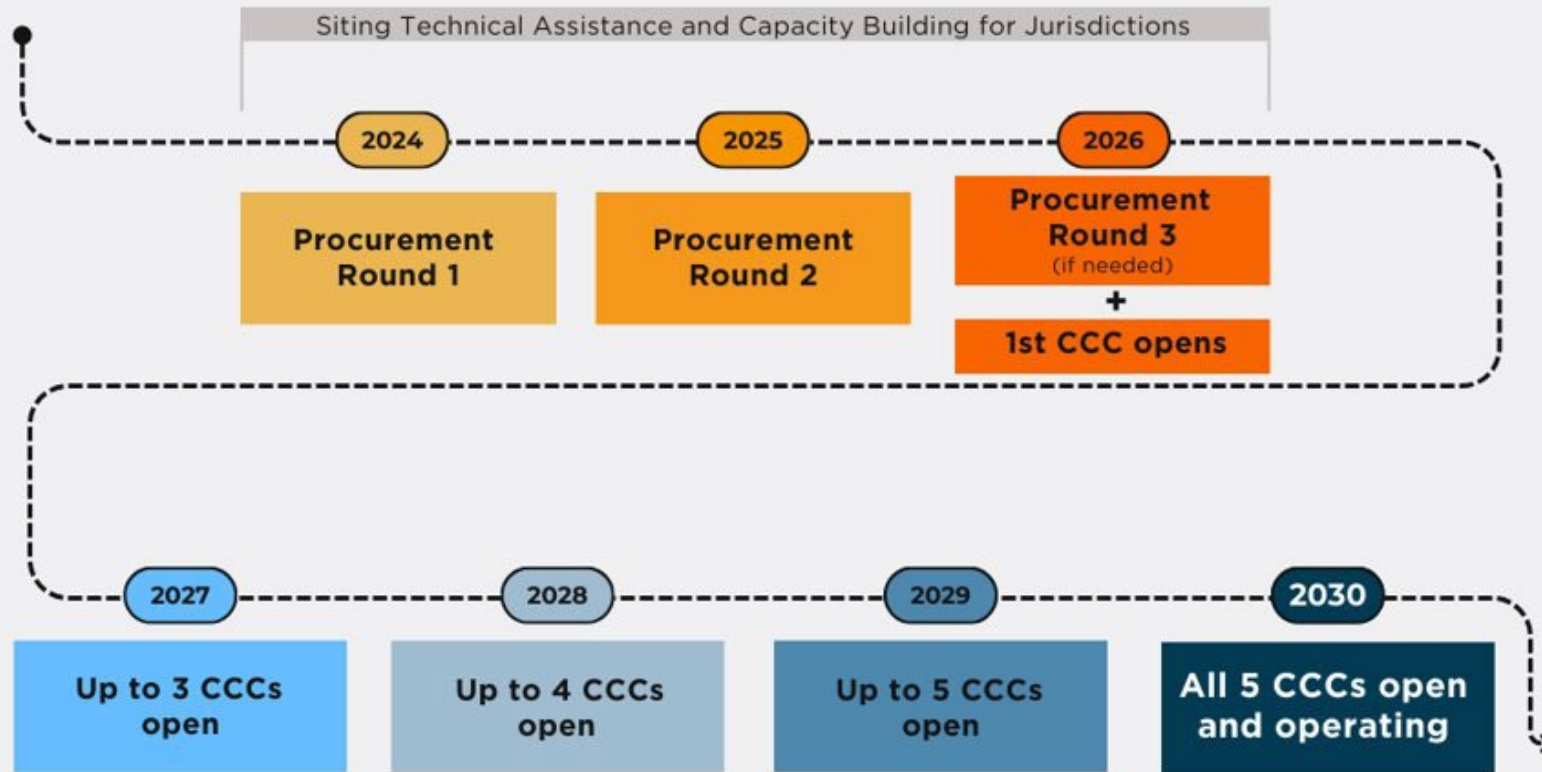
Hover over table to highlight items on the map.
Scroll down to see all values if needed.

	# of people	% of total	% of known
Total	104,213	100%	100%
Unknown	85,135	82%	
Central	8,731	8%	46%
South	5,331	5%	28%
Out of County	1,851	2%	10%
North	1,621	2%	8%
East	1,544	1%	8%

Data: PHP96, Medicaid Claims. 2025 data through December (May for ED)

CRISIS CARE CENTERS

Estimated Implementation Timeline



Crisis Care Centers Implementation Status

NORTH ZONE: Kirkland is open (August 2025)

- *Bothell, Duvall, Kenmore, Kirkland, Lake Forest Park, Shoreline, Skykomish and Woodinville, and unincorporated areas*

CENTRAL ZONE: To be located on First Hill in Seattle (anticipated opening late 2027)

- *Seattle, Vashon Island, unincorporated*

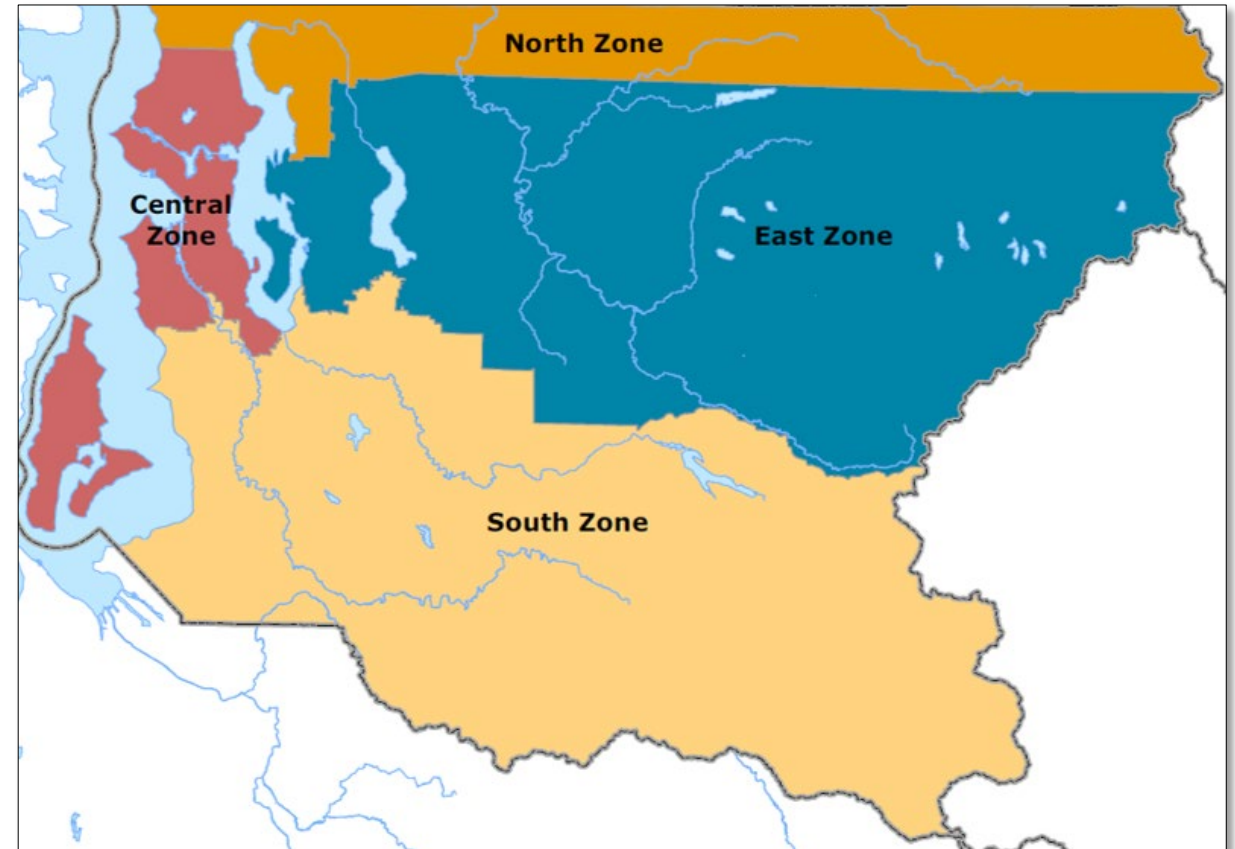
SOUTH ZONE: MultiCare to operate / siting in 2026

- *Algona, Auburn, Black Diamond, Burien, Covington, Des Moines, Enumclaw, Federal Way, Kent, Maple Valley, Milton, Normandy Park, Pacific, Renton, SeaTac, Tukwila and unincorporated*

EAST ZONE: RFP applications in review

- *Beaux Arts, Bellevue, Carnation, Clyde Hill, Hunts Point, Issaquah, Medina, Mercer Island, Newcastle, North Bend, Redmond, Sammamish, Snoqualmie and Yarrow Point*

YOUTH ZONE: RFP to release today at 4 pm



Central Regional CCC

2025

- Operator selected
- Building purchased
- Robust community engagement

2026

- Community engagement continues
- Initial Design Concepts—summer
- Safety assessment with Seattle PD—fall
- Design and renovations—end of year
- Community Advisory Group—through opening
- Good Neighbor Policy creation
- Mental Health Residential Treatment RFP

2027

- The soonest the center is expected to open
- Community Advisory Council—per the Implementation Plan



Central Regional CCC Capitol Development Timeline

Activity/Milestone	Tentative Start Date	Tentative End Date
Design	June 2026	September 2026
Permitting and design review	September 2026	March 2027
Construction	March 2027	November 2027
Certificate of Occupancy	November 2027	

Note, this is not strictly sequential, there is overlap and parallel process happening.

Community Engagement

- **100+** community conversations, presentations and other events
- **Posters in Community:** Placing posters in 200 street and retail locations around Downtown Seattle, Capitol Hill, First Hill, Bellevue, Kirkland and Redmond
- **CCC Toolkit:** Launched this Spring with businesses, online, jurisdictions, community partners, etc. [Crisis Care Centers Social Media Toolkit](#)
- **Video Tours and PSAs:** Launched this month featuring Executive Zahilay and Connections Health Solutions

Community Engagement: Coming Up

- Monthly virtual community meeting: June 10 at 2pm
- *How to Help Someone Having a Mental Health Crisis* for local businesses: June 3 5:30pm at GSBA
- *Seattle's Crisis Care Center Update* community event: July 21 at 5:30pm at the Polyclinic building

Letter of Support Conditions

- Crime Prevention Through Environmental Design (CPTED) analysis
- Good Neighbor Agreement/Policy
- Launch and safety planning
- Community engagement
- Seattle Community Advisory Group



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How to Get Help in a Crisis

Call or Text 9-8-8 Anytime

Trained crisis counselors are always available to listen, support and connect you to help, including sending crisis teams to respond in person. **Call 911 for life-threatening emergencies.**

Mobile Crisis Teams

Trained mental health professionals and peers can help adults, families and children in moments of crisis anywhere in King County. Call or text 9-8-8 to get their help.

Crisis Care Centers

Anyone can walk into the first Crisis Care Center today for urgent mental health or substance use care.

Visit: 11410 NE 122nd Way, Kirkland, WA 98034

Crisis services are free and available 24/7 for everyone in King County.
Visit: kingcounty.gov/crisis



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Como obtener ayuda en una crisis

Llame o envíe un texto a 9-8-8

Contamos con especialistas en crisis que prestan ayuda por teléfono, conectan con otros servicios o mandan equipos móviles para asistencia en persona.

Los equipos de crisis

Hay grupos de trabajadores formados en gestión de crisis que se desplazan a cualquier punto del condado de King para ayudar a adultos, familias y niños en crisis. Llame al 988 para solicitar su ayuda.

Los centros de crisis

El centro de Kirkland *Esta Abierto*

Vaya a 11410 NE 122nd Way, Kirkland, WA 98034

Abriremos cuatro centros más en los próximos años.

Si usted o alguien que conozca sufre una crisis de salud mental o por consumo de drogas o alcohol, puede pedir ayuda al condado de King las 24 horas del día, 7 días a la semana

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Data Dashboard