

Seattle CARE Department

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Seattle CARE Department



City of Seattle

CARE

Community Assisted Response & Engagement

Seattle's Third Public Safety Department

Launched October 25, 2023



Mission

The Seattle CARE Department's mission is to improve community safety, by *unifying* and *aligning* the City's community-focused public safety investments and services, to address low-risk calls for behavioral health matters through *diversified responses* that are evidence-based, effective, innovative and compassionate.



Scope of Work

Three Department Divisions

Seattle 9-1-1 Center

CARE Team Community Crisis Responders

Community Violence Intervention

Seattle 9-1-1 Center

Public Safety Answering Point

- Largest PSAP in Washington (1 of 12 in King County)
- 800,000+ calls per year
- *First* First Responders: Call Takers & Dispatchers (not clerical work)
- Public Safety *Data Hub* and *Control Center* for Emergency Responses
- Coordinating Closely with Regional and National Partners to Innovate



Seattle 9-1-1 Center

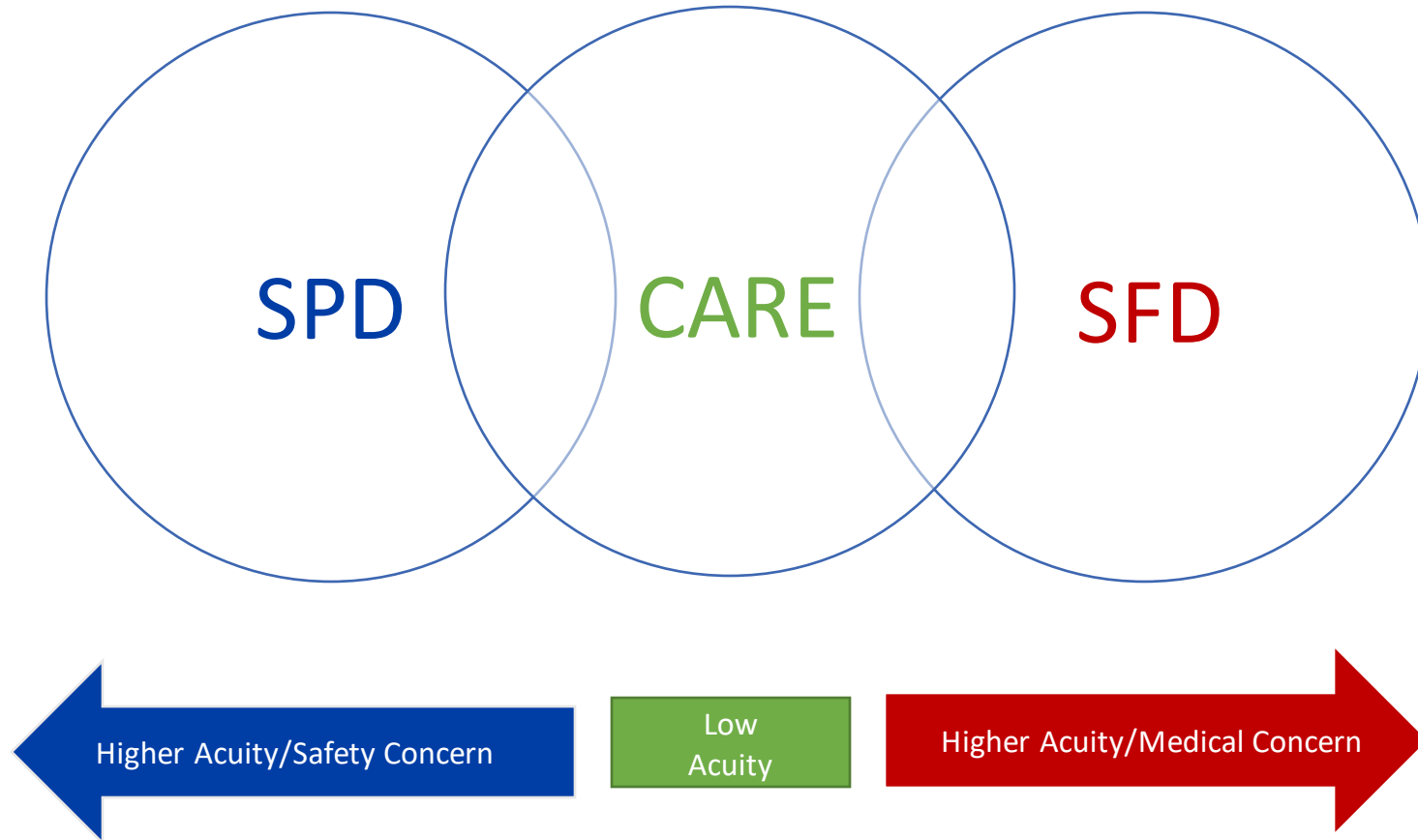
Public Safety Answering Point

- Primary Response: Emergency demanding immediate action
- Secondary Response: Person needs help and follow up
- Diversified Response: A practical necessity, not a political ideology.
- Data-driven decision-making processes underpin policies and practices
- Front-line workers must inform policies, processes, practices
- One Seattle Public Safety Team: SPD, SFD, CARE



Seattle 9-1-1 Center

Public Safety Answering Point



CARE Community Crisis Responders

Dual Dispatch Overview

- **Capacity:** 3 teams of 2 Community Crisis Responders, dispatched with SPD
- **Geographic Scope:** Downtown Activation Plan Area
- **Working Hours:** 1100 hrs to 2300 hrs
- **Call Types:** Priority-3 and Priority-4 *Person Down* and Welfare Checks
- **Mark43:** Interagency Channel of Communication
- **Budget:** \$2.4m pilot budget for 2024 (\$2m additional funding from participatory budget process to expand)



City of Seattle
CARE TEAM

CARE Community Crisis Responders

Dual Dispatch

- **Free up police officers** to respond more readily to higher-priority calls, to significantly increase public safety
- **Reduce** potentiality for **use of force, time spent** documenting such use, and potential **liability** associated with such use
- Increase **timeliness of responses** to Priority-3 and Priority-4 calls
- Streamline process of **identifying underlying behavioral health issues** and **co-facilitating appropriate intervention**
- Improve both short- and long-term **outcomes**



CARE Community Crisis Responders

Dual Dispatch

- Evaluation being designed by Seattle University, identifying key metrics and leading indicators of success (national survey of leading pilots)
- Developing interagency relationships, to establish channels of communication enabling the integration of database systems for the purpose of facilitating care coordination.



- 2 hybrid response vehicles
 - 2 portable radios
 - 4 mobile radios
 - 1 ADA Van



Community Violence Intervention

- Office of Violence Prevention (OVP) will unify and align the City's investments and services for Community Violence Intervention (CVI).
- Implement multi-pronged set of evidence-based approaches to address community violence both upstream and downstream.





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