

# Seattle Crisis Care Center

## *Community FAQ*

### GENERAL UPDATES & SERVICES OVERVIEW

#### What is the Crisis Care Centers Levy doing so far?

King County has been in the process of building up the network for five crisis care centers, and crisis services for two years. Because of the levy, more people are getting help during mental health and substance use crises, and more support is available today than ever before. Check out blog on DCHS' Cultivating Connections to learn more: [Full Speed Ahead: How the Crisis Care Centers Levy Is Unlocking Free, 24/7 Mental Health Support for King County \(dchsblog.com\)](https://dchsblog.com/2025/01/24/full-speed-ahead-how-the-crisis-care-centers-levy-is-unlocking-free-24-7-mental-health-support-for-king-county/)

#### Can I call 988 to get help for someone else?

Yes. Anyone in King County can call or text **988** to request a mobile crisis team for mental health or substance use crises—whether for yourself or someone else.

Mobile crisis teams:

- Respond in person
- Arrive in under 30 minutes on average in Seattle
- Help adults, youth, children, and families in a moment of crisis
- Completed **5,500+ outreaches in 2025**

If you request a team for someone else, the dispatcher will ask detailed questions to assess the crisis and determine the appropriate response. The teams need a location or address to respond. When they arrive, they will engage with the person in crisis. Services are voluntary and respect individual autonomy, so individuals can choose whether they want to engage and get support or not. [Here's a blog sharing how to help someone else \(dchsblog.com\)](https://dchsblog.com/2025/01/24/how-to-help-someone-else/).

#### How will the Crisis Care Center operate?

The center will be:

- **Open 24/7**
- **Welcoming and trauma-informed**
- **Staffed by trained behavioral health professionals**

Crisis Care Centers are for everyone. Services include youth and adult behavioral health urgent care, along with an adult 23-hour observation and a crisis stabilization unit. Post-crisis follow-up teams will support people for 30–90 days after they leave.

Additionally, a safe operations plan and Good Neighbor Agreement/Policy and partnerships with first responders will be in place. Operators also receive funding for operating costs to promote safety and security measures.

## What happens when someone leaves the center?

Discharge planning starts at the time of admission and is very individualized to the patient and their needs. Connections has a process and protocols that will be used for discharge. The Crisis Care Centers Levy [Implementation Plan](#) includes funding for transportation assistance for people leaving a center.

When people leave the center, they leave with a discharge plan and next steps to aid them on their recovery journey. This can also include support:

- Returning home or to a safe place
- Accessing transportation
- Connecting to continued treatment, health or social services, or other community partners and resources

According to [impact data](#) from Connections Health Solutions:

- 80% of patients have their crisis resolved after they are seen in the behavioral health urgent care;
- Those who need a higher level of care can be transferred to the 23-hour observation unit for full-service psychiatric care. In the 23-hour observation unit, 60-70% of individuals are stabilized and discharged with support services;
- For those who needed longer term care in the crisis stabilization unit, the average stay is 3.75 days.

A **post-crisis follow-up** program supports our most vulnerable community members recovering from higher-level crises the first 30-90 days after they leave a Crisis Care Center. [Read more about these teams that will launch later in 2026 \(dchsblog.com\).](#)

## How many people can the center serve?

The Seattle Crisis Care Center will have 24 recliners in the 23-hour observation unit and 16 stabilization beds for stays up to 14 days, however the center will have the ability to care for everyone who walks through the doors, without a referral or appointment, 24/7/365.

## DESIGN & SPACE USAGE

### What will happen with the vacant lot next to the center?

Design work is underway. After architects finish early planning, the County will assess potential uses for the site in consultation with Connections Health Solutions. Community members have asked for green space, and the County is exploring that option.

### What is the initial design plan process?

King County is partnering with Stantec Architecture to create initial plans for the building and its spaces. The Stantec team is working collaboratively to design a welcoming, trauma-informed environment that supports the needs of the community. Because multiple services will be in one location, the team is carefully designing how people enter the space and move between services. Safety and the overall look and feel are top priorities, and designers are working with the County and clinical providers to make sure the space truly works for the community it serves. This includes considering input from peers with lived experience.

### What will happen with the rest of the building?

The building is **115,000 sq ft**, and the center will use **25,000–30,000 sq ft**. Other space may be used for:

- Leased offices
- Parking
- Additional behavioral health services
- A proposed **16-bed residential treatment program** (for intensive 30-90 days care)

The initial design plans in progress will lay out and help designate these spaces.

## What is residential treatment and King County's plan for this 16-bed facility?

Former King County Executive Shannon Braddock proposed a 16-bed residential treatment facility onsite in her transmittal letter for the Broadway facility to the King County Council last year. This treatment component will be operated by a licensed behavioral health agency and provide a place to go for people who need longer-term care in their recovery.

Residential treatment helps many people into recovery. This specific treatment program will provide voluntary 30-90 day high-intensity treatment to help people stabilize.

Co-locating this treatment with a Crisis Care Center will make it easier than ever for everyone who needs it to get this care. The Crisis Care Center can discharge and refer people directly into residential treatment, and so can post-crisis follow-up teams.

In addition to creating a network of five Crisis Care Centers, the voter-approved Crisis Care Centers initiative is also investing to add 115 new residential treatment beds that were lost in recent years—60 of those beds lost were in Seattle. This year, we've made great progress, including investments to preserve beds at six other facilities in Seattle, funding the new [Thunderbird Treatment Center on Vashon Island, as well as 16 new beds in Renton](#).

## PUBLIC SAFETY

### What safety measures will be in place around the center?

Before opening, the City of Seattle requires:

- A **Crime Prevention Through Environmental Design (CPTED)** review
- A **safe operations plan**
- A **Good Neighbor Agreement**
- Ongoing **community engagement**
- A **Community Advisory Group**

All these components are in progress today.

The center will also have 24/7 staff and strong partnerships with first responders, including the Seattle Police Department (SPD).

## How will the center improve public safety?

Crisis Care Centers give people a safe place to go during a crisis—reducing the chance of escalation in the neighborhood. [First responders can drop someone off in under 10 minutes, freeing them to respond to other calls.](#) Staffing 24/7 also increases safety and accountability around the building.

## How will illegal drug activity be addressed?

Emergency Service Patrol teams engage people nearby the building who are under the influence and can transport them to treatment. The Seattle Police Department handles enforcement of illegal drug activity.

## How are sidewalks and tents being managed today?

Daily security walks, outreach from King County's Emergency Services Patrol teams, improved lighting, and coordination with SPD's No Trespassing and the City's Find It Fix It programs help maintain sidewalks surrounding the building.

## How will the center be held accountable?

Accountability includes:

- The City's Community Advisory Group in place today
- An operator-led Community Advisory Council that will be created after the center opens
- A new **Trusted Leader Network** representing diverse communities countywide
- Continued community engagement
- Annual reporting on outcomes
- Continuous quality and improvement efforts

Community members can share feedback anytime at [ccclevy@kingcounty.gov](mailto:ccclevy@kingcounty.gov).

A Good Neighbor Agreement/Policy will also identify ways that community stakeholders can work together to address potential impacts of the Crisis Care Center and formalize roles and a positive working relationship between the neighborhood, the City of Seattle, Seattle Police Department, King County and Connections Health Solutions, for the benefits of all neighbors, including those being served by the Crisis Care Center.

## What improvements have already been made at the site?

This year, property managers have:

- Increased lighting
- Improved landscaping and sidewalk visibility
- Removed graffiti and trash on the property daily
- Conducted and continue to conduct daily security walks around the property
- Joined the City's No Trespassing and Find It, Fix It programs

A full Crime Prevention Through Environmental Design analysis will be completed after design plans are finalized this fall.

## COMMUNITY ENGAGEMENT & OUTREACH

### What outreach is happening in the neighborhood?

Several behavioral health teams are active today:

- **Mobile crisis teams are available to everyone by calling or texting 988**
- **Emergency Services Patrol** visit the area twice per shift

Emergency Service Patrol teams can take people to the Sobering Center or, once open, the Crisis Care Center in Seattle. In 2025, the teams made more than 37,000 contacts throughout their Greater Downtown Seattle service area that includes First Hill and Capitol Hill. Learn more about the Emergency Service Patrol teams: [50 years in, DCHS' Emergency Services Patrol carries out a critical mission \(dchsblog.com\)](https://dchsblog.com/50-years-in-dchs-emergency-services-patrol-carries-out-a-critical-mission/)

### What is the Seattle Community Advisory Group?

Appointed by the former City of Seattle Mayor in December 2025, the Seattle Community Advisory Group meets monthly with King County and the Mayor's Office to support the center's opening, and represent community perspectives. These meetings are open to the public and [posted on our website: kingcounty.gov/crisis-care-centers](https://kingcounty.gov/crisis-care-centers).

DCHS is also prioritizing engaging with community. We hold regular community events and partner with local neighborhood organizations like Recovery Cafe, Peer Seattle, Lavender Rights Project, Capitol Hill Community Council, First Hill Improvement

Association, East Precinct Advisory Council, the Greater Seattle Business Association (GSBA) and other organizations who help us reach a diverse audience.

Additionally, Connections Health Solutions, the operator for the future Seattle Crisis Care Center, will create a Community Advisory Council that reflects neighbors, the community and individuals with lived experience that they will regularly engage with once the center is open, similar to what is in place for the Kirkland Crisis Care Center.

## **How can I get involved? When is your next event?**

To stay engaged, please sign up for our newsletter. You can email us or find the link on our website: [kingcounty.gov/crisis-care-centers](https://kingcounty.gov/crisis-care-centers)

We promote all our events on the website, in the newsletter, and on our [@kingcountydchs](https://www.instagram.com/kingcountydchs).

We host monthly virtual community updates and will be hosting future events as we have key updates, such as a potential groundbreaking event this winter.

Our door is open in the meantime to meet with you, your organization or group. Please email [ccclevy@kingcounty.gov](mailto:ccclevy@kingcounty.gov) to schedule a presentation or ask questions. Last year we hosted more than 100 events and presentations and this year we've hosted events and conversations with the First Hill Baptist Church, Peer Seattle, GSBA, and East Precinct Advisory Council.

## **Which community organizations will the center work with?**

The center can connect people to King County's network of over 40 behavioral health providers, including, for example:

- Sound Behavioral Health
- DESC
- Recovery Café
- Peer Seattle
- Consejo
- Residential treatment providers

King County is also expanding treatment options countywide, including new sobering and recovery centers, more Crisis Care Centers, and additional residential treatment beds.