

DATE: June 2, 2026

TO: Mayor Malakoutian and City Councilmembers

FROM: Chief Dave Tait, Fire Chief
Chief Matt Burrow, Battalion Chief
Natasha Grossman, Program Manager
Fire Department

SUBJECT: CCAT 2023-2024 Report

Purpose

The purpose of this agenda memo is to present the City Council with the first comprehensive evaluation of Bellevue's Community Crisis Assistance Team (CCAT), covering activities from program launch in September 2023 through December 2024. The evaluation assesses whether CCAT is meeting its intended goals: improving outcomes for individuals in crisis, strengthening engagement between residents and police, and reducing unnecessary use of emergency, criminal justice, and medical systems.

Evaluation Approach

The evaluation used a mixed-methods design guided by a CCAT logic model. Data sources included Bellevue Police Department (BPD) administrative records, the CCAT Case Management Database, and interviews or surveys with 18 clients, caregivers, CCAT staff, and community partners, along with surveys from 23 BPD personnel. This approach allowed for a full picture of program activities, outputs, and outcomes.

Program Activity and Reach

- A total of **1,520 individuals** were engaged between September 2023 and December 2024.
- Presenting issues were often complex: **59%** involved behavioral/mental health needs, **28%** involved individuals who were unhoused, and **19%** involved substance use.
- Nearly two thirds of individuals presented with **two or more** issues, and **241 individuals** had co-occurring behavioral health, housing instability, and/or substance use concerns.
- CCAT officers responded to **3,602 incidents** in 2024, representing **5% of all BPD call volume**, and handled 71% of suicide calls, 38% of behavioral health calls, and 59% of welfare checks occurring during CCAT operating hours.

Engagement and Case Flow

- A total of **1,318 individuals** received CCAT contact in 2024, including those first seen in 2023 who continued services.
- CCAT and CARES (which provides follow-up case management to individuals engaged by CCAT) documented **8,671 client contacts**, averaging **6.6 contacts per person**, with nearly all individuals receiving at least one in person follow up.

Referrals and Access to Services

- At initial engagement, CCAT provided **293 direct resources**, most commonly transportation to crisis centers, emergency departments, or shelters, along with food and water.
- Among the 562 individuals referred to CARES, an additional **1,488 resources** were delivered, including mental health treatment linkage, safety planning, and extensive provider coordination.

Key Outcomes and Program Impacts

1. Deescalation and Crisis Resolution

Stakeholders consistently reported that CCAT's model improved deescalation. Clients and caregivers "strongly agreed" that CCAT listened, showed respect, and reduced fear during crisis interactions.

2. Reduced Unnecessary Emergency Department (ED) Use

CCAT teams diverted individuals from unnecessary ED visits by providing on scene assessment, crisis stabilization, and alternatives to hospitalization. Community providers rated this impact at the highest level ("strongly agree").

3. Reduction in Repeat 911 Calls

Clients and caregivers interviewed reported meaningful improvements after CCAT engagement and, notably, **none of these individuals made a repeat 911 call**. CCAT encouraged individuals in frequent crisis to contact them directly instead of calling 911, which proved effective for several high utilizers.

4. Reduced Use of Force

There were **no reportable uses of force** by CCAT officers in 2024 under state definitions.

Using Bellevue's broader internal reporting standard, only **three** lower-level use-of-force incidents occurred during the year, indicating extremely low utilization relative to the population served and types of calls handled.

5. Reduction in Arrests and Incarcerations

CCAT's focus on voluntary compliance, crisis stabilization, and service linkage contributed to reduced arrests and jail bookings. All stakeholder groups agreed this was a noticeable outcome, with ratings between "agree" and "strongly agree."

6. Improved Client Experience and Trust in Police

Clients and caregivers gave CCAT **perfect survey scores ("strongly agree") on all 11**

feedback questions. Some indicated they wished the scale allowed even higher ratings. Individuals reported that CCAT made them feel heard, safe, and supported.

Program Significance

The evaluation demonstrates that CCAT is achieving the core goals established at launch:

- providing safer, more effective crisis response
- reducing strain on police, fire, and emergency medical systems
- diverting individuals from unnecessary ED use and criminal justice involvement
- increasing access to behavioral health and housing resources
- improving community trust and perception of police during behavioral health crises

Attachments

- A. CCAT 2023-2024 Report
- B. 2024 CCAT Executive Summary