



DATE: July 7, 2025

TO: Human Services Commission members

FROM: Jordyn Green, Crisis Response Social Worker II, Bellevue Fire CARES

SUBJECT: Bellevue Community Crisis Response Program Presentation

Panelists will be presenting an overview of Bellevue's Community Crisis Response Program.

Representatives from the Bellevue Fire CARES Program will be panelists for this presentation:

- Dylan Gordon, Field Education Supervisor
- Jordyn Green, Crisis Response Social Worker II

Background

The Bellevue Community Crisis Response Program began in 2012 with Bellevue Fire CARES (Citizen Advocates for Referral and Education Services), housed within the Bellevue Fire Department. It was developed to support the 911 system by addressing community needs that fall outside the traditional responsibilities of first responders.

Over time, the program has grown to include several branches, within Bellevue Fire CARES, which includes the CARES101 dispatch unit and CARES Advocates, and the Community Crisis Assistance Team (CCAT). CCAT is a collaboration between Bellevue Fire and Bellevue Police that pairs specially trained police officers with mental health professionals to respond to crisis calls in the community.

Bellevue Fire CARES

The Bellevue Fire CARES program is a mobile integrated health (MIH) program within the Bellevue Fire Department. It is staffed by mental health professionals who respond to 911 calls at the request of first responders already on scene, and master's-level interns who provide follow-up case management for these community members after their 911 call. CARES aims to reduce unnecessary 911 usage by providing community members the



support and resources they need to address the underlying reasons for their call. CARES serves community members of Bellevue who may be facing mental illness, substance use disorders, homelessness, etc.

Community Crisis Assistance Team (CCAT)

CCAT is a co-responder model piloted in collaboration with the Bellevue Police and Fire Departments. Due to the success of a pilot program in 2021, CCAT has since received permanent funding. Unlike the CARES101 dispatch unit, CCAT teams respond directly to 911 calls for police, which allows for a mental health professional to provide immediate assistance in acute crisis situations.