



**DESC**  
*opening doors to end homelessness*

# Crisis Solutions Center

1600 South Lane Street, Seattle WA 98144

- ◆ Nationally recognized service provider to vulnerable, mentally ill homeless individuals; awards from US Depts of HUD, HHS and other national organizations.
- ◆ Licensed mental health and chemical dependency provider.
- ◆ Owns and/or operates three shelters (280 beds) and nine supportive housing programs (over 800 units).

## Program Information

- ◆ The **Crisis Solutions Center** is part of a County-wide Mental Illness and Drug Dependency Action Plan that seeks to improve the lives of those impacted by mental illness and substance abuse.
- ◆ The program provides rapid stabilization, treatment and referrals for up to 46 individuals at a time.
- ◆ The primary goal is to divert individuals impacted by mental illness and substance abuse from jails and hospitals by providing a more appropriate therapeutic alternative.
- ◆ National evidence demonstrates this program model reduces taxpayer expense by minimizing use of jail and hospitals.
- ◆ The program receives referrals from first responders across the county, including police and medics.

## Program Components

- ◆ The **Crisis Solutions Center** has three components:
  1. The Crisis Diversion Facility (CDF) is a 16-bed state-licensed Residential Treatment Facility. The CDF will only accept eligible individuals in behavioral crisis who are referred by first responders in King County, including any law enforcement, Fire Department/Medic One units, Designated Mental Health Professionals and hospital emergency departments social workers. Clients may stay in this program for up to 72 hours, and receive stabilization, evaluation and psychiatric services, mental health and chemical dependency assessments and intensive case management.
  2. The Crisis Diversion Interim Services (CDIS) is a 30-bed “step-down” program which admits clients referred directly from the CDF who are homeless, or at risk fro homelessness. Clients may stay up to 14 days and will have access to psychiatric services, mental health and chemical dependency assessments and intensive case management.
  3. The Mobile Crisis Team (MCT) is a 15-member team of Mental Health Professionals and Chemical Dependency Professionals. The MCT accepts referrals from first responders in King County, including any law enforcement, Fire Department/Medic One units, Designated Mental Health Professionals and hospital emergency departments social workers for any individual who are experiencing a mental health and/or chemical dependency crisis. Only eligible clients referred by these first responders will be taken to the Crisis Solutions Center.

## Target Population

- ◆ Participants will be individuals experiencing crisis in the community who:
  - ◆ are in good behavioral control
  - ◆ have not committed a violent crime and do not have a history of violence.
  - ◆ are willing to cooperate with services of the program instead of going to jail or hospital.

## Program Background

The CSC is a central strategy in King County's [Mental Illness and Drug Dependency Action Plan](#), and is funded through a dedicated local sales tax.

It was originally slated to open in mid-2011, but was halted when a lawsuit was filed by immediate neighbors attempting to stop the program from being sited in their neighborhood. King County Superior Court rejected opponents' claims, and ruled in favor of the CSC in early 2012. Despite the lawsuit, DESC launched the Mobile Crisis Team (MCT) as a pilot project in fall 2011. The Crisis Diversion Facility and the Crisis Diversion Interim Services were launched in August 2012.

## Quality of Life in the Neighborhood

- ◆ The safety of participants, staff, and neighbors is a top priority. All program staff are trained in behavior management and other safety techniques. All entrances and exits to the building are secured, and monitored by closed circuit TV. Security functions are fully integrated into program operations, rather than the task of one specific person.
- ◆ DESC worked with key neighborhood stakeholders to create a Good Neighbor Agreement.
- ◆ No participant will leave the facility un-escorted. Staff will enforce program rules which prohibit participants from leaving the program unescorted..
- ◆ Participant drop-offs occur in a discreet off-street driveway.
- ◆ Program leadership staff participate in neighborhood groups as part of the job responsibilities.

## For More Information

- ◆ [www.desc.org/crisis\\_solutions.html](http://www.desc.org/crisis_solutions.html)
- ◆ Staff are on-site 24 hours a day, and will respond to calls at 206-682-2371.

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**DESC provides effective and affordable solutions to homelessness for our community's most vulnerable men and women through a nationally recognized interwoven network of care, housing and support.**

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