





Community Assistance Referral and Education Services

Because we CARE....

In 2019 the Olympia Fire Department began non-emergent care coordination and referral services.

In 2024, a city approved expansion of services allows for greater implementation of the OFD CARES program through a multidisciplinary team approach.



The community tells us what they need!

The City of Olympia is a resilient community full of culture, history and opportunity. We are here to take care of people, whether they are here to work, live, visit or play.

When someone calls 911, we arrive to serve and listen with the goal of providing the right answers.

OFD CARES is a unique program committed to community-centered support services and positive outcomes.





Serving the City of Olympia with services provided by OFD CARES will result in a healthier community.

By offering individually tailored short-term case management and supportive planning, we have an opportunity to mitigate risk factors and increase the overall well-being of people.



Livability: Connection to community resources, health care coordination and referrals to long-term services, improving quality of life overall.

Equity: Everyone deserves to receive sustainable tools and connection to culturally competent social service and mental health professionals.

CRU and CARES collaboration

OFD CARES and OPD Crisis Response Unit work alongside each other in a unique way, with two different approaches serving at-risk vulnerable populations.

Co-response efforts of CRU focus on law enforcement diversion and mental health crisis.

CARES focus on medical care and sustainability outcomes, serving as a community resource and services switchboard for those that may not know how or where to access the help they need.

The synergy of the two programs allows for bi-directional referrals as they bridge the gap toward stability, sustainability and social well-being.



Next Steps

We are in the process of hiring an OFD CARES Specialist.

We are working with communications on branding and materials, allowing us to further our reach in the city.

We are working with IT and Legal on implementation of secure software focused on confidential efficient client care and revenue collection systems.

We are excited to serve the City of Olympia in a new way!



DO YOU HAVE ANY QUESTIONS?



Olympia.gov/services/fire_department

