



CATHOLIC COMMUNITY SERVICES
OF WESTERN WASHINGTON

CRew Frequently Asked Questions (FAQs)

I don't have Apple Health. Do you take Medicare or private insurance?

We are not presently able to bill Medicare or other private insurance providers for mental health, substance use treatment or for Foundational Community Supports which includes Housing and Employment supports. Please call 2-1-1 for resources for people with Medicare or your health insurance company to find providers in King County. Our Outreach Specialists in King County will work with individuals regardless of insurance coverage or ability to pay for services.

Does CRew provide housing?

Our staff can connect individuals with resources in the community to apply for transitional and long term housing and find shelter. Unfortunately CRew does not have any set-aside or priority units at apartment buildings in Seattle or King County.

When can I get signed up?

We strive to make our services available to people as quickly as possible from their request. We offer intake assessment time slots nearly every weekday, so most people can complete an intake within the first four days after they request one. Our intake schedule usually includes same-day availability, but the schedule changes rapidly so we ask that you please call ahead. Intakes and enrollments can take anywhere from 1-2 hours. During this time, we review your rights as an individual in services, discuss informed consent and confidentiality, and gather information about your history, current strengths and needs. This helps us develop a plan for your treatment moving forward.

How long before I can meet with a counselor?

Often, your intake staff will be your ongoing counselor and will continue to work with you for as long as you are interested in services. We make all efforts to schedule your first follow up with your counselor within a week or less from your intake appointment.

How can I see a psychiatrist?

Individuals need to complete an intake appointment with a CRew counselor prior to being given an appointment for psychiatric assessment. Usually the wait time after seeing a counselor is a less than one month. Because of how our program is structured and the limited availability of our psychiatric staff, we request that all individuals also have routine meetings with another clinician on the team.

Do you offer telehealth visits?

Yes, at this time our psychiatric team and many of our clinicians are able to accommodate video conference calls for TeleHealth sessions using Microsoft Teams, Doxy.me or Zoom.

Do you do couples counseling?

At this time we are not able to provide couples counseling. We have limited availability to offer family treatment, for adults enrolled in services with their immediate family members.



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Do you have any support groups?

Yes! We typically do offer groups on various topics like Living with Trauma, Moving through Grief, Relationship Skills, Relapse Prevention, Mindfulness Practices, and more. Group schedules are subject to change frequently so please call for updates.

If CReW is a co-occurring treatment program, do I have to receive both my mental health and substance use services from CReW?

We believe that integrating behavioral health care can be very effective for long-term recovery, however, we respect individual choice to have separate service providers. If you have a solid connection with another counselor or agency, we encourage you to receive services that make the most sense for you and where you feel most comfortable.