



**SERVICE
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RIGHT Care Unit & MEDIC Unit Expansion Update

Public Safety Committee

Monday, April 13, 2026

Tabitha D. Castillo

Crisis Response Administrator
Emergency Management & Crisis Response

Kurtis Young, LCSW

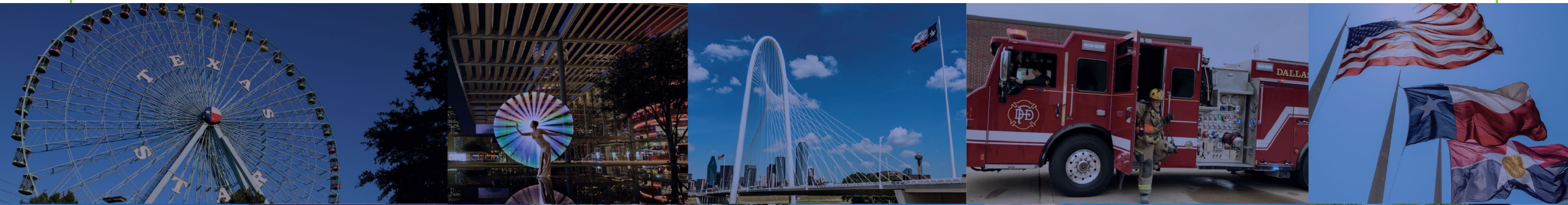
Senior Director of Social Work, Behavioral Health Services
Parkland Health

Chief Scott Clumpner

Deputy Chief of Emergency Medical Services
Dallas Fire-Rescue

Dr. Marshal Isaacs, MD

Chief Medical Officer
Dallas Fire-Rescue



Overview



- **RIGHT Care Operations Overview**
- **RIGHT Care Adolescent Pilot**
- **MEDIC Team Overview**
- **MEDIC Team Expansion**
- **Crisis Response Team Services**

RIGHT Care Unit Operations Overview

- **Pilot Launch Date:** January 2018
- **Expansion Launch Date:** January 2021
- **Staffing:** 70 full-time unit members
 - DPD Officer
 - DFR Paramedic
 - Parkland Health Social Worker
- **Time:**
 - DPD Division units (14): 7:00AM-3:00PM & 3:00PM-11:00PM
 - Overnight Units (2): 11:00PM-7:00AM
 - Roaming units (2): 3:00PM-11:00PM
- **Outcomes:**
 - Answered 60% of behavioral health calls
 - Year-over-year 9% decline in emergency detentions



Adolescent Services Expansion

- Population served expanded to include adolescents (ages 10-17)
- Provides earlier intervention and support for youth in crisis
- Expansion enabled new collaboration with pediatric healthcare partners
- Ongoing coordination with Dallas ISD to support students and families



Adolescent Services Expansion

- **Launch Date:** 2/11/2026
- **Pilot Program:** 6 months (February – July 2026)
- **Time:** 3:00-11:00pm, 7 days a week
- **Staffing:** Repurpose 2 Rover Teams to now prioritize adolescent mental health 911 calls
- **Mandatory Follow Ups after initial 911 call**
- **Licensed Social Workers with extensive experience working with this population** (e.g. schools, foster care, mental health)

RIGHT Care Unit Expansion – Initial Data

Adolescent Pilot Metrics	March 2026	Since Pilot Start: 2/11/2026
Total Number Served	39	63
Unduplicated Number Served	30	44
Diverted from Hospital	24	37
Total Number of Follow Up Cals (58RCF)	14	25
Arrested/Offense	3	4

Anecdotal Data: Comments from families and patients we have served have been overwhelmingly positive. Following an initial assessment by the team, education about the mental health system & treatment options available are discussed with the families, who have stated this information was unexpected and very helpful.

MEDIC Team Overview

- **Co-response unit**
 - DFR Paramedics
 - Crisis Response Coordinators
- **Pilot Program:** October 2023 – November 2024
- **Service area:** Downtown, Central Business District
- **DFR | CIT 2025 Outcomes:**
 - **DFR Calls for Service:**
 - MED01: 3,074
 - MED02: 1,505
 - **CIT Interventions:**
 - MED01: 1,782 engagements → 483 interventions
 - MED02: 773 engagements → 176 interventions



MEDIC Team Expansion

- **Launch Date:** 4/1/2026
- **Deployment Site:** Baylor Street Office
- **Operational Hours:** 7-days a week
 - Monday-Saturday 12 Hours
 - Sunday 11:00AM-7:00PM
- **Service Area:**
 - Central/Central Business District
 - Uptown
 - I-75 Corridor
 - Oak Cliff

Crisis Response Team Overview

- **Civilian Response Team:** Crisis Response Coordinators
- **Service Area:** City wide coverage, 12 coordinators, 2 per police division
- **Operating Hours:** 7-days a week, 8:00AM-6:00PM
- **2025 Outcomes:**
 - 4,352 Dallas PD RMS cases completed
 - 785 connections to care
 - 279 same-day Metrocare appointments





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