

# Memorandum



CITY OF DALLAS

DATE February 10, 2025

Honorable Chair and Members of the Public Safety Committee  
TO Cara Mendelsohn (Chair), Kathy Stewart (Vice Chair), Tennell Atkins, Jesse Moreno,  
Gay Donnell Willis

SUBJECT **Crisis Intervention Team Expansion Update**

Emergency Management and Crisis Response (ECR) is proud to announce an enhancement to the Crisis Intervention Unit (CIT), a civilian response team dedicated to fostering community well-being through strategic partnerships with the Dallas Police Department, community organizations, and service providers. Our mission is to improve the safety, wellness, and quality of life for all Dallas residents.

The CIT Crisis Coordinators play a pivotal role in addressing the social service needs of residents identified by the Dallas Police Department and City Crisis Response Teams. Their work includes connecting individuals to local service providers, navigating the complexities of the behavioral health system, and developing tailored strategies to resolve crises effectively and compassionately.

### **Operational Expansion:**

Effective Wednesday, January 22, 2025, the Crisis Intervention Unit will expand its operations from five to **seven days per week**, providing **10-hour daily coverage**. This enhancement enables the team to offer consistent support across all seven police divisions, with Crisis Coordinators working in partnership with the Dallas Police Department and Crisis Response Teams to address the diverse needs of our community.

### **Team Scheduling for 7-Day Coverage:**

To ensure work-life balance for staff while maintaining seamless service delivery, the unit will operate under a two-team system: 7-days a week, 8:00AM-6:00PM.

This rotating schedule allows coordinators to work four consecutive days followed by three days off, ensuring equitable workload distribution and optimal service coverage.

We remain committed to enhancing our crisis response efforts and appreciate the continued support of our community partners and leadership in making this expansion possible. Together, we are building a stronger, safer, and more resilient Dallas.

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Service First, Now!



Dominique Artis  
Chief of Public Safety  
**[Attachment]**

c: Kimberly Bizzor Tolbert, City Manager  
Tammy Palomino, City Attorney  
Mark Swann, City Auditor  
Billieae Johnson, City Secretary  
Preston Robinson, Administrative Judge  
Dev Rastogi, Assistant City Manager  
M. Elizabeth (Liz) Cedillo-Pereira, Assistant City Manager

Alina Ciocan, Assistant City Manager  
Donzell Gipson, Assistant City Manager  
Robin Bentley, Assistant City Manager  
Jack Ireland, Chief Financial Officer  
Elizabeth Saab, Chief of Strategy, Engagement, and Alignment (I)  
Directors and Assistant Directors

The Crisis Intervention Team (CIT) aims to enhance community well-being by implementing proactive, collaborative non-law enforcement strategies dedicated to improving the safety, wellness and quality of life of Dallas residents.



## ***City of Dallas Well-Being FIRST; A Balanced You***

Crisis Coordinators promptly address the social service needs of residents encountered by the Dallas Police Department and City Crisis Response Teams.

Service coordination is facilitated by connecting residents with local service providers, navigating the behavioral health system and developing strategic plans to resolve crises effectively.

### **RESOURCES**

**National Suicide Prevention Lifeline:** 9-8-8

**Suicide and Crisis Center of North Texas 24/7 Crisis Line:** 214-828-1000 or 1-800-273-8255

**North Texas Behavioral Health Authority:** 1-888-260-8000

**Housing Forward:** 1-888-411-6802

**metrocare.**

**Metrocare Services: Lancaster-Kiest:** 214-371-6639

In collaboration with the City of Dallas, Metrocare Services offers complimentary wellness appointments that provide mental health services for individuals of all ages, housing assistance, utility assistance, homelessness, veterans' services, military support and substance abuse treatment. Free transportation is available to support individuals in accessing these services.

### **CONTACT US**

**For behavioral health emergencies, please dial 9-1-1.  
For non-emergency social services needs, please dial  
3-1-1 or 214-670-3111.**

**Local agencies may request assessment of a social  
service need by contacting [CITsupervisors@dallas.gov](mailto:CITsupervisors@dallas.gov).**



**El Equipo de Intervención en Crisis (CIT, por sus siglas en inglés) tiene como objetivo mejorar el bienestar de la comunidad mediante la implementación de estrategias proactivas y colaborativas dedicadas a mejorar la seguridad, el bienestar, y la calidad de vida de los residentes de Dallas.**



## ***El bienestar de la ciudad de Dallas PRIMERO; Un tú equilibrado***

Los coordinadores de crisis atienden con prontitud las necesidades de servicios sociales de los residentes encontrados por el Departamento de Policía de Dallas y los Equipos de Respuesta a Crisis de la Ciudad.

La coordinación de servicios se facilita conectando a los residentes con los proveedores de servicios locales, navegando por el sistema de salud conductual y desarrollando planes estratégicos para resolver las crisis de manera efectiva.

## **RECURSOS**

**National Suicide Prevention Lifeline:** 9-8-8

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En colaboración con la Ciudad de Dallas, Metrocare Services ofrece citas de bienestar gratuitas que brindan servicios de salud mental para personas de todas las edades, asistencia para la vivienda, asistencia para los servicios públicos, servicios para personas sin hogar, servicios para veteranos, apoyo militar y tratamiento para el abuso de sustancias. El transporte gratuito está disponible para ayudar a las personas a acceder a estos servicios.

## **CONTÁCTANOS**

**Para emergencias de salud conductual, llame al 9-1-1.  
Para necesidades de servicios sociales que no sean de emergencia, marque 3-1-1 o 214-670-3111.**

**Las agencias locales pueden solicitar la evaluación de una necesidad de servicio social poniéndose en contacto con [CITsupervisors@dallas.gov](mailto:CITsupervisors@dallas.gov).**

