



**City of Dallas**

# **Crisis Response Division**

**Public Safety Committee  
December 9, 2024**

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Emergency Management & Crisis Response  
City of Dallas

# Overview



- Mission
- Crisis Response Teams
- New Initiative - Behavioral Health Desk
- Integrated Partnerships – Metrocare Contract
- Questions



# ECR | Crisis Response Division



Mission: 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.





# R.I.G.H.T. Care Unit



- Co-response unit, of DPD Officer, DFR Paramedic, Parkland Health Social Worker, responsible for responding to all behavioral health calls
- Pilot launched in January 2018, expansion to citywide coverage January 2021
- Total of 18 teams across 24-hour period – 1 team allocated to each police division, 2 rover teams, and 2 overnight teams.
- Approximately 70 full-time unit members
- Outcomes:
  - Answered 73% of behavioral health calls
  - Year-over-year 9% decline in emergency detentions



# Crisis Intervention Team (CIT)



- Civilian response team, of behavioral health professionals of varied specialties responsible for providing support to DPD Patrol Bureau and RIGHT Care Unit, by connecting residents to social service programming, and navigating the behavioral health system and city resources.
- Service Area: City wide coverage, 12 coordinators stationed across the police divisions, specialty teams – 4 MEDIC1/2 & 2 HART.
- Operating 5-days a week, 7:00AM-10:00PM
- Outcomes: YTD Calls Answered: 3,187





# MEDIC01/02



- Co-response unit, of DFR Paramedics and CIT Mobile Crisis Coordinators dedicated to responding to low acuity emergency calls (welfare check and alpha-injured person calls)
- Pilot launched in September 2023
- Service Area: Downtown, Central Business District
- Total of 8 staff: 4 DFR Paramedics and 4 CIT Mobile Crisis Coordinators
- Pilot launched in September 2023
- Recent expansion: 1 additional team, 7-days a week, 7:00AM-7:00PM
- Outcomes:
  - Calls Answered: 2,152  
(November 2023-October 31, 2024)



# CAST (City Action Strike Team)



- Newly established, cross-departmental team dedicated to addressing longstanding, chronic quality of life issues, through Risk Terrain Modeling and Crime Prevention through Environmental Design.
- Employs a data-driven approach by utilizing Risk Terrain Modeling (RTM) and Crime Prevention Through Environmental Design and identifies and prioritizes high-risk areas to deploy targeted and proactive interventions.
- Total Staff: 1 Manager and 1 Senior Project Specialist
- Fosters community partnerships and collaborates with key departments including Dallas Police Department, Code Compliance, Transportation & Public Works, Parks & Recreation, Office of Homeless Solutions.



# New Initiative: Behavioral Health Desk



- Multidisciplinary desk, of DPD Call Takers, DFR Dispatchers, and Licensed Behavioral Health Clinicians responsible for intergrading police and fire dispatch to properly triage each call to determine the proper level of immediate response and serve as an internal hub for city departments to send referrals.
- Objectives:
  - Engage each emergency caller with new prompt: Police, Fire, EMS or Mental Health?
  - Provide call screening utilizing DFR's ProQA system
  - Evaluation of call center diversion and determination of the level of alternative response needed.
  - Resource hub for all response units and city departments.

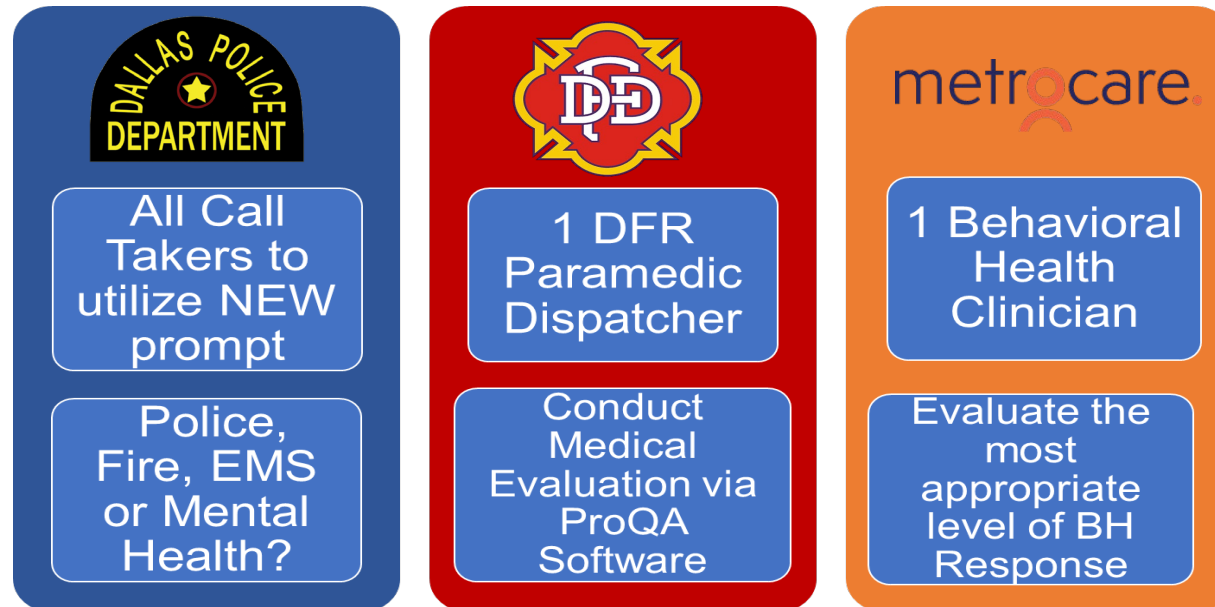






# New Initiative: Behavioral Health Desk Cont'd

- Project Status: Still in development with each department and partner to ensure effectiveness of a tiered response to allocate resources.
- Pilot Duration: 3-month pilot
- Pilot hours operation: 3<sup>rd</sup> Watch, 3:00PM-11:00PM
- Tentative Launch Date: Spring 2025



# New Initiative: Behavioral Health Desk Cont'd



## Pilot Performance Metrics:

- Percentage of Behavioral Health Calls Diverted from DPD/DFR
- Percentage of Crisis Cases Stabilized at the Initial Contact
- Percentage of Referred Individuals Who Attend Same-Day Appointments
- Percentage of Follow-Up Success for Social Service Referrals



# Integrated Partners



Office of  
**Homeless Solution**



Parkland



metrocare.



Office of  
**Community Care**  
Senior Services



**Code Compliance**  
**Services**







# Questions?





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