

Memorandum



CITY OF DALLAS

DATE April 9, 2021

TO Honorable Members of the Public Safety Committee

SUBJECT **RIGHT Care Implementation Update**

As a part of the City Manager's R.E.A.L Change Initiative, the Office of Integrated Public Safety Solutions has successfully met its goal of expanding the RIGHT Care program to 5 teams to provide citywide coverage for mental health calls.

The RIGHT Care Program is a multidisciplinary team, made up of a DPD officer, DFR paramedic, Parkland Hospital licensed social workers and qualified mental health professionals from the North Texas Behavioral Health Authority.

The purpose of this team is to respond to 911 calls regarding individuals experiencing a mental health crisis and to divert them from jail or hospitalization. This multidisciplinary team provides individuals in crisis with a continuity of care through prevention and intervention services in the field. The success of this program exists because of the unique collaborative effort between agencies.

Each unit deploys from an assigned police patrol station and covers a designated area of the city. The teams work 7 days a week, and operates in 2 shifts, 7:00am - 3:00pm and 3:00pm – 11:00pm.

The newly expanded RIGHT Care program now includes a qualified mental health professional from the North Texas Behavioral Health Authority (NTBHA) embedded in the 911 call center to assist with triaging behavioral health calls and RIGHT Care team referrals. These mental health professionals are cross trained and also serve as adjunct members of the field team.

New call signals and communications protocols have been developed to allow for a tiered level of response based on information shared with 911 call takers and the mental health professionals in the call center. This has resulted in greater efficiency and reduced demand on the police department.

The NTBHA will also service a Community Care Follow Up team to provide continued care for repeat patients. The Community Care Follow Up team will visit clients within 24 hours of contact of the Right Care Team. The NTBHA will be responsible for ensuring continued client contact and case management.

Using a data driven approach to increase efficiency and measure the outcomes of success, the RIGHT Care Team has created a new electronic activity tracking sheet to record call outcomes in the field and provide on-going analysis of the program results and impact on the community.

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Additional training is in development that will include specialized crisis negotiation training and reality based training for all teams and supervisors.

The RIGHT Care program is making a tremendous difference in the community by immediately responding to residents in crisis, ensuring on-scene safety, and connecting residents with the most appropriate level of care.

The expansion has resulted in large increases each month in the number of calls answered and clients served. The results have been tremendous as illustrated in the following table.

RIGHT Care Expansion – Totals by Month		
	911 Calls Answered	Clients Served
January	302	165
February	489	283
March	838	660

In addition, in the first three months of 2021, 222 individuals have been diverted from entering the criminal justice system due to the RIGHT Care program.

Even though the expansion of 5 teams is a large milestone, the addition of 5 teams for FY 2022 will only enhance our program to meet the full demand of mental health calls. For more information about the RIGHT Care Program, please contact David Pughes at David.Pughes@dallascityhall.com.



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