



City of Dallas

Mobile Crisis Response Program

**Public Safety Committee
April 12, 2021**

David Pughes, Director, Officer of Integrated
Public Safety Solutions
City of Dallas

Presentation Overview



- Background/History
- Purpose
- Issues & Considerations
- Completed Actions
- Proposed Actions
- Program Evaluation
- Next Steps



Background/History



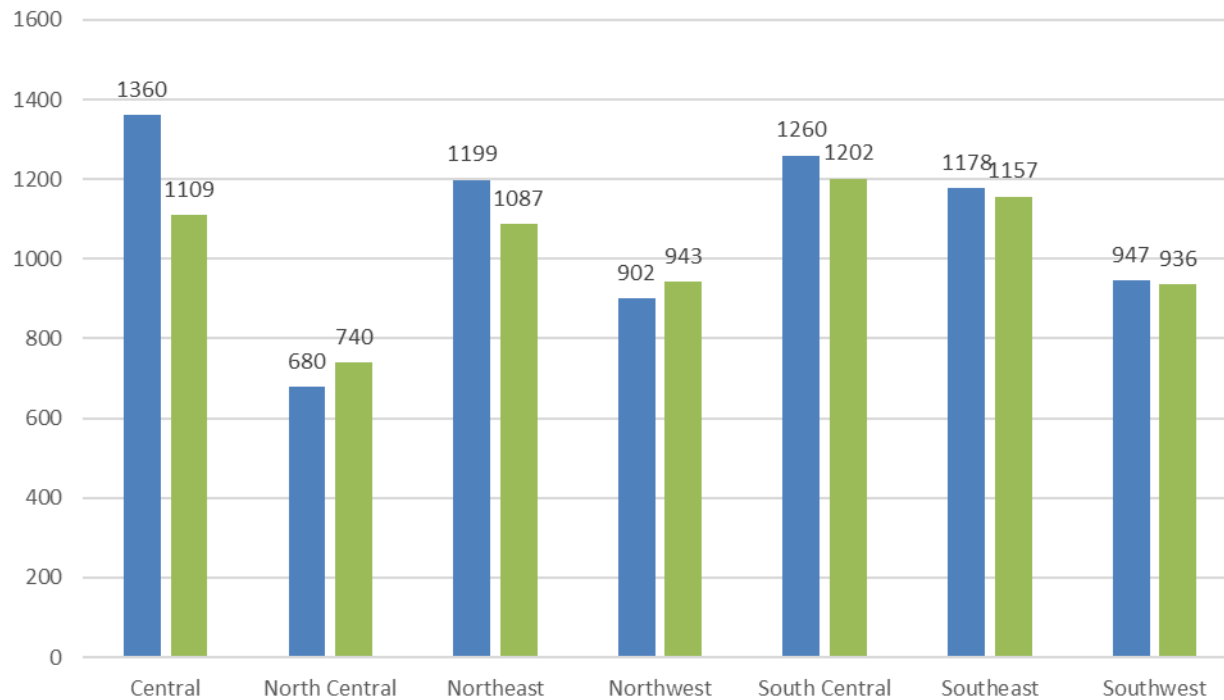
- Mobile Crisis Response Team initiative was included as a component of the City Manager's R.E.A.L Change Initiative
- City Council funded Mobile Crisis Response as part of the FY20/21 and FY21/22 budgets
- Mobile Crisis Response serves a critical component in providing a continuum of services to persons that experience behavioral health issues or mental health crisis
 - On-scene response
 - Referral follow-up
 - Social service follow-up from DPD Officers
 - APOWW arrests by DPD Officers



Background/History



Arrests by Police Officer Without Warrant (APOWW)



APOWWs by Division & Year

	Central	North Central	Northeast	Northwest	South Central	Southeast	Southwest
2019	1360	680	1199	902	1260	1178	947
2020	1109	740	1087	943	1202	1157	936
Total	2469	1420	2286	1845	2462	2335	1883



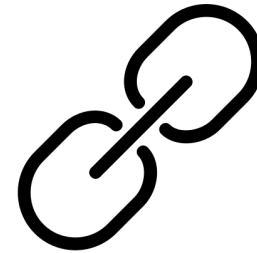
Purpose



Conduct follow-up assessments and screening of needs



De-escalation of crisis situations when called to scene by DPD



Linkage to ongoing care for permanent sustainable solutions



Improved quality of life



Issues & Considerations



**Complement RIGHT Care
& Dallas Police**

**Proactively serve
residents in non-
emergency situations**

**Comprehensive
approach**

**Reduce demand for
scarce services**

Data collection

Violence prevention



Completed Actions



Program Design



Staffing Model



Job Descriptions



Service Provider Evaluations



Office Space Acquired



Management Interviews



Proposed Actions



**Staff three Qualified
Mental Health
Professionals at
each DPD
Substation**

**Interlocal
agreement for
access to social
service resources**

**Caseworkers
assigned to the
Sobering Center will
provide phone
follow-up for
immediate
assistance to DPD in
emergency
situations after
hours**

**Continued proactive
follow-up with
patients to prevent
relapse and reduce
demand on
emergency services**

**"WE'RE STILL A REACTIONARY RESOURCE. WE
HAVEN'T FIXED THE NATURE OF PUBLIC SAFETY,
BUT IN THE MEANTIME IT CAN LOOK A LITTLE
DIFFERENT."**

Ebony Morgan, crisis worker, CAHOOTS (White Bird Clinic)

USC Annenberg
Center for Nonprofit Leadership



Proposed Actions



- Launch teams at each patrol division
- Staff teams 16 hours per day, 5 days per week
 - 80% of social service referrals occur during these hours
 - Backfill overnight and weekend coverage with services to be provided at the Recovery Center located at the City Detention Center
- Provide CJIS and DPD RMS training and ramp-up prior to full launch
- Target case load is 5 follow-up social service referrals per team per day



Program Evaluation



Length of time for initial contact following referral



Number of crisis assessments and interventions conducted



Percent of clients served that receive crisis follow-up and relapse prevention services



Decrease in the percent of duplicated social service referrals



Next Steps



Hire Manager III for administration and oversight of program – April 2021

Complete evaluation of qualified firms to staff and operate program – April 2021

Written standard operating procedure for administration of program – April 2021

Initiate interlocal agreement for operation of program – April 2021

Seek Council approval of Interlocal Agreement – May 2021

Hiring and training of case workers - May 2021





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