



City of Dallas

Overview of the Rapid Integrated Group Healthcare Team (RIGHT Care)

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History



- According to the National Alliance on Mental Illness (NAMI), 43.8 million adults in the U.S. experience mental illness each year.
- People with mental illness aren't necessarily more likely to be violent or prone to criminal behavior than anyone else.
- However, when someone is experiencing a mental health crisis, people often call 9-1-1 and police are sent to the scene.
- Studies show that people with mental illness are 16 times more likely to be killed by police than other suspects.
- According to the Washington Post, one-quarter of police shootings in 2015 involved people "in the throes of emotional or mental crisis."



History



- The city of Dallas averages over 13,000 mental health calls annually.
- Police officers receive training in crisis intervention and de-escalation but are not qualified mental health professionals which are needed to intervene in a situation involving a mental health crisis.
- The city recognized that police confrontations involving people with mental illness can escalate quickly and can put everyone involved in danger.



- The city set out to create a safer non-law enforcement response to behavior health crisis calls.



RIGHT Care expansion



Rapid Integrated Group Healthcare Team (RIGHT Care)

- RIGHT Care provides comprehensive services to individuals in need of immediate behavioral health care

- RIGHT care team includes:

- Licensed mental health professional
- Emergency medical services paramedic
- Specially trained law enforcement officer



- The benefits of RIGHT Care:

- On scene prevention and intervention services for persons in crisis
- Reducing incidents in which individuals enter the criminal justice system
 - Dallas Police average over 7000 arrests annually for emergency mental health commitment.



RIGHT Care expansion



Rapid Integrated Group Healthcare Team (RIGHT Care)

- Through a grant and collaboration with the Meadows Mental Health Policy Institute (MMHPI) the first Right Care Team was created and a pilot project at the Southcentral patrol division officially launched in January 2018.
- One team covering the hours of 7:00 am to 11:00 pm.
- The benefits of RIGHT Care
 - Prevention and intervention services for persons in crisis
 - Reducing incidents in which individuals enter the criminal justice system or unnecessary hospitalization
 - Changes response to behavioral health calls from DPD to RIGHT Care team
- The pilot project proved to be successful and additional city funding was approved to expand the program.



RIGHT Care expansion



- Expand RIGHT Care program
 - Approved City Funding for Expansion
 - FY21 to fund the existing team and four new teams with goal of responding to 6,500 calls
 - FY22 five more teams with a goal of responding to all 13,000 calls
 - Operating 24 hours per day/seven days per week
 - Managed by Office of Integrated Public Safety Solutions
 - External partners working in communications and the field are critical to the expansion of the program
 - Parkland Health and Hospital System
 - North Texas Behavioral Health Authority



RIGHT Care expansion



- Expand RIGHT Care program
 - The expansion will also include increasing the call center staffing during the overnight hours with qualified mental health professionals from the North Texas Behavioral Health Authority to assist the field teams.
 - The expansion plan was determined through an analysis of calls for service:
 - 3rd watch (3p-11p) receives 45.6% of RIGHT Care eligible calls for service.
 - The 8th team increase our output by aligning this new team in areas of the city where call volume is heaviest during this period.
 - 23.7% of the mental health calls (3,358 of 15,094) occurred during the overnight hours.
 - 2 field teams will be added during these hours.



RIGHT Care expansion



- Expand RIGHT Care program
 - Mobilization and schedule

FY22 - Expanding additional 5 teams

- 10 total teams = 51 dedicated personnel working per day/7 days per week

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|--|--------|
| 1. Central Team 2 shifts covering | 7a-11p |
| 2. Northeast Team 2 shifts covering | 7a-11p |
| 3. Southeast Team 2 shifts covering | 7a-11p |
| 4. Southwest Team 2 shifts covering | 7a-11p |
| 5. Northwest Team 2 shifts covering | 7a-11p |
| 6. Northcentral Team 2 shifts covering | 7a-11p |
| 7. Southcentral Team 2 shifts covering | 7a-11p |
| 8. Roving evening team covering | 3p-11p |
| 9. Roving night team covering | 11p-7a |
| 10. Roving night team covering | 11p-7a |





• Questions?

