

Memorandum



DATE: April 10, 2015

TO: Honorable Members of the Public Safety Committee: Sheffie Kadane (Chair), Adam Medrano (Vice Chair), Dwaine Caraway, Jennifer S. Gates, Sandy Greyson, Scott Griggs

SUBJECT: **Crisis Intervention Unit**

On Monday, April 13, 2015, you will be briefed on the Crisis Intervention. The briefing materials are attached for your review.



Eric D. Campbell
Assistant City Manager

Attachment

cc: Honorable Mayor and Members of the City Council
A.C. Gonzalez, City Manager
Warren M.S. Ernst, City Attorney
Craig D. Kinton, City Auditor
Rosa A. Rios, City Secretary
Daniel F. Solis, Administrative Judge
Ryan S. Evans, First Assistant City Manager

Jill A. Jordan, P.E., Assistant City Manager
Mark McDaniel, Assistant City Manager
Joey Zapata, Assistant City Manager
Jeanne Chipperfield, Chief Financial Officer
Sana Syed, Public Information Officer
Elsa Cantu, Assistant to the City Manager – Mayor & Council



Crisis Intervention Unit

Public Safety Committee

April 13, 2015



www.dallaspolice.net

David O. Brown
Chief Of Police

Purpose

Provide an overview of the Crisis Intervention Unit:

- History
- Goals
- Unit Structure
- Productivity Measures

History

- Began in 1974 as the Police Social Work Unit consisting of 4 social workers
- Received referrals from officers who found citizens in dire situations or those who were chronic 911 callers
- Primary role of unit has evolved into assisting citizens in crisis and helping unsheltered homeless individuals



Goals

- Perform on-the-scene assessments to determine nature of a crisis situation
- Stabilize citizens in crisis referred by police & paramedics with professional social work assistance
- Provide necessary community resources to improve the quality of life for citizens in need
- Empower citizens through problem solving and establishing jointly decided crisis-stability plan(s)

Unit Structure

11 Employees

- 1 Manager
- 1 Sr. Caseworker
- 1 Mental Health Liaison
- 8 Social Workers

5 sections

- Child Neglect / Abuse
- Crisis Assistance
- Geriatric Mental Health
- Homeless Outreach
- Mental Health Response

Child Neglect / Abuse

- Respond to requests to assist families experiencing a crisis relating to victimization involving children
- Handle three types of primary referrals:
 - 1) Allegations of child neglect/abuse
 - 2) Parent/child disputes
 - 3) Custody disputes involving abuse allegations
- Investigate/intervene on referrals that the police officer has seen the need for further follow up, but not necessarily warranting a CPS intervention

Crisis Assistance Section

- Provide rapid response to requests for on-the-scene social services to citizens in crisis
- Conduct mental health threat-assessments when requested
- Respond to natural disasters and civil emergencies to provide community assessments and coordinate mental health initiatives

Geriatric Mental Health

- Provide on-the-scene assessments of seniors, aged 60 and over who are experiencing situations involving dementia, wandering, mental illness episodes, neglect, and exploitation
- Assist citizens in crisis with rapid access to social, health, and mental health services, ranging from family reunification to nursing home placements
- The only field-mobile geriatric mental health unit in the Dallas area



Homeless Outreach Section

- Rescue unsheltered homeless people and assist them with recovery and self-sufficiency
- Consistent engagement and introduction of services at the homeless person's pace are key elements in connecting people who are unsheltered & resistant to treatment services
- Integrate the client back into society as a functional member is the ultimate goal of homeless outreach

Mental Health Response

- Respond on-the-scene when requested by public safety officers
- Attempt to stabilize the citizen experiencing a mental health crisis through assessment and intervention
- Assist the citizen by jointly developing a plan of action to address identified problems with strategies to restore a more normal equilibrium

Productivity Measures



Summary

- Crisis Intervention has provided services to Dallas citizens in crisis for 40 years
- No other law enforcement agency has in-house services to respond to the specialized needs of citizens
- Reduces demand on officers' time by assisting with chronic callers

Questions?