

Memorandum



DATE December 7, 2017

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **RIGHT Care Pilot Program**

On Monday, December 11, 2017, you will be briefed on the Dallas Fire-Rescue Department's RIGHT Care Pilot Program. The presentation will recap the purpose of the mental health response team since its acceptance of grant funding to support the pilot program in April 2017. It will also provide an update on the progress of the RIGHT Care Pilot Program to date.

City staff is recommending an amendment to the current agreement to permit the grant provider, W.W. Caruth, Jr. Foundation and Meadows Mental Health Policy Instituted (MMHPI), to contract directly with Parkland Foundation to select and hire mental health professionals in support of the RIGHT Care. The current agreement provides that these professionals would be City employees. City Council approval of the sub-grant agreement is scheduled for January 10, 2018.

The briefing materials are attached for your review.

Please contact me if you have any questions or need additional information.



Jon Fortune
Assistant City Manager

[Attachment]

cc: Honorable Mayor and Members of the City Council
T.C. Broadnax, City Manager
Larry Casto, City Attorney
Craig D. Kinton, City Auditor
Billerae Johnson, City Secretary (Interim)
Daniel F. Solis, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager
Majed A. Al-Ghafry, Assistant City Manager

Jo M. (Jody) Puckett, Assistant City Manager (Interim)
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Nadia Chandler Hardy, Chief of Community Services
Raquel Favela, Chief of Economic Development & Neighborhood Services
Theresa O'Donnell, Chief of Resilience
Directors and Assistant Directors

RIGHT Care Pilot Program

**Public Safety and Criminal Justice Committee
December 11, 2017**

**Daniel Salazar, Assistant Chief
Dallas Fire-Rescue Department**

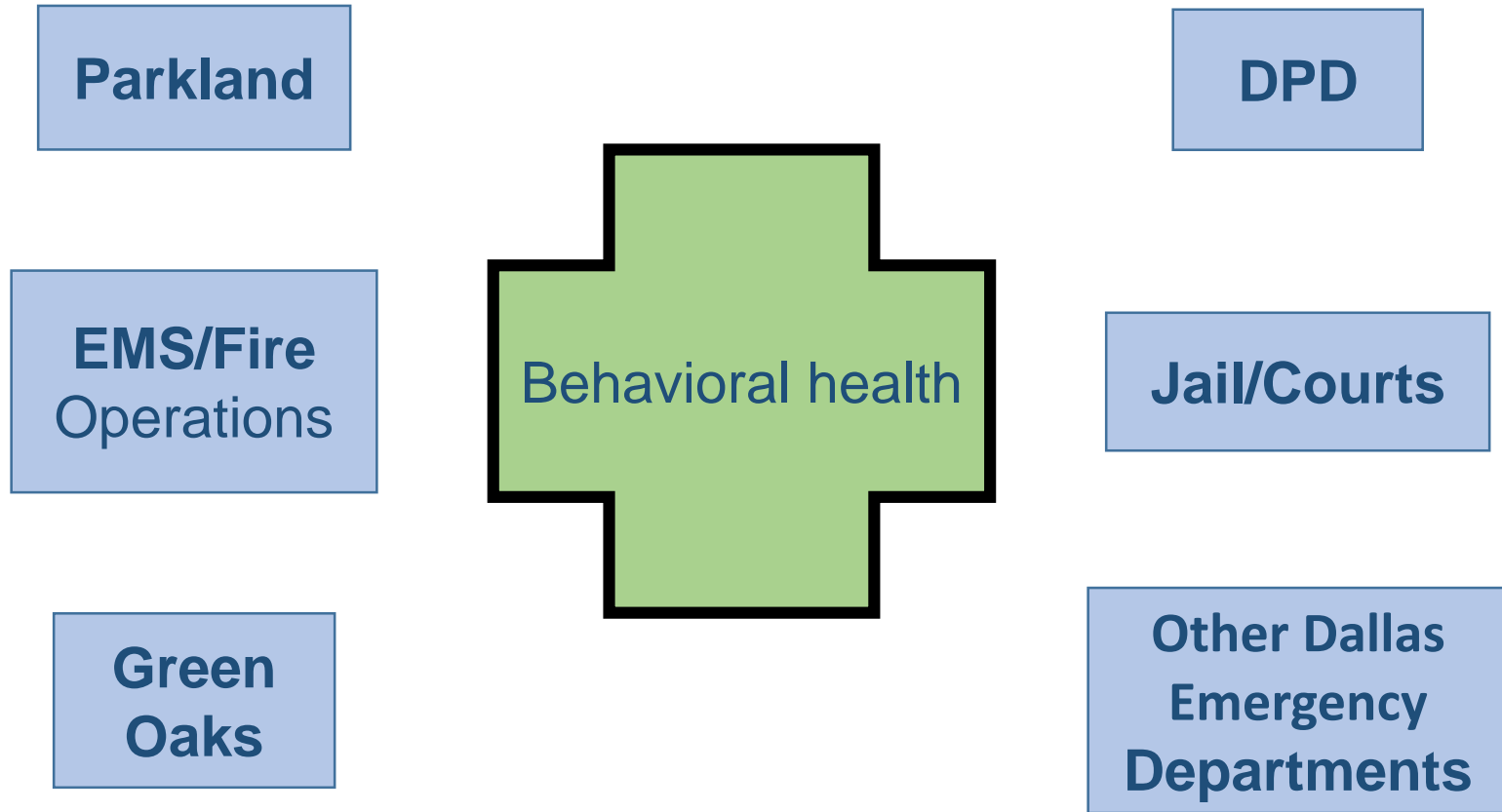
**S. Marshal Isaacs, MD, Medical Director
Dallas Fire-Rescue Department**



Overview

- Describe the Rapid Integrated Group Healthcare Team (RIGHT) Care Pilot Program
- Discuss status of the program since approval of the grant
- Discuss the upcoming January 10, 2018 City Council Agenda Item where City staff and stakeholders seek to amend the original grant agreement approved on April 26, 2017

Behavioral Health Patients



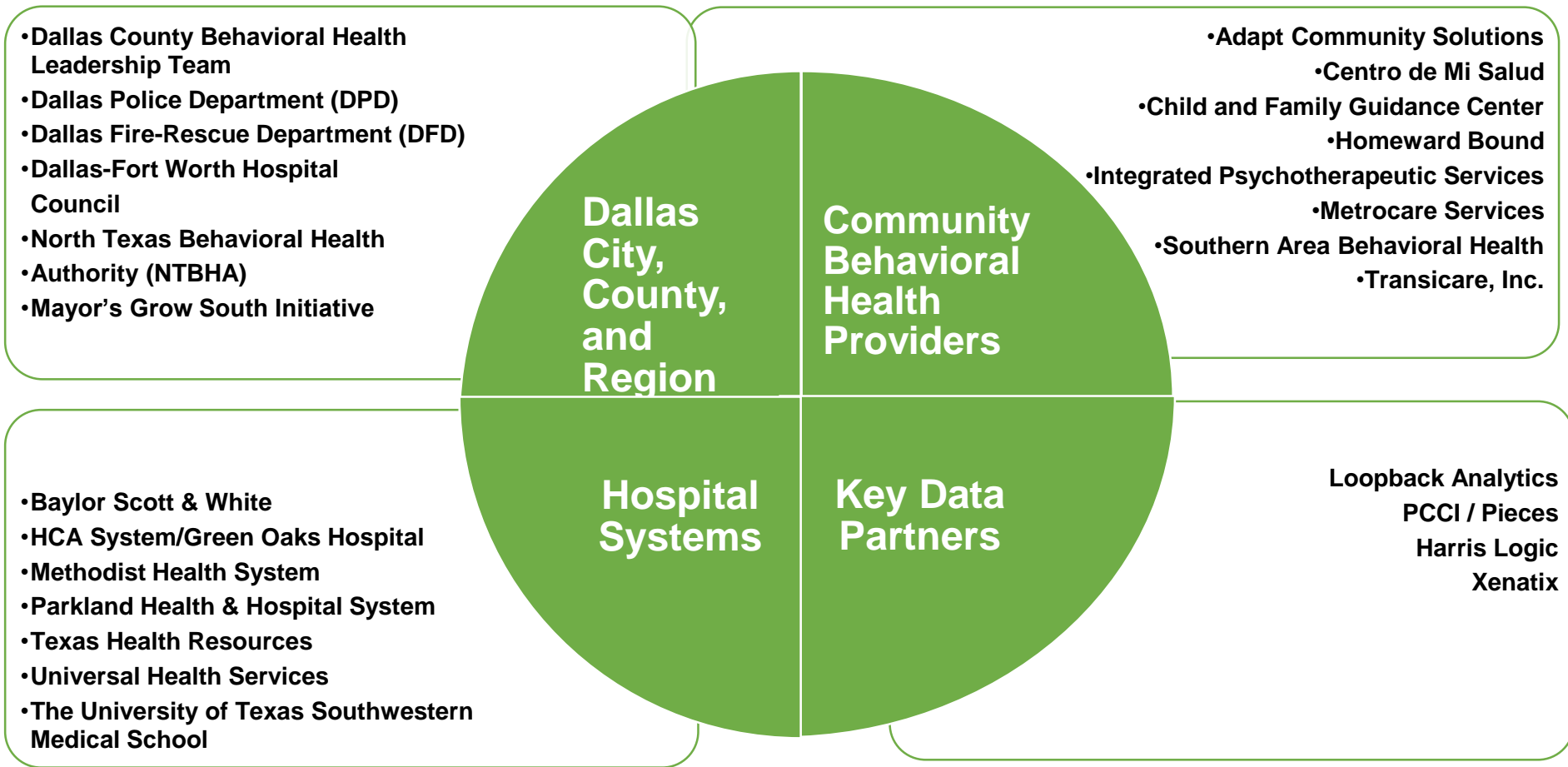
Why Implement this Program?

- Contact with local law enforcement and DFR EMS
 - 15,593 behavioral health calls a year in Dallas
 - Since 2012, an increase of 18% overall and 59% needing an ambulance
- Jail
 - 21% receive psychotropic medication
 - 25% have past/current mental health system contact
 - 58% rearrested

Why Implement this Program?

- Super-utilizers
 - More than 6,000 “super-utilizers” in Dallas, with 4,000 living in poverty
 - Less than 1 in 7 are under care for their condition
 - Recidivism concern – 75% are jailed repeatedly
- Community-based and impatient behavioral health care services
 - Super-utilizers need ongoing intensive care, housing, and supervision

Key Partners



RIGHT Care Pilot Program Components

- 911 center behavioral health triage professionals
- RIGHT Care Response Team:
 - DFR Paramedic,
 - DPD Officer, and
 - Behavioral Health Professionals
- Response Vehicle
- Medical Direction
(policies/procedures/consultation)

Proposed Program Outcomes

Improved care for Dallas Citizens and Safety for our responders

- Free up law enforcement and DFR EMS
 - Focus more on public safety rather than mental health service delivery
- Reduce Dallas County's high recidivism rates
 - For people with mental illness released from jail
- Cost avoidance from inappropriate care of this population

Actions Since Grant Acceptance

- Obtained and equipped response vehicle for the RIGHT Care Team
- Developed protocols and procedures
- Identified mental health continuity of care resources
- Provided training to response team members in anticipation of beta and full launch
- Addressed protected health information protocols and education
- Developed data reporting required by the grant for analysis of program efficacy

Mental Health Professionals

- Grant obligates the City of Dallas to employ mental health professionals
- Requirement posed concerns for City staff as mental health staff credentialing is highly specialized and appropriate vetting is required
- Parkland Hospital has expertise employing and utilizing mental health professionals
- Parkland professional staff possess knowledge required to select mental health professionals
- Contracting directly between Caruth and Parkland reduces liability to the City

Staff Recommendation/Next Steps

- Council Action
 - Upcoming Agenda Item
 - Wednesday, January 10, 2018
- Staff recommends the PSCJ Committee consider and approve for full Council:
 - Sub-grant agreement amendment – Meadows Mental Policy Institute contracts with Parkland Foundation for provision of behavioral health professionals

Program Launch

- Beta launch of the program during late November and early December 2017
- Full launch and additional training for new team members scheduled for January 2018
- Much design and development has occurred and there exists much excitement about this program

RIGHT Care

- Grant spans three years through 2020
- Thanks again to the W.W. Caruth, Jr. Foundation and MMHPI for supporting this initiative



W.W. CARUTH, JR.
FOUNDATION
at Communities Foundation of Texas



RIGHT Care Pilot Program

**Public Safety and Criminal Justice Committee
December 11, 2017**

**Daniel Salazar, Assistant Chief
Dallas Fire-Rescue Department**

**S. Marshal Isaacs, MD, Medical Director
Dallas Fire-Rescue Department**

