

# Memorandum



DATE April 3, 2017

TO Honorable Members of the Public Safety Committee:  
Adam Medrano (Chair), B. Adam McGough (Vice Chair), Sandy Greyson, Tiffinni A. Young,  
Jennifer S. Gates, Philip T. Kingston

SUBJECT **RIGHT Care Pilot Program**

On Monday, April 10, 2017, you will be briefed on the Dallas Fire-Rescue Department's RIGHT Care Pilot Program by Acting Assistant Chief George Gamez. The briefing materials are attached for your review.

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



Eric D. Campbell  
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  
Rosa A. Rios, City Secretary  
Daniel F. Solis, Administrative Judge  
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager  
Theresa O'Donnell, Interim Chief of Economic Development &  
Neighborhood Services

Majed A. Al-Ghafry, Assistant City Manager  
Mark McDaniel, Assistant City Manager  
Jill A. Jordan, P.E., Assistant City Manager  
Joey Zapata, Assistant City Manager  
M. Elizabeth Reich, Chief Financial Officer  
Alan E. Sims, Interim Chief of Community Services  
Directors and Assistant Directors

# **RIGHT Care Pilot Program**

**Public Safety Committee**

**April 10, 2017**

**George Gamez, Acting Assistant Chief  
Dallas Fire-Rescue Department  
City of Dallas**

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



# Overview

- To understand why this Pilot Program has been developed
- To describe the Rapid Integrated Group Healthcare Team (RIGHT) Care Pilot Program components of Dallas County Smart Justice implementation project
- To delineate the goals of the program

# Overview, Cont.

- To thank the W. W. Caruth, Jr. Foundation, Communities Foundation of Texas and the Meadows Mental Health Policy Institute (MMHPI) for grant funding
- To seek input and approval from the Public Safety Committee to move forward with development of the Pilot Program

# Behavioral Health Patients



# Why do we need 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 do we need this Program, Cont.

- **Super-utilizers**
  - More than 6,000 “super-utilizers” in Dallas, with 4,000 living in poverty
  - Less than 1 in 7 are in care
  - 75% use jail repeatedly
- **Community-based and inpatient behavioral health care services**
  - Super-Utilizers need ongoing intensive care, housing, and supervision

# The Challenge

The challenge of trying to connect persons living with mental illness to behavioral health care:

- Time spent responding, de-escalating, and then transporting these patients
- “Revolving Door” of treatment facilities and ERs
- Varying policies and procedures between agencies
- Concern for liability if we do not do the “right thing”
- Need for more training and improved information sharing



# Key Partners

- Dallas County Behavioral Health Leadership Team
- Dallas Police Department (DPD)
- Dallas Fire-Rescue Department (DFD)
- Dallas-Fort Worth Hospital Council
- North Texas Behavioral Health Authority (NTBHA)

Dallas City, County, and Region

Community Behavioral Health Providers

- Adapt Community Solutions
- Centro de Mi Salud
- Child and Family Guidance Center
- Homeward Bound
- Integrated Psychotherapeutic Services
- Metrocare Services
- Southern Area Behavioral Health
- Transicare, Inc.

- Baylor Scott & White
- HCA System/Green Oaks Hospital
- Methodist Health System
- Parkland Health & Hospital System
- Texas Health Resources
- Universal Health Services
- The University of Texas Southwestern Medical School

Hospital Systems

Key Data Partners

- Loopback Analytics
- PCCI / Pieces
- Harris Logic
- Xenatix



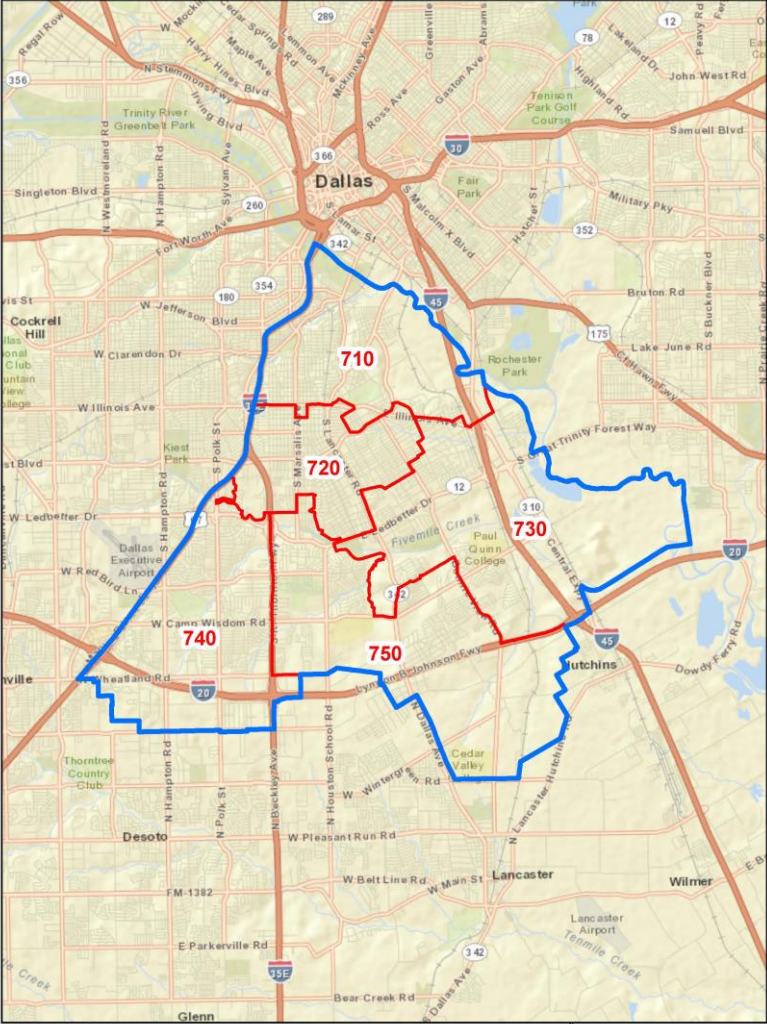
# RIGHT Care Pilot Program Components

- 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)

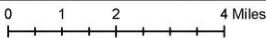
9

# South Central District

SOUTH CENTRAL DIVISIONS/SECTORS



Revised 1/1/2015



Date: 1/2/2015

Author: #7192



# 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
- Permanently shift \$40 million a year in healthcare costs
  - From emergency rooms and the jail to evidence-based care

11

# Proposed Program Outcomes, Cont.

## Improved care for Dallas Citizens and Safety for our responders

- Multidisciplinary Response Teams
  - Paramedic, mental health professional, law enforcement
- Real-Time IT Surveillance Systems
  - Linking law enforcement, jail, emergency rooms to divert
- Expanding crisis drop-off options

# Proposed Action

- Seek Council approval to accept the grant
- Develop standard operating procedures
- Partner with behavioral health professionals
- Recruit and select appropriate personnel
- Provide training for DPD and DFR

13

# Proposed Action, Cont.

- Obtain vehicle and equipment
- Begin “Proof of Concept” phase
- Evaluate and modify as appropriate

# Grant Funding

- Personnel
- Equipment
- Response Vehicle
- Office space
- Data Analysis



# Grant Funding, Cont.

Thank you to the W.W. Caruth, Jr. Foundation and MMHPI for awarding \$2.2 million dollars over 3 years to fund this program.



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



# Staff Recommendation/Next Steps

- Staff recommends the Public Safety Committee forward the following to City Council for consideration and approval:
  - Approval to accept the grant and execute
  - Approval to move forward with development of the RIGHT Care Pilot Program
- Council Action
  - Upcoming Agenda Item -  
Wednesday, April 26, 2017

17

# **RIGHT Care Pilot Program**

**Public Safety Committee**

**April 10, 2017**

**George Gamez, Acting Assistant Chief  
Dallas Fire-Rescue Department  
City of Dallas**

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

