

Memorandum



CITY OF DALLAS

DATE October 1, 2018

TO Honorable Members of the Public Safety and Criminal Justice Committee

SUBJECT **RIGHT Care Program Update**

On Monday, October 8, 2018, you will be briefed on the RIGHT Care program. RIGHT Care is a 3-year granted funded program supported by the W.W. Caruth Jr. Foundation with Meadows Mental Health Policy Institute oversight. The program was launched on Monday, January 29, 2018, as a multidisciplinary emergency response team to manage individuals experiencing behavioral health crises in the Dallas Police South Central District. The response team includes a DFR paramedic, DPD police officer and Parkland Hospital Mental Health clinician. All team members have received specialized training. Some of the objectives of the team include hospital and emergency room diversion for behavioral health patients as well as linking these individuals to specialized care aimed at treating their condition. The briefing will include discussion of data analytics tied to RIGHT Care since launch as well as success stories regarding how the program has positively impacted the lives of individuals receiving care.

This program has also received national attention as U.S. congressional members including Senator John Cornyn and Pete Sessions who have visited Dallas to be briefed on how RIGHT Care functions and its impact to public safety.

The briefing materials are attached for your review.

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

A handwritten signature in black ink that reads "Jon Fortune".

Jon Fortune
Assistant City Manager

[Attachment]

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney (I)
Carol A. Smith, City Auditor (I)
Billerae Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizer Tolbert, Chief of Staff to the City Manager

Majed A. Al-Ghafry, Assistant City Manager
Joey Zapata, Assistant City Manager
Nadia Chandler Hardy, Assistant City Manager and Chief Resilience Officer
M. Elizabeth Reich, Chief Financial Officer
Directors and Assistant Directors

RIGHT Care Pilot Program

**Public Safety and Criminal Justice Committee
October 8, 2018**

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

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



Overview

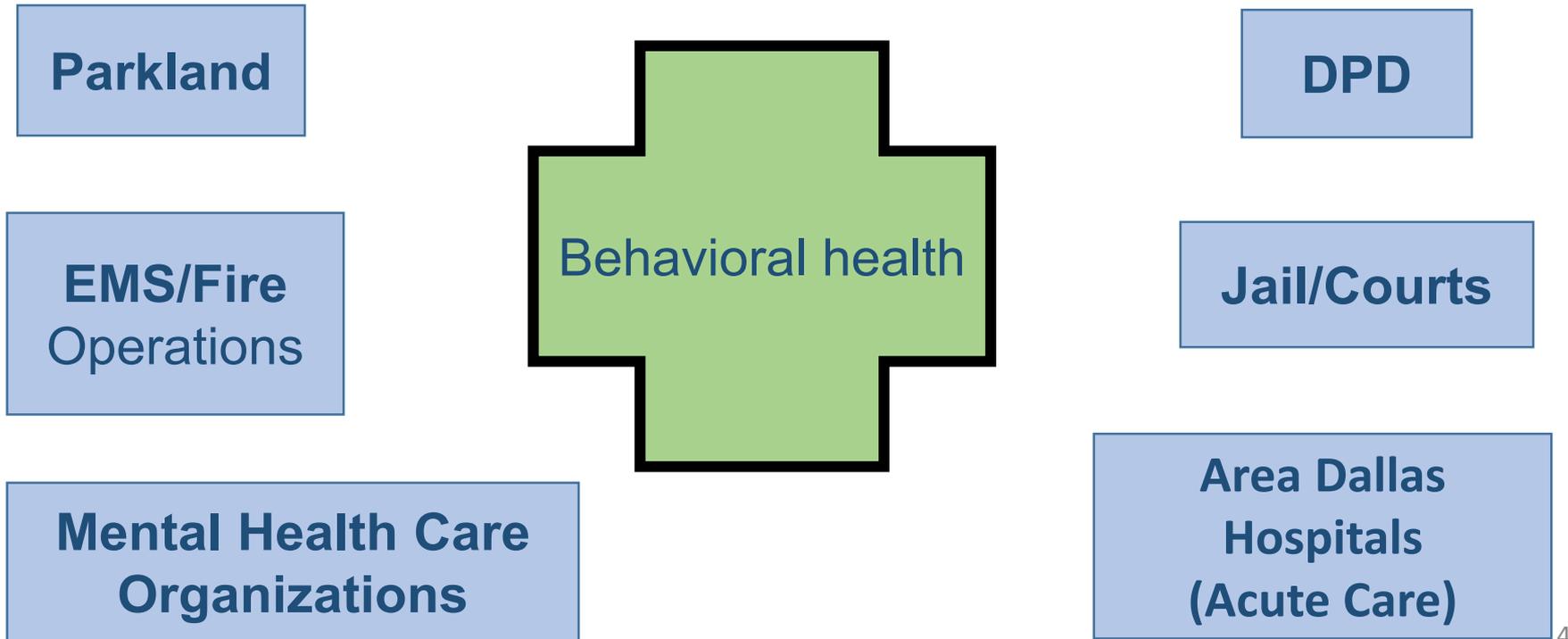
- Review the Rapid Integrated Group Healthcare Team (RIGHT) Interdisciplinary Pilot Program
- Discuss program data
- Discuss impact and success stories arising from RIGHT Care response

What is RIGHT Care?

- RIGHT Care is a multidisciplinary response team designed to help divert Behavioral Health Patients from Jails and Hospitals
 - Historically, first responders were not trained to handle this demographic
 - Incarceration and ER hospitalization were viewed as limited options to handle Behavioral Health Patients

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Behavioral Health Patient Management (Traditional Model)



Better Management of Behavioral Health Patients in the Field

- The need for better 911 emergency response, education and management was identified as a need for the City of Dallas
- A consortium of stakeholders designed a multidisciplinary team for response to 911 calls involving Behavioral Health Patients
- 3 Year Pilot Program-Grant Funded by W.W. Caruth, Jr. Foundation through the Meadows Mental Health Policy Institute (MMHPI) focused on the South Central Dallas Police District (spans through May 31, 2020)

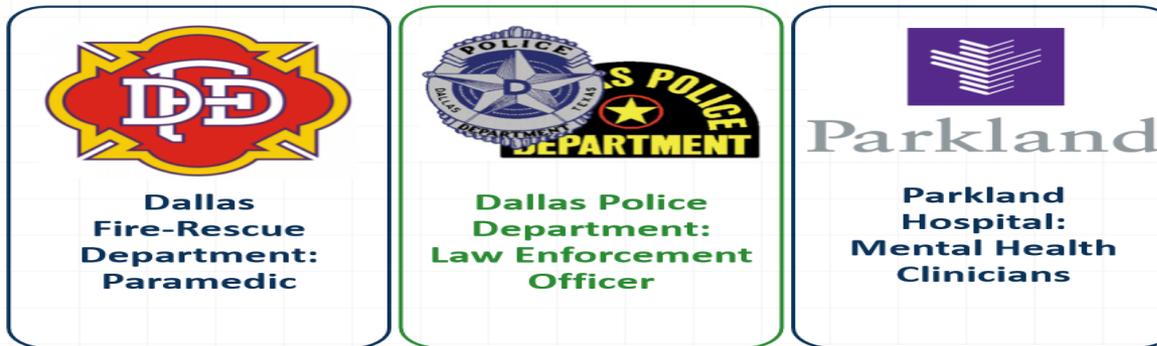
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Program Development Mission

- **Super-utilizers**
 - More than 6,000 “repeat callers” in Dallas, with 4,000 living in poverty
 - Inadequate health care and case management-ONLY **1 in 7** are under care for their condition
 - Recidivism-75% are jailed repeatedly
- **Community-based and inpatient behavioral health care services**
 - Super-utilizers need ongoing intensive care, housing, and supervision

RIGHT Care Pilot Program Components

- RIGHT Care Response Team:



- DPD Response Vehicle
- Medical Direction through DFR (i.e., development of policies/procedures and consultation)

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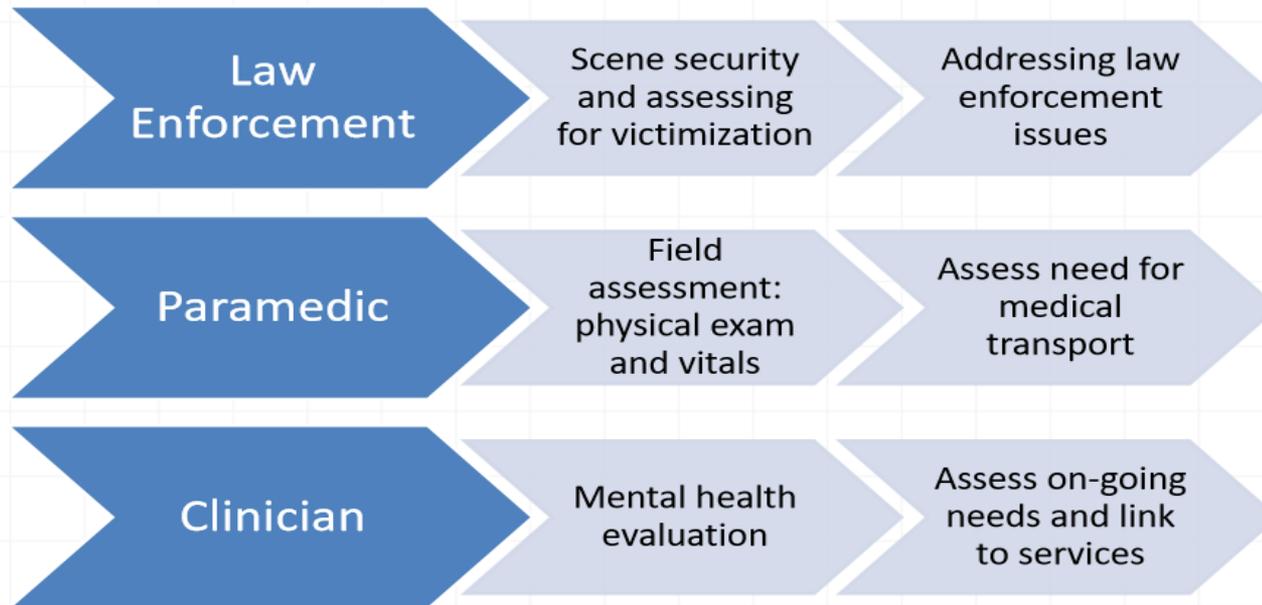
RIGHT Care Team Objectives

- Provide comprehensive on scene evaluation services to individuals experiencing behavioral health crises
- Ensure continuity of care following stabilization and better patient disposition
- Provide prevention and intervention services for behavioral healthcare
- Reduce behavioral health calls requiring DPD patrol officer and DFR ambulance response

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RIGHT Care Roles

RIGHT Care Team Roles



Program Data Analysis

- RIGHT Care launched January 2018
- Between January 29-September 9, 2018-1,679 calls answered by the team
- Major response dispositions:
 - 53 arrests, (3% of total interactions)
 - 29 for previous warrants (2%)
 - 24 new offense on-scene (1%)

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Program Data Analysis

- 94 individuals were transported to an outpatient clinic (6%), 43 individuals linked to a psychiatric facility via RIGHT Care or a family member (3%)
- 75 individuals-transported to a hospital by ambulance (4%), 77 individuals linked to housing resources (5%),

Program Data Analysis

- 25 individuals linked to Assertive Community Treatment (ACT) (1%), 257 individuals provided with other resources and referrals (15%)
- 268 individuals apprehended for psychiatric evaluation (APOWW) (16%), 268 individuals were engaged with follow-up and outreach with the team (16%), other categories (31%)

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Program Success Stories

Improved care for Dallas Citizens and Safety for our responders

- Open discussion and anecdotes from Parkland Hospital Behavioral Health Clinician leadership team (Kurtis Young and Celeste Johnson)

RIGHT Care-Looking Ahead

- Stakeholders-State/National level-interested in RIGHT Care (i.e., Senator John Cornyn, U.S. Representative Pete Sessions briefed, etc.)
- RIGHT Care team leadership-periodic meetings hosted to review cases, data and for Quality Improvement to assure optimal team functioning
- RIGHT Care will continue to collect data and apprise stakeholders regarding the team's activities

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Right Care

RIGHT Care Community Partners



child & family
guidance center

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Right Care

- Grant spans three years through May 31, 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



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