

FOR IMMEDIATE RELEASE:

May 19, 2025

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City of Carrollton, Metrocare, and Metrocrest Services Join Forces to Provide Mental Health Support to Residents

May 19, 2025 (Dallas, TX) – Through a groundbreaking initiative aimed at improving access to mental health care and supporting first responders, the City of Carrollton, Metrocare, and Metrocrest Services have successfully implemented the first year of collaboration through the new Navigator Program.

This partnership, championed by Carrollton City Council, addresses the growing need for mental health resources in emergency situations and recognizes that many law enforcement calls involve individuals experiencing a mental health crisis. The Navigator Program equips first responders with the tools and training needed to identify individuals in mental health distress during emergency calls and offers them an avenue to submit referrals for mental health support directly to Metrocare.

Metrocare, the largest provider of mental health services in Dallas County, has a dedicated team of experienced qualified mental health professionals ("Navigators") who can be deployed, when appropriate, to assess the situations and provide on-site support. Metrocare's Navigators will not only assist in the immediate response but will also provide essential follow-up care and connections to community resources, such as Metrocrest Services, ensuring a continuum of care for everyone in the program. "The City of Carrollton is committed to providing first responders every tool available when responding to crises and keeping the community safe," says Rex Redden, Executive Director of Public Safety for Carrollton. "Our responders do an outstanding job at the scene of emergency situations, but individuals in mental health distress often require ongoing care, which is where the Navigator Program comes in. This partnership reflects our commitment to finding innovative solutions for the challenges faced by our community, residents, and law enforcement officers. We're excited to see the positive impact this collaboration has already made."

Launched in February 2024, Metrocare received nearly 100 referrals to the Navigator program by the end of the year. Metrocare's Navigators operate out of the City of Carrollton Police Department and Metrocrest Services Campus—two locations in the heart of Carrollton, offering quick access to support.

"Metrocrest Services is dedicated to supporting the well-being of our community by offering services aimed at addressing gaps in finances, employment, and nutrition, with the goal of building a healthier community," says Tracy Eubanks, CEO of Metrocrest Services. "However, we recognized that mental health services were a critical missing piece, and have persistently advocated for those services to be more accessible here. We're incredibly proud to be a part of this collaboration."

In January 2024, Carrollton City Council approved funds for the creation of the Navigator Program. Since the program's inception, Carrollton's Mental Health Navigator has helped guide patients and their loved ones, make referrals, and follow up to ensure patients are able to access the resources they need. The program's long-term goal, in addition to supporting individuals in crisis, is to lessen the number of repeat mental health calls that police officers and firefighters respond to.

"We are deeply grateful to the City of Carrollton for leading the way with this groundbreaking initiative, setting the standard for collaboration between law enforcement and mental health professionals," says Dr. John Burruss, CEO of Metrocare. "This initiative represents a shift in the way mental health emergencies are addressed in the community—prioritizing care, compassion, and collaboration."

For more information on Metrocare, visit <https://www.metrocareservices.org/>. For more information on the City of Carrollton, visit <https://www.cityofcarrollton.com/>. For more information on Metrocrest Services, visit <https://metrocrestservices.org/>.

[Click here to watch Metrocare's Crisis Navigator video.](#)

About Metrocare: Metrocare is the largest provider of mental health, developmental disability and permanent supported housing services in Dallas County, serving over 50,000 children, teens and adults annually. For over 55 years, Metrocare has provided a broad array of services from mental health care, primary care, services for veterans and their loved ones, accessible pharmacies, homeless outreach, supportive social services, and more. Metrocare provides specialty mental health services to over 10,000 children and teens and has numerous programs for babies, children, and adults with disabilities, including Early Childhood Intervention, Flourishing Families, and Healthy Transitions, as well as two specialty autism clinics in Dallas and DeSoto. In conjunction with clinical care, Metrocare's Altshuler Center for Education and Research (ACER) is transforming the community mental health landscape of North Texas through workforce development focused on innovative partnerships and exceptional trauma-informed training. Metrocare upholds the person-centered philosophy to focus care on the needs of individual and takes care to ensure that people's preferences, needs, and values guide clinical decisions and to provide care that is respectful of and responsive to those served.

About Metrocrest Services: Founded in 1971, Metrocrest Services' mission is to empower individuals to achieve self-sufficiency and foster independence. The award-winning non-profit agency offers a wide range of services, including access to nutritious food, homelessness prevention resources,

short-term financial assistance, financial education workshops, employment coaching, nutrition education, healthcare guidance, and specialized services for seniors. Serving the Metrocrest areas of Carrollton, Addison, Farmers Branch, Coppell, and residents of Dallas who live in Denton County (75287), Metrocrest Services is building a thriving community for all. For more information, please visit metrocrestservices.org.

About City of Carrollton: Located in the heart of the Dallas-Fort Worth Area, the City of Carrollton is a vibrant corporate and residential community covering approximately 37 square miles, surrounded by major highways, transit, and rail freight lines. The community is home to more than 136,000 citizens, 15,000 businesses, and a daytime workforce of more than 107,000. Residents are drawn to the City for a high quality of life and safe neighborhoods, made possible by extensively trained public safety services committed to protecting and engaging citizens. Numerous assets such as excellent schools, parks and greenbelts, and convenient services are available to every neighborhood. The wide variety of housing, community partnerships, and civic opportunities enhance Carrollton's diversity, and residents enjoy award-winning sports complexes, libraries, natural areas, golf courses, lifestyle amenities, and community events. In 2024, Carrollton was ranked as one of the top 20 cities nationwide in WalletHub's "Best Real Estate Markets" report. In addition, the City ranked among the top 25 safest cities nationwide on GOBankingRates' 2024 "50 Safest and Most Affordable US Cities to Live In" report.