

Hayward Evaluation and Response Teams (HEART) Program

City of Hayward



Program Overview

The HEART Program is a community-based initiative designed to improve access to support services for those experiencing mental illness, substance use disorder, and homelessness in Hayward. HEART provides an integrated alternative to traditional emergency response by deploying two specialized teams trained to handle both crisis and non-crisis situations. Whether someone calls 911 or seeks support that does not require law enforcement response, HEART ensures the right professionals are dispatched to connect individuals to immediate resources and longer-term support.

Meet the Teams

Hayward Mobile Evaluation Team (HMET)

HMET includes a County behavioral health clinician and a specially trained Hayward police officer to respond to acute mental health crisis calls and welfare checks where safety is a concern. This team provides in-field clinical assessments to support stabilization and appropriate care connection.

Case Management and Mental Health Linkages Team (LINK)

LINK includes two mobile mental health clinicians, a service coordinator, and a clinical supervisor to provide street outreach, follow-up care, and systems navigation and coordination. This team connects and reconnects individuals to appropriate resources to ensure a continuum of care and reduce future crisis episodes.

How to Access HEART

Call 911 if a person is a potential danger to themselves or others OR if they need medical attention. The appropriate team will be dispatched.

Call LINK at 510-293-7048 if a person needs mental health or other social services and is not in immediate danger or in need of medical attention. This phone line is monitored 24/7 by trained counselors.



Visit hayward-ca.gov/HEART for more information about the HEART Program.