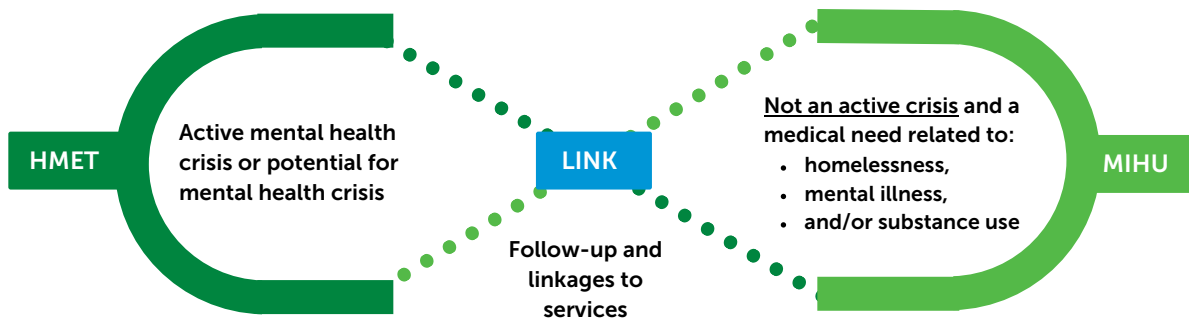# Hayward Evaluation and Response Teams (HEART)

Program Overview

The HEART program is a cross departmental program between the Hayward City Manager's Office, Police, and Fire Departments and Alameda County Behavioral Health Care Services developed to improve access to medical, mental health, and other support services.

The HEART program aims to achieve two main goals: 1) to reduce the need for police officers to intervene in calls for service involving people experiencing chronic mental illness, substance use disorders, and homelessness and 2) to reduce reliance on emergency services for individuals needing long-term case management and follow-up services.

| HMET | Active mental health crisis or potential for mental health crisis | LINK Follow-up and linkages to services | Not an active crisis and a medical need related to: • homelessness, • mental illness, • and/or substance use | MIHU |

HEART Team Roles and Responsibilities

Hayward Mobile Evaluation Team (HMET) | Mon. - Fri. 8 a.m. - 4 p.m.

- Acute mental health crisis
- Welfare checks
- Requests for a 5150/5585 assessment of danger to self or others

Response team: Hayward Police Department (HPD) District Operations Police Officers and Alameda County Behavioral Health clinicians.

Mobile Integrated Health Unit (MIHU) | Mon. - Fri. 8 a.m. - 8 p.m.

- A medical need **and**
- Is homeless, experiencing substance use, and/or mental health issues
- **Not in an active crisis**

Response team: Hayward Fire Department (HFD) Community Paramedics

Case Management and Mental Health Linkages Team (LINK)
Mon. - Fri. 8:30 a.m. – 6:30 p.m.

- Cases that require referrals to mental health and other social services
- Ongoing follow-up and case management, as needed
- **Not in an active crisis**

Team: City Mobile Mental Health Clinicians and a Lead Program Assistant (Case Manager)

For more information about HEART program, visit the City's webpage at **https://www.hayward-ca.gov/services/city-services/HEART-program**

Community Referrals

If someone is having an *active mental health* crisis:

- **Call 911**
- If it is during HMET hours and the team is available, HMET will respond

An active mental health crisis is when someone is at **imminent risk of causing harm to themselves or others and/or there is a risk of violence**. Someone may also be having an active mental health crisis if they are incapacitated due to their mental illness and unable to carry out the basic tasks required for survival.

Bizarre or eccentric behavior or being unhoused DO NOT meet these criteria, unless it renders the individual helpless to fend for themselves or destroys their ability to meet their basic needs for survival.

If someone is *living outside and has a medical issue*:

- **Call 911**
- If it is during MIHU hours and the team is available, MIHU will respond

Medical issues may include visible illness or injury, such as difficulty breathing, nausea/vomiting, abdominal pain, alcohol/drug intoxication or withdrawal, altered level of consciousness, allergic reaction, fever/chills, burns or infection, dehydration, or excessive pain/swelling.

If someone is experiencing *a chronic mental health condition without need for immediate public safety response* (as described above):

- Anywhere within the City of Hayward, regardless of their housing status, **contact LINK at 510-293-7048.** If no one is immediately available, a LINK team member will get back to you within 24-48 working hours.
- Additionally, free compassionate support is available 24/7 for anyone experiencing mental health-related distress by calling/texting the suicide and crisis lifeline at **988**.
- You can also contact **ACCESS at 1-800-491-9099**. ACCESS is the system-wide point of contact for information, screening and referrals for mental health and substance use services and treatment for Alameda County residents.

If someone is *unsheltered and does not appear to be in need of medical or mental health care*:

- **You can call 211**, the Alameda Countywide information and referral system, which connects callers with health, housing, and human services in their community and is available 24/7.
- You can also direct individuals to the Bay Area Community Services (BACS) Housing Resource Center, located at 590 B Street. Contact the HRC at **510-247-8235** or HaywardHRC@bayareacs.org.

For more information about the City's response to homelessness visit: **www.hayward-ca.gov/homeless-response**