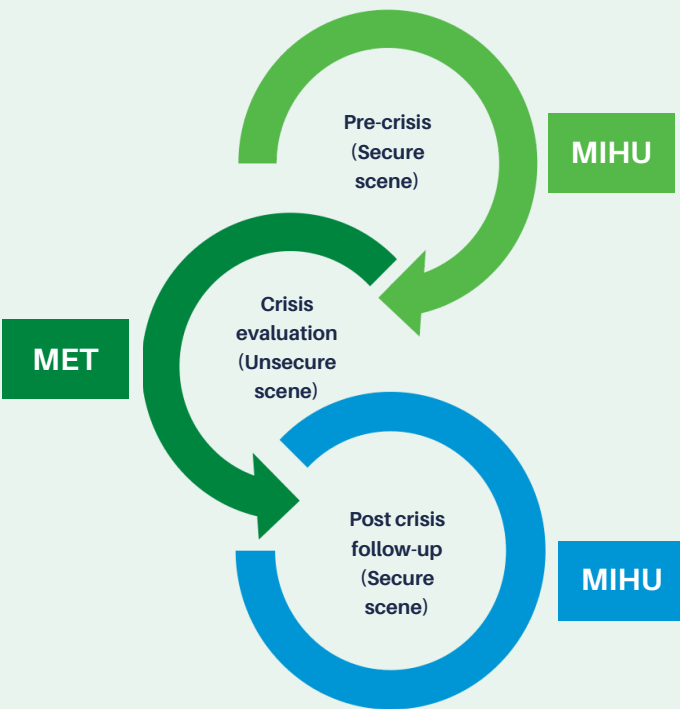


Hayward Evaluation And Response Teams (HEART)

PROGRAM MODEL



GOAL OF THE HEART PROGRAM

Create an integrated continuum of options allowing the right team or resource to respond to the right call for service, improving access to medical, mental health and other support services and reducing the need for police officers to intervene in calls for service involving people experiencing mental illness, substance abuse and homelessness.



Two mobile teams are being piloted, both rooted in research on existing models and best practices: a **Mobile Integrated Health Unit (MIHU)** and a **Mobile Evaluation Team (MET)**.



The **MIHU** pairs an **HFD** Community Paramedic with a mental health clinician from a community-based organization.



The **MET** pairs a **HPD** District Command Police Officer with an Alameda County behavioral health clinician.



A **Behavioral Health Coordinator** has been identified to provide daily coordination of pilot program activities and leverage existing resources for Hayward community members. **The Coordinator started on August 16, 2021.**



We are also planning to partner with a community agency representing people with lived experience of mental health problems and/or homelessness.



HEART is tentatively scheduled to begin providing services in **October 2021.**



The pilot project is a joint effort between the **Hayward Police** and **Fire Departments** with oversight from the **City Manager's Office.**