

DURHAM HOLISTIC EMPATHETIC ASSISTANCE RESPONSE TEAM (HEART)



Summary

Serving: Durham, North Carolina (pop. 296,186)

Operating Since: June 2022

Current Budget: \$6.5M

Alternative Response Model: City-led and established as its own cabinet-level department.

Website: <https://www.durhamnc.gov/4576/Community-Safety>

Team Composition

- (1) Crisis Call Diversion - mental health clinicians staffed in the 911 call center,
- (2) Community Response Teams - unarmed 3-person teams as responders to non-violent behavioral health and quality of life calls,
- (3) Care Navigation - follow up with people to connect them to long-term care,
- (4) Co-Response - paired with Durham police officers to respond to calls with higher potential safety risks

Call types:	Nonviolent mental health crisis, suicide threat, trespass, welfare check, intoxicated person, assist person, panhandling, indecency, prostitution
Staff:	47 full-time employees, primarily comprised of EMTs, mental health clinicians, and peer support specialists
Training:	4 weeks of intensive training that includes: de-escalation, mental health first aid, racial equity, HIPAA/confidentiality, motivational interviewing, situational awareness for scene safety, trauma-informed care, suicide prevention, mental health disorders, and developmental disabilities
Dispatch Process:	All responder units are dispatched via 911 Emergency Call Center, 24/7.

Photos

