

B* HEARD

Transforming NYC's Response to Mental Health Crises FIRST MONTH OF OPERATIONS

On June 6, 2021, New York City launched a pilot program in which both mental and physical health professionals are responding to 911 mental health emergency calls for the first time in our history. This new approach, called B-HEARD - the Behavioral Health Emergency Assistance Response Division - reflects New York City's commitment to treat mental health crises as public health problems, not public safety issues, whenever possible.

B-HEARD teams include emergency medical technicians/paramedics from the Fire Department's Emergency Medical Services and social workers from NYC Health + Hospitals. Under the pilot, teams operate seven days a week, 16 hours a day in Zone 7, which includes East Harlem and parts of Central and North Harlem in the 25, 28, and 32 police precincts. In 2020, there were approximately 8,400 mental health 911 calls in Zone 7, the highest volume of any dispatch zone in the city. **During the 16 hours a day when B-HEARD teams were operational from June 6 – July 7, 2021, there were approximately 16 mental health 911 calls each day in Zone 7.**

The goals of the B-HEARD pilot are to:

- **Route 911 mental health calls to a health-centered B-HEARD response whenever it is appropriate to do so.** Calls that involve a weapon, an imminent risk of violence, or where NYPD or EMS call-takers know that an individual has an immediate need for a transport to a medical facility will continue to receive a traditional 911 response—an ambulance and police officers.
- **Increase connection to community-based care, reduce unnecessary transports to hospitals, and reduce unnecessary use of police resources.**

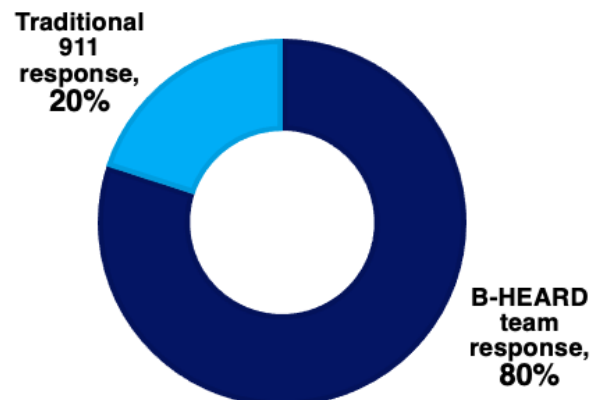
This brief summarizes data from the first month of B-HEARD's operations (June 6 – July 7, 2021).

B-HEARD teams are on track to meet the City's goals

In the first month of the pilot:

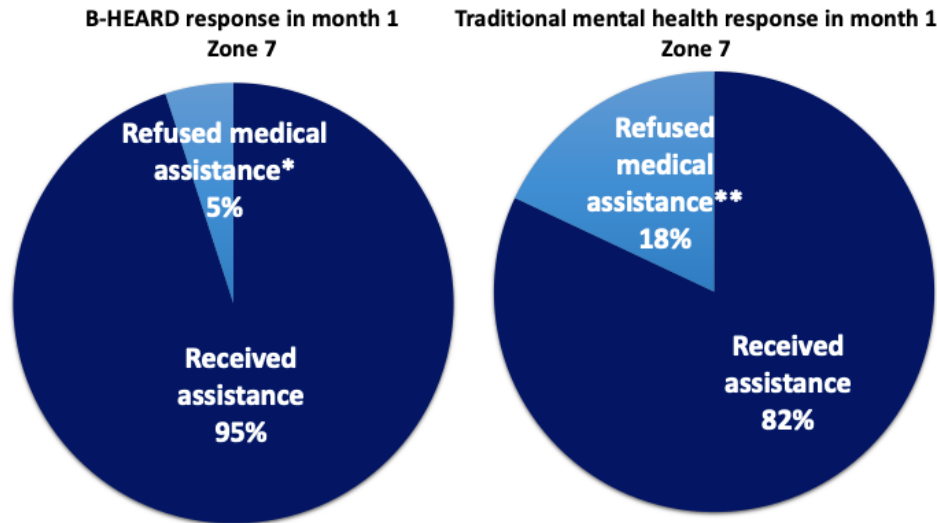
- 911 operators **routed approximately 25% of mental health emergency calls (138 calls) to B-HEARD teams.** In the coming months, this number is projected to grow to approximately 50% of all 911 mental health calls. The remaining calls will either involve suspected violence or imminent harm, or an individual who requires transport to a hospital for physical or mental healthcare.
- **B-HEARD teams responded to approximately 80% of all calls routed to them (107 total calls).** The remaining calls received the traditional response by NYPD and EMS, typically because the B-HEARD teams were busy responding to another call.

B-HEARD teams are responding to 80% of calls routed to B-HEARD by 911



Learn more about the B-HEARD pilot at:
mentalhealth.cityofnewyork.us/b-heard

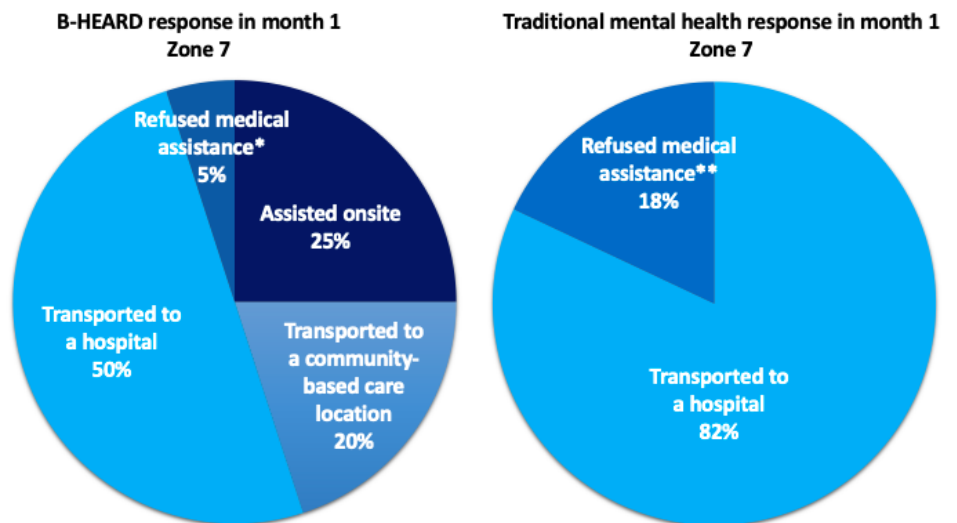
Compared to traditional 911 response (NYPD/EMS), people received assistance more frequently from B-HEARD teams



- In 95% of cases, people received assistance from B-HEARD teams, higher than 82% for traditional (NYPD/EMS) 911 response.

Fewer B-HEARD clients have been transported to hospitals, compared to traditional 911 response (NYPD/EMS)

- 25% of people assisted by B-HEARD were served onsite, including de-escalation, counseling or referral to community-based care.
- 20% of people assisted by B-HEARD were transported to a community-based care location – a new option for B-HEARD clients.
- 50% of people assisted by B-HEARD were transported to a hospital for additional care, a lower percentage than the traditional response in which 82% of people were transported to a hospital.



- Everyone served by B-HEARD was offered follow-up care. This can include help from a Department of Health and Mental Hygiene team, a Department of Homeless Services team, or a hospital-based program.

Inter-agency coordination is working well

- NYPD has requested onsite assistance from B-HEARD 14 times.
- B-HEARD teams have requested onsite assistance from NYPD 7 times.

*Includes physical and behavioral healthcare assistance **Includes physical healthcare assistance