

The Durham HEART Community Safety Pilot Programs

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In June 2022, The City of Durham Community Safety Department launched an initiative to respond to community members in crisis, aiming to connect individuals to appropriate care. The initiative, called Holistic Empathetic Assistance Response Teams (HEART), comprises four pilot programs:

1. **Crisis Call Diversion (CCD)** embeds mental health clinicians in Durham's 9-1-1 call center. These clinicians assess a caller's needs and determine the appropriate response. They also de-escalate situations over the phone and provide follow-up calls to connect individuals to services.
2. **Community Response Teams (CRT)** are three-person teams that are dispatched to nonviolent behavioral health calls to provide care and transfer services to individuals in crisis. These teams are composed of licensed mental health clinicians, peer support specialists, and EMTs.
3. **Care Navigation (CN)** are two-person teams of a peer support specialist and a licensed clinician that follow up with callers and their families after an initial encounter to ensure they are connected to appropriate community-based care.
4. **Co-Response (CoR)** are two-person teams of a CIT (Crisis Intervention Team)-trained law enforcement officer and a licensed mental health clinician that respond jointly to mental and behavioral health calls that may pose a higher safety risk, as determined by 9-1-1 call center staff.

As of October 2022, all four HEART pilots are active, but services are limited to certain days and hours. CCD and CoR operate Monday through Friday, 9:00 a.m. to 5:00 p.m., and CN operates on the same days with hours from 9:00 a.m. to 7:00 p.m. CRT is available seven days a week, 9:00 a.m. to 7:00 p.m. CCD can be accessed city-wide, while CRT, CN, and CoR operate in a specific pilot service area.

HEART has a [public dashboard](#) to track metrics for each of the pilots, including program inputs, outcomes, and demographics of individuals served. Additional metrics will be added as the data is made available.

For more information, visit the Durham Community Safety Department's [website](#).