

B* HEARD

Transforming NYC's Response to Mental Health Emergencies

Data for July 1, 2022 – December 31, 2022
(FY23 Q1 & Q2)

On June 6, 2021, New York City launched B-HEARD (Behavioral Health Emergency Assistance Response Division), a pilot program in which both mental and physical health professionals respond to 911 mental health emergency calls. B-HEARD teams include emergency medical technicians/paramedics from the Fire Department's Emergency Medical Services and Mental Health Workers from NYC Health + Hospitals. Teams operate seven days a week, 16 hours a day.

During this reporting period, in October 2022, B-HEARD expanded to parts of Brooklyn -- East New York and Brownsville -- and the remainder of the South Bronx, making B-HEARD an available crisis response in neighborhoods across three boroughs.

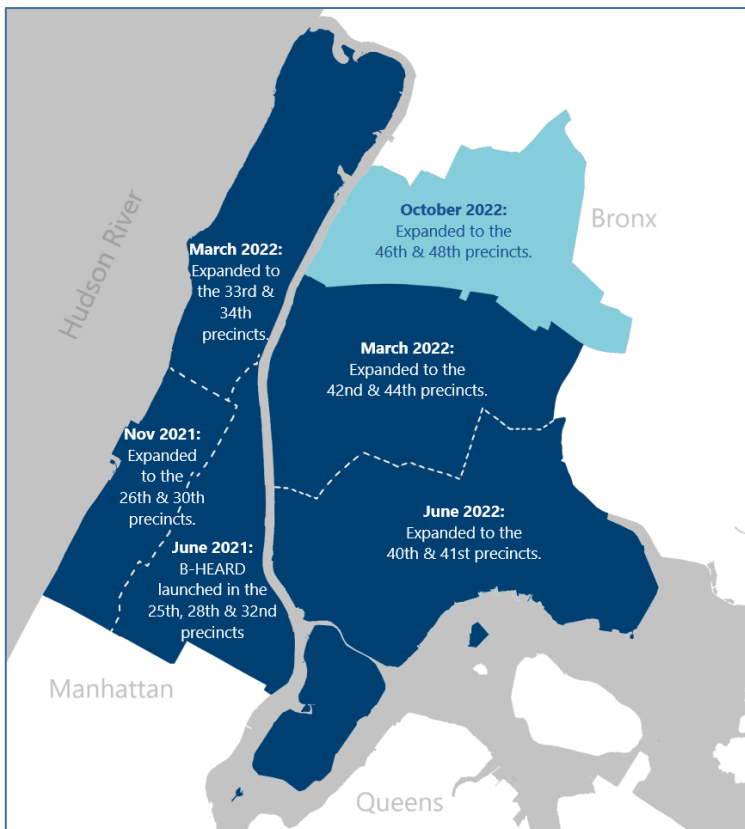
The goals of the B-HEARD pilot are to:

- Route 911 mental health calls to a health-centered B-HEARD response whenever it is appropriate to do so.
- Increase connection to community-based care
- Reduce unnecessary transports to hospitals
- Reduce unnecessary use of police resources

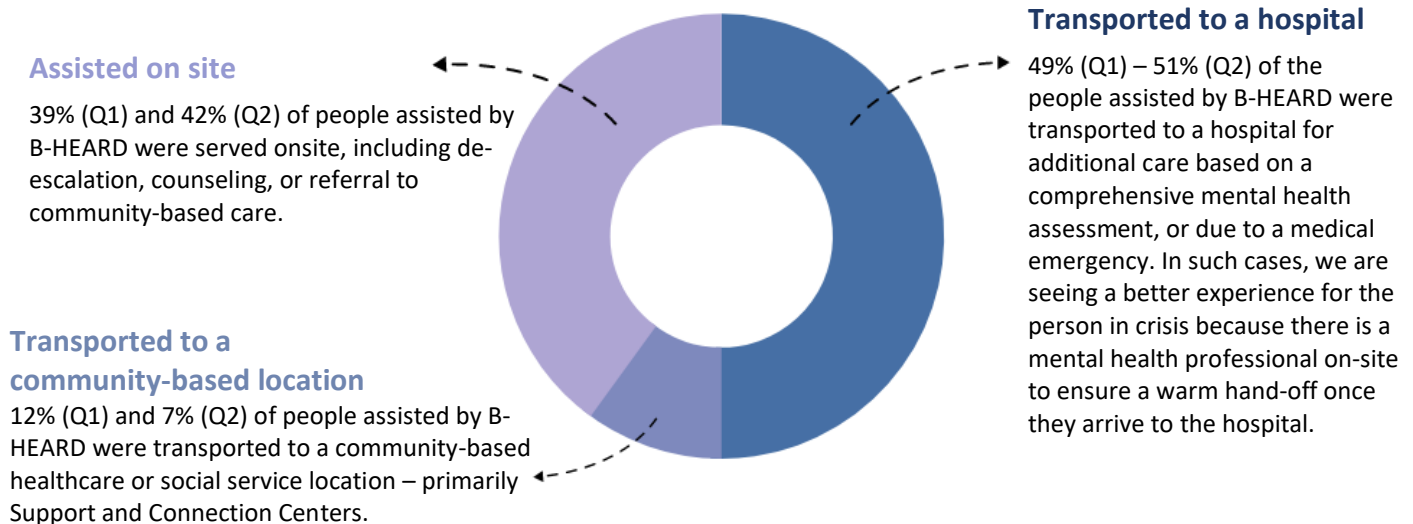
Calls B-HEARD Responded to by Fiscal Quarter



Data source: FDNY EMS



From July 1 – December 31, 2022, the B-HEARD pilot provided more community-based care, leading to fewer unnecessary hospital emergency department visits



Updated data source: NYC Health + Hospitals

Six months

13,350

TOTAL MENTAL HEALTH 911 CALLS IN PILOT AREA

53%

OF ELIGIBLE CALLS RECEIVED A B-HEARD RESPONSE

2,092

CALLS RECEIVED A B-HEARD RESPONSE

Not all mental health emergency calls are eligible for a B-HEARD response. Typically, B-HEARD teams do not respond to calls involving individuals who require immediate transport to a hospital, present a risk of imminent harm to themselves or others, or get deployed in situations where EMS call-takers do not have enough information to assess the risk of imminent harm.

The remaining eligible calls received the traditional response by NYPD and EMS, typically because the B-HEARD teams were unavailable, responding to another call. This total does not include the number of times B-HEARD teams responded to requests from agency partners in the field, including NYPD and EMS.

More and more people are getting a B-HEARD response when they call 911 for a mental health crisis.

By quarter

30% of all 911 mental health calls in the pilot area were eligible for a B-HEARD response in FY23 Q1. B-HEARD responded to 49% (801) of those eligible calls.

801

Calls in
FY23 Q1

29% of all 911 mental health calls in the pilot area were eligible for a B-HEARD response in FY23 Q2. B-HEARD responded to 56% (1,291) of those

1,291

Calls in
FY23 Q2