

Just Give Me The Facts: How The Albuquerque Police Department Is Using Data To Build Stronger CIT Programs



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Dr. Peter Winograd, Professor Emeritus, University of New Mexico.

Acknowledgements

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Nils Rosenbaum, Psychiatrist, Crisis Intervention Unit

Tasia Sullivan, Detective, Crisis Intervention Unit

Bonnie Briones, Detective, Crisis Intervention Unit

Mark Oberman, Clinician, Crisis Intervention Unit

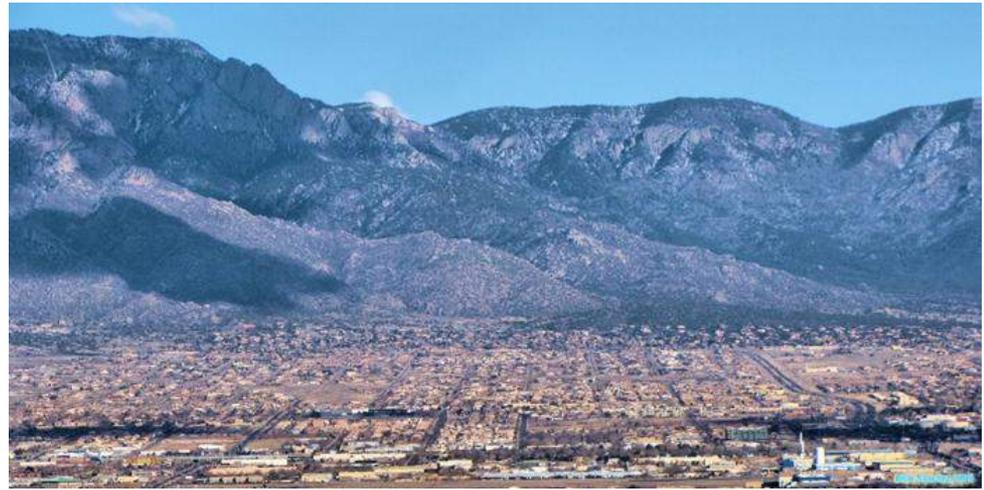


Version 1.1

**Our Conversations With Others
Always Lead To Better Data And
Smarter Thinking**



The Issues We Face



“Mental health in America has been marginalized and we are all suffering for it. This includes individuals who live with mental health issues and addictions, their families, our employers, our schools and our first responders who all too often become stopgaps in a broken system.”

Mayor R.J. Berry, Albuquerque



One Of Our City's Darkest Days



https://www.youtube.com/watch?v=F7_TYvAx-wY



<http://www.kob.com/article/stories/s3882024.shtml#.Vpe-Ffkrl2w>



How Albuquerque Police Department Uses Data

- 1. To Advocate For Those Individuals Living With Mental Illness.**
- 2. To Help Strengthen Crisis Intervention In Albuquerque.**
- 3. To Address The Most Difficult Issues Our City Faces.**
- 4. To Better Understand And Support The Individuals In Crisis Who Come In Contact With The Albuquerque Police Department.**
- 5. To Continually Improve The Training, Safety and Effectiveness Of Police Officers Dealing With Individuals In Crisis.**
- 6. To Address The Requirements Of The APD-DOJ Agreement.**

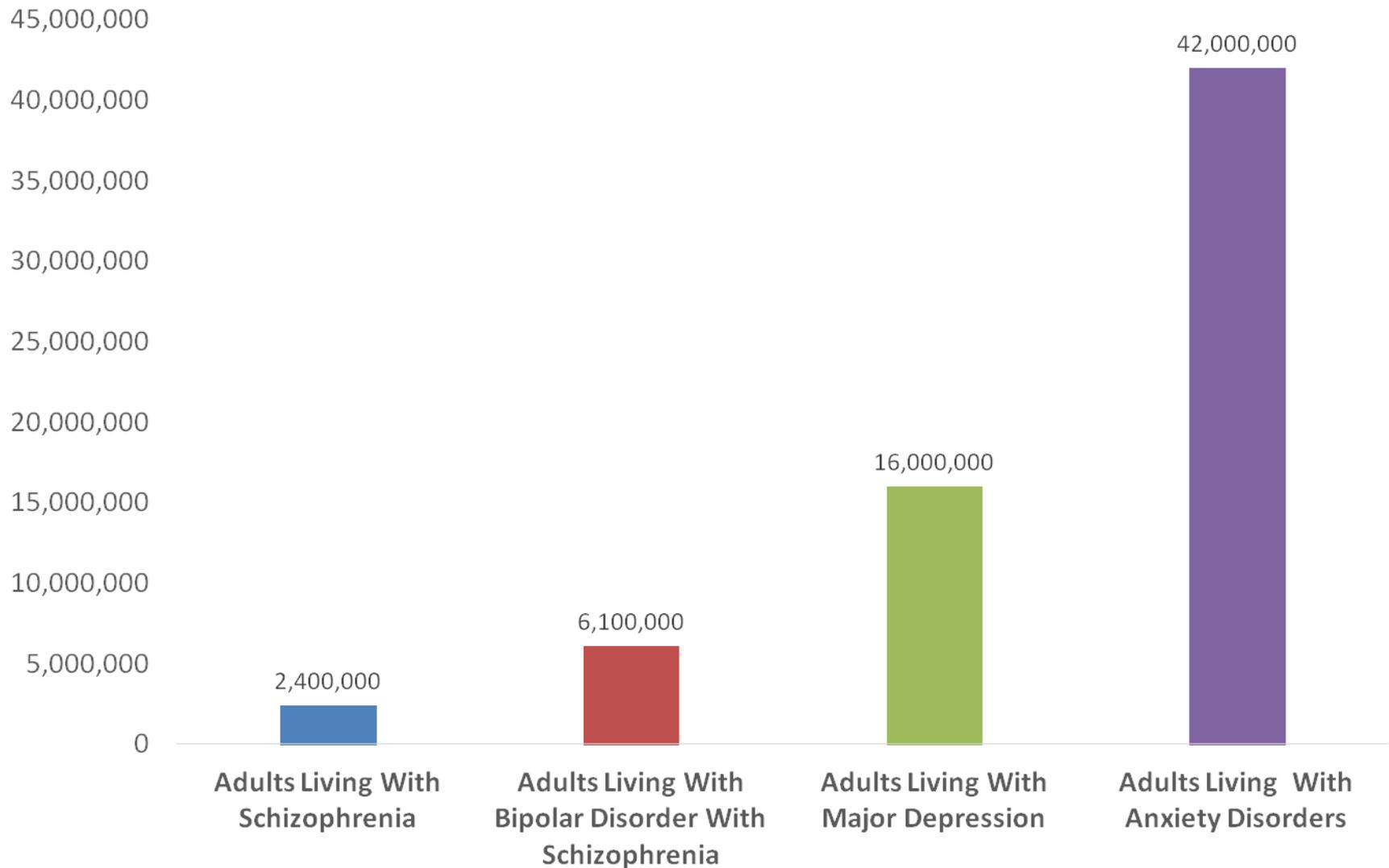


APD Uses Data To:

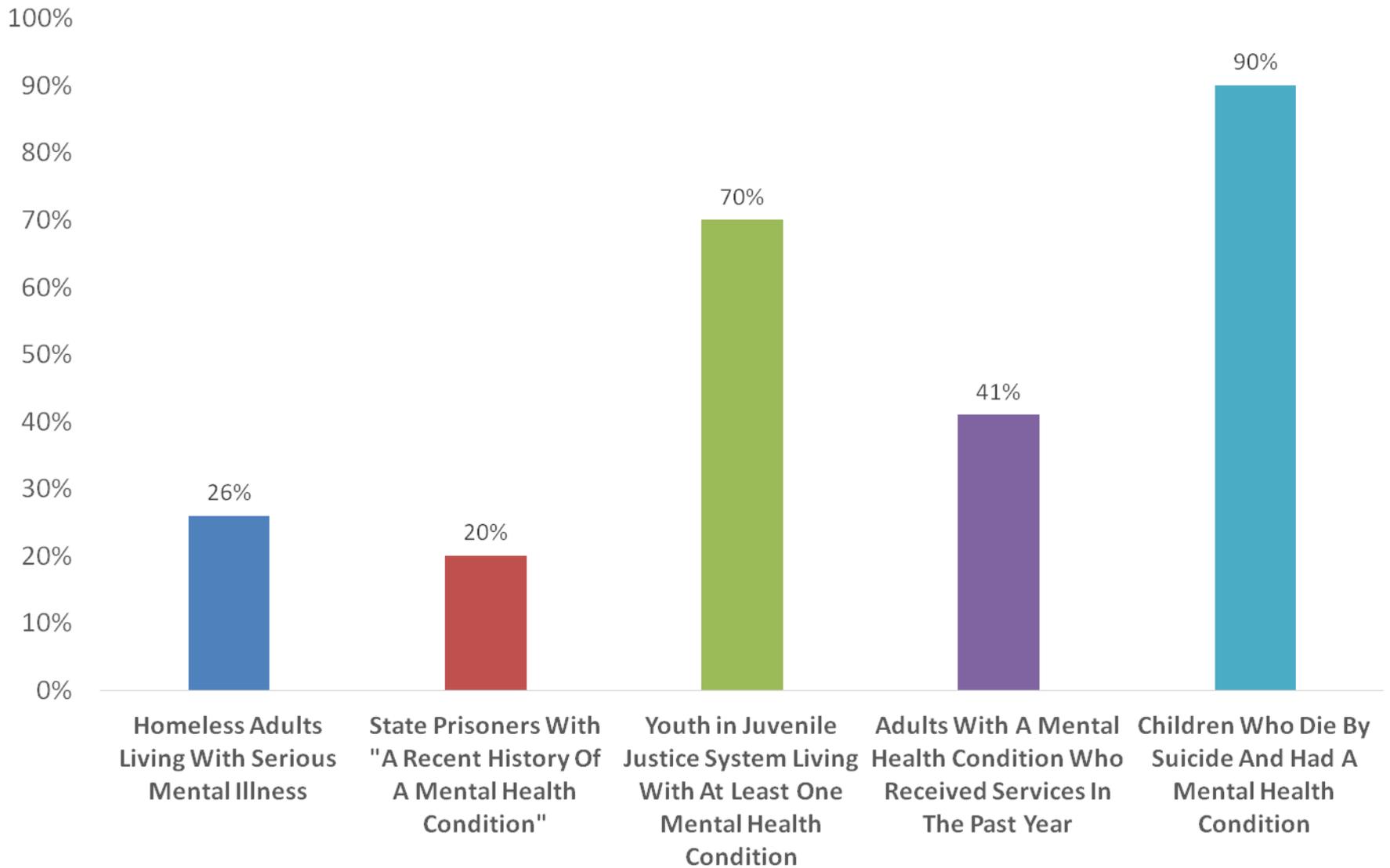
**To Advocate For Those Individuals
Living With Mental Illness**



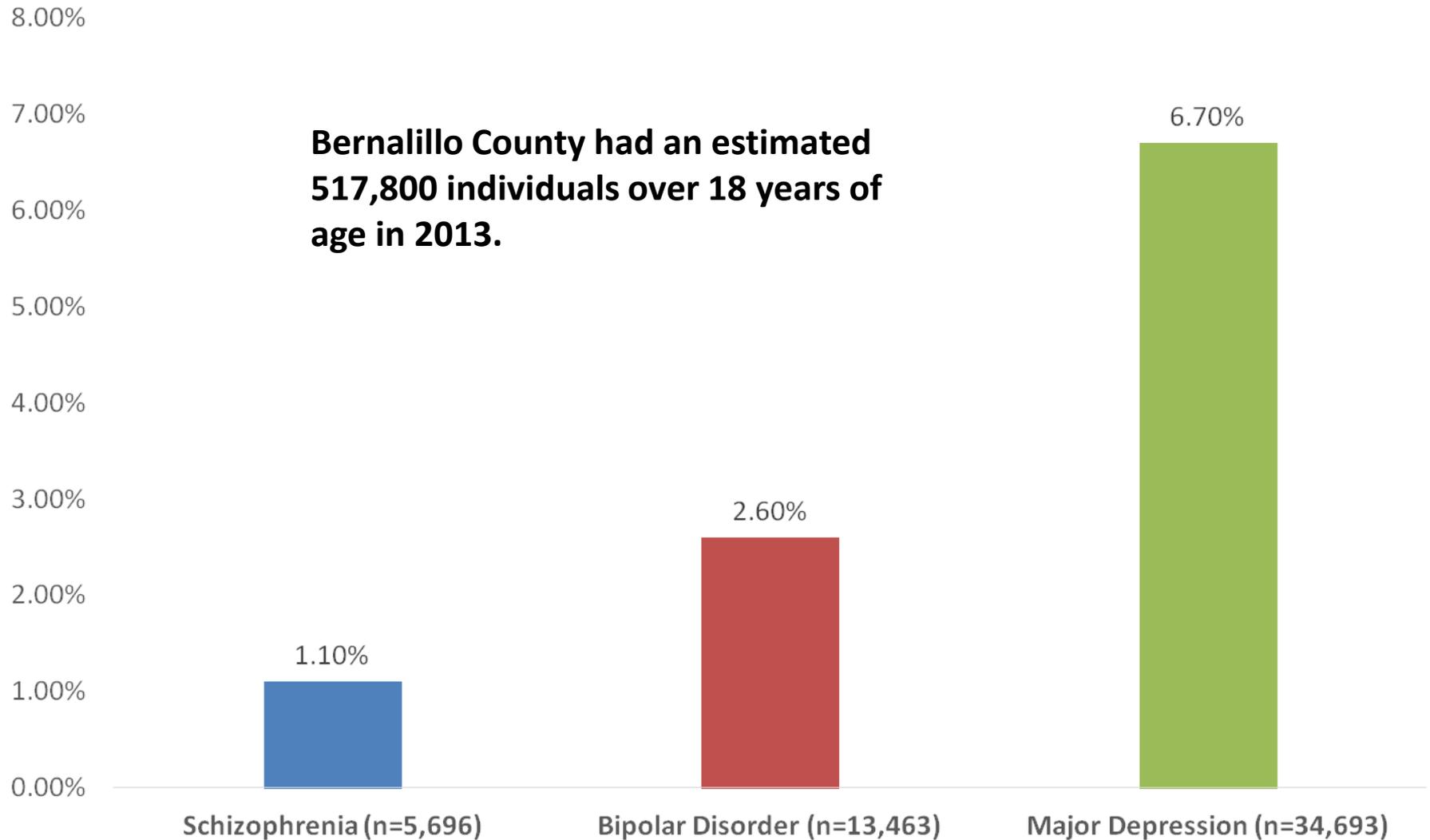
The Prevalence Of Mental Illness In America



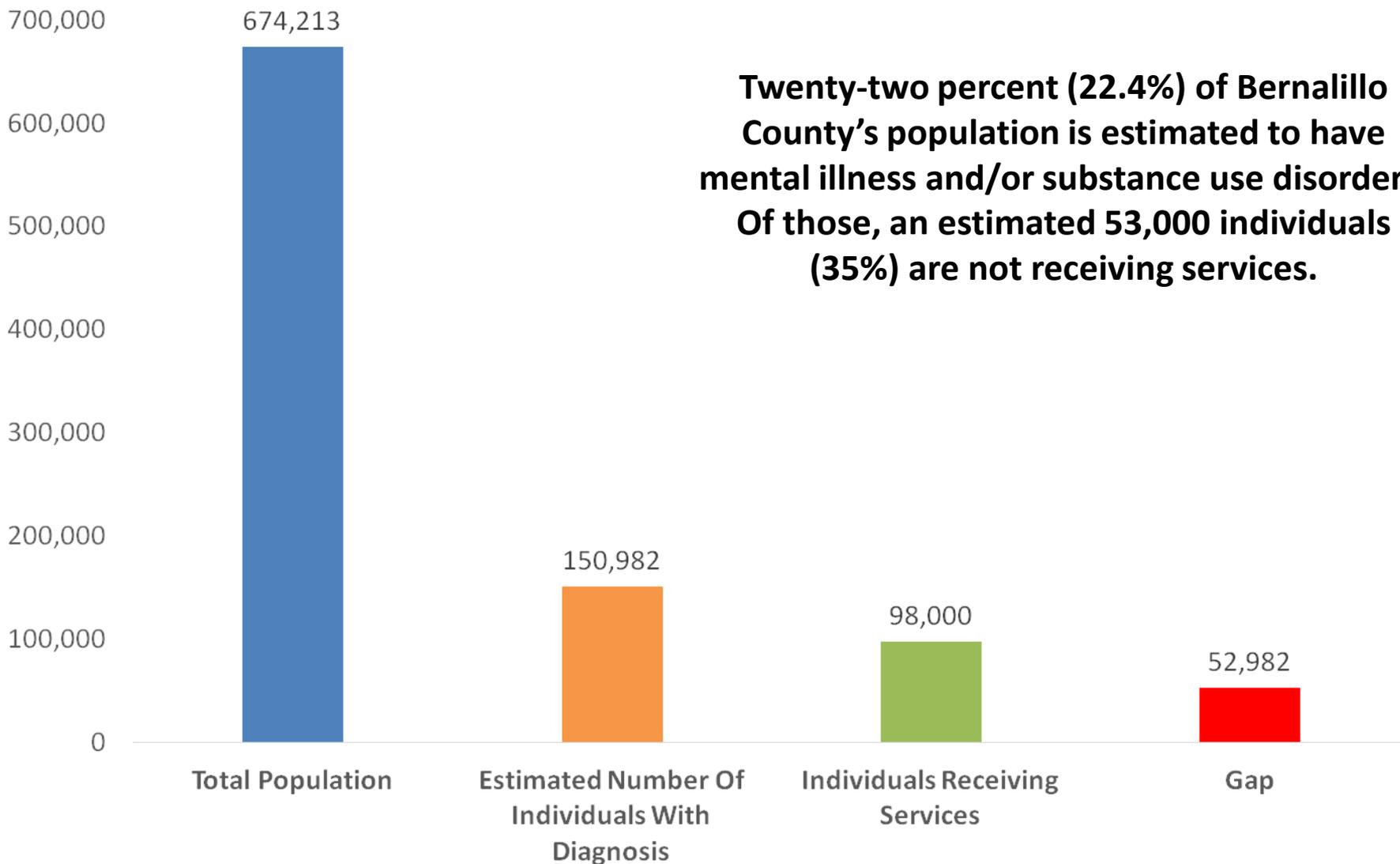
The Social Costs Of Mental Illness In America



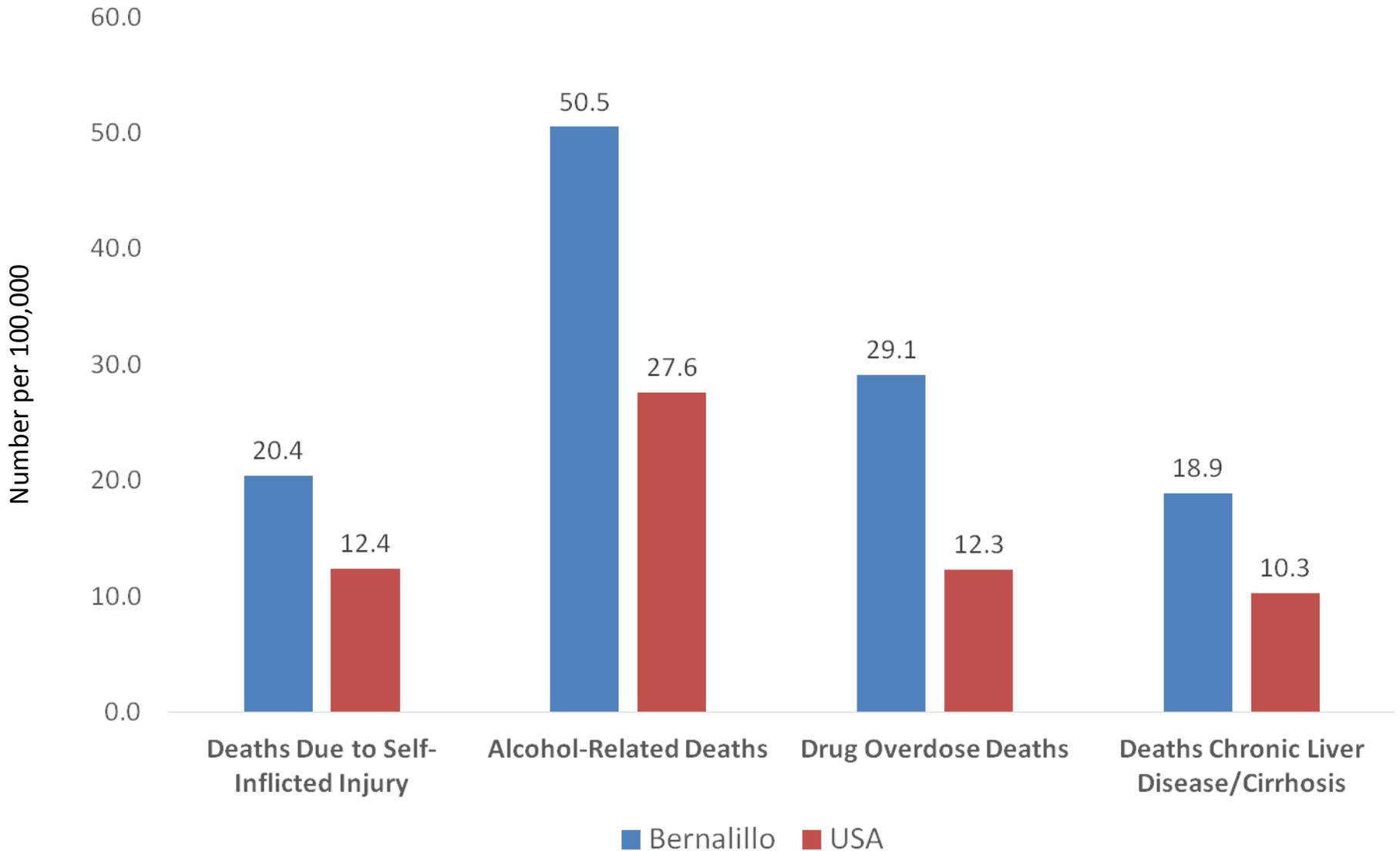
The Number And Percentage Of Adults Over 18 In Bernalillo County With Serious Mental Illness



The Landscape Of Behavioral Health In Bernalillo County, New Mexico



How Bernalillo County Compares To The Nation



**The Data Are Clear. Millions Of Americans
Live With Mental Health Issues. Few Come
In Contact With Police.**

**Our Most Important Resources Are
Compassion, Understanding And Strong
Systems Of Support.**



When Systems Of Support Fail, The Human Costs Are Devastating



**John Hyde Killed
Five People
Including Officers
King and Smith,
2005**



'They tried everything'

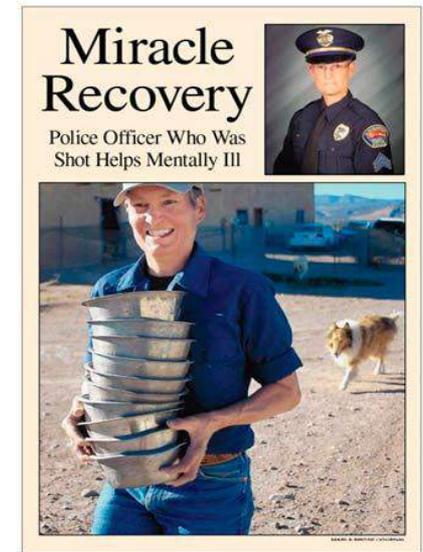
By Robert Browman, Nicole Perez And Elise Kaplan / Journal Staff Writers
Thursday, August 27th, 2015 at 12:05am



**James Boyd Shot By Police,
2014**



**David and Kathy Finch
Attacked By Their Son James,
2015**



**Officer Carol Oleksak Shot
By Duc Mihn Pham, 2003**



And So Are The Financial Costs

COST TO THE CITY

Police misconduct lawsuits since 2010 have resulted in a tab of \$23 million for Albuquerque taxpayers. The number will likely increase as several suits are ongoing and recent officer-involved incidents may result in new lawsuits being filed.

Included in the \$23 million figure is a \$7.95 million settlement with the family of Iraq War veteran Kenneth Ellis III, who was fatally shot in the neck by APD officer Brett Lampiris-Tremba while holding a gun to his own head. The settlement came after a jury awarded \$10.3 million to the the family and the city appealed. The judgement was one of the largest against the city in its history.

Another high-profile case was settled in mid-December 2013, when the city agreed to pay \$900,000 to the family of Alan Gomez. Gomez was shot by officer Sean Wallace after the girlfriend of Gomez's brother called police asking for assistance. Police said they believed Gomez was holding his brother and his brother's girlfriend hostage, but Gomez was unarmed at the time he was shot. The shooting was Wallace's third in the line of duty.

A lawsuit that is still ongoing involves the fatal shooting of Christopher Torres, who had a history



City agrees to pay \$7.95 million in Ellis shooting

Detective Brett Lampiris-Tremba demonstrates during a wrongful death trial how Iraq war veteran Kenneth Ellis III was holding a gun to his own head when Lampiris-Tremba shot and killed him in the parking lot of a 7-Eleven in 2010.

The Issues We All Face



Police shooting raises ques. how to best treat mentally ill

KOB 4

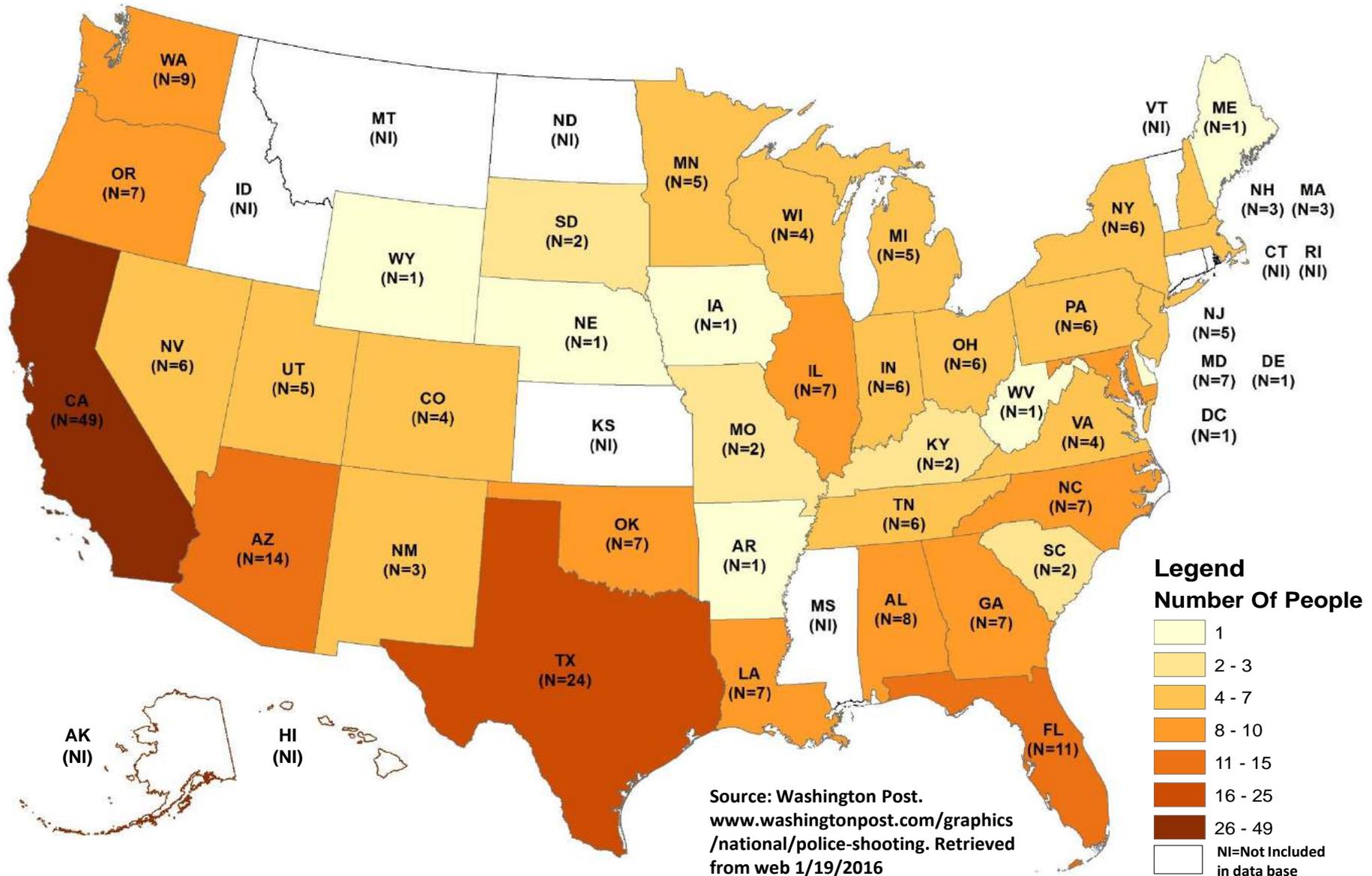
 3,096

1,971

<https://www.youtube.com/watch?v=9SgRN8xZfRE>



The Issues We All Face: 257 People With Signs Of Mental Illness Were Involved In Deadly Encounters With Police (January 2, 2015 – January 19, 2016)

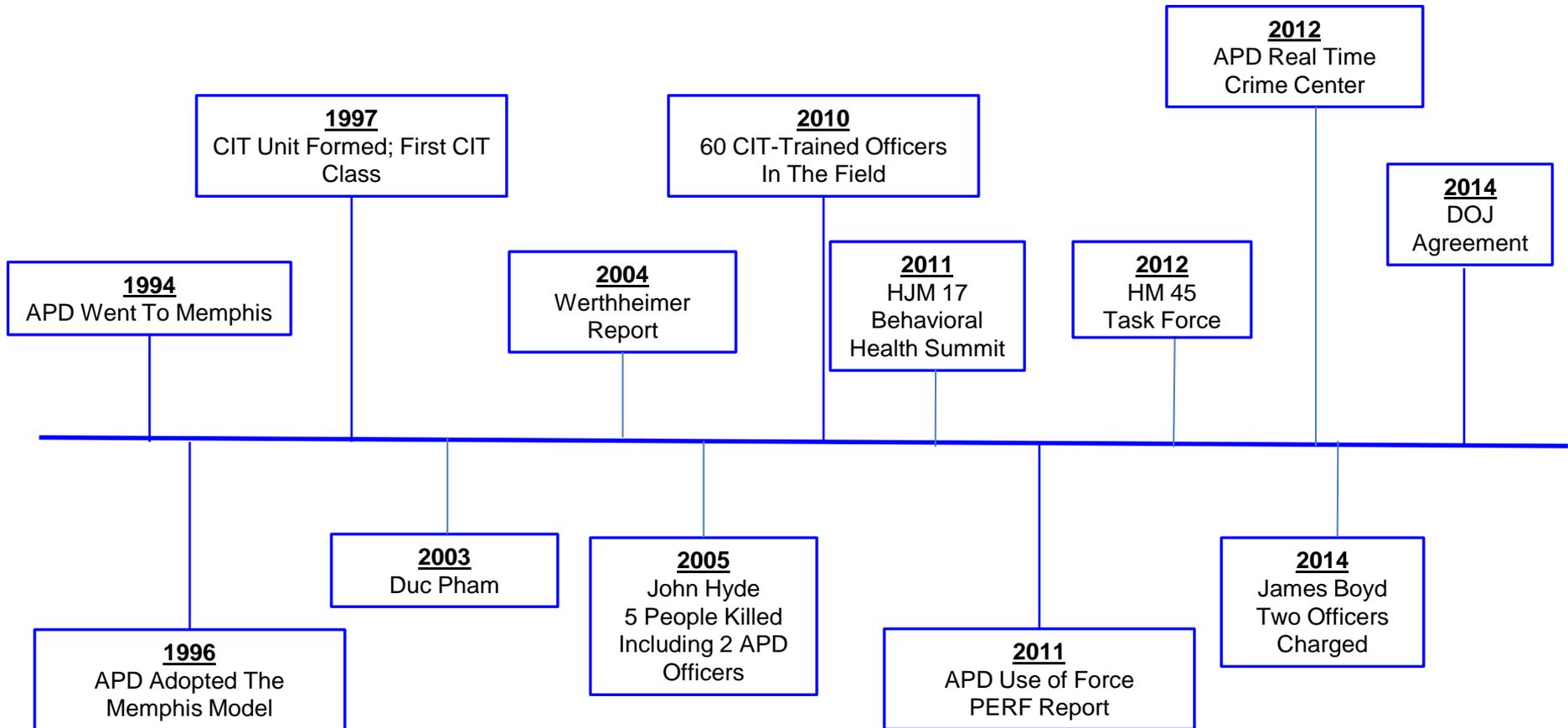


APD Uses Data To:

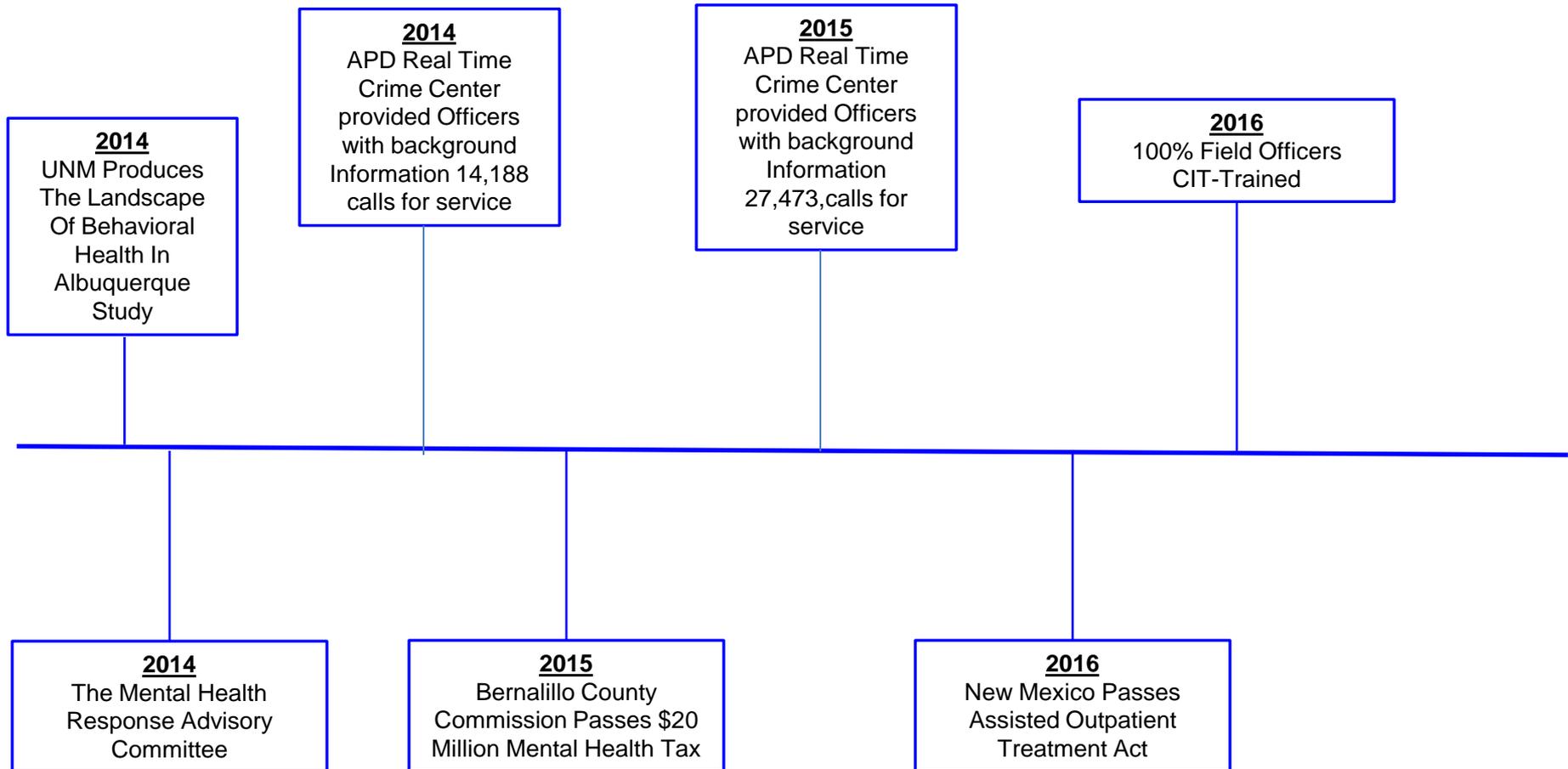
**To Help Strengthen Crisis Intervention
In Albuquerque**



APD Crisis Intervention Unit: The Past



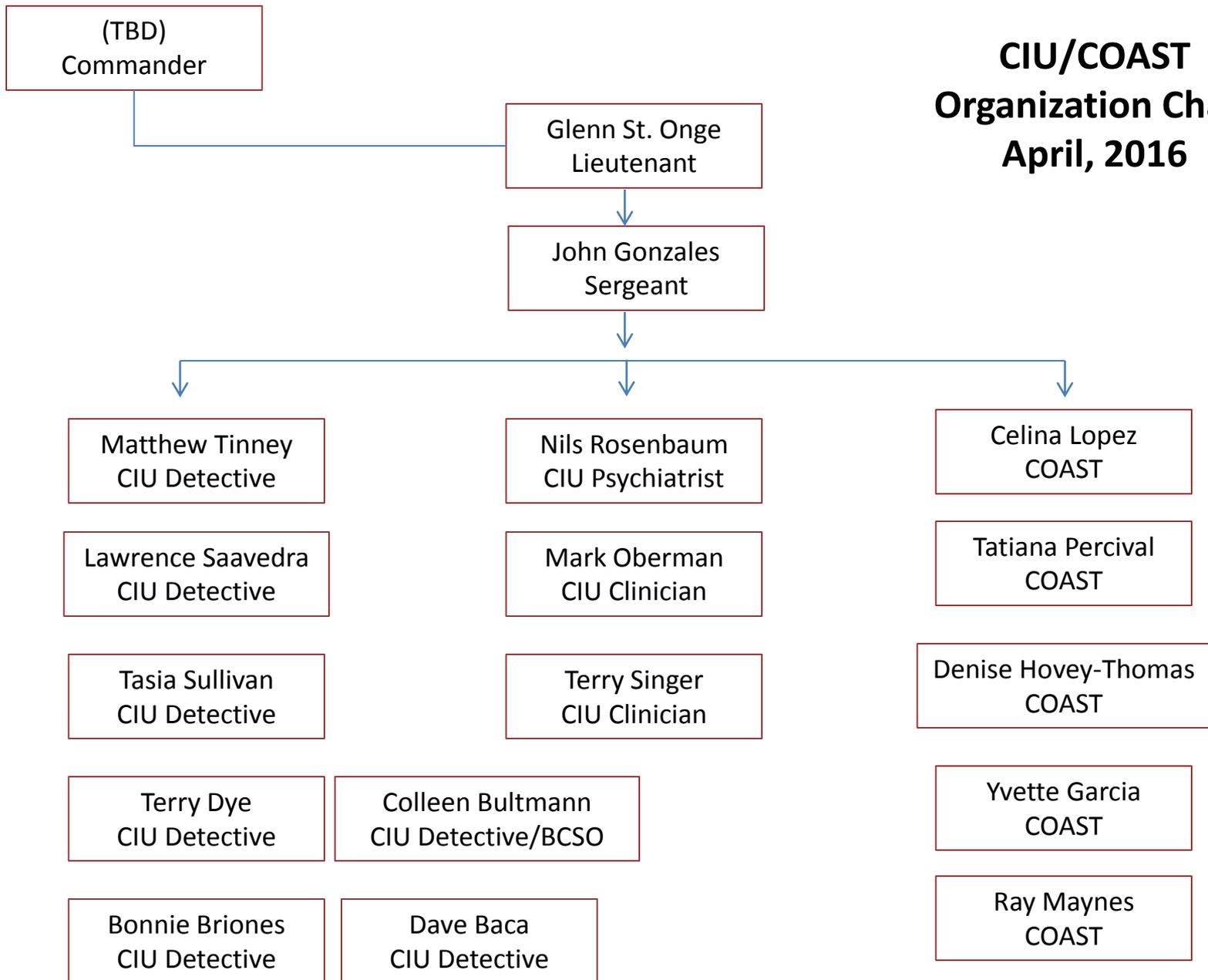
APD Crisis Intervention Unit: The Present



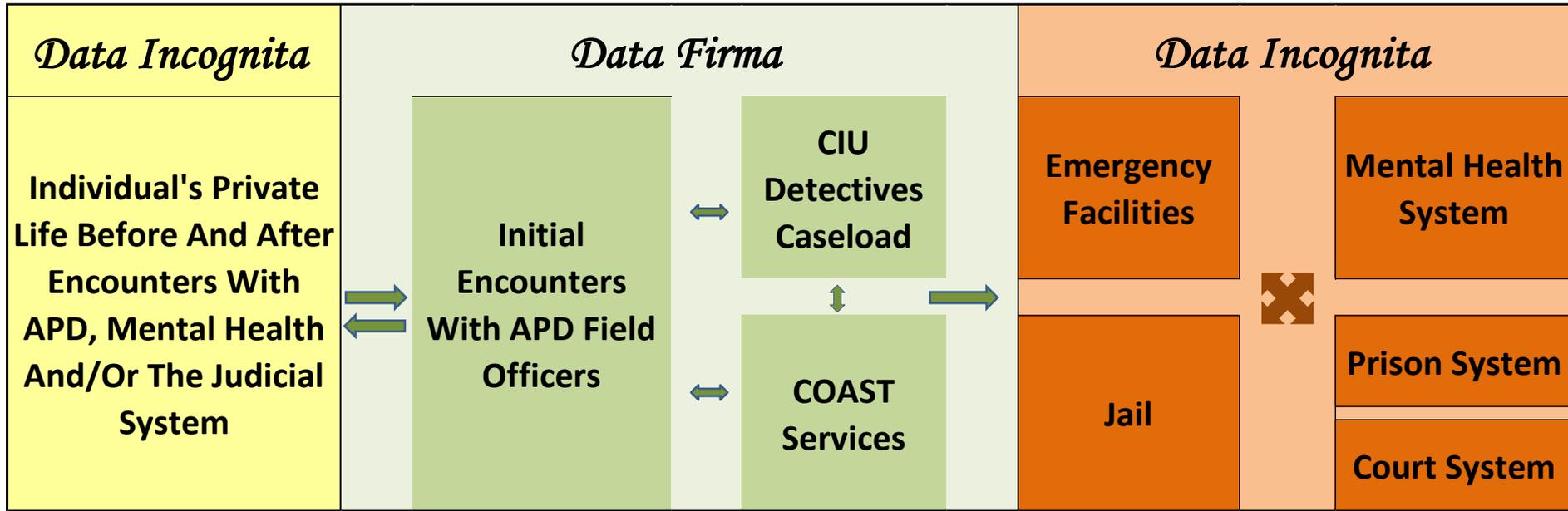
The Albuquerque Police Department Crisis Intervention Unit



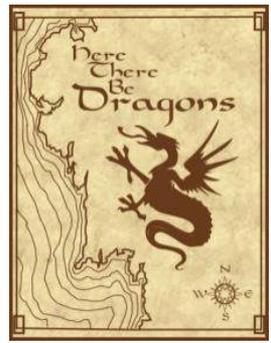
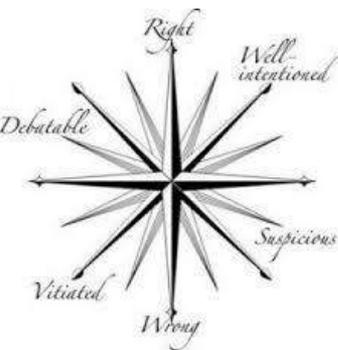
CIU/COAST Organization Chart April, 2016



Mapping The Data



Legend



Data	Initial Encounter With Field Officers	CIU Cases	COAST Services
Number of individuals in the COAST and CIU case loads		X	X
Number of individuals receiving crisis prevention services		X	X
Date, shift, area command of initial incident	X		
Disposition of the initial encounter (arrest, citation, referral)	X		
Dispositions of follow-up encounters with CIU & COAST		X	X
Subject's age, race/ethnicity, and gender	X	X	X
Was subjected armed & type of weapon during initial and follow-up encounters	X	X	X
Was subject US military vet?	X		
Name & badge of responder or detective	X		
Did a supervisor respond to the scene	X		
Technique or equipment used during initial and follow-up encounters	X	X	X
Any injuries to officers, subjects or others during initial and follow-up encounters	X	X	X
Use of force in any encounter?	X	X	X
Brief narrative	X		

**These Are
The Data
We Follow**



These Are The Ways That Data Can Be Helpful

Policy Question	Data Questions	Practice & Policy Questions	Political Questions
<p>How Do We Minimize Police Use Of Force With People Living With Mental Illness?</p>	<ul style="list-style-type: none"> • How many calls for service are related to people living with mental illness? • What are the demographics and other characteristics of the individuals with mental illness encountered by the police? • How was the encounter resolved? • Did the encounter result in the use of force? 	<ul style="list-style-type: none"> • How do we learn the important lessons after difficult incidents? • How do we train police officers to handle encounters with people living with mental illness? • How do we improve the collaboration between the police and mental health system? • How do we make sure that enough money is available to address the issue we face? 	<ul style="list-style-type: none"> • Who has the power to influence communities to take better care of people living with mental illness? • Who can change how funding resources are allocated? • Who has the influence to make sure that families, police, mental health providers, and others to work together?



The Data on Individuals In Crisis Come From Three Sources

1. Field Officer Reports and 911 Calls For Service (CFS)

- This data set includes CFS that are primarily coded as 10-40 (Mental Patient); 10-39 (Disturbance) and 10-43 and “43-1” (Suicide) but also include other CFS with codes for mental commitment or psychiatric evaluation.
- The data also include location and other geospatial data that can be used for hot spot mapping and other analytic tools.

2. The Case Load of the CIU Detectives

- These individuals have met the policy requirements of SOP 3-06 and 2-13, Investigations Section SOP and been assigned to the CIU Detectives by the CIU/COAST Sergeant.

3. COAST Monthly Reports

- The data set includes the number of individuals contacted; the number of individuals assisted; the number of mental health consumers assisted; the number of referrals to services; and the number of referrals received.



CAVEAT DATA USER

One of the most important questions we face is whether the data we are gathering is capturing the full extent of the interactions between individuals in crisis and law enforcement. We must make every effort to develop data gathering and reporting protocols that ensure completeness, fairness, and objectivity.

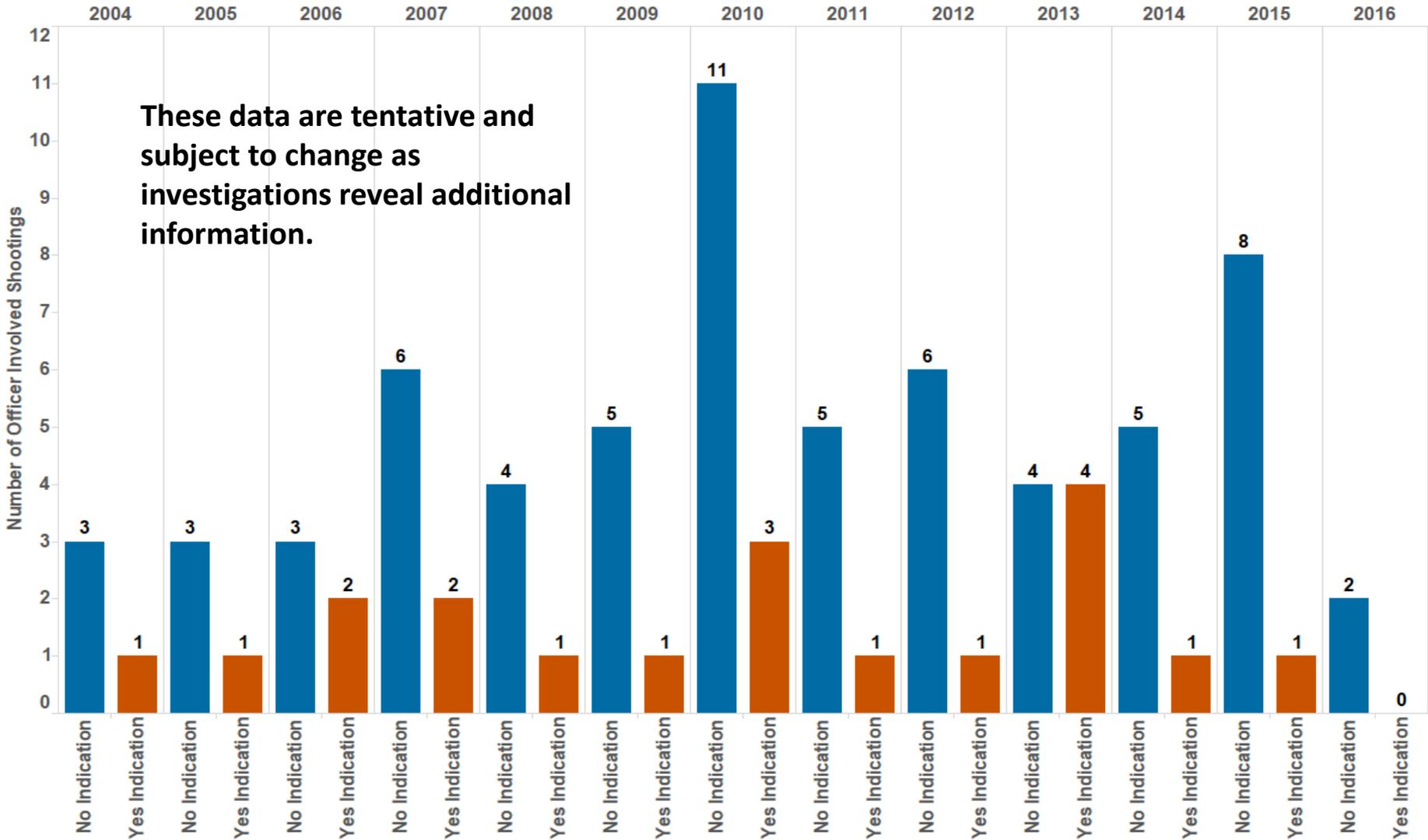


APD Uses Data To:

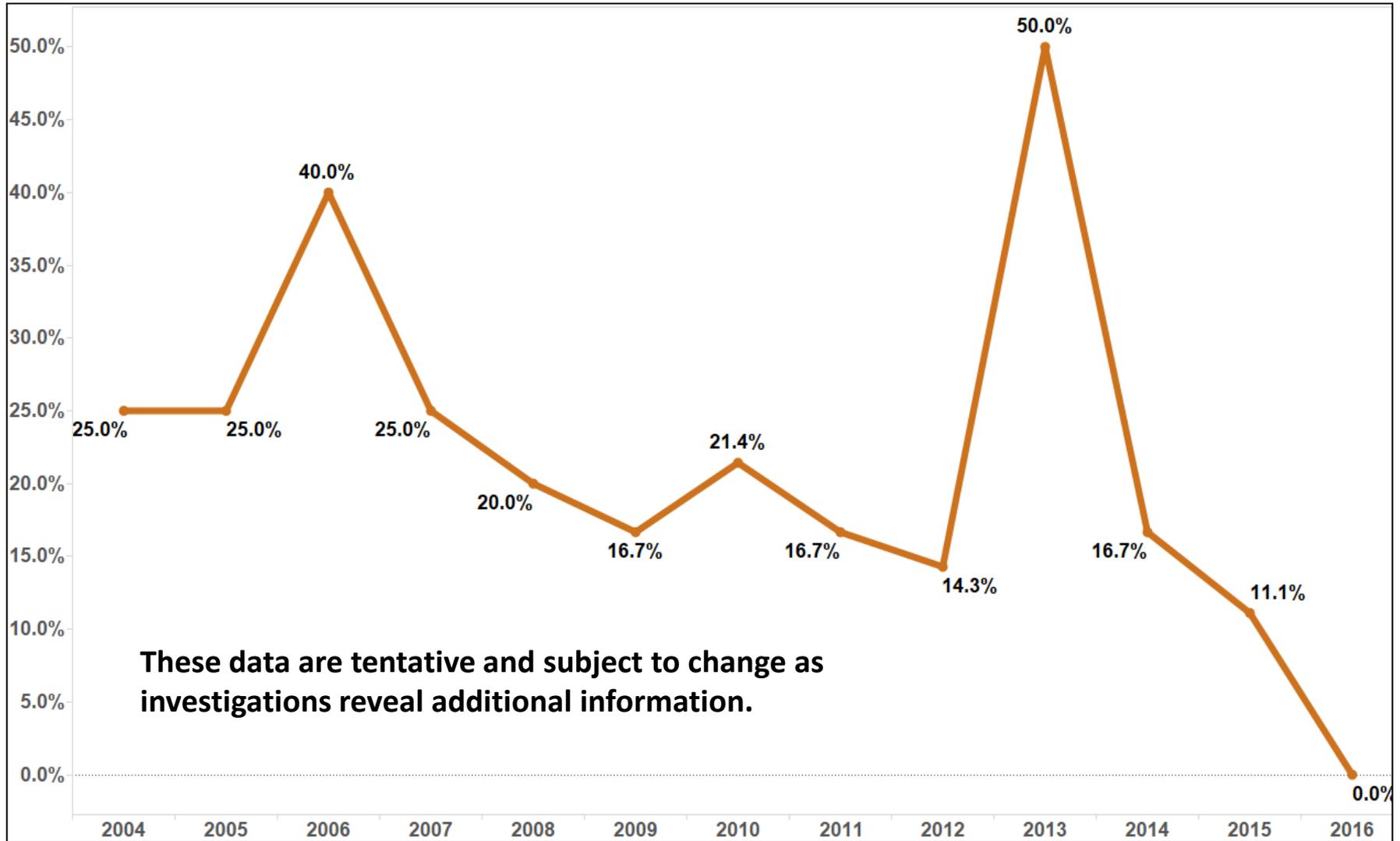
**To Address The Most Difficult Issues
Our City Faces**



Albuquerque Police Involved Shooting Of Individuals With and Without Indications Of Mental Health Issues (2004-2016)



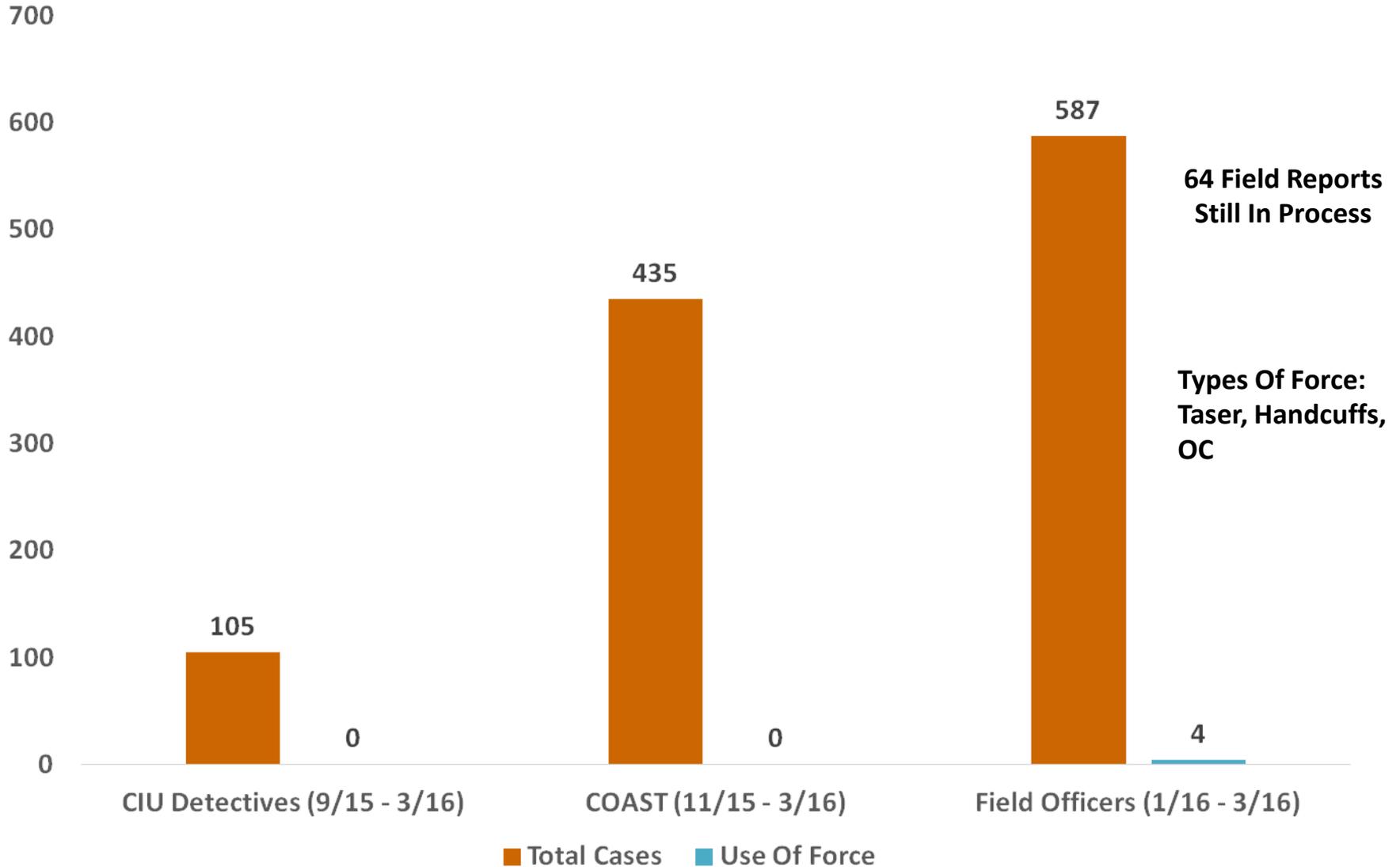
Percent Of Total Albuquerque Police Involved Shooting That Involved Individuals With Indications Of Mental Health Issues (2004-2016)



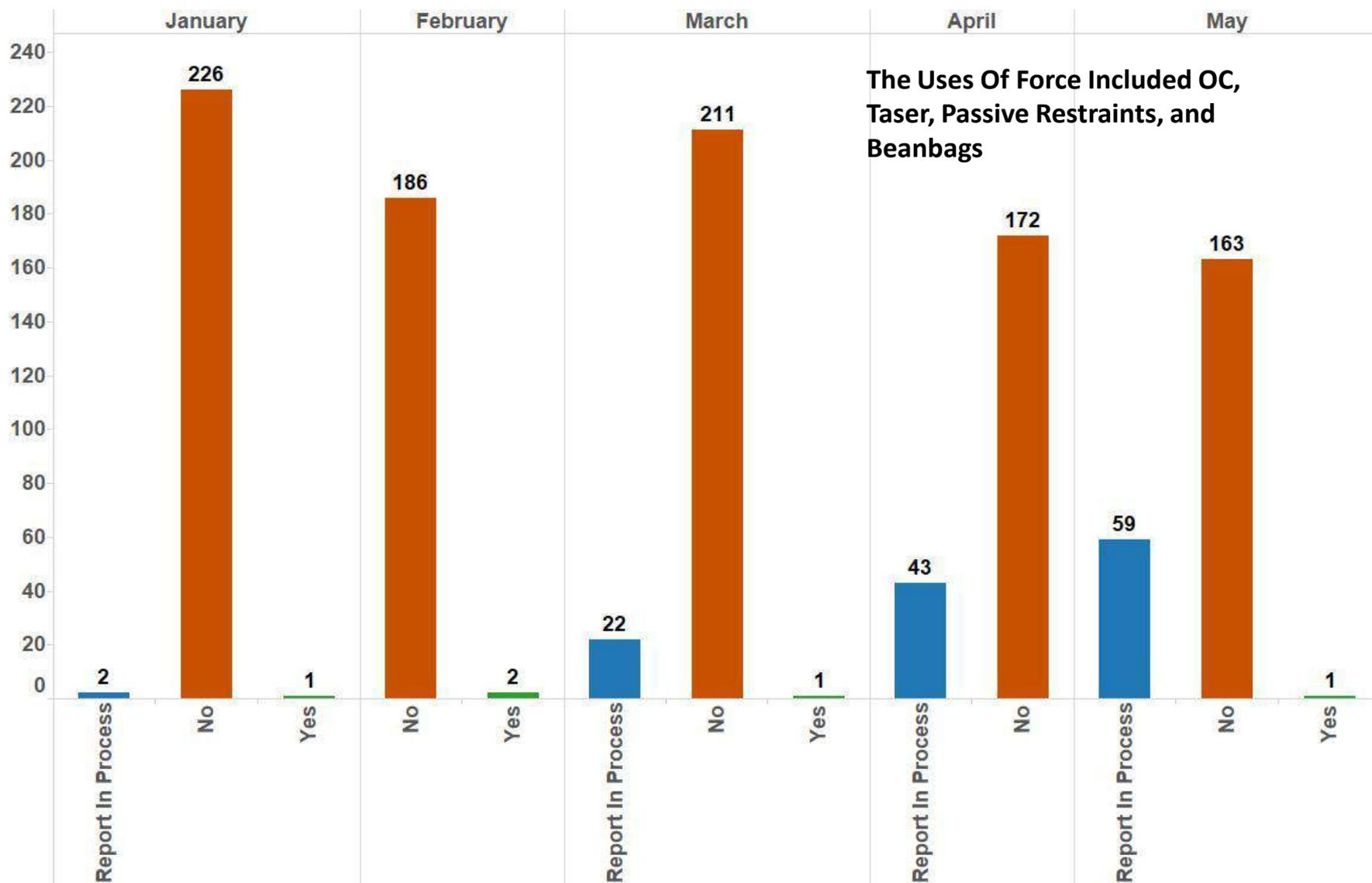
Sources: APD Real Time Crime Center; 2010-2014 Officer Involved Shooting Report, Civilian Police Oversight Agency, 2015



Total CIU-Related Cases & Encounters And Use Of Force



Use Of Force In CIU-Related Incidents Handled By APD Field Officers By Month



Use Of Force
 Report In Process
 No
 Yes



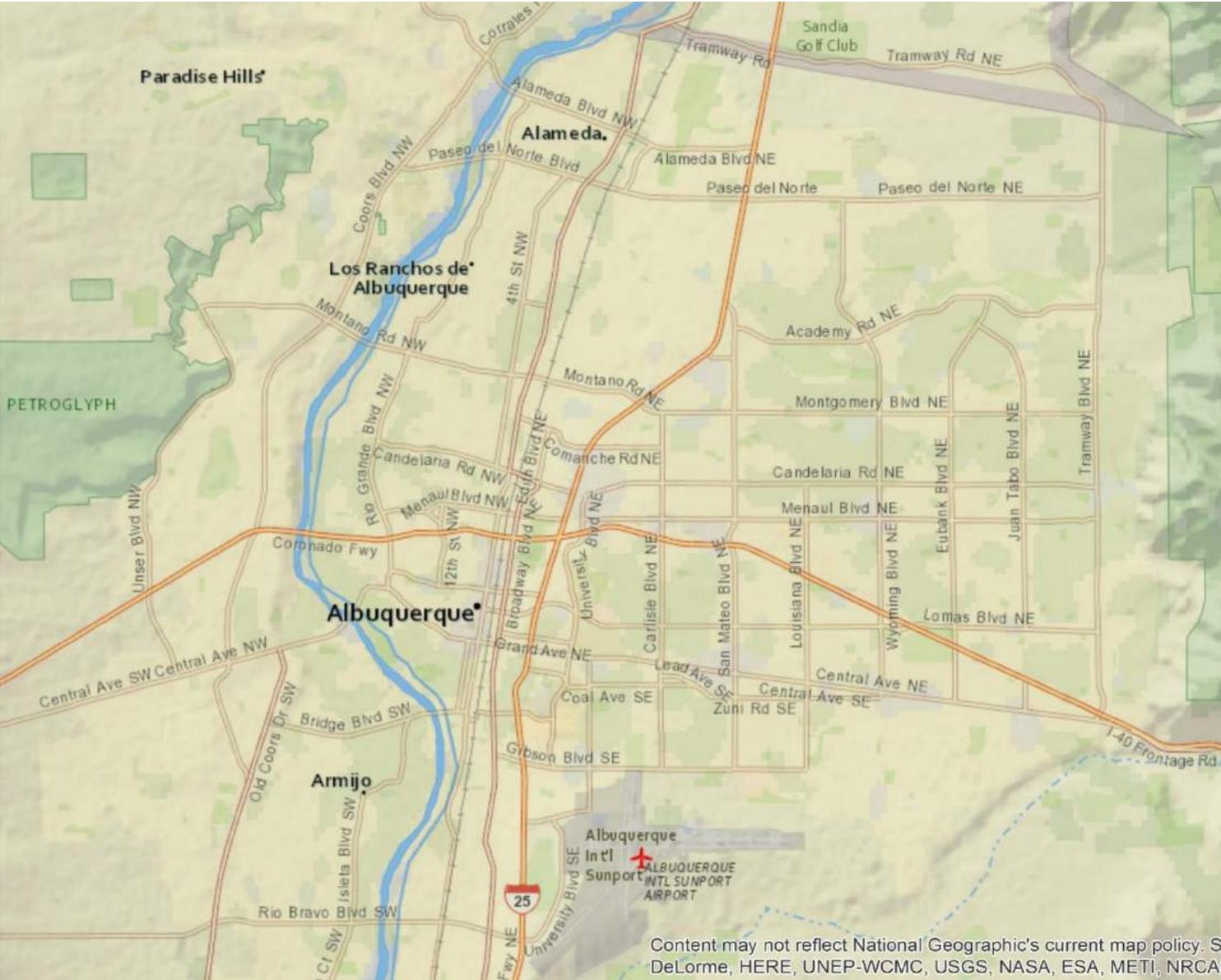
Source: APD RTCC & CIU

APD Uses Data To:

**To Better Understand And Support The
Individuals In Crisis Who Come In
Contact With The Albuquerque Police
Department**



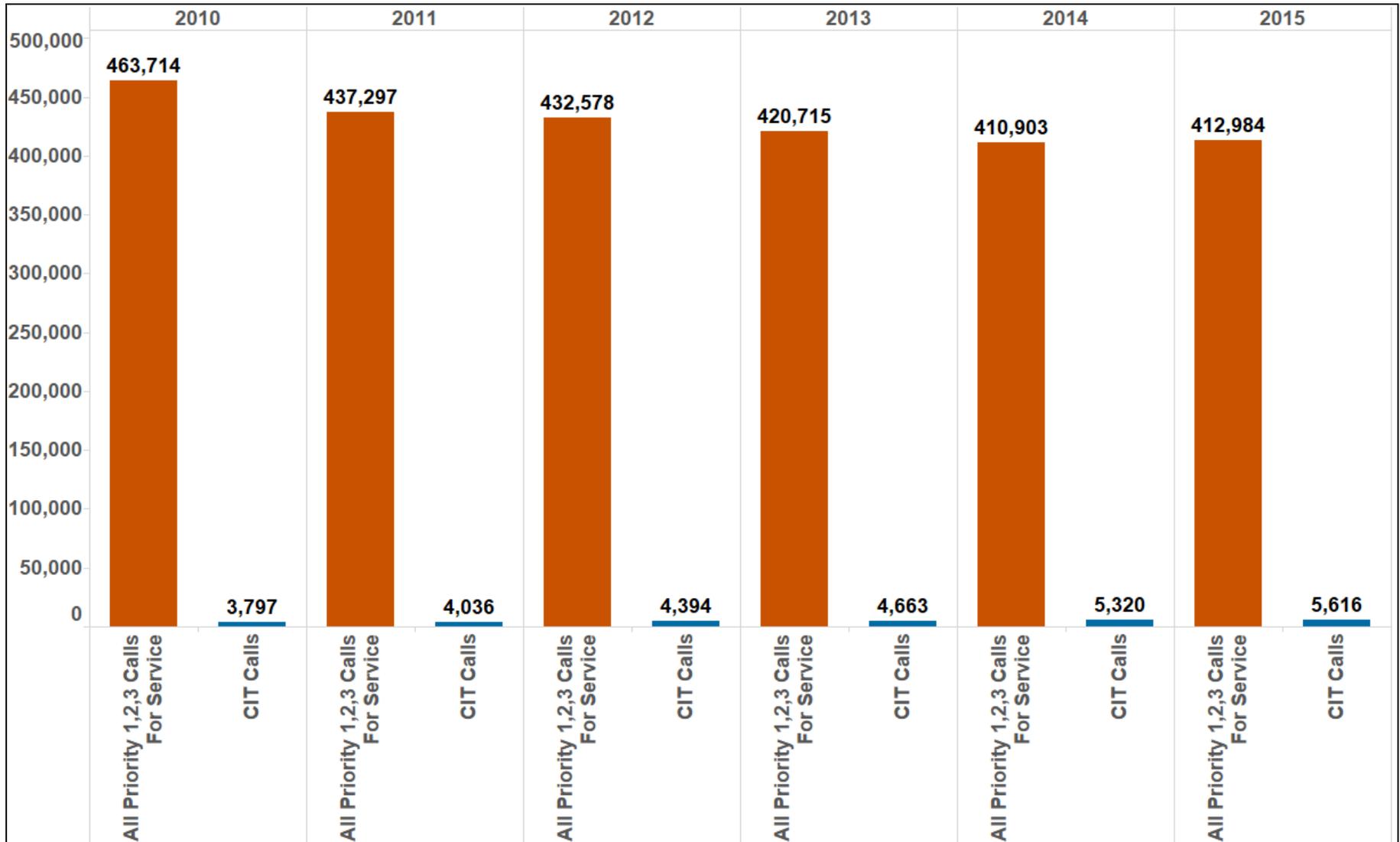
Our Community



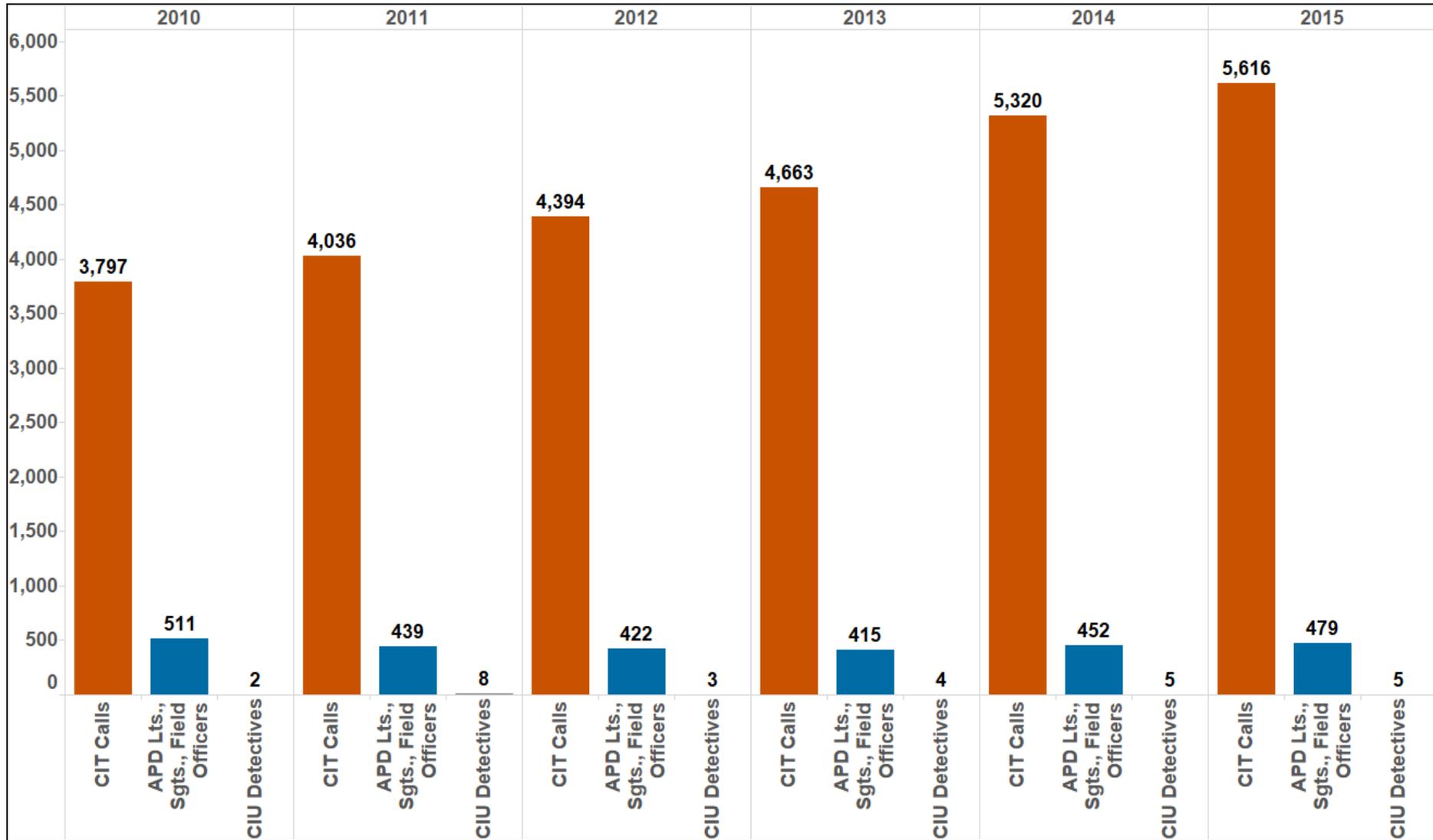
Content may not reflect National Geographic's current map policy. S DeLorme, HERE, UNEP-WCMC, USGS, NASA, ESA, METI, NRCAL



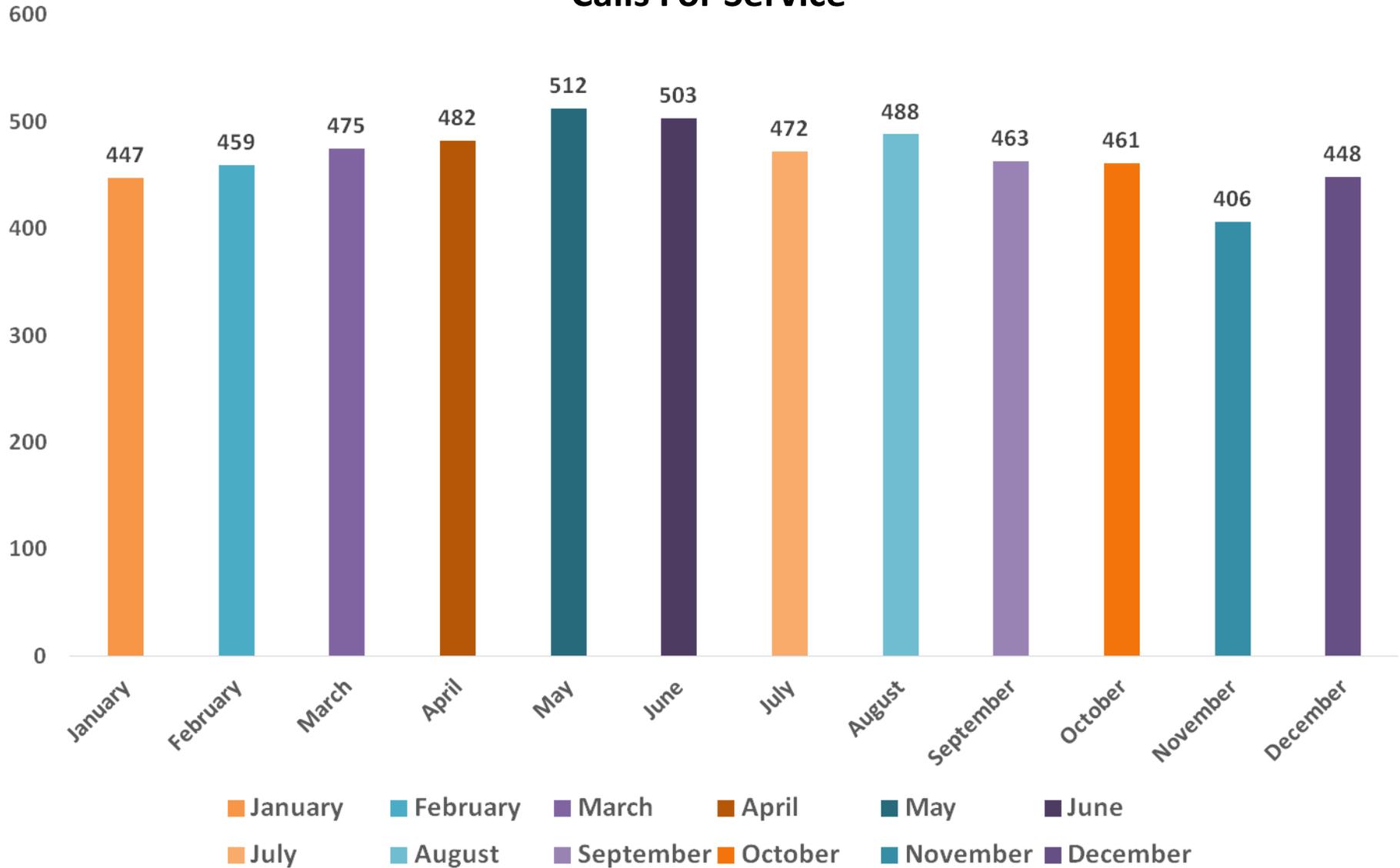
The Number Of All Priority 1, 2, 3 Calls For Service Compared To Mental Patient and Suicide Calls For Service: 2010 To 2015



The Number Of Mental Patient and Suicide Calls For Service; APD Lieutenants, Sergeants and Field Officers; And CIU Detectives, 2010 To 2015



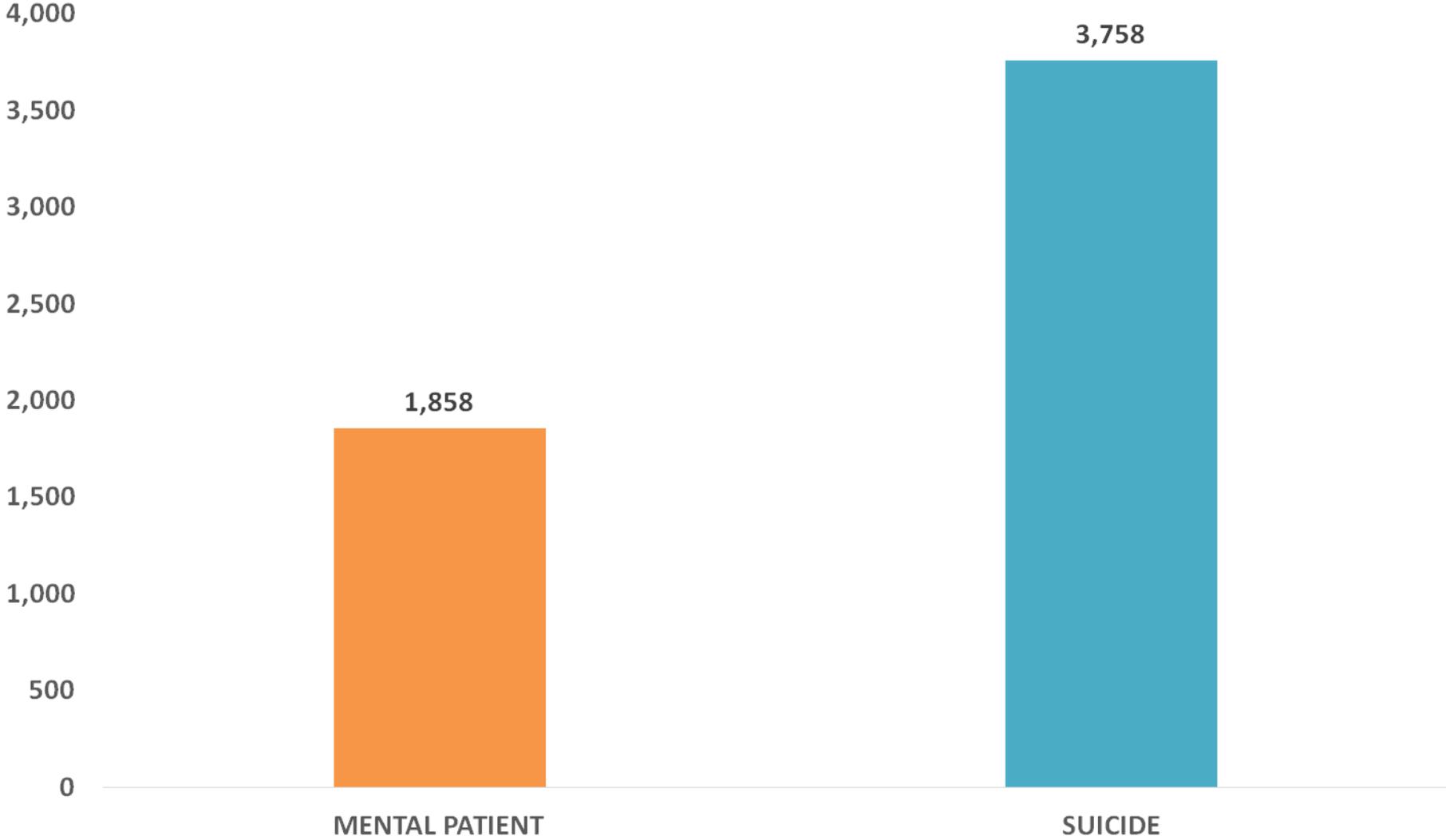
In 2015, APD Field Officers Responded To 5,616 Mental Patient and Suicide Calls For Service



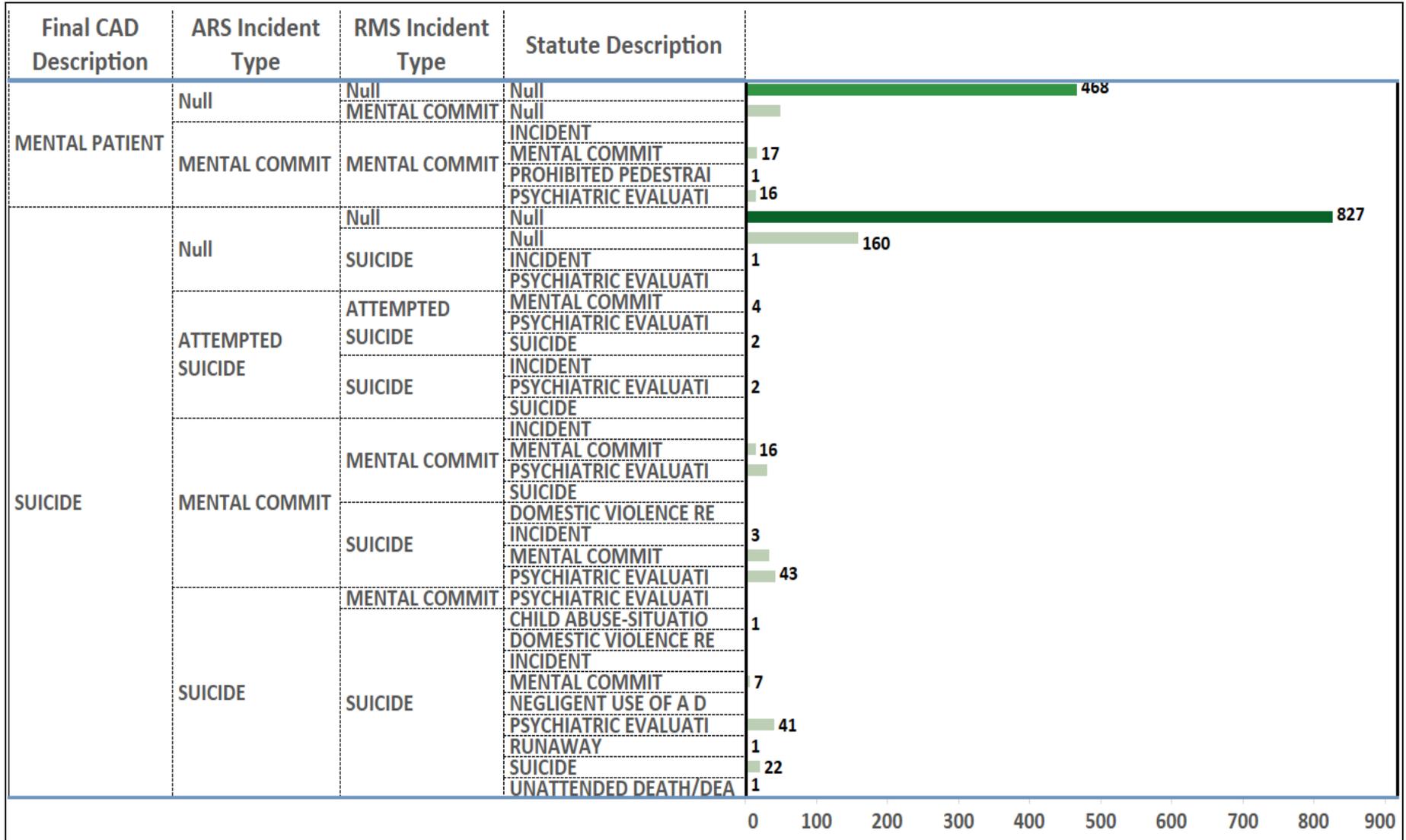
What Do We Know About What Kinds Of Incidents Are Included In These Calls?



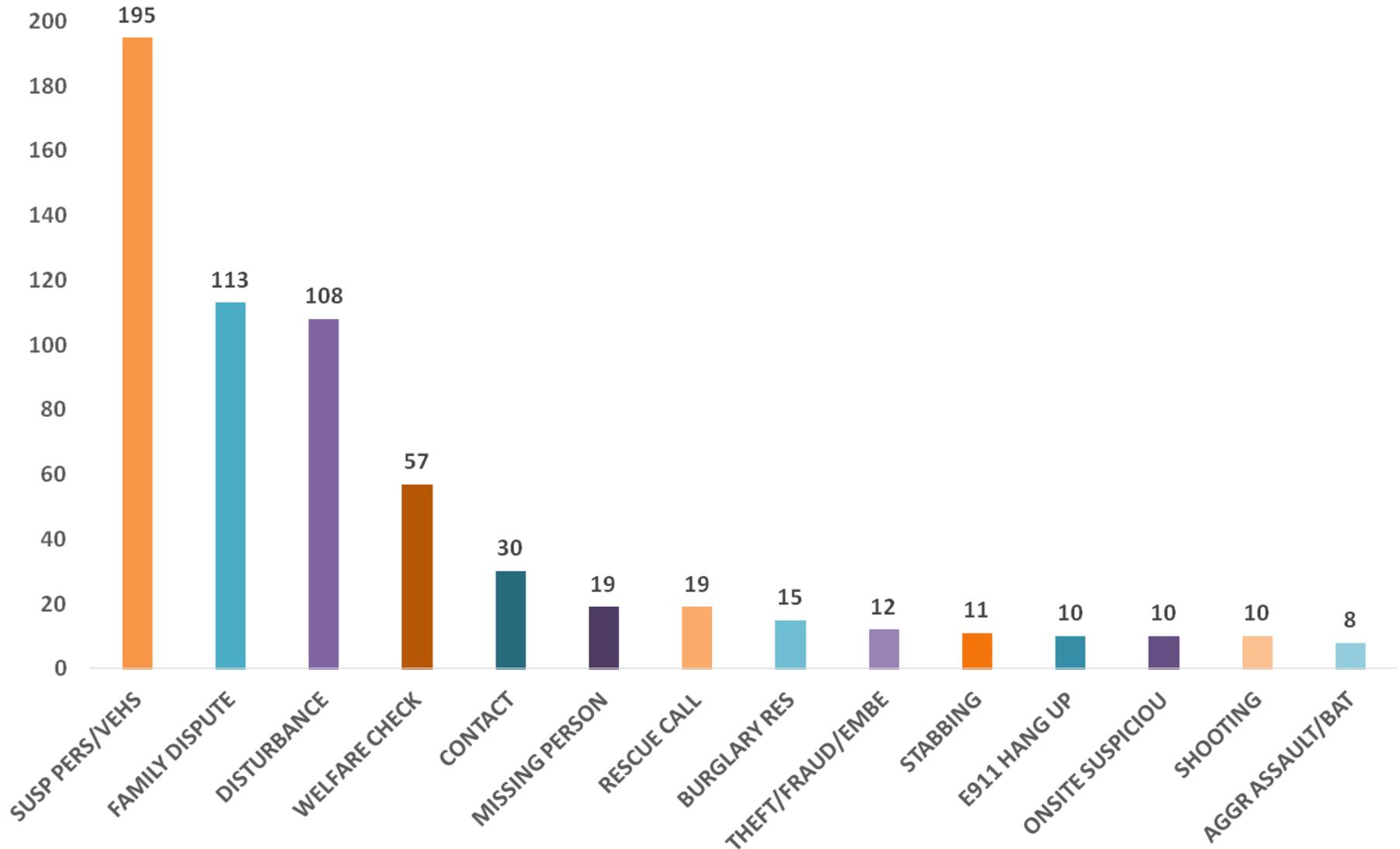
The 5,616 Calls For Service Are Classified As Either Mental Patient Or Suicide



What Sub-Categories Of Incidents Are Included In The Final Computer Aided Dispatch Categories Of Mental Patient And Suicide?



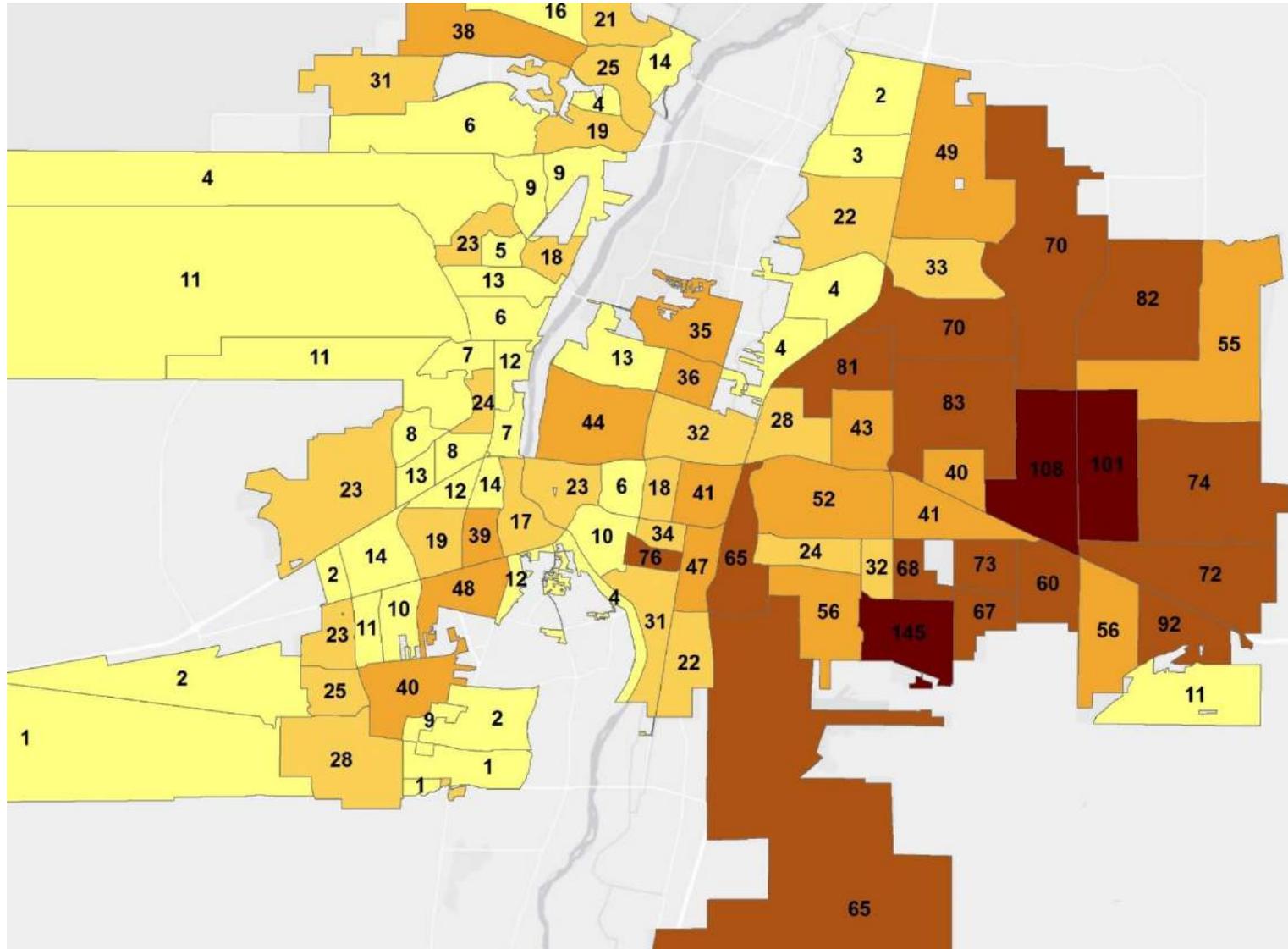
APD Field Officers Often Respond To Calls For Service That Are For Other Kinds Of Incidents But Turn Into Mental Health Related Incidents



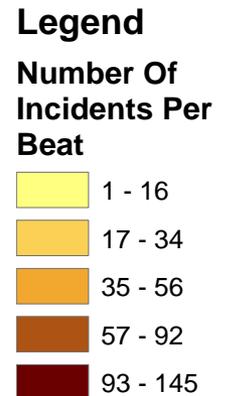
What Do We Know About Where These Calls Take Place?



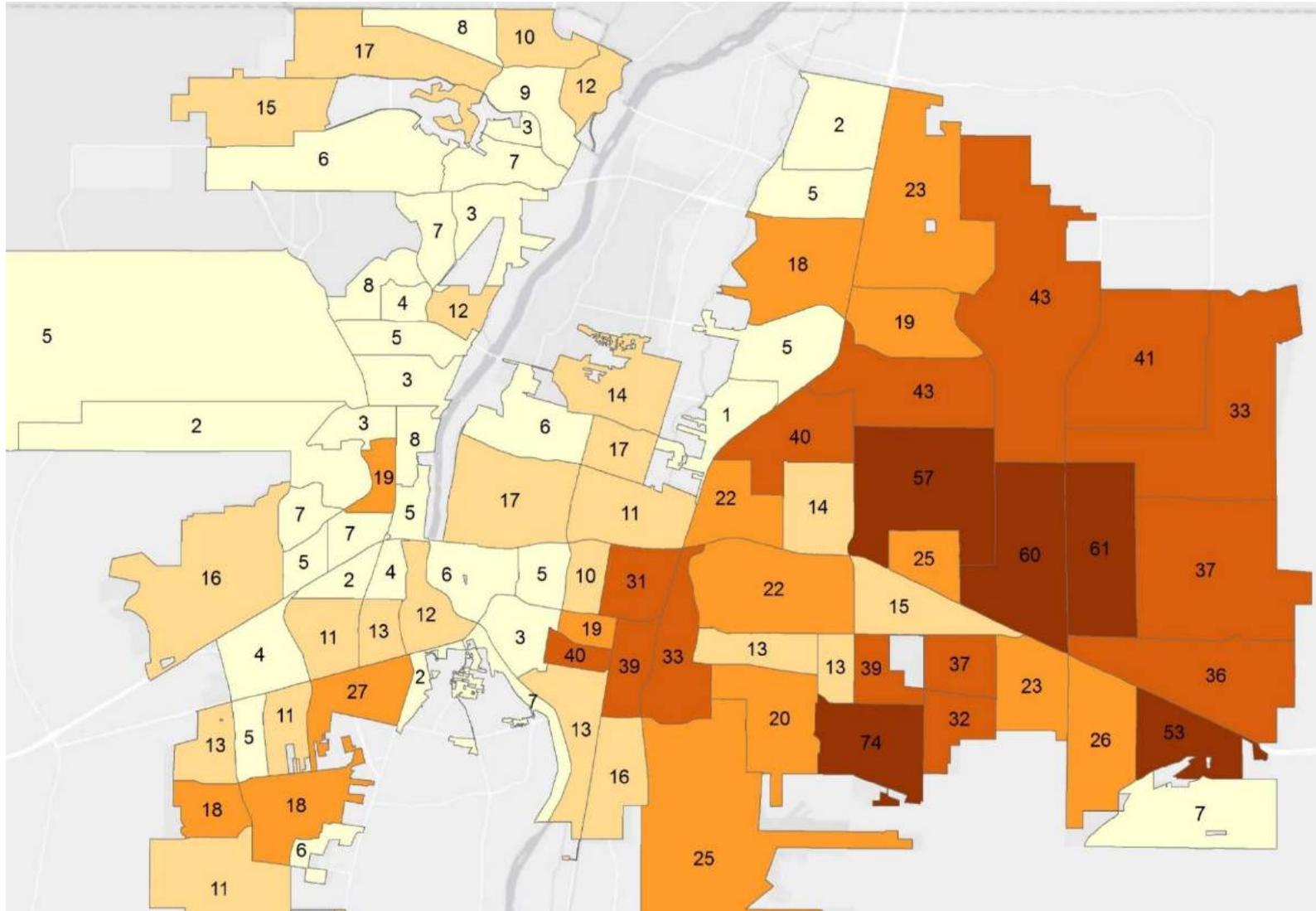
In 2015, APD Field Officers Filed Reports On 3,114 Mental Commit, Suicide and Attempted Suicide Incidents



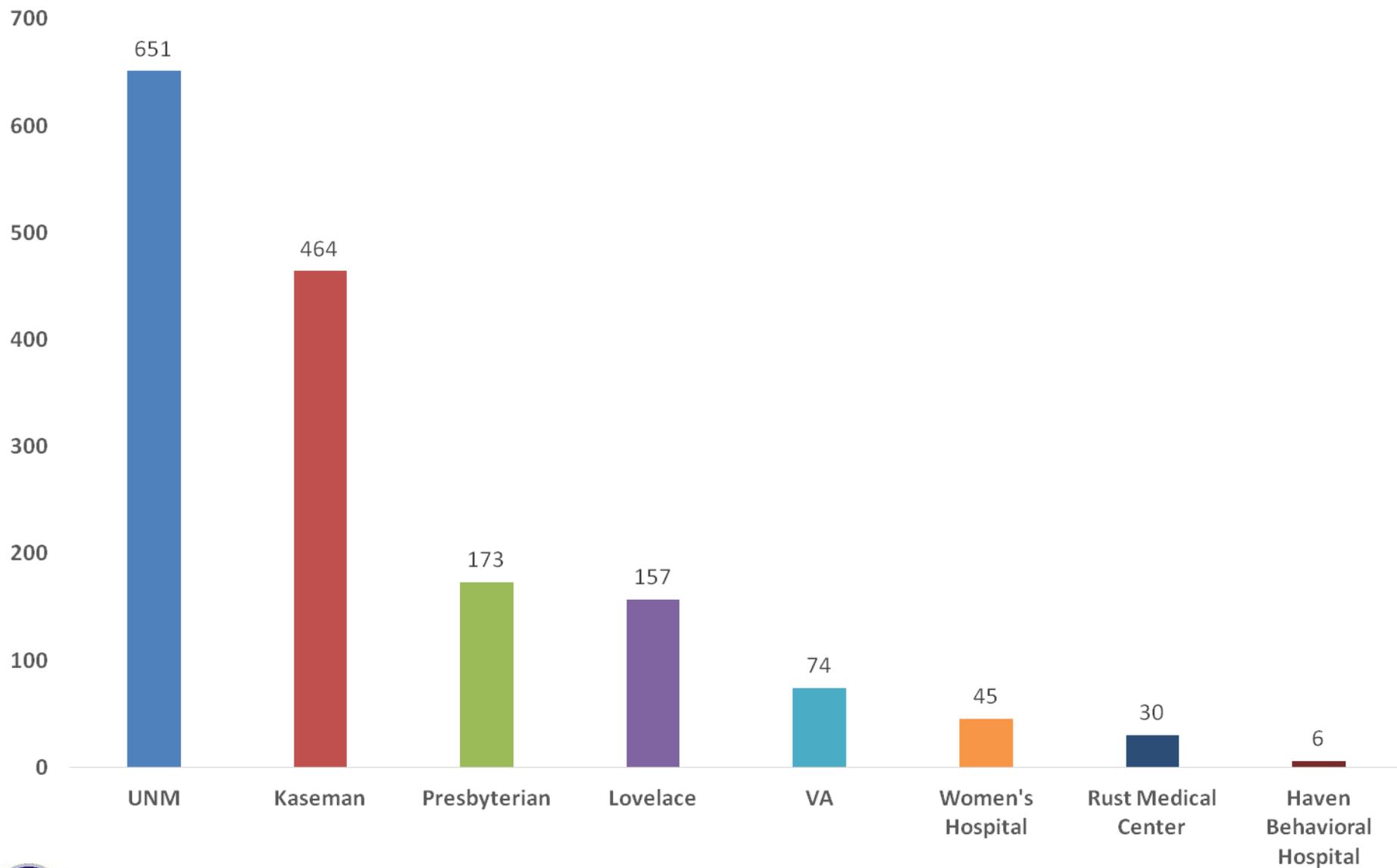
These incidents often are related to NM Statute 43-1-10: Emergency Mental Health Evaluation And Care.



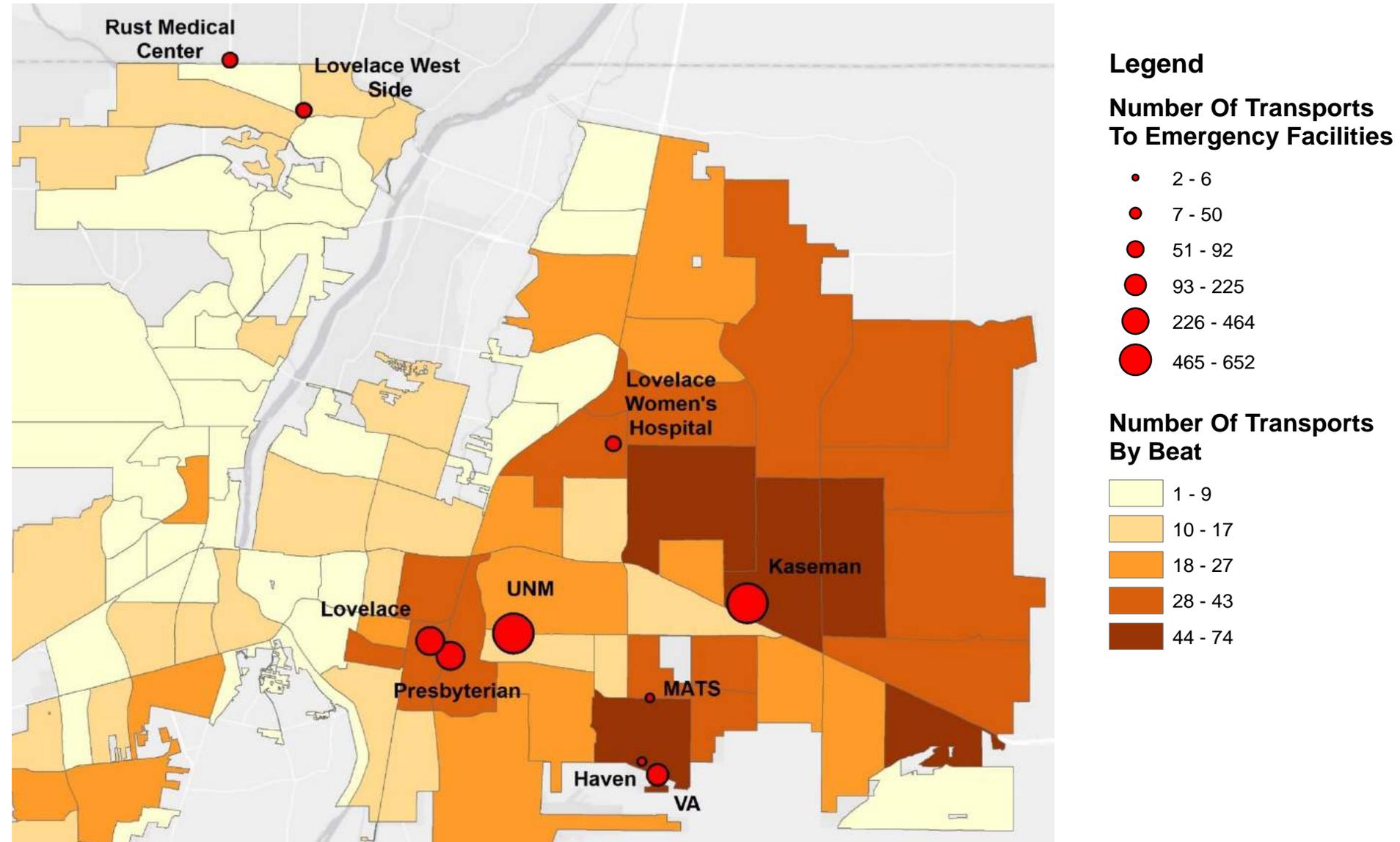
In 2015, Field Officers In These Beats Provide 1,634 Transports To Emergency Facilities



In 2015, These Emergency Facilities Received Most Of The Individuals Transported



Transporting Individuals In Crisis To Emergency Facilities Rather Than Jail Is Critically Important



What Do We Know About When These Calls Take Place?

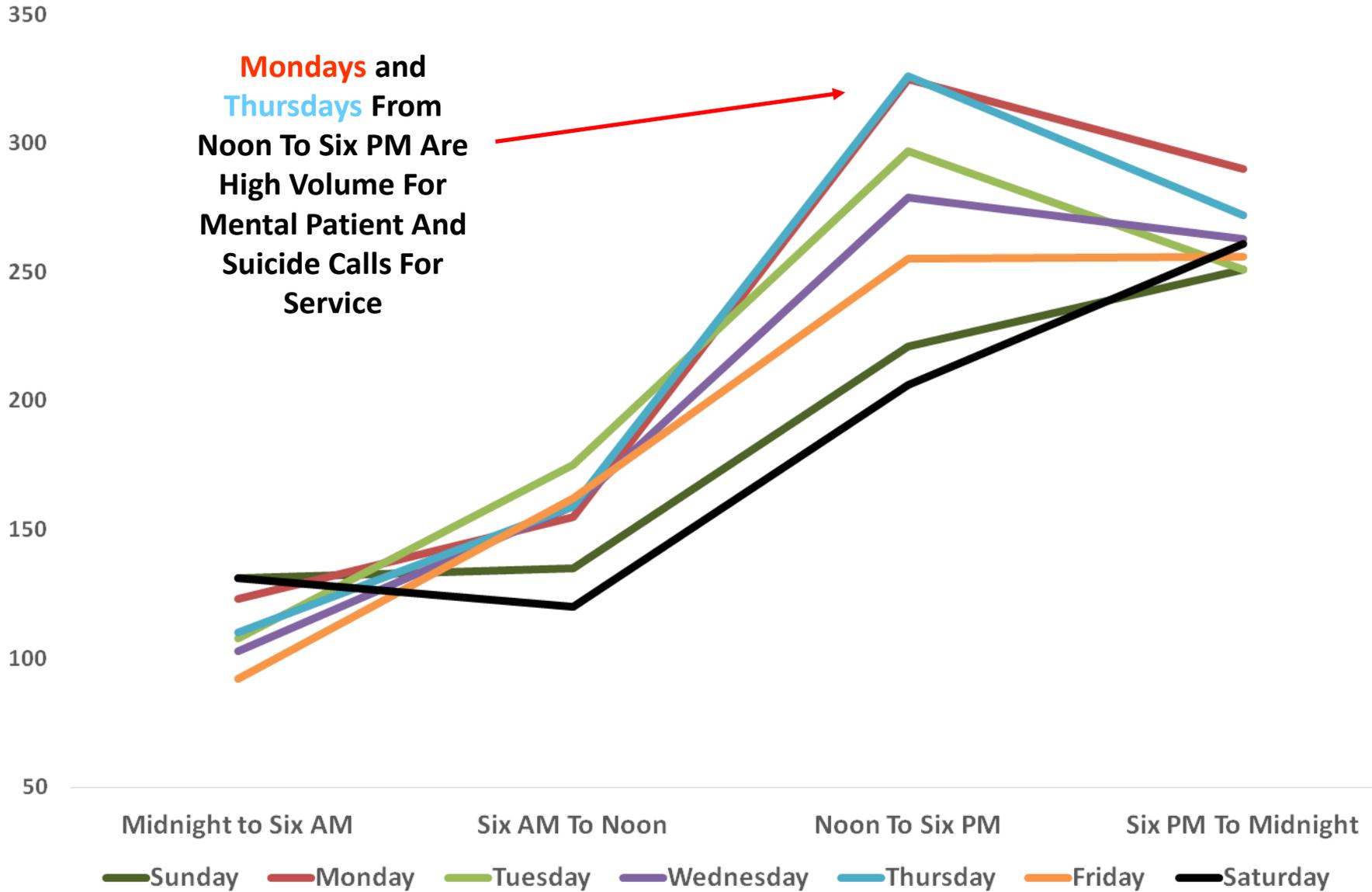


These 5,616 Calls For Service Happen More At Certain Times Of The Day And Days Of The Week

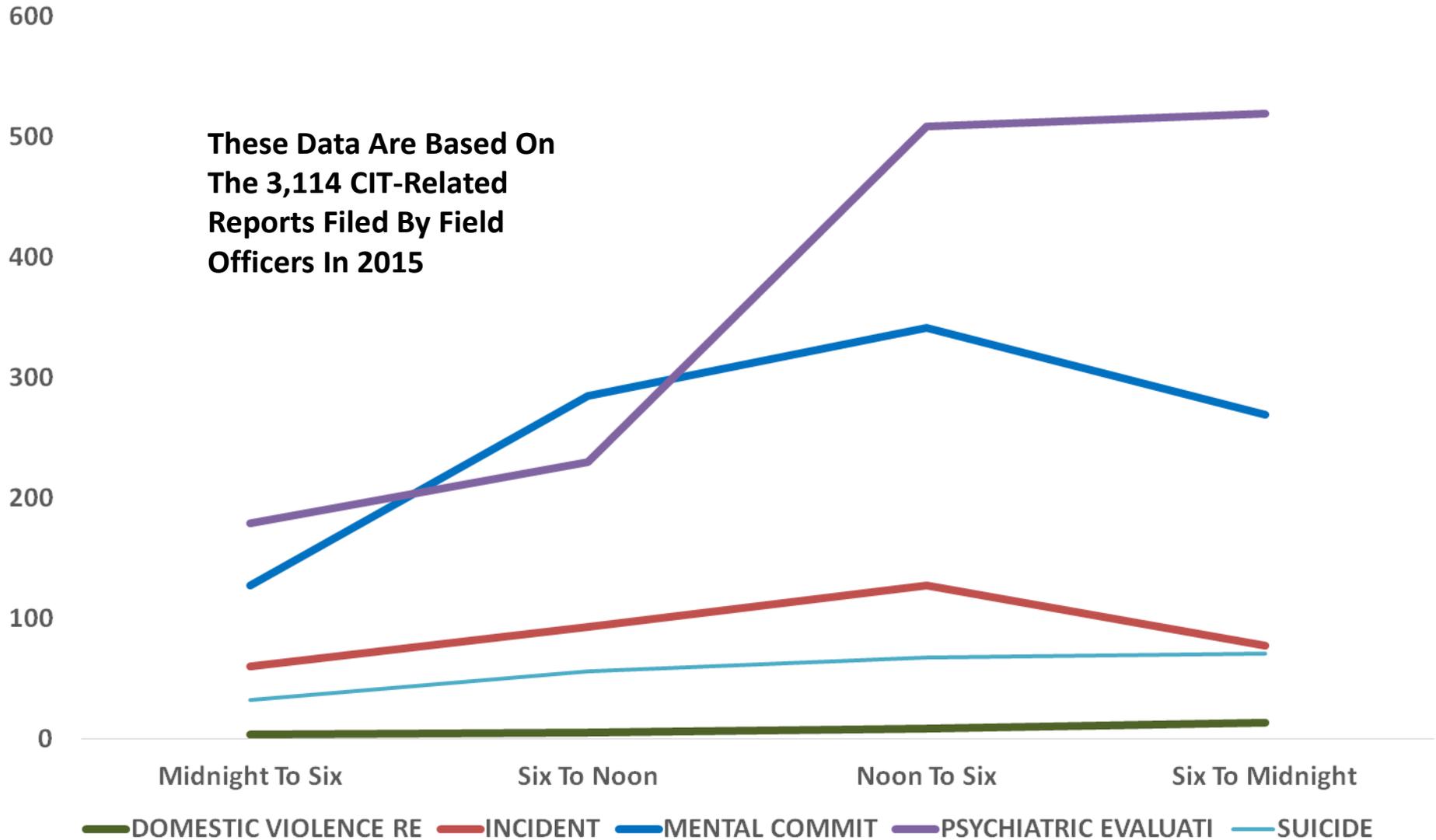
	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Time Totals
Midnight to Six AM	2.3%	2.2%	1.9%	1.8%	2.0%	1.6%	2.3%	14.2%
Six AM To Noon	2.4%	2.8%	3.1%	2.8%	2.8%	2.9%	2.1%	19.0%
Noon To Six PM	3.9%	5.8%	5.3%	5.0%	5.8%	4.5%	3.7%	34.0%
Six PM To Midnight	4.5%	5.2%	4.5%	4.7%	4.8%	4.6%	4.6%	32.8%
Day Totals	13.1%	15.9%	14.8%	14.3%	15.4%	13.6%	12.8%	5,616



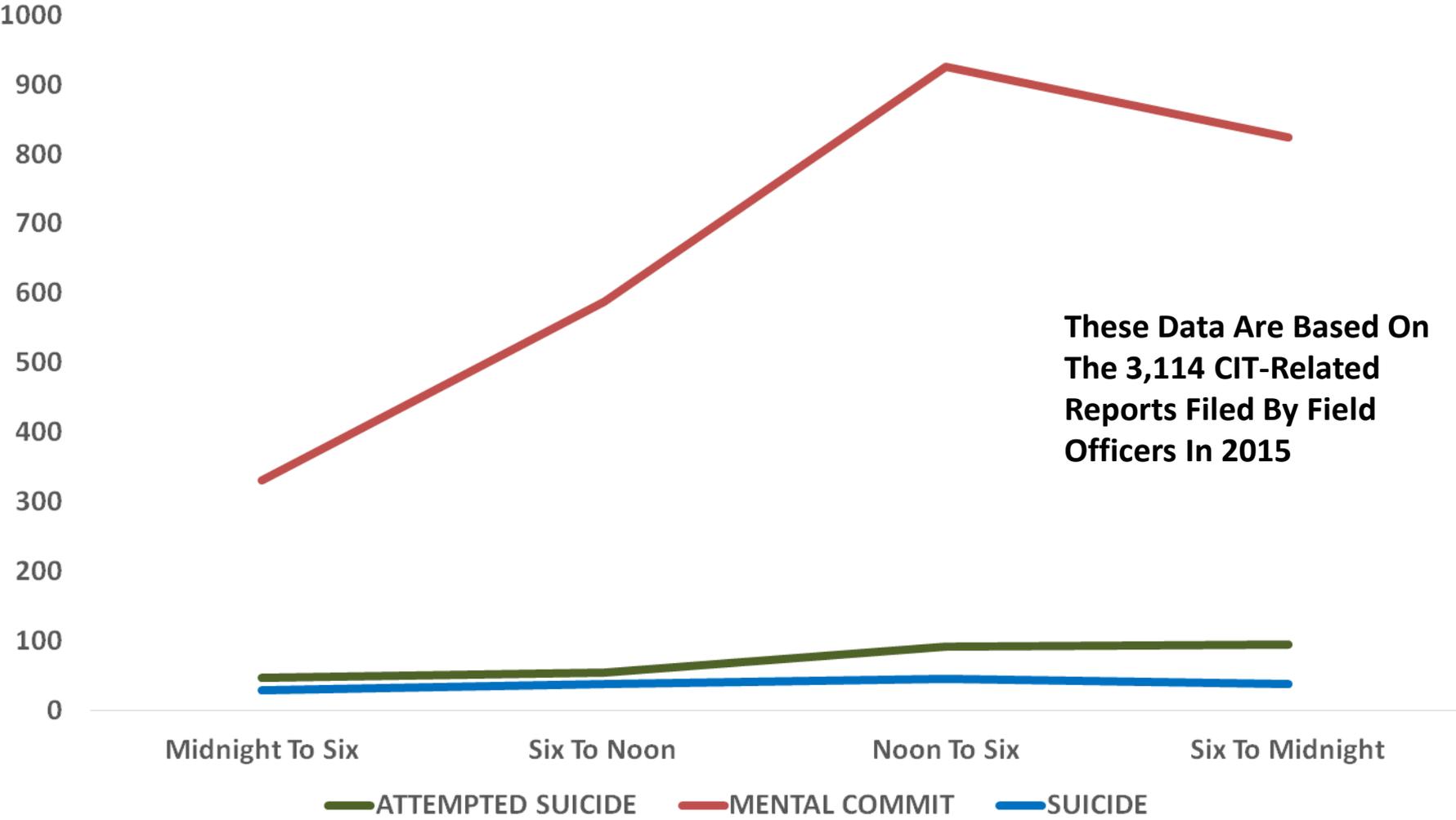
The Number Of Calls Increase As The Day Goes On



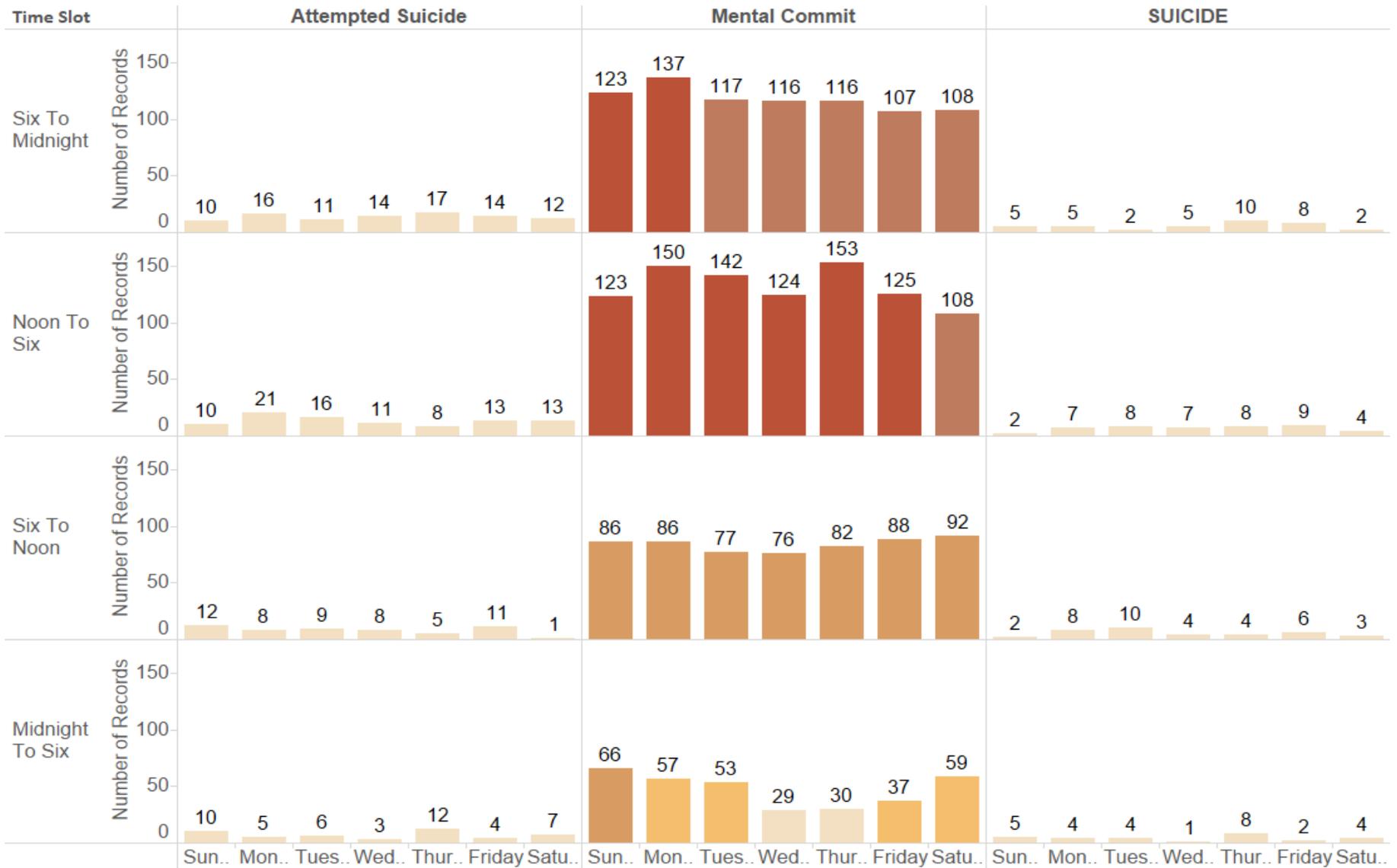
If We Unpack The Calls For Service Using The Statute Description, We See That Psychiatric Evaluations and Mental Commit Account For Most Of The Increase



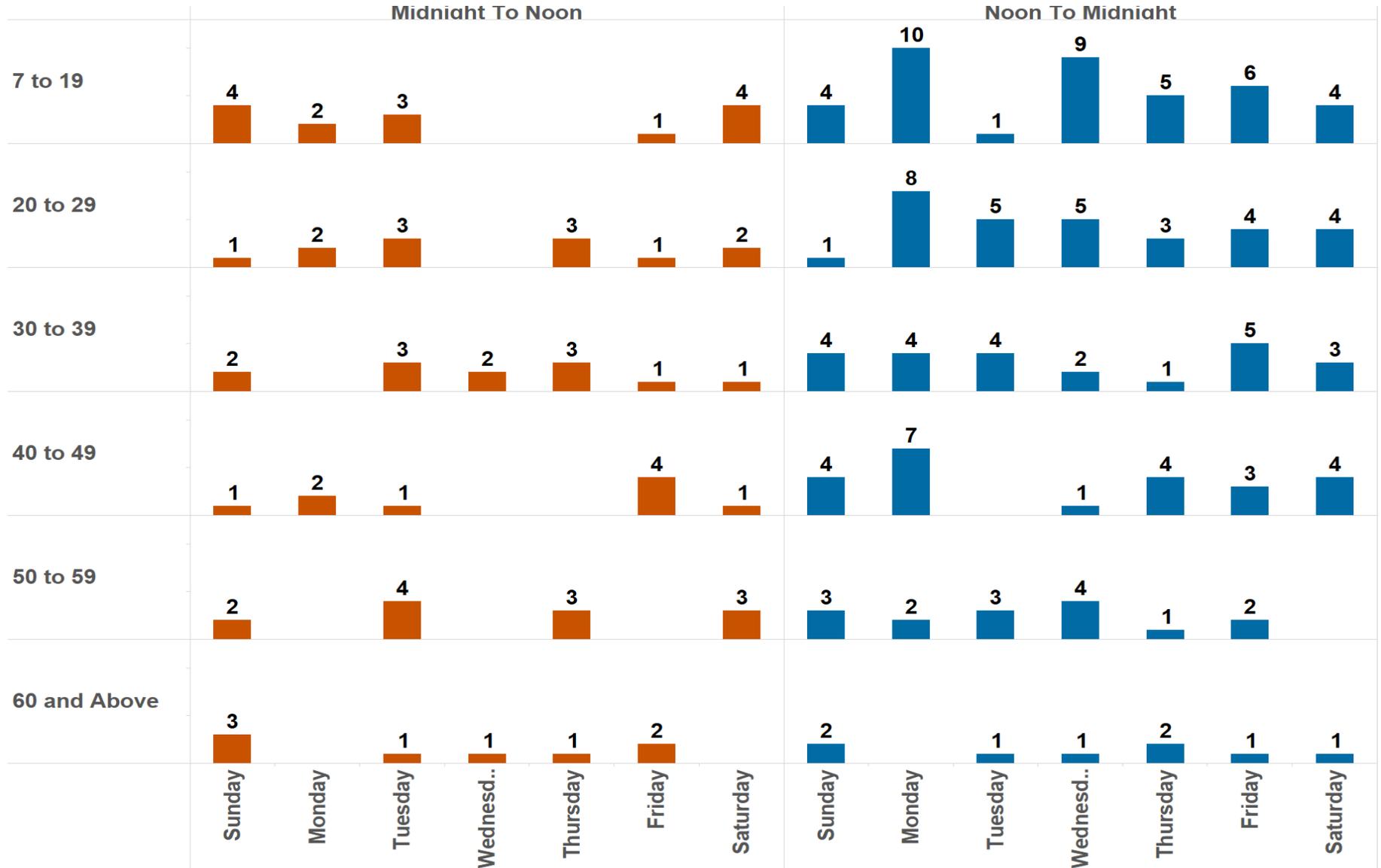
If We Unpack The Calls For Service Using The ARS Incident Type, We See That Calls Related to NM Statute 43-1-10: Emergency Mental Health Evaluation Account For Most Of The Increase



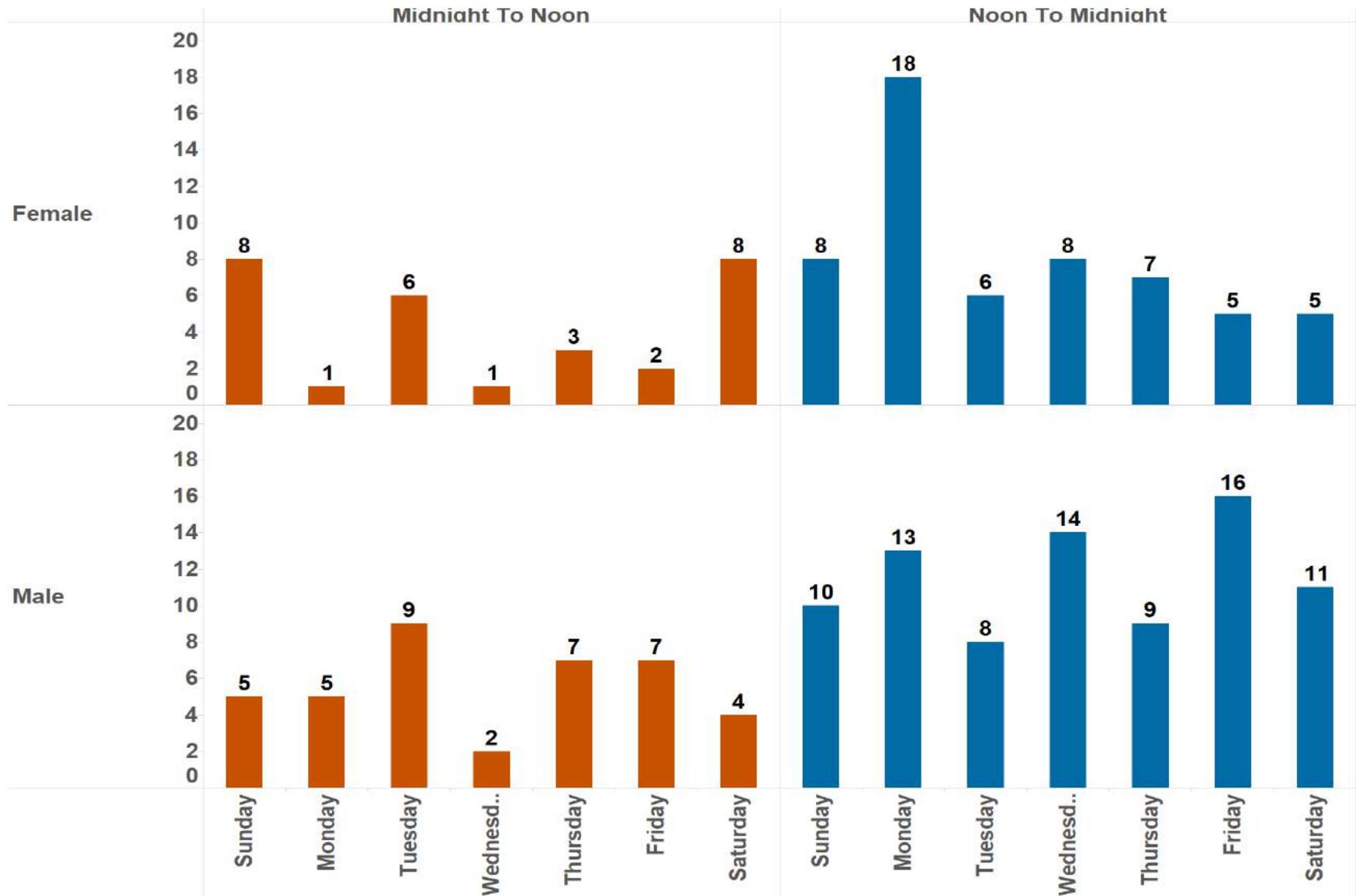
Type Of Call By Time Of Day and Day Of Week



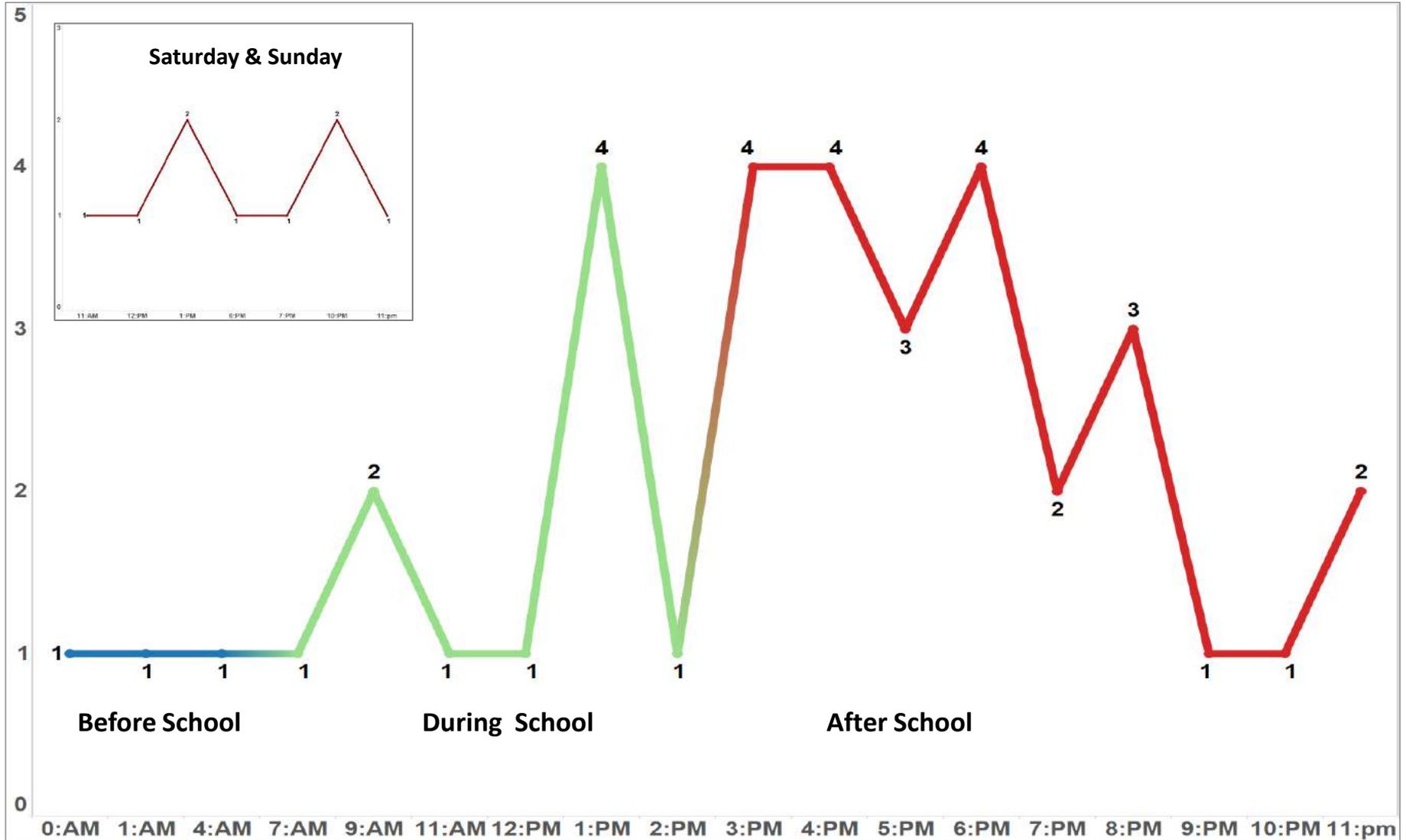
An Exploratory Analyses Of Age And Time (206 CIU-Related Calls In February, 2016)



An Exploratory Analyses Of Gender And Time (206 CIU-Related Calls In February, 2016)

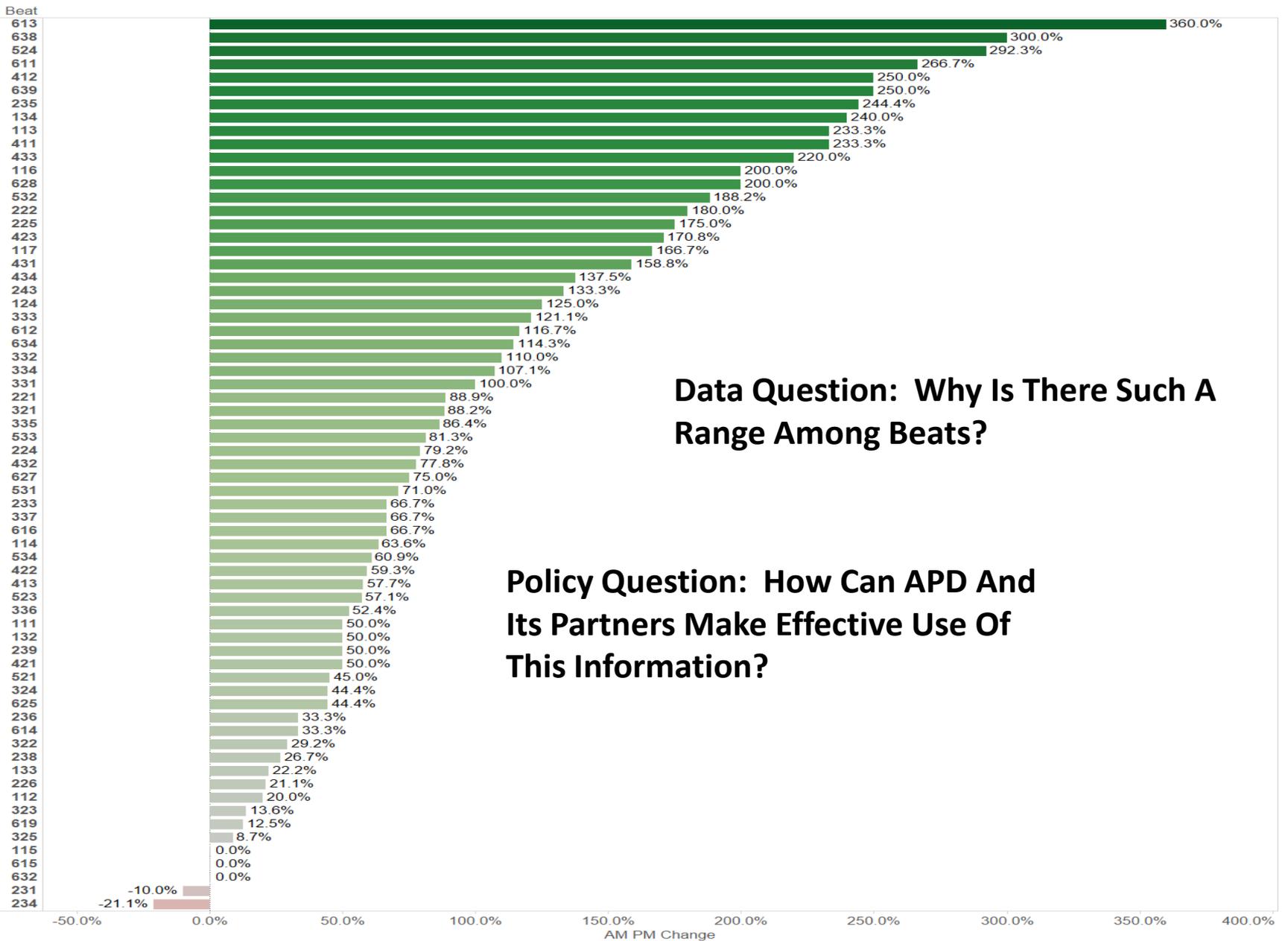


An Exploratory Analysis Of 78 CIT-Related Calls For Youth Age 12-18 By Time And Weekday (Monday-Friday)



What Do We Know About Mental Health Evaluation Calls When We Put Time And Place Together?





Data Question: Why Is There Such A Range Among Beats?

Policy Question: How Can APD And Its Partners Make Effective Use Of This Information?



The Percentage Of Increase In Mental Health Evaluation Calls Vary By Time Of Day Varies By Beat

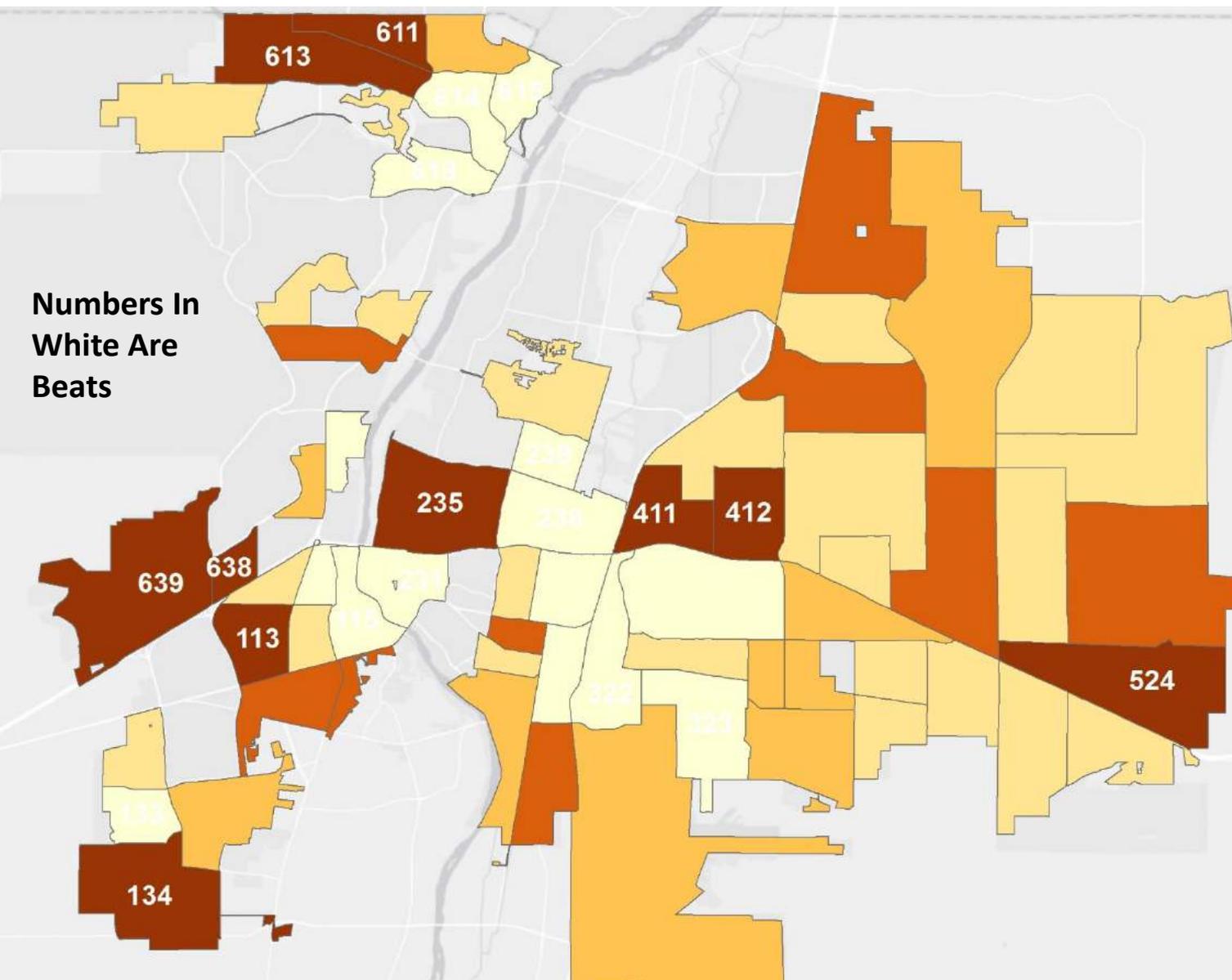
(Beats With 20 Or More Mental Commit Calls During 2015)

Numbers In White Are Beats

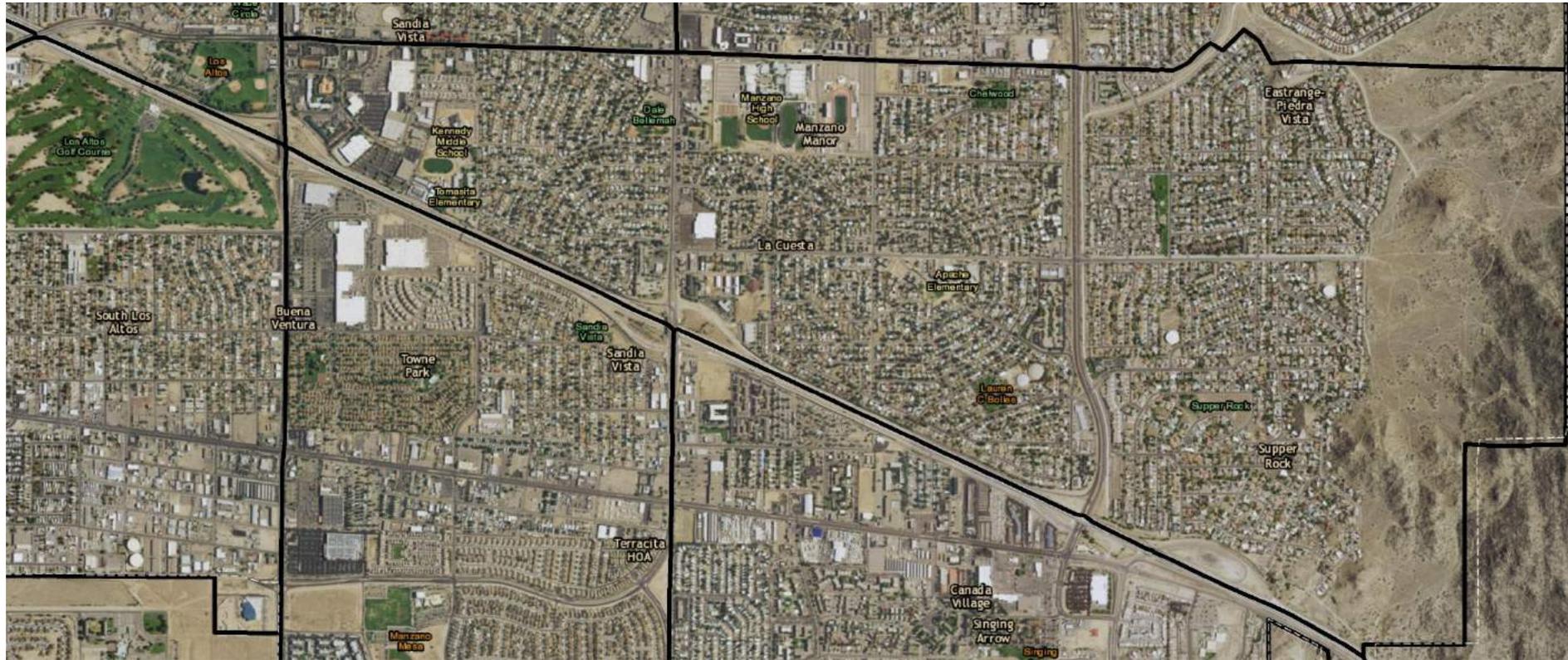
Legend

AM_PM_Change

- 21.1% - 33.3%
- 33.4% - 86.4%
- 86.5% - 137.5%
- 137.6% - 220.0%
- 220.1% - 360.0%



Beat 524 Had 64 Mental Health Evaluation Reports In 2015



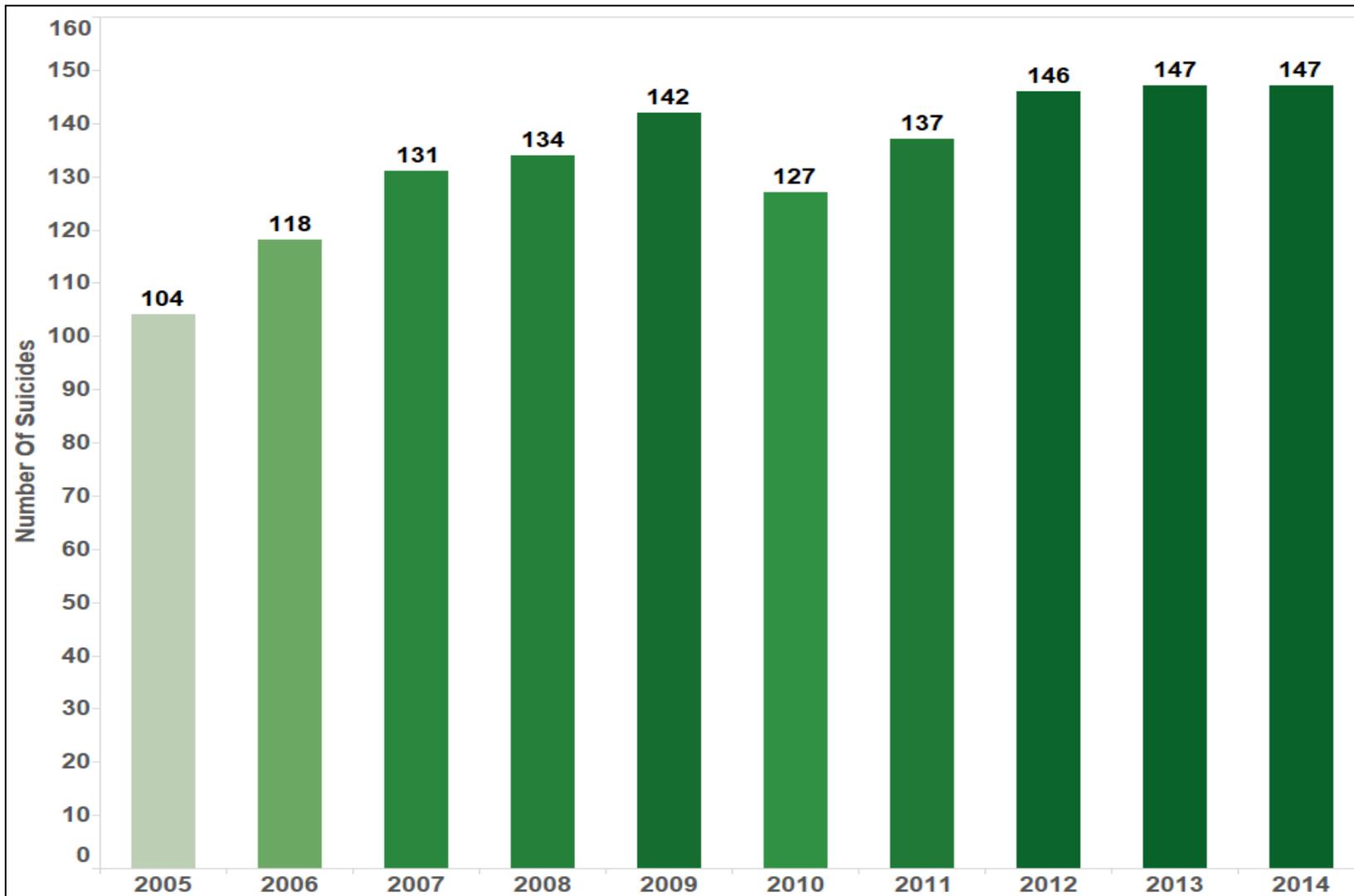
Time	#	%
Midnight To Six	4	6.3%
Six To Noon	9	14.1%
Noon To Six	28	43.8%
Six To Midnight	23	35.9%
Totals	64	100%



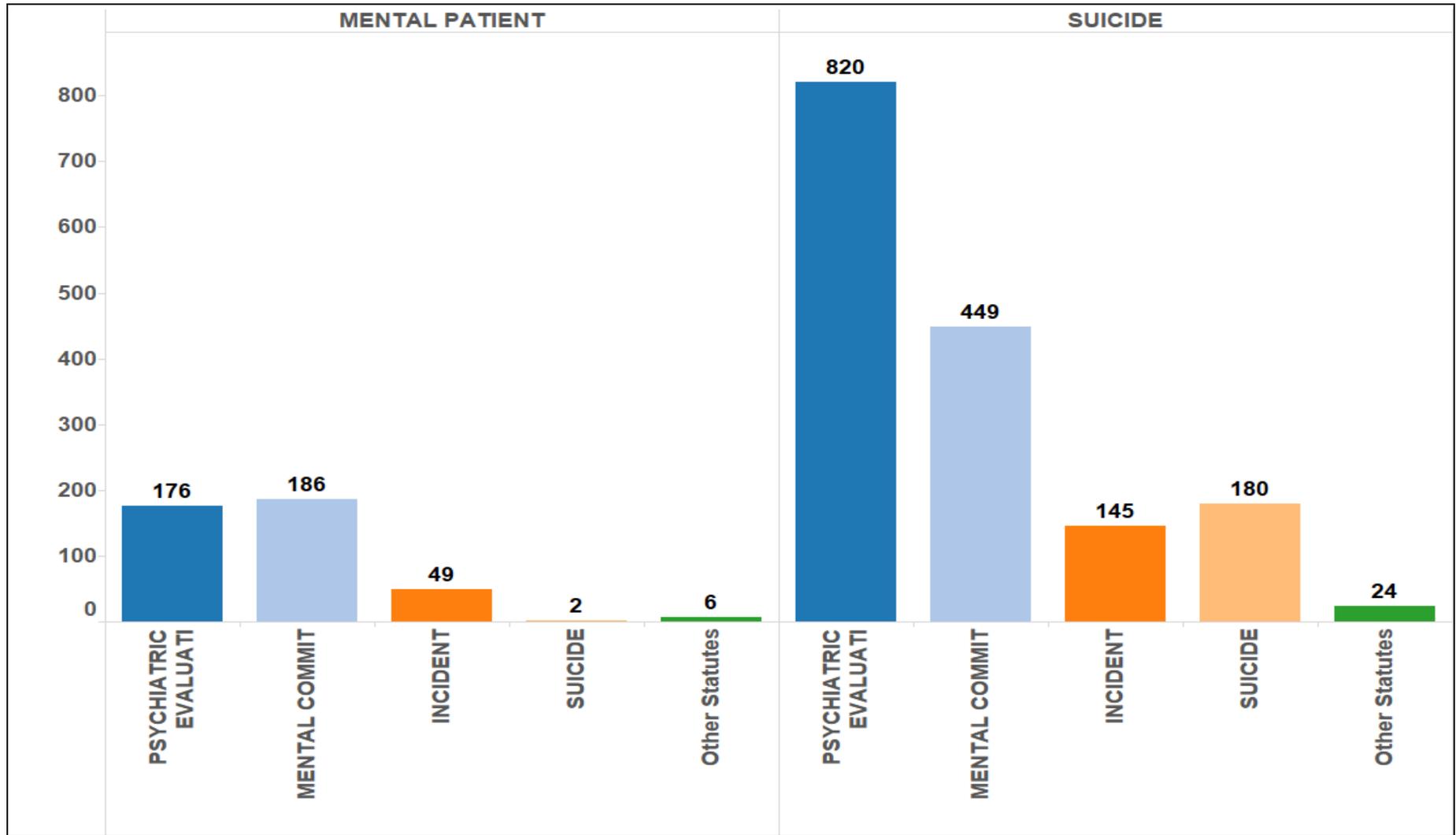
How Can We Learn More About The 3,758 Calls For Service Classified As Suicide In 2015?



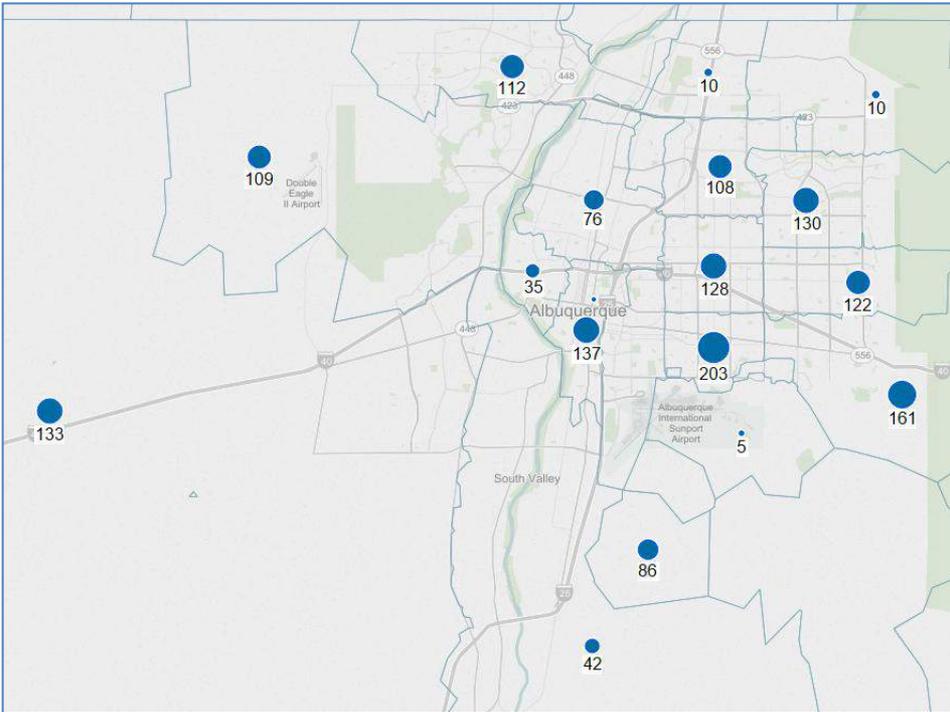
Critical Context: The NM Office Of The Medical Investigator Reported These Completed Suicides For Bernalillo County, 2005 - 2014



We Need To Unpack The Data Labeled Suicide In Order To Conduct Analyses And Communicate With The Public And Other Stakeholders

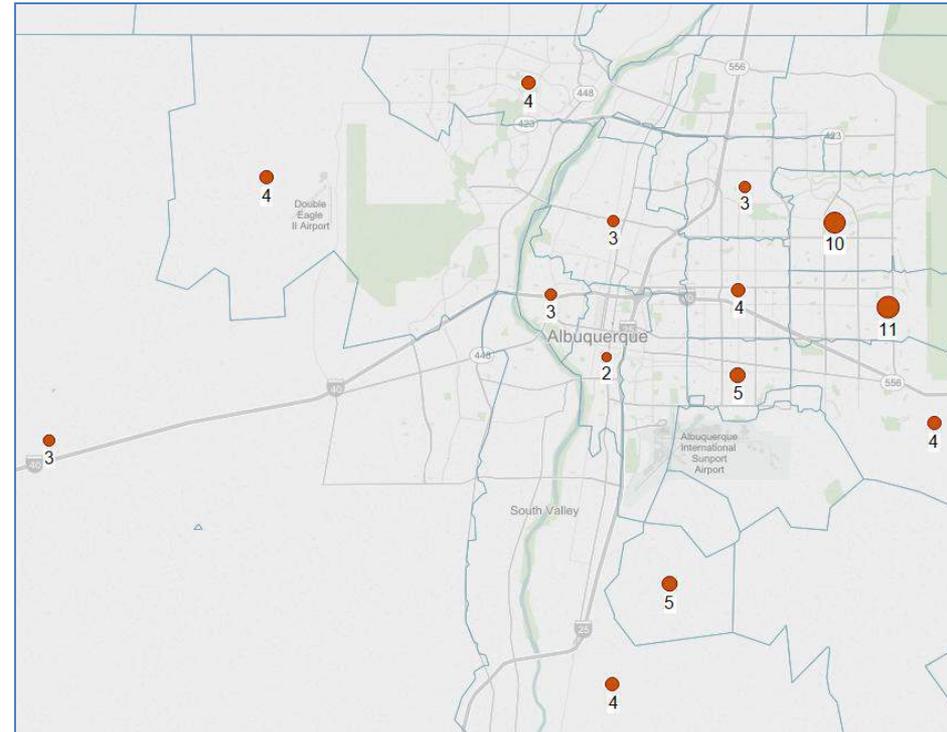


Labels Matter

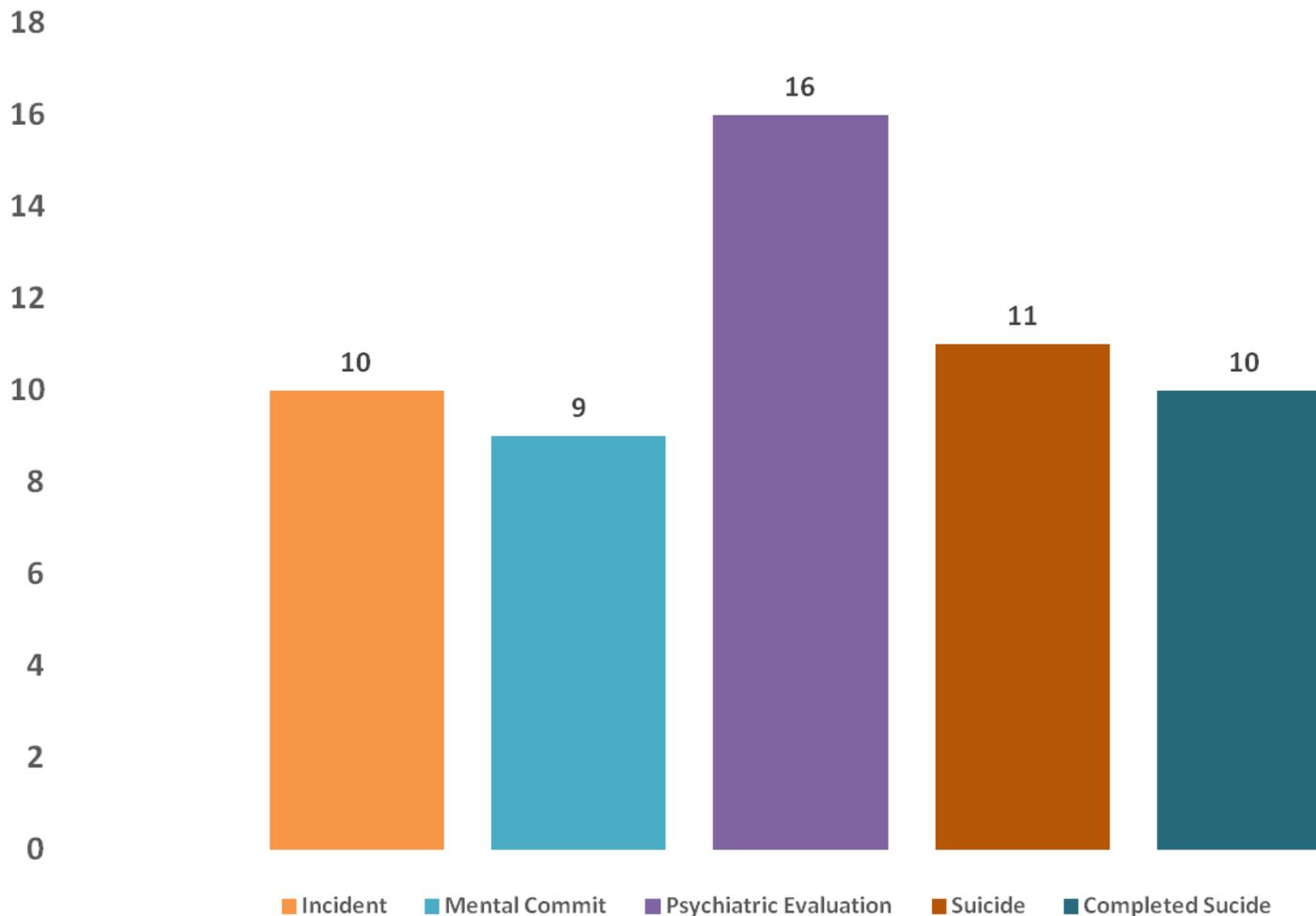


**What Albuquerque Looks Like
When We Map All 1,618 Calls
For Service That Are Labeled As
"Suicide"**

**What Albuquerque Looks
Like When We Map The 65
Incidents That Are Labeled
As "Suicide" At All Levels Of
Reporting**



It Is Important To Note That A Review Of 56 Incident Reports Indicate That Even Those Incidents Categorized As Suicide At All Levels Of The Reporting System Were Related To Suicide Incidents Or Attempts, But Were Not Often Completed Suicides



Labels Uses In The Offense/Incident Box Of The New Mexico Uniform Incident Report



What Do We Know About The Individuals In Crisis That Come In Contact With The Crisis Intervention Unit?



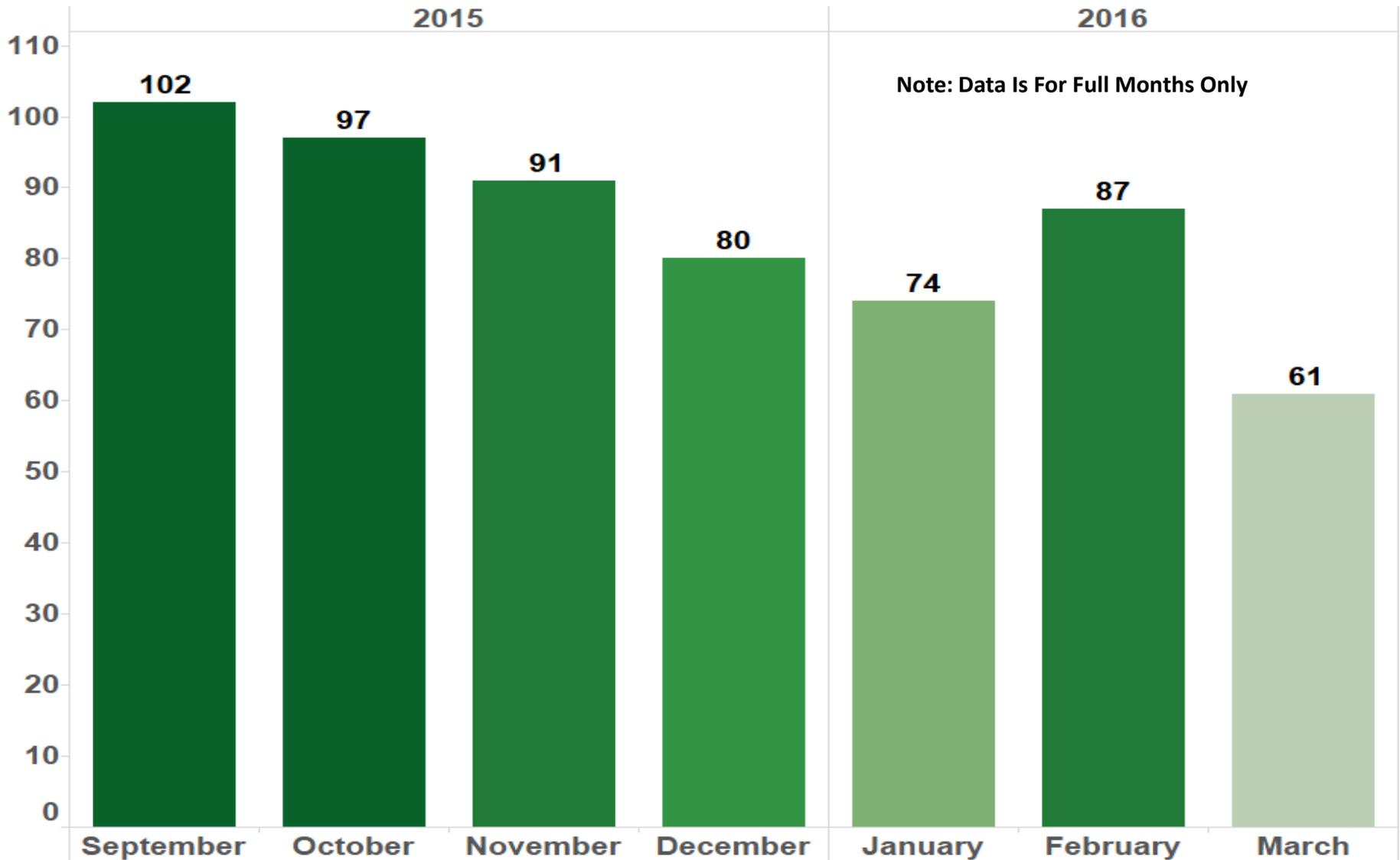
Individuals On The CIU Detectives' Case Loads Meet These Criteria

CIU detectives shall limit their intake to Police Referrals only, unless exigent circumstances exist. These referrals should have the following criteria:

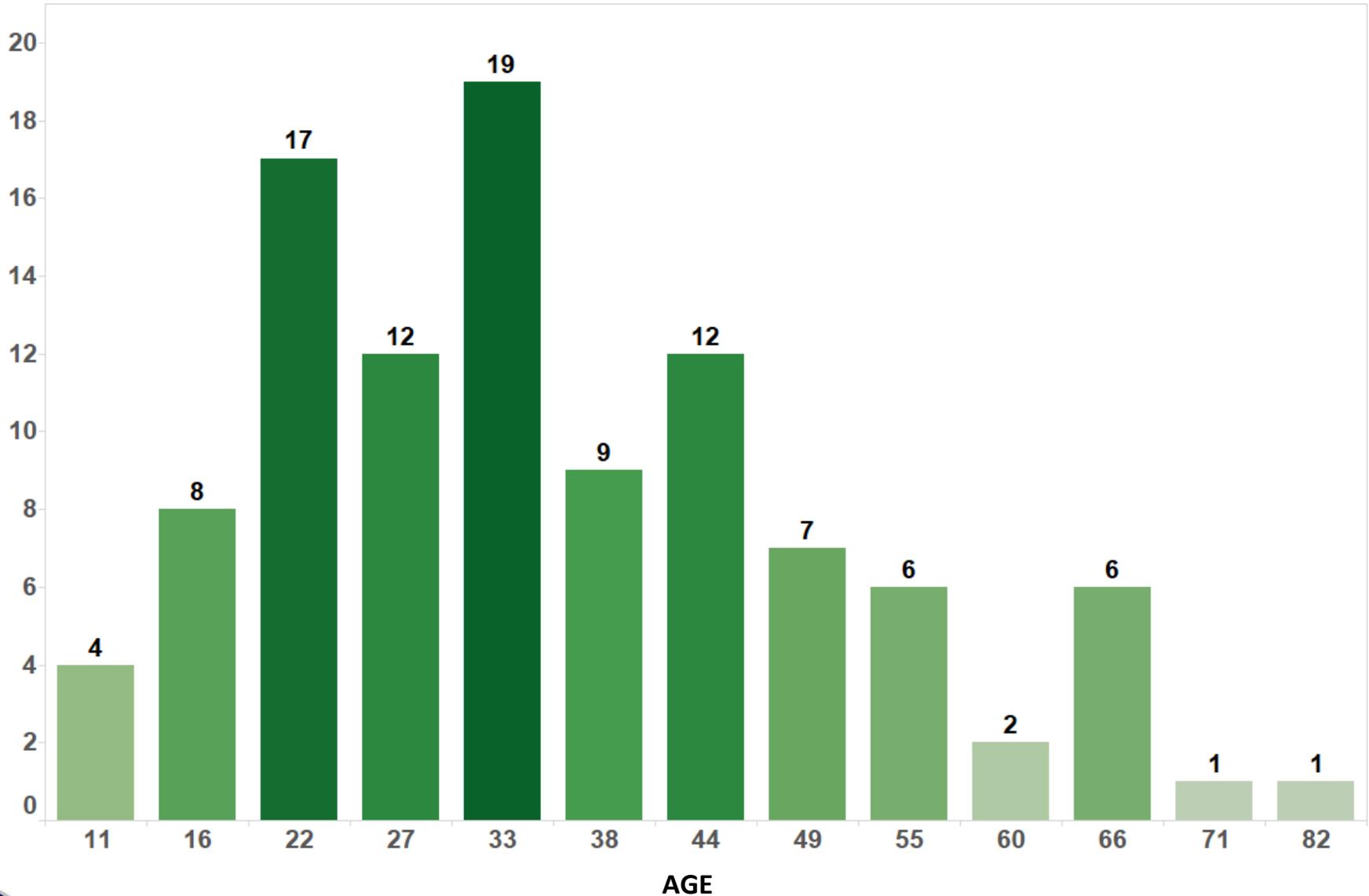
- a. Availability of weapons
- b. Substantiated statements to commit, or the actual commitment of a violent or dangerous act
- c. Personal history, known or provided, that reflects prior violence under similar circumstances
- d. Any corroborating information that would lead a CIU detective to believe the individual is a danger to others or displays escalating behavior



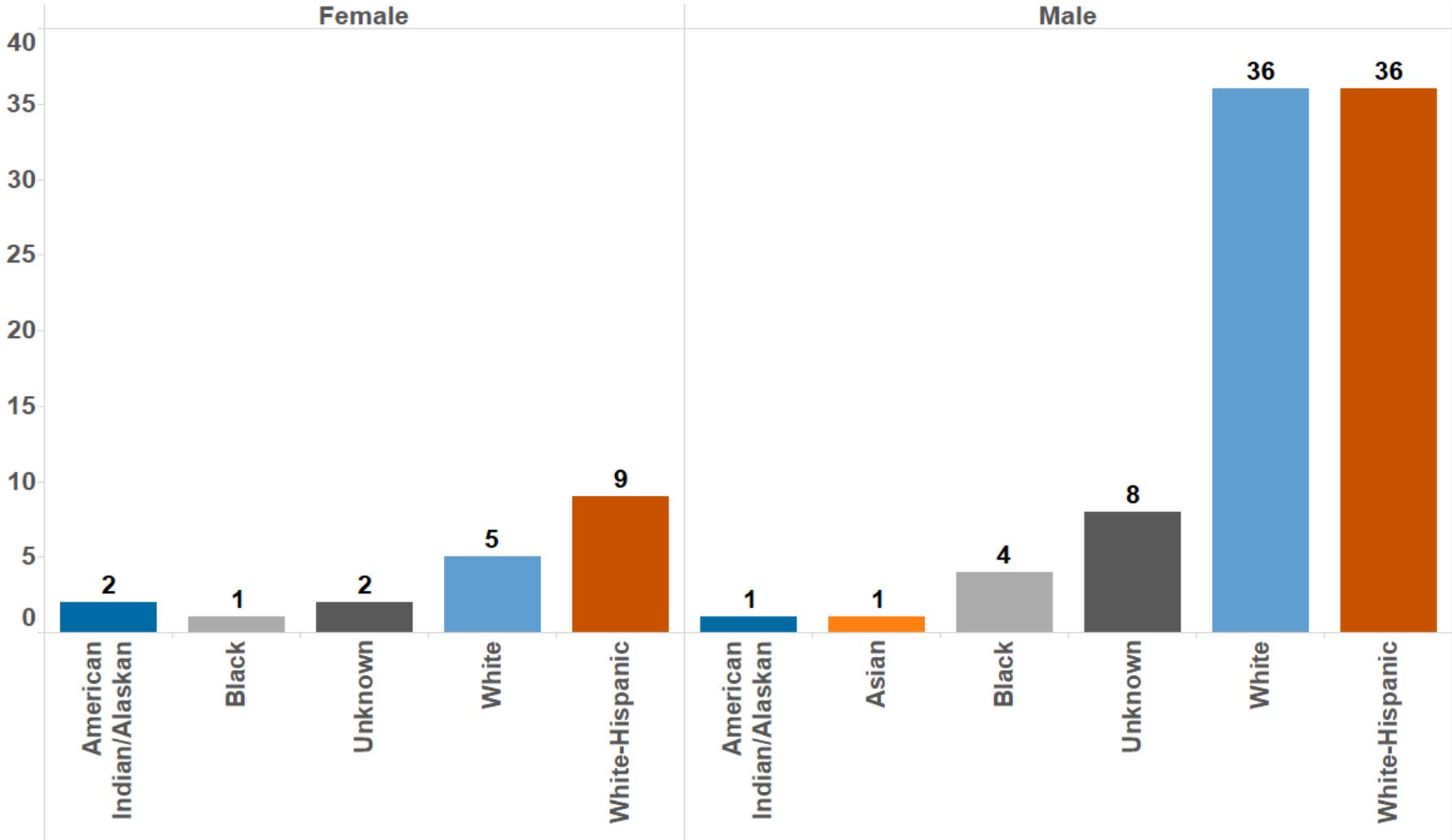
Number of Individuals On CIU Detectives' Case Loads By Month From September, 2015 To March, 2016



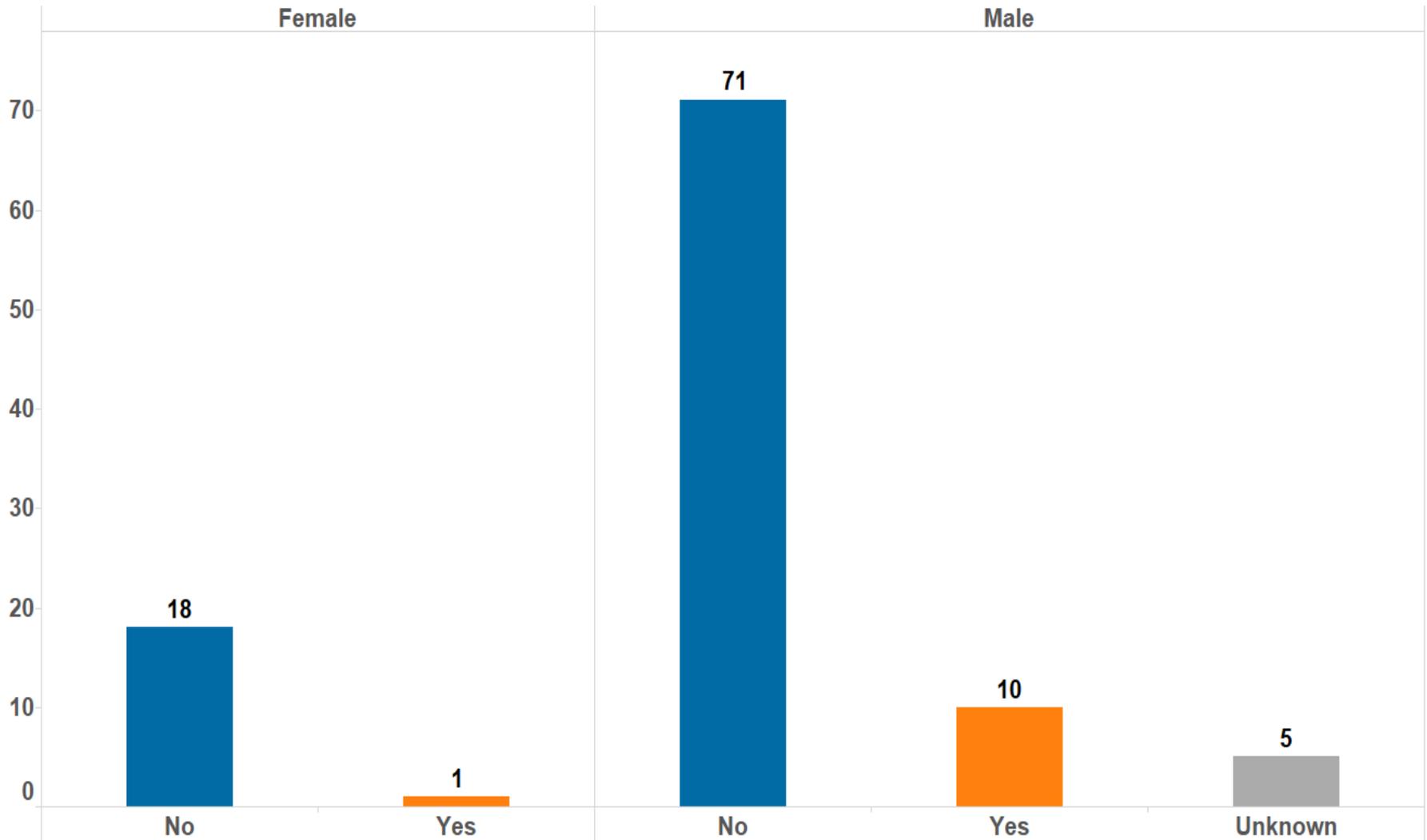
CIU Detectives Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Age



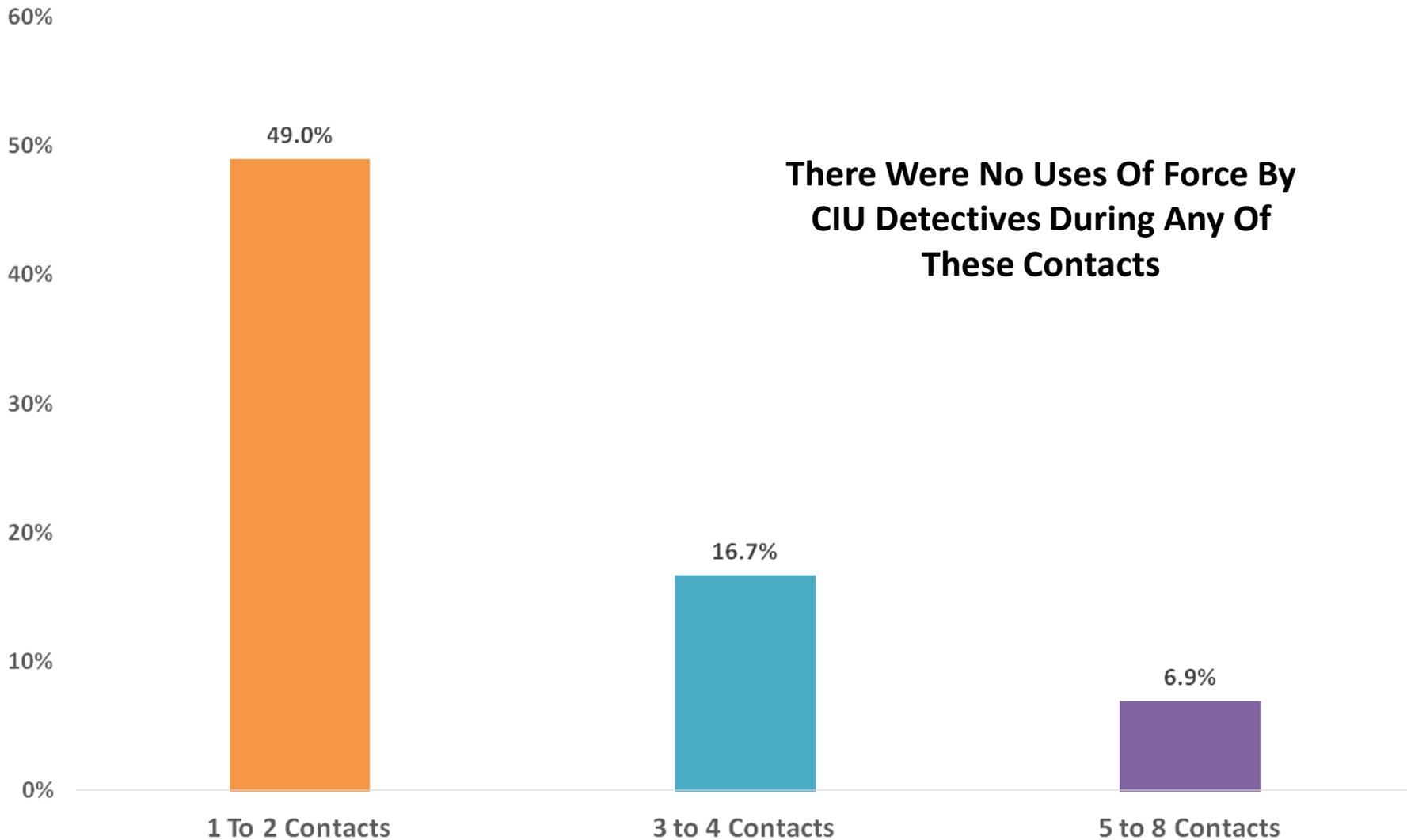
CIU Detectives Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Gender, Race/Ethnicity



CIU Detectives Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: U.S. Veteran Status By Gender



Many Of The Individuals On The CIU Detectives' Case Loads Require Multiple Face-To-Face Contacts



**There Were No Uses Of Force By
CIU Detectives During Any Of
These Contacts**



Risk Assessments

(Chapter 43 NMSA 1978 Definitions)

Danger To Others

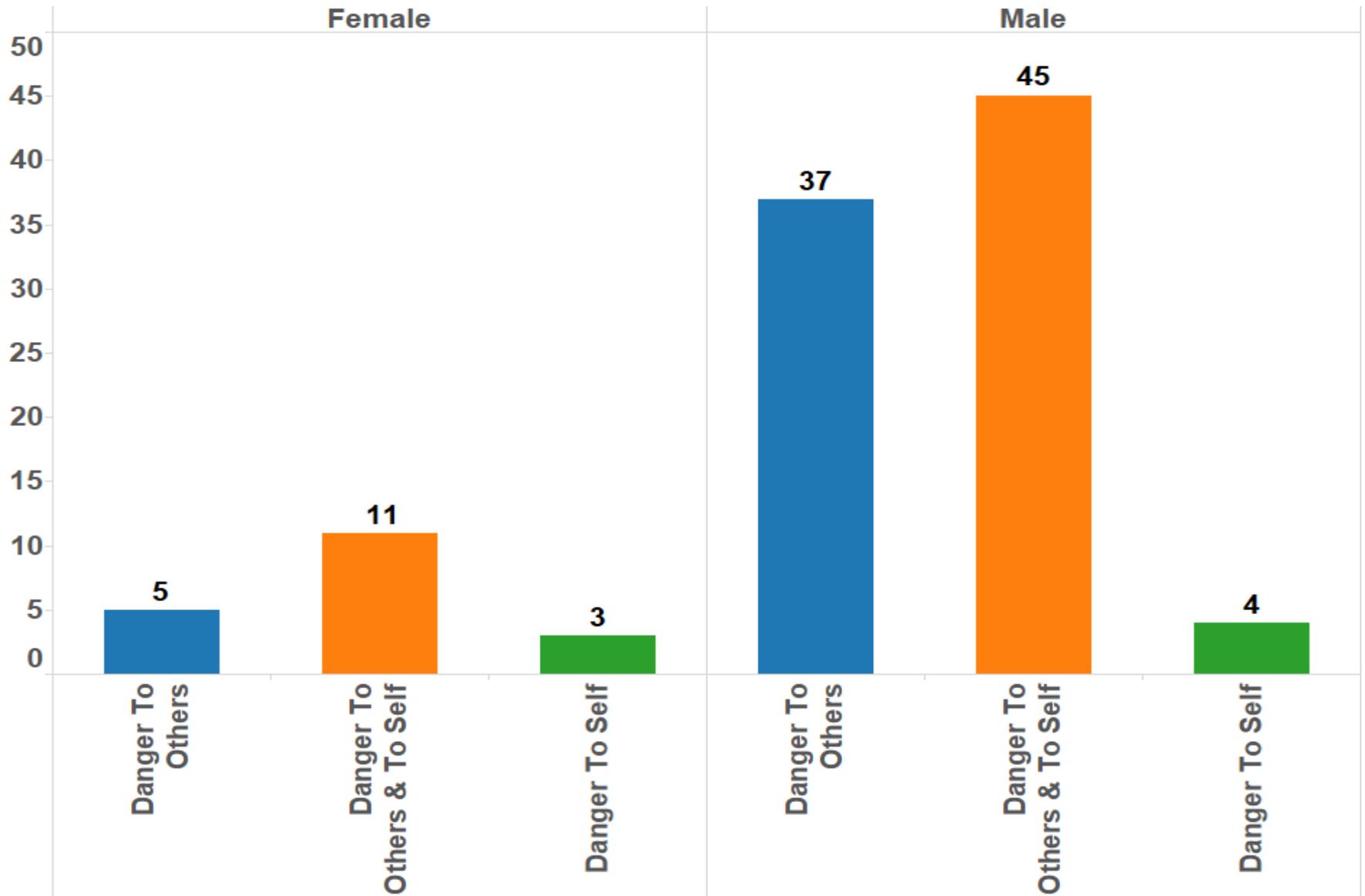
“Likelihood of Serious Harm to Others” means that it is **more likely than not** that in the near future a person will inflict serious, unjustified bodily harm on another person or commit a criminal sexual offense, as evidenced by behavior causing, attempting or threatening such harm, which behavior gives rise to a reasonable fear of such harm from the person.

Danger To Self

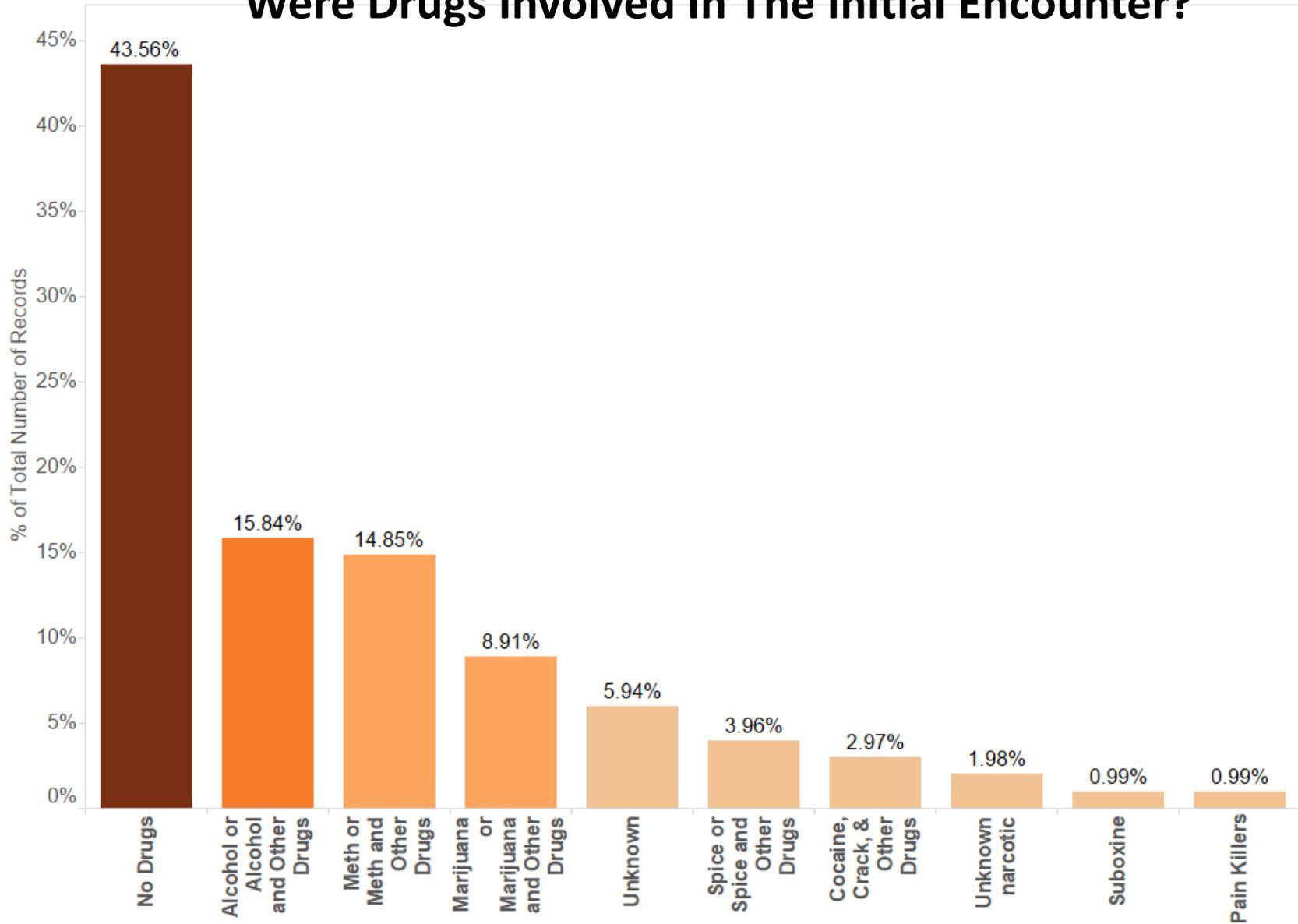
“Likelihood of Serious Harm to Oneself” means that **more likely than not** that in the near future the person will attempt to commit suicide or will cause serious bodily harm to the persons self by violent or other self-destructive means, including but not limited to grave passive neglect.



The Individuals On The CIU Detective Case Loads By Risk Assessment And Gender



Were Drugs Involved In The Initial Encounter?



The CIU Detectives Use The Information On Their Cases In A Number Of Ways

- a. Use information and anecdotal evidence to improve communication with individuals who have frequent contact with law enforcement.
- b. When detectives and COAST find service gaps and other needs, they are brought to the attention of community stakeholders and policy-makers.
- c. Detective provide field officers with current information about high-risk individuals.
- d. Detectives use actual cases and encounters in case-based teaching in CIT Classes and continuing education for law enforcement.

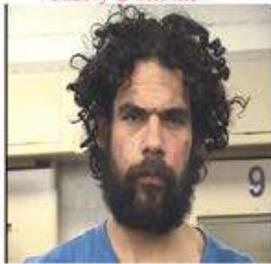


The Critical Importance Of Foresight

CIU Detectives Sent Out The Safety Bulletin On April 4, 2016

**ALBUQUERQUE POLICE**
DEPARTMENT
VIOLENT CRIMES DIVISION
CRISIS INTERVENTION UNIT
(505)924-6005 Bulletin# 2016-05

CRISIS INTERVENTION
Safety Bulletin



**SAFETY BULLETIN
WITH BACKGROUND
INFORMATION**

This Individual Was Safely Taken Into Custody On April 14, 2016

SWAT team arrests man near Candelaria and 2nd NW

By Elise Kaplan / Journal Staff Writer
Published: Thursday, April 14th, 2016 at 2:45pm
Updated: Thursday, April 14th, 2016 at 6:47pm



The Albuquerque Police Department SWAT team fires tear gas towards a home as they try to arrest a man holed up inside Thursday. (Jim Thompson/Journal)

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ALBUQUERQUE, N.M. — For the second time in a year, the SWAT team has arrested 32-year-old Kevin Estrada at his house on the 2000 block of Veranda NW.

About 11 months ago, officers armed with armored vehicles, tear gas and flash bangs arrested him after an hours-long standoff, according to court documents.



Kevin Estrada, 32. (MDC)

What Do We Know About The Individuals In Crisis Who Are Served By COAST?



COAST Specialists Provide Their Services In These Circumstances

1. COAST will be utilized by officers to provide further crisis intervention, referrals to services, and education.
2. When an officer has determined the scene is safe and there is a need for COAST on scene, they will request a COAST unit.
3. COAST shall provide a reasonable effort to resolve the crisis that created the call-out. This may include frequent contacts, as well as police that are having several interactions with the person due to their behavior which may include dispatched calls, unfounded reports of crimes or self-initiated stops.
4. Risk to self: The person is at risk of harming him/herself.
5. Be responsible for taking cases referred to COAST, which are in addition to on-scene referrals, and have been assigned to them by the CIU Sergeant.

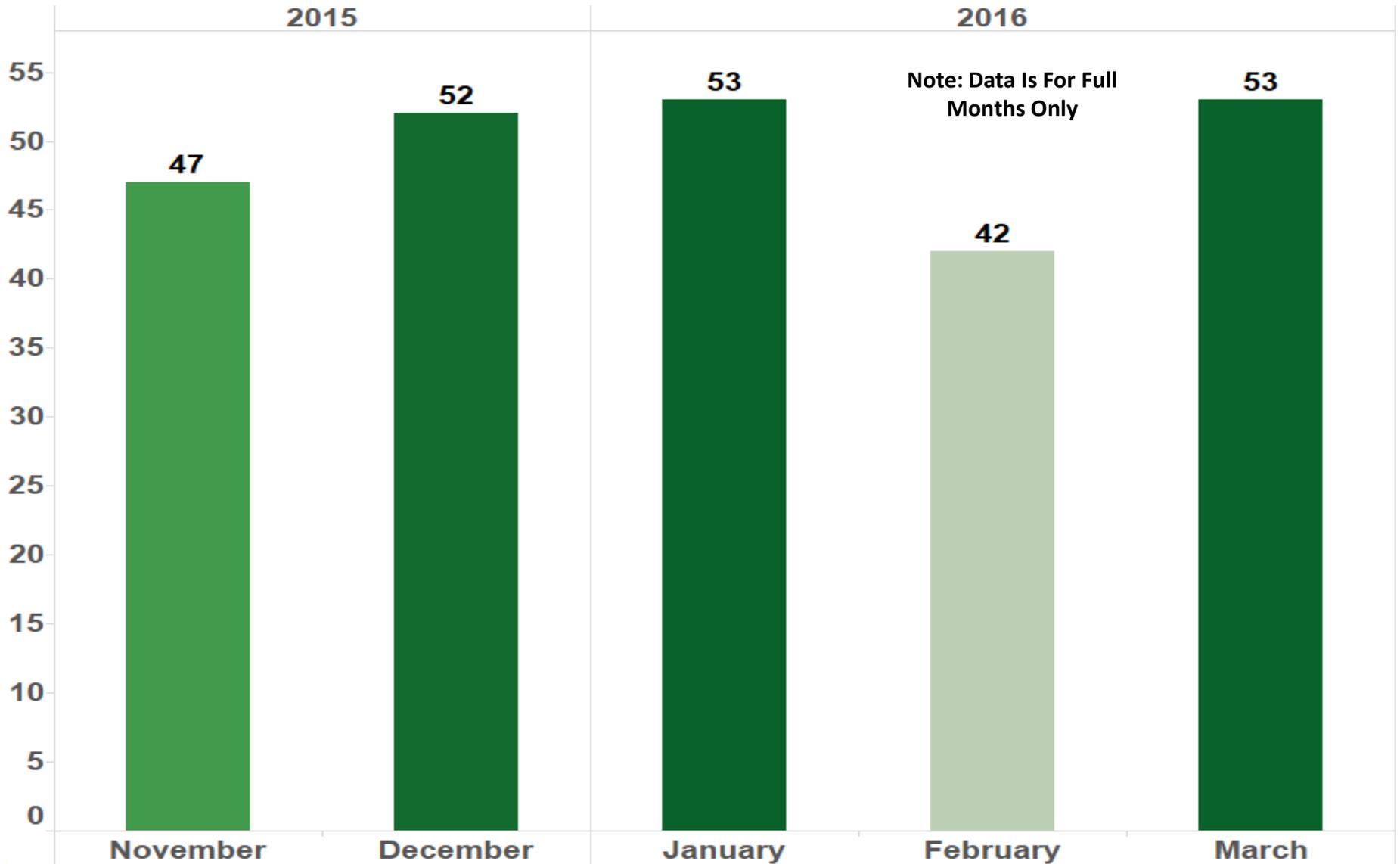


COAST Specialists Focus On These Kinds Of Issues

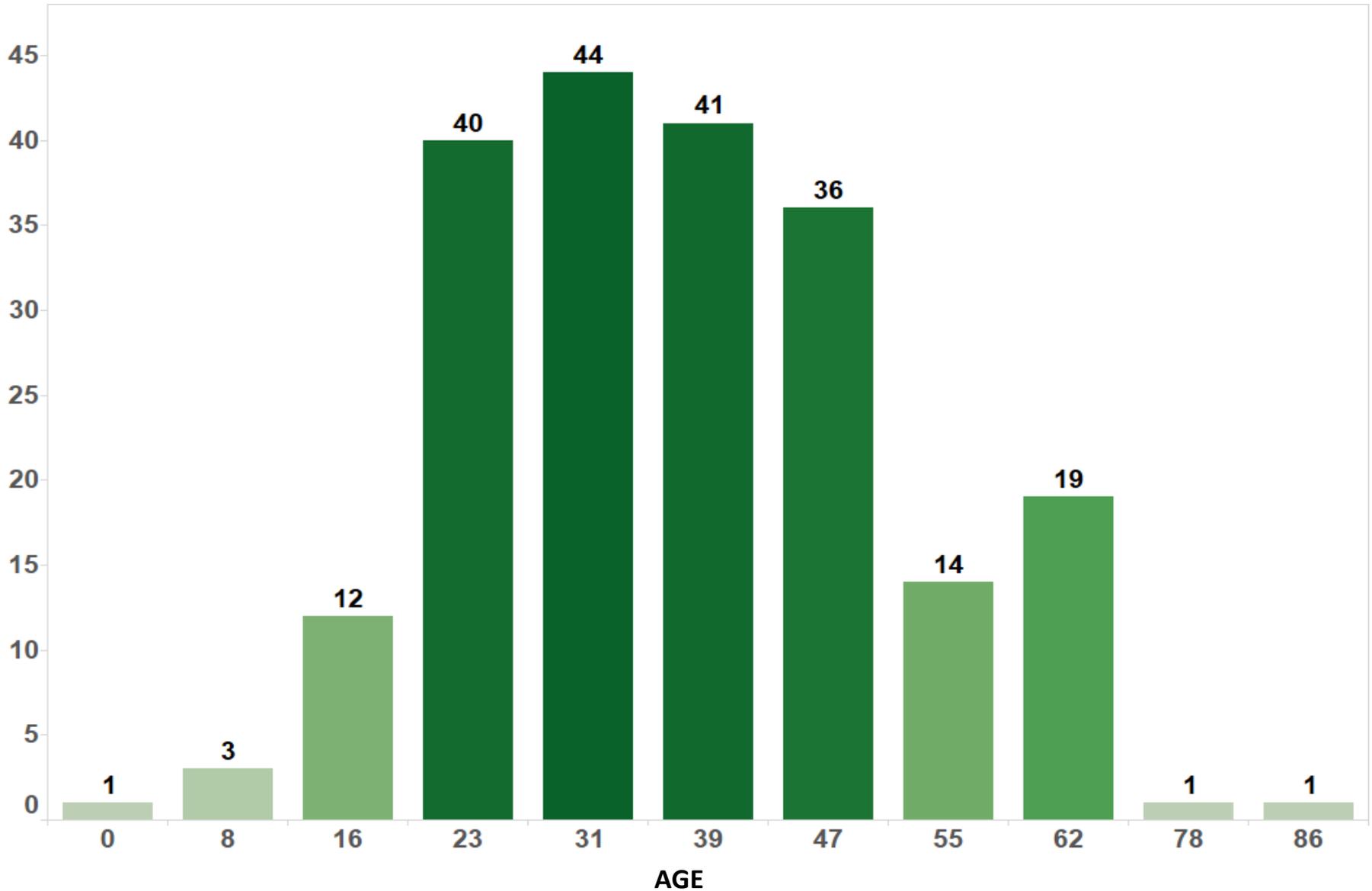
- Mental Health Issues
- Suicide Intervention
- Homelessness
- Substance Abuse
- Basic Needs
- Elder Abuse and Neglect
- Crisis Intervention and Response
- Death Related Issues



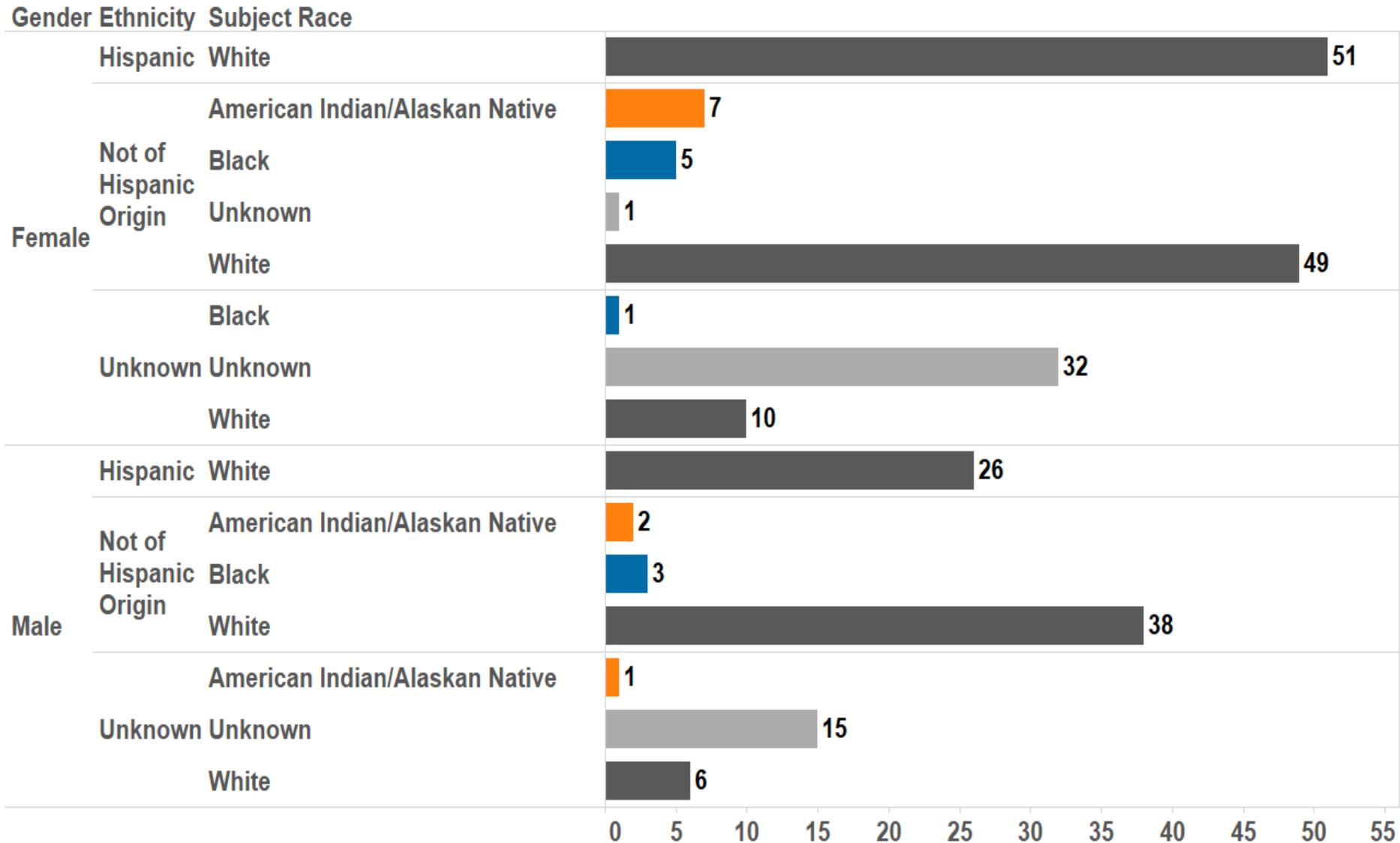
Coast Provided Services To 247 Individuals Between November, 2015 and March, 2016



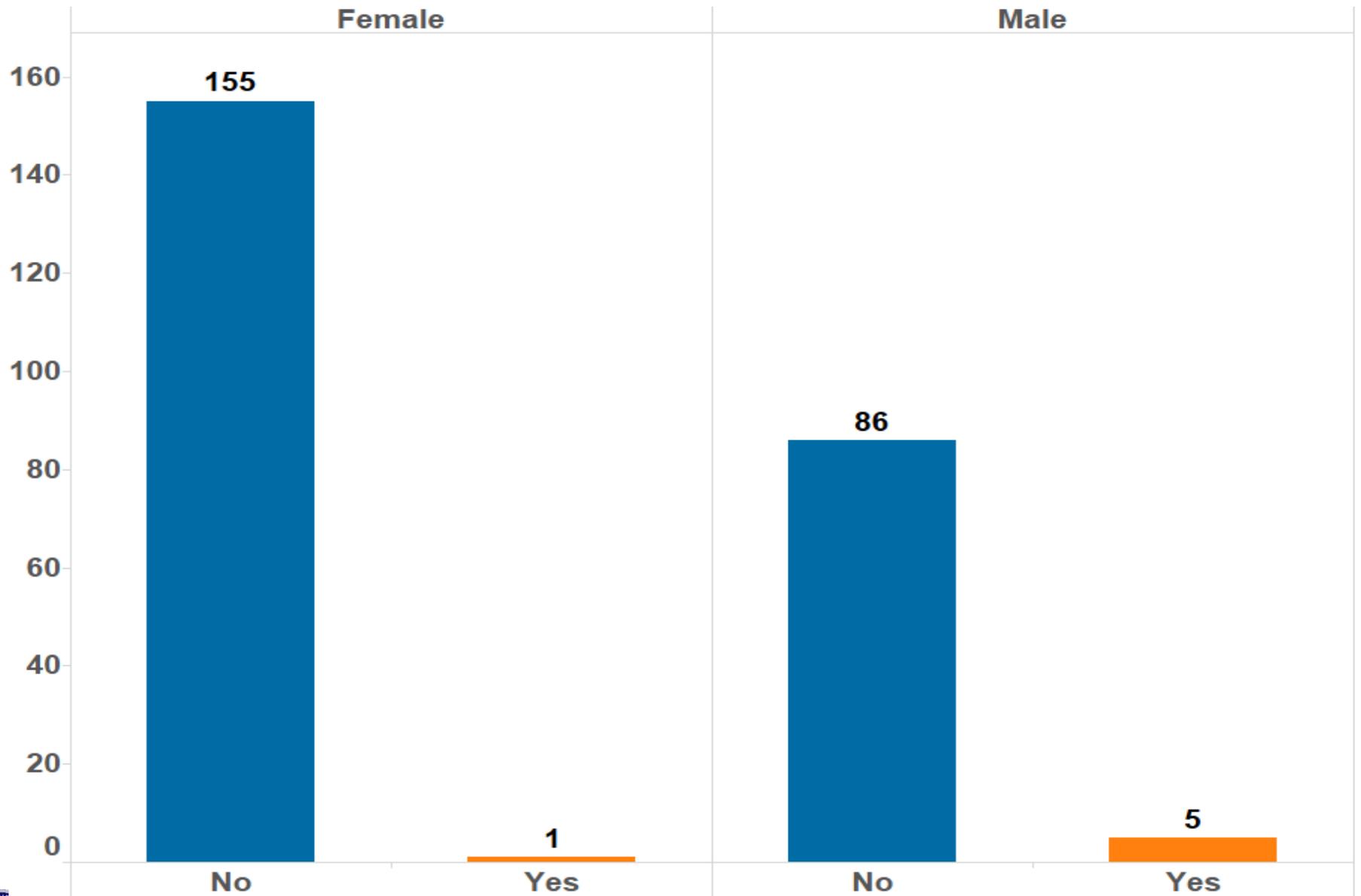
The Age Of The Individuals Served By COAST



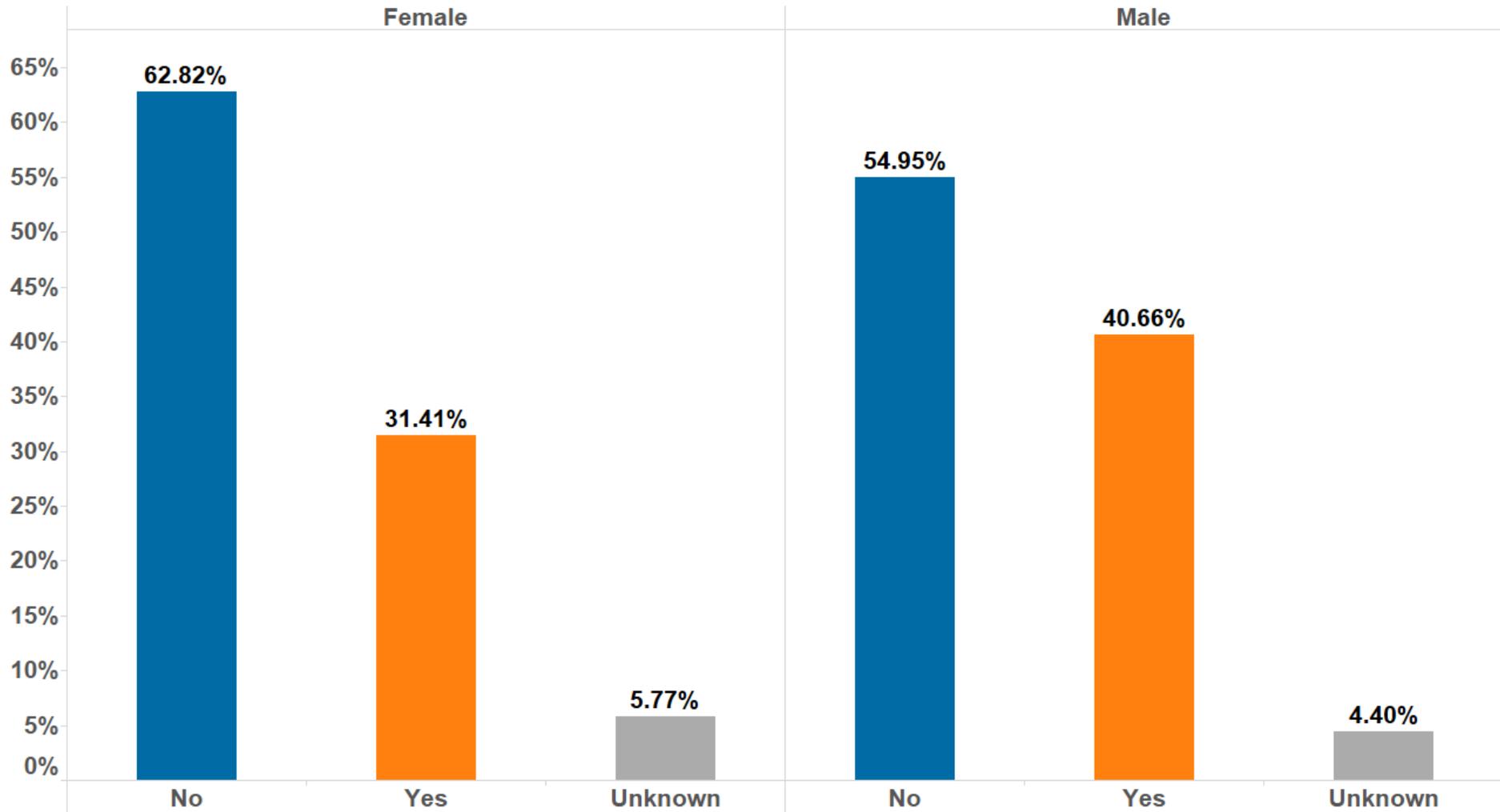
The Gender & Race/Ethnicity Of The Individuals Served By COAST



Did The Individuals Served By COAST Claim To Be U.S. Veterans?



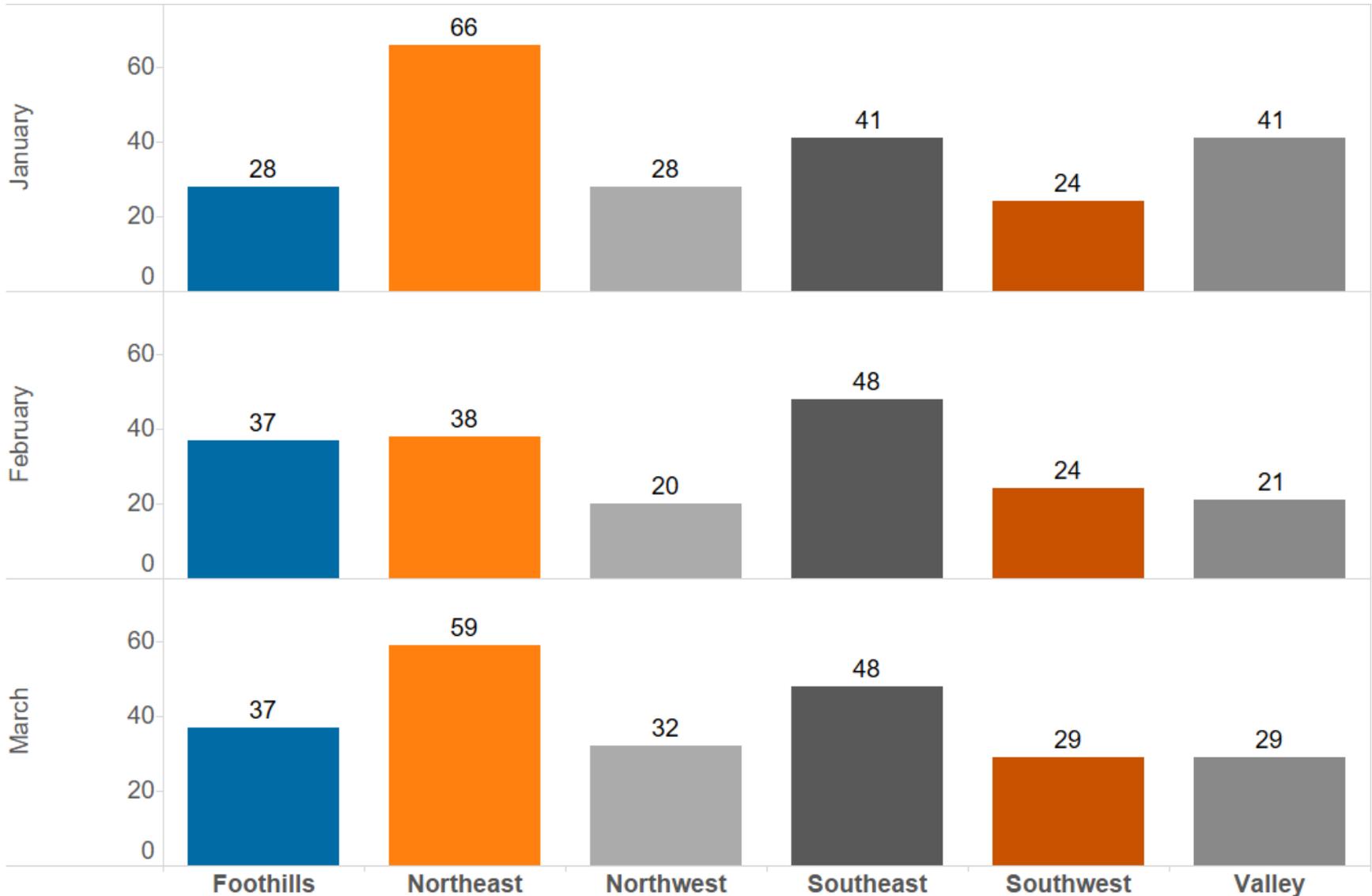
Were The Individuals Served By COAST Homeless?



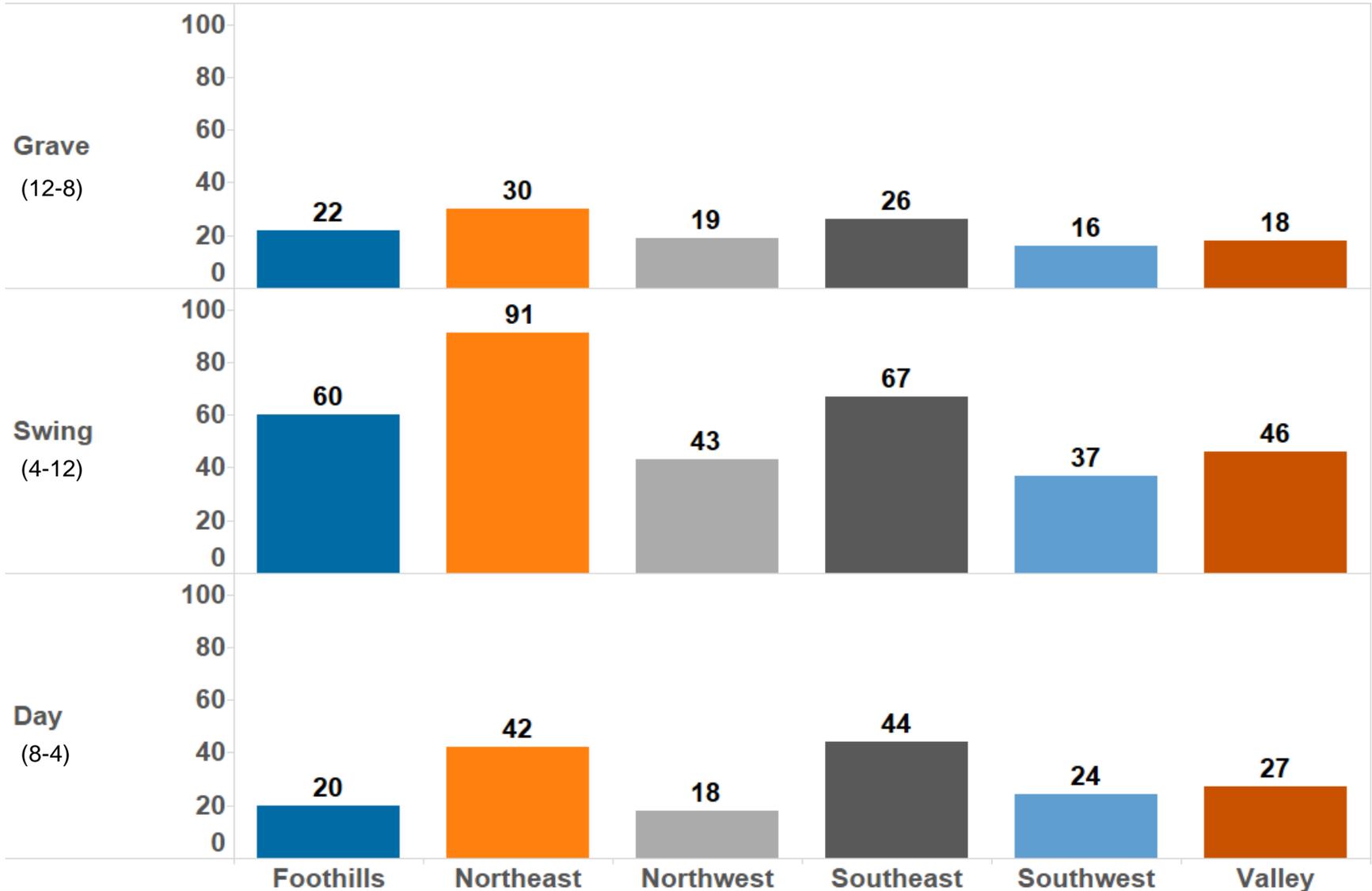
What Do We Know About The Initial CIT-Related Encounters With APD Field Officers?



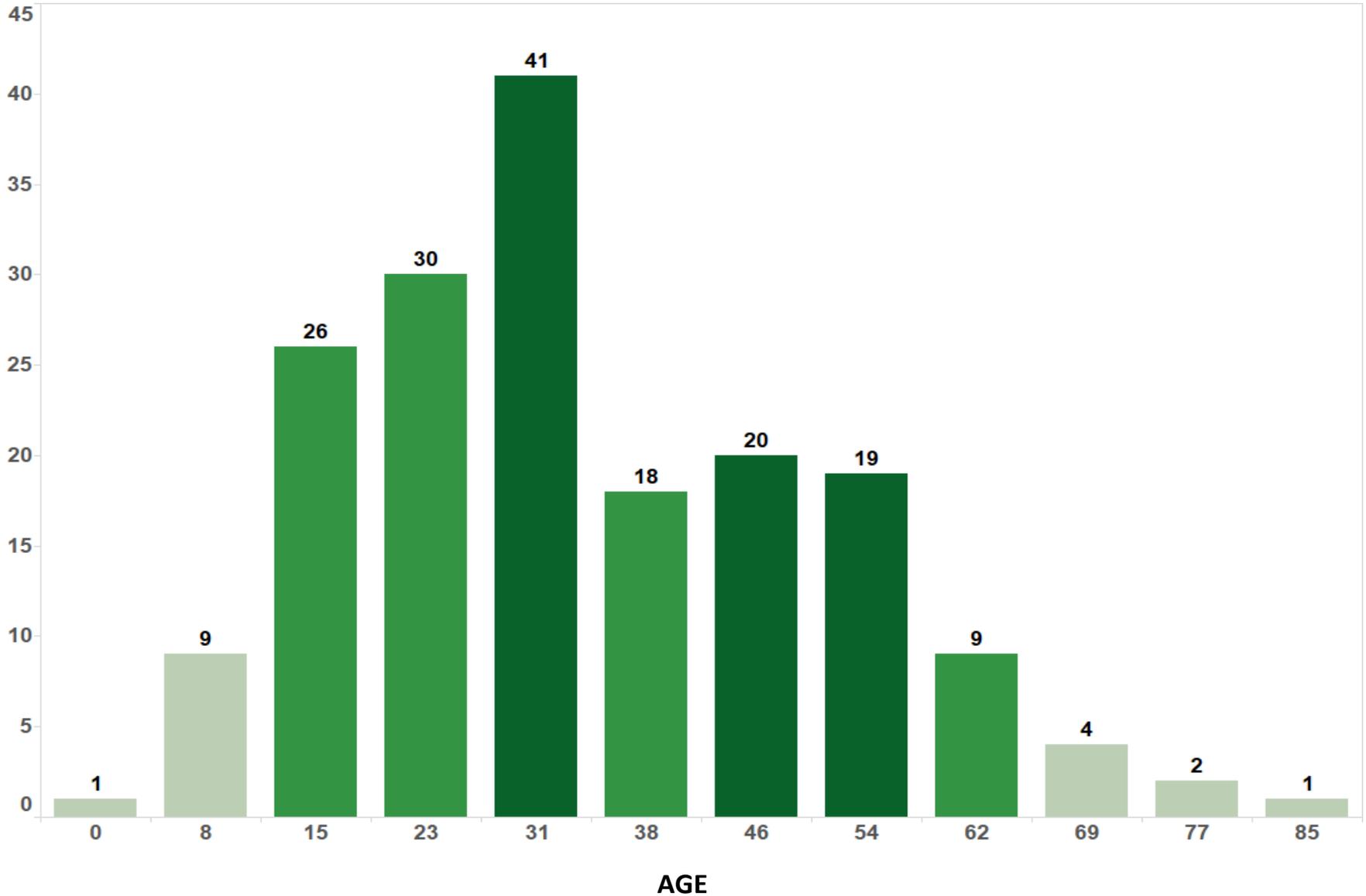
Field Officers In The Six APD Area Commands Worked With 651 CIT-Related Incidents January, 2016 to March, 2016



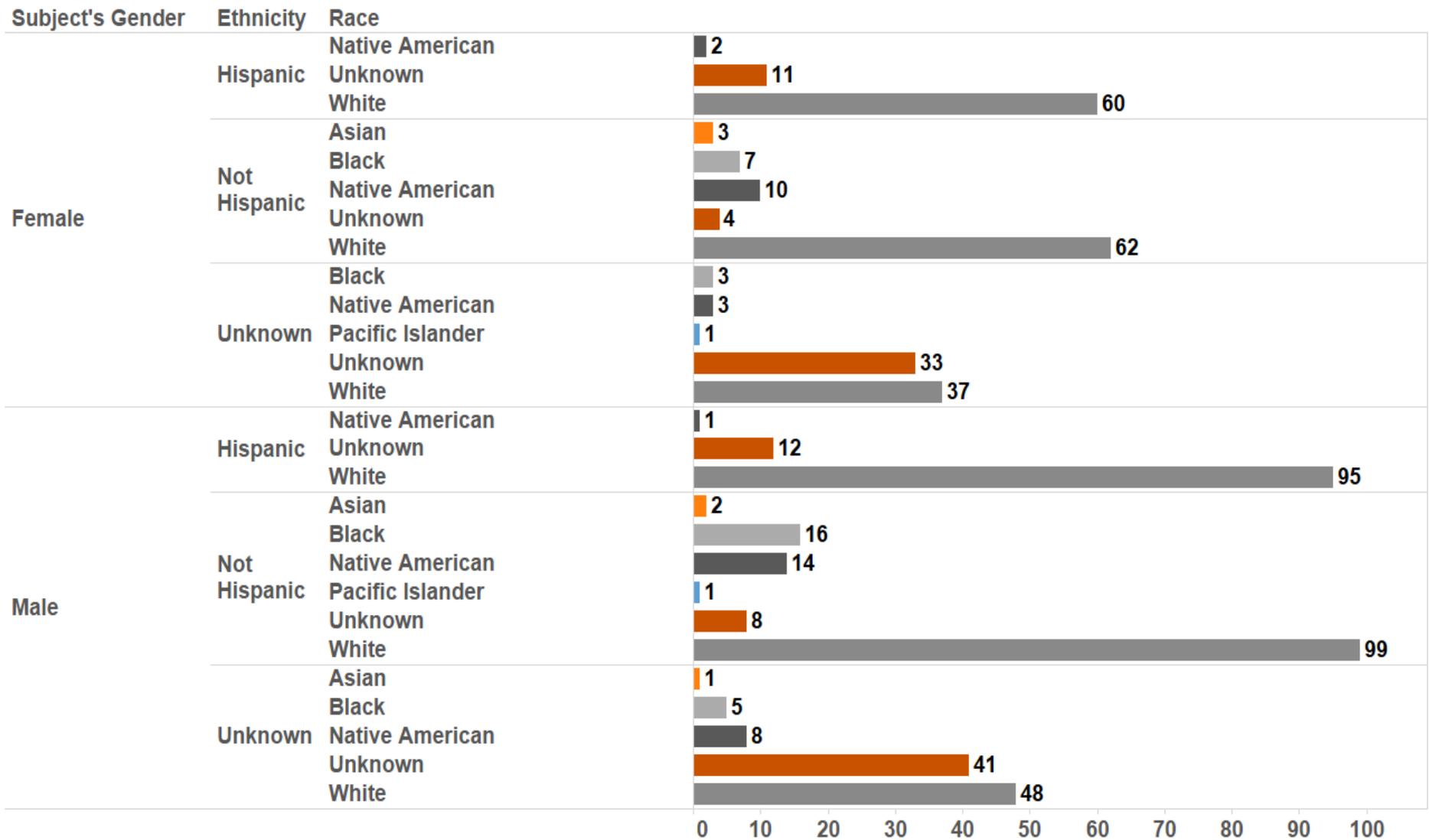
These 651 CIT-Related Incidents With Field Officers Took Place On The Following Shifts November 1, 2015 to March 14, 2016



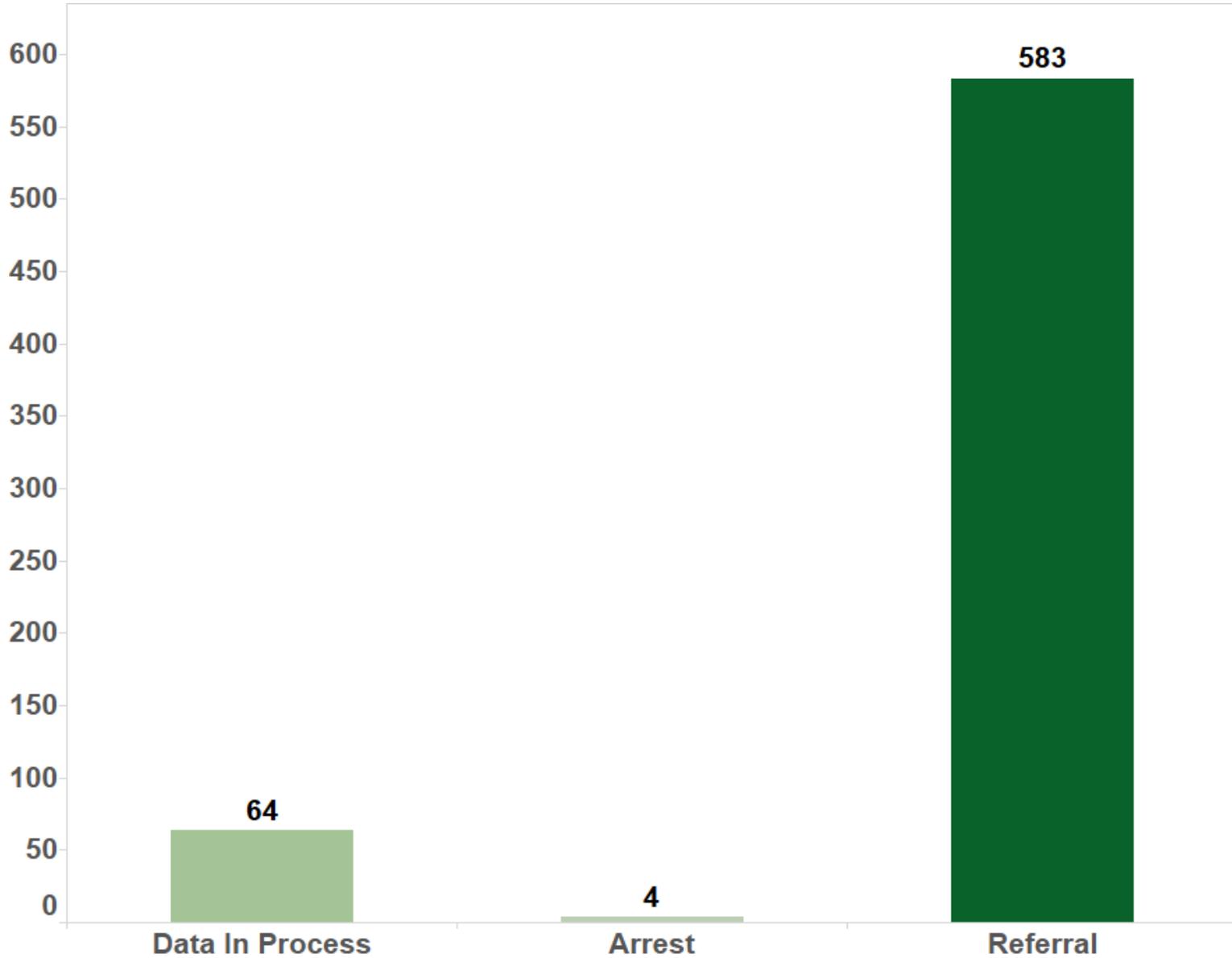
The Age Of The Individuals In Initial Encounters With Field Officers



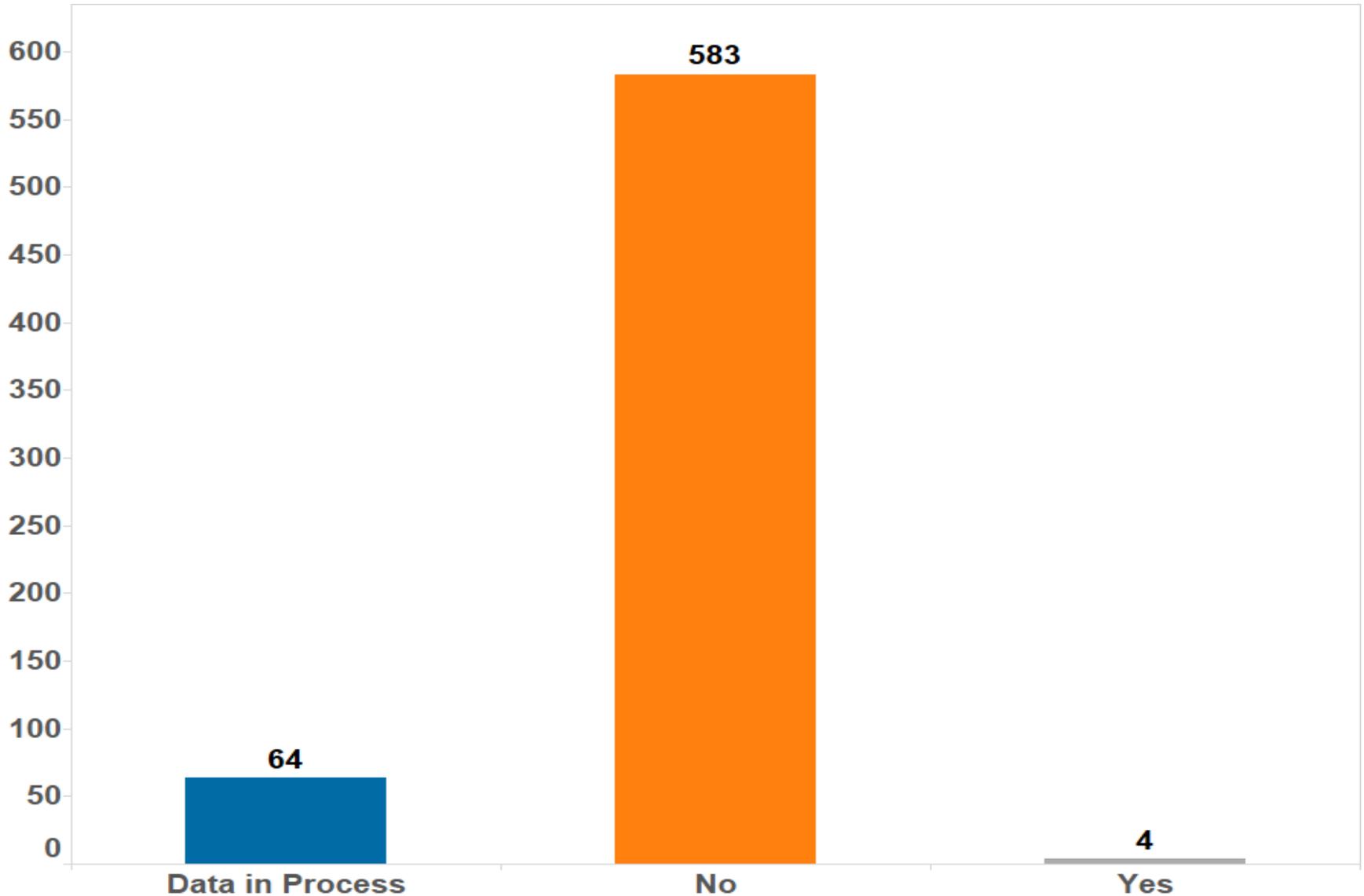
The Gender & Race/Ethnicity Of The Individuals Encounter By Field Officers



The 651 CIT-Related Initial Incidents With Field Officers Resulted In The Following Dispositions, January, 2016 to March, 2016



Use Of Force With Individuals On CIU Case Loads During Initial Encounter With Field Officers



Summary APD Contact Demographics Compared To Albuquerque Demographics



People In Crisis By Gender By APD Contacts

	Total*	Males	Male Percent	Female	Female Percent
Total Population	553,576	268,772	48.6%	284,804	51.4%
Field Officer Reports	587	351	59.8%	236	40.2%
CIU Detective Case Loads	105	86	81.9%	19	18.1%
COAST Clients	247	91	36.8%	156	63.2%

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center.

*Note: Cases Are From Different Time Periods And Those Cases Missing Gender Information Excluded From These Analyses

People In Crisis By Age By APD Contacts

Age	Total Population	Percent	Field Officer Reports	CIU Detectives	COAST
Under 5	37,448	6.80%			.8%
5 to 9 years	36,300	6.60%	0.4%%		
10 to 14 years	36,437	6.60%	8.0%	2.0%	1.4%
15-19 years	34,697	6.30%	14.0%	4.0%	5.2%
20 to 24 years	41,467	7.50%	12.8%	9.9%	6.0%
25 to 34 years	86,575	15.60%	22.7%	31.7%	26.1%
35 to 44 years	70,882	12.80%	16.8%	19.8%	26.9%
45 to 54 years	73,429	13.30%	12.5%	17.8%	13.9%
55 to 59 years	34,021	6.10%	6.2%	3%	4.9%
60 to 64 years	31,270	5.60%	3.8%	3%	5.4%
65 to 74 years	39,083	7.10%	2.1%	6.9%	6.3%
75 to 84 years	22,372	4.00%	.03%	2.0%	1.9%
85 years and older	9,595	1.70%	.03%		1.4%

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center; Crisis Intervention Unit. *Note: Cases Are From Different Time Periods And Those Cases Missing Age Information Excluded From These Analyses



People In Crisis By Race & Ethnicity By APD Contact

	Total	White	Hispanic	Black Or African American	American Indian and Alaskan Native	Asian	Other Races Alone or Together
Total Population	553,576	228,881 (41.3%)	262,070 (47.3%)	15,956 (2.9%)	20,742 (3.7%)	13,771 (2.5%)	22,348 (4.1%)
CIU Detective Cases	105	41 (39.0%)	45 (42.9%)	5 (4.8%)	3 (2.9%)	1 1.0%	N/A
COAST	247	103 (41.7%)	77 (31.2%)	9 (3.6%)	10 (4.0%)	0 (0%)	N/A
Field Officers	587	246 (41.9%)	178 (30.3%)	31 (5.3%)	38 (6.5%)	6 (1.0%)	N/A

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center & Crisis Intervention Unit. *Note: Cases Are From Different Time Periods And Those Cases Missing Race/Ethnicity Information Excluded From These Analyses



The Albuquerque Police Department Real Time Crime Center



APD Made A Number Of Important Changes After The John Hyde Incident Including The Creation Of The Real Time Crime Center

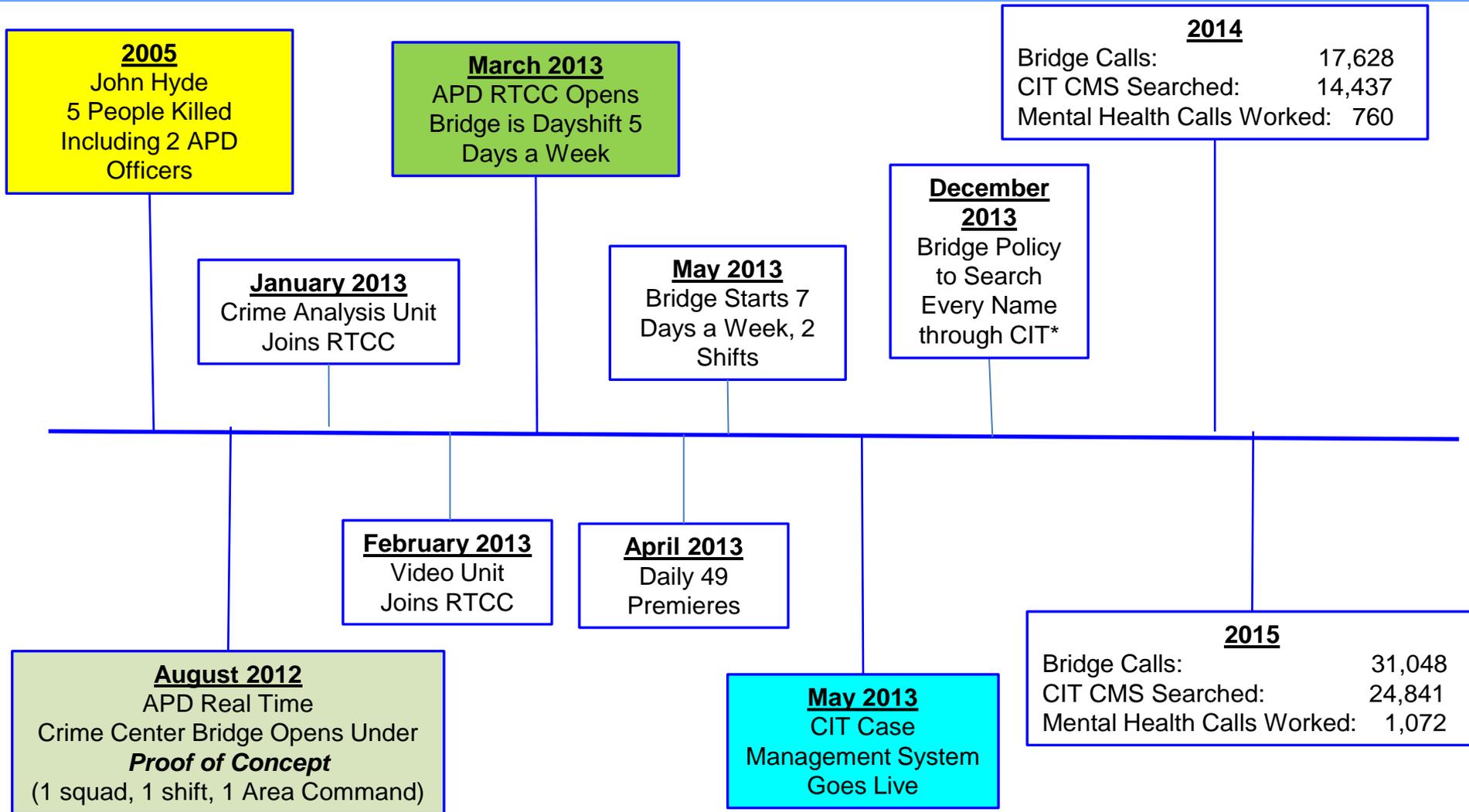


The RTCC's Goal:

To provide relevant real-time information to field officers engaged in high-risk calls before they go on their first call for service and while they are on their first call for service



APD Real Time Crime Center: CIT Assistance



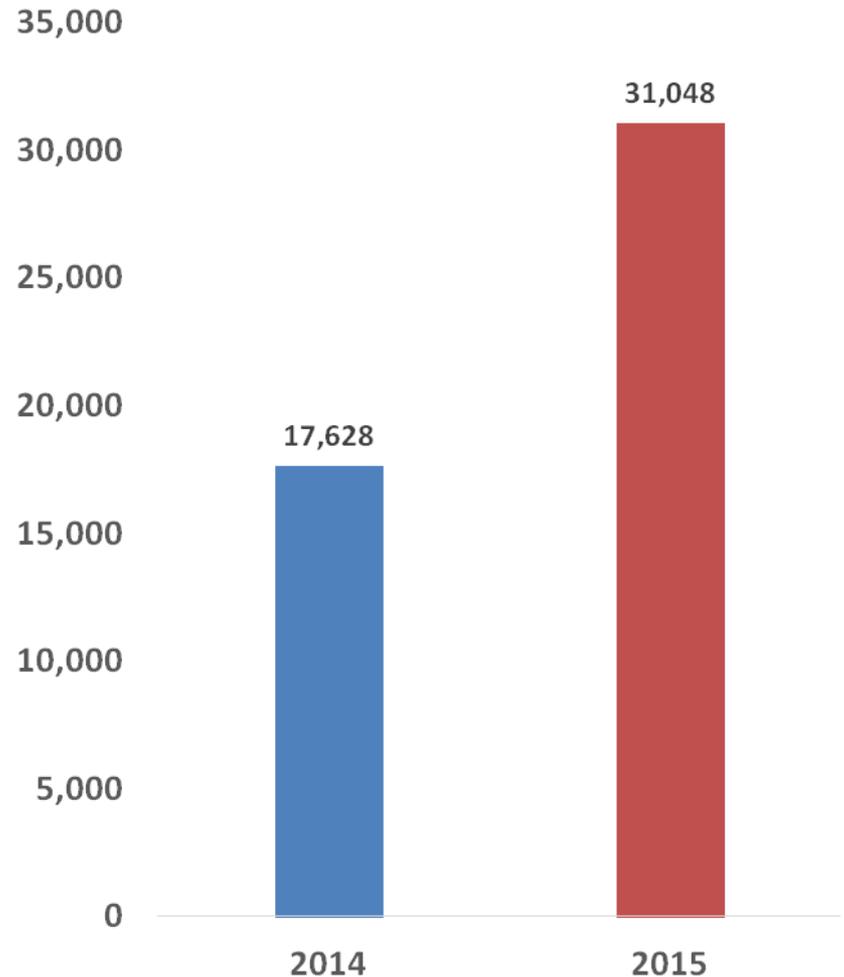
*Number of Cases in CIT Case Management System: 4,568



The APD Real Time Crime Center

The RTCC:

- Takes field Intel requests.
- Addresses all requests with a special focus on mental health, domestic abuse and suicide calls.
- Provides live Intel to the field.
- Produces a daily Video Briefing.
- Has access to all available video feeds.
- Updates all divisions with the latest analytical data.
- Takes burden off of 911.



Total Number Of Calls Taken by
RTCC Bridge Operators



Real Time Crime Center Bridge CIT Examples

Situational Awareness for Family Fight Call Type:

Initial Call Information	<p>██████████, ALB Type:15 Name:██████████ Phone:██████████ ...BRO/BRO DISPUTE -- CLR ADVING BRO IS VERY -18 CAUSING A 39 -- SUBJ KEEPS TRYING TO GET CLR TO 32 WITH HIM -- CLR ADVING BRO IS OUTSIDE YELLING -- REQING 34S ASSITANCES IN REMOVING SUBJ FROM AROUND THE 20 SUBJ S#:1 Race:W Sex:M Age:28 DOB:██████████ Hght:6'0 Name:██████████</p>
Notes/Comments	<p>Advised via radio to Use extreme **48** w/ both subjects. Brothers always 32'ing and causing 39's. During last encounter *SUBJ WAS INTOXICATE AND CARRYING A LARGE KNIFE WHEN APPROACHED BY 34'S AND STATED HE WAS UPSET THAT HIS FATHER WOULDN'T TAKE HIM TO HIS MOTHER'S GRAVE.***34'S CONTINUED TO TRY AND CALM ██████████ DOWN BUT NOTHING SEEMED TO CALM HIM DOWN. HE BECAME MORE AGITATED WITH OFFICERS AS HE CONTINUED TO YELL, CURSE, AND PACE IN THE STREET. SUBJ HAS MULTIPLE INCIDENTS WHERE HE WOULD CUT HIS LEFT HAND WITH THE KNIFE. 34'D STATED THEY WERE TRYING TO GET SUBJ HELP, BUT ██████████ REFUSED TO DROP THE KNIFE AND COOPERATE. SEVERAL OFFICERS WERE FORCED TO RETREAT SLIGHTLY IN ORDER TO KEEP A SAFE DISTANCE AS HE WALKED TOWARDS THEM IN A VIOLENT MANNER. SUBJ WAS SHOT USING BEAN BAGS DURING THIS INCIDENT(apd ref.150041679). SUBJ DOES HAVE CIT LOGS (130046911)WHERE HE WANTED TO COMMIT 43-1 BY COP AND SWAT. SUBJECT WAS DEPRESSED DUE TO THE DEATH OF HIS MOTHER*** *20 does have a hazard that is sent to 34's* Subj's have long history in RTCC log. Most recent (151750321).</p>
Training	No
Law Enforcement Resources	ARS; CIT; MDS; RTCC Logs; WebQuery



Real Time Crime Center Bridge CIT Examples

Escalating behaviors of police calls by Joseph:

- Active threats on law enforcement personnel
- Hazard placed at house in system
- Extensive drug abuse (methamphetamine)
- Self proclaimed schizophrenic
- RTCC notified CIT in 2014 of increase to LE interactions
- Officers cautioned when contacting him

Verbal de-escalation assistance for Judy:

- History of harassment/threats to harm someone
- Brandished knife and firearm previously
- Diagnosed with Bi-polar disorder and schizophrenia
- Several attempts to gain access to neonatal ward
- Judy concerned officers perceive her as mentally ill
- Officers cautioned to not mention past mental history



Real Time Crime Center Bridge CIT Examples

Multiple Call-for-Service escalation by Ronald:

- CIT notified due to alarming number of CFS
- Known drug user (crack cocaine)
- Suffers from delusions, and possibly auditory and visual hallucinations
- Frustration with Law Enforcement /Government over Veteran Affairs treatment
- RTCC notified CIT in 2014 due to large number of false CFS he creates
 - Since 2014, RTCC involved in approximately 100 CFS by Ronald
- RTCC clarifies call history to assist supervisors in response
- RTCC assists in cancel call prior to arrival.
 - Clause identified by CIT:
 - ***If subject is violating the law by contacting 911 or emergency services for unrealistic calls, enforcement action should be taken. If subject is calling, officers should be dispatched to subject's home to check for 43-1-10 or to be 16'd for charges. His address is ...***



**One Of RTCC's Most Powerful Tools Is
Developing Geospatial Crime Hotspot Maps
For Different Categories Of Crime Including
CIT-Related Incidents**



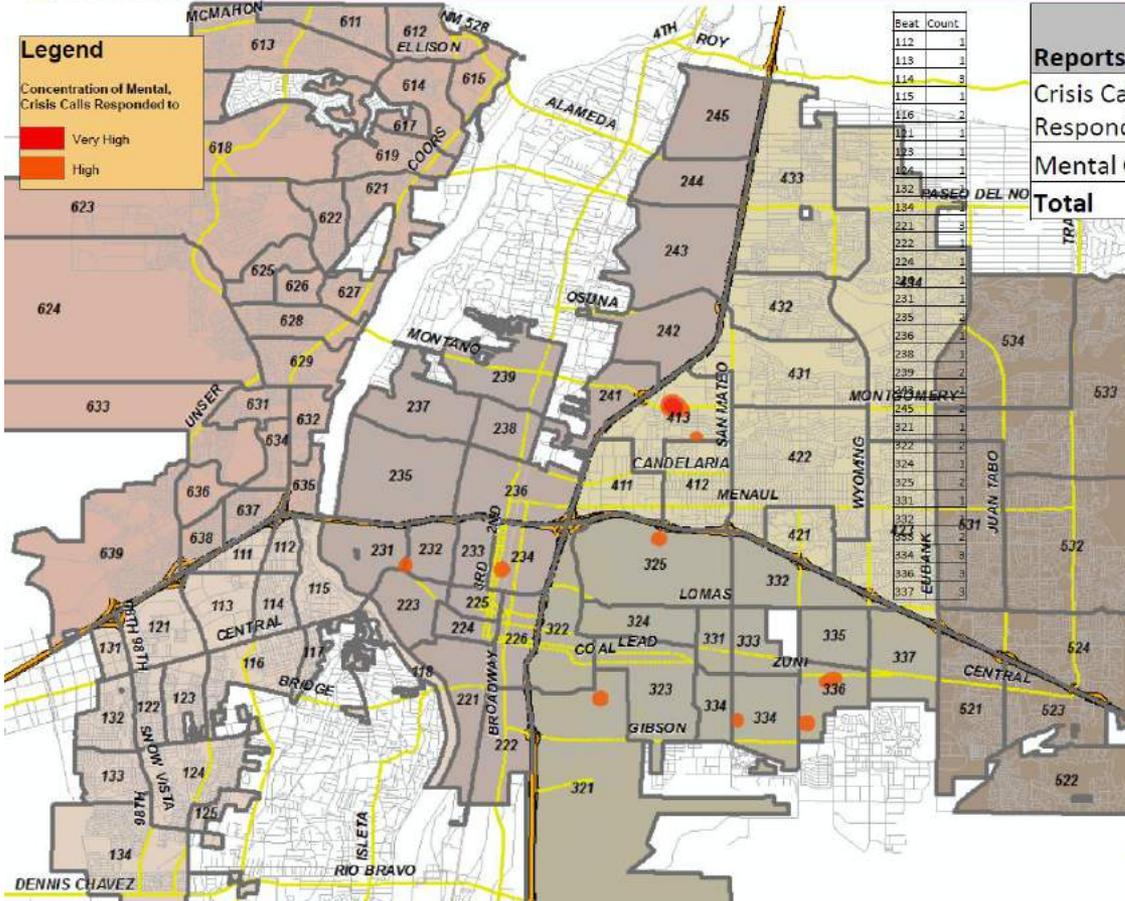


CIT Hotspots & Tables - (March 1-14, 2016) Police Reports

Legend

Concentration of Mental, Crisis Calls Responded to

- Very High
- High



Beat	Count
112	1
113	1
114	3
115	1
116	2
121	1
123	1
124	1
132	1
134	1
184	1
221	1
222	1
224	1
231	1
235	1
236	1
238	1
239	2
245	1
321	1
322	1
324	1
325	2
331	1
332	1
333	1
336	1
337	1

Reports	Last 7 Days	Mar. 1-14, 2016
Crisis Calls Responded to	34	43
Mental Commit	27	60
Total	61	103

Beat	Count	Beat	Count
112	1	411	1
113	1	412	4
114	3	413	2
115	1	422	3
116	2	423	8
121	1	431	3
123	1	432	1
124	1	434	2
132	1	521	3
134	1	523	3
221	3	524	2
222	1	531	1
224	1	532	6
226	1	533	2
231	1	534	3
235	2	611	1
236	1	612	1
238	1	613	1
239	2	616	1
243	1	621	1
245	2	627	1
321	1	629	2
322	2	635	1
324	1	636	1
325	2	639	1
331	1		
332	1		
333	2		
334	3		
336	3		
337	3		

CIT Transports (March. 1-8):
42

For Further Analysis Contact the Crime Analysis Unit at 768-4822

Power of an Analyst: Data Consistency

- **Field versus narrative**
 - Was a weapon used?
 - Type of weapon?
- **Knowing nuances of data**
 - 'Transport to'
 - Better accuracy if using CAD data vs. police reports
 - Transport locations are entered differently or not at all.
 - UNMH or UNM Psych or UNM Children's or UNM Mental Health
- **Currency of fields**
 - NM State Statute of Mental Commit
 - Officers can only recommend a psychiatric evaluation
 - Attempted Suicide versus Suicide
 - Naming conventions



Power of an Analyst: Education

- **Reporting standards**
 - What your crime analyst needs
 - Transport location name specified
 - Other necessary data
 - Veteran?
- **Annual training**
 - Resources available
 - How to read a crime analysis hotspot map
 - Importance of filling out fields available
 - Use correct incident type



APD Uses Data To:

**To Continually Improve The Training,
Safety and Effectiveness Of Police
Officers Dealing With Individuals In
Crisis**



APD CIU Understands Why Data Is Crucial

Data can be used:

- To highlight and address deficiencies in training and interactions between law enforcement and people in crisis.
- To show which community programs are efficient or deficient and help guide government funding options.
- To highlight the importance of including community perspectives in training.
- To serve as the basis for Case-Based Learning.



Training Based On Community Involvement and Perspective Is Crucial

“Law enforcement training has been isolated and in-agency. We work for our community and should adapt to their values and needs. This creates buy-in and community ownership, reduces negative views and gains advocate support. We may overlook simple ideas because they are not based in the law enforcement model of thinking and training. CIT is a community program and not just an in-house training.”

CIU Detective Mathew Tinney



CIU's Detectives Use Case-Based Learning To Share Their Knowledge and Experience With Other Officers

CIU Detectives:

- Handle cases involving people who come in frequent contact with field officers.
- Have intimate knowledge of community systems and services.
- Can translate provider jargon to officers for a better understanding.
- Test skills and theories of communication daily and use personal experience to describe how to use the techniques.
- Review high profile and use of force cases with individual living with a mental illness and conduct follow up giving them first hand knowledge of what worked and did not work in the interaction.
- Better understanding of how hospital admission and law works from actual usage.
- Use of real cases creates acceptance and buy-in from field officers
- Are on-call to staff cases and work side-by-side with field officers.





The CIT Knowledge Network

1/13/2016

0 Comments

On Tuesday (12th) UNM's ECHO hosted a training for eight law enforcement agency in New Mexico. This exciting project will give law enforcement across the state access to ongoing training and medical professionals to staff cases with. This is an innovative approach to CIT policing that we have been part of from the inception. We are very excited that ECHO was receptive to the idea of allowing a CIT clinic in their program. We will post more as it develops.

Blog

Ask a Doc - Ask a Cop: The Mental Health Minute

The Crisis Intervention Team, Inc. brings you education, conversations and perspectives on mental illness.

E-mail
Ask@goCIT.org



RSS Feed



CIU Detectives Are Using Innovative Ways To Provide Case-Based Learning When and Where Partners Need It.

Project ECHO: A Revolution in Medical Education and Care Delivery

Project ECHO is a lifelong learning and guided practice model that revolutionizes medical education and exponentially increases workforce capacity to provide best practice specialty care and reduce health disparities. The heart of the ECHO model™ is its hub-and-spoke knowledge-sharing network, led by expert teams who use multi-point videoconferencing to conduct virtual clinics with community providers. In this way, primary care doctors, nurses, and other clinicians learn to provide excellent specialty care to patients in their own communities.



APD CIU RTCC

APD Uses Data To:

**To Address The Requirements Of The
City Of Albuquerque And Department
Of Justice Agreement**



Federal Interventions At Police Departments (1994-2015)

AGREEMENTS BY STATE



“Since the Justice Department began investigating civil rights violations by police in 1994, it has forced 25 police departments to reform under the watch of independent monitors.”

The Washington Post, 2015

Orange = Patterns of excessive force

Blue = Other civil rights violations



Crisis Intervention Is Critical For Albuquerque

“To maintain high-level, quality service; to ensure officer safety and accountability; and to promote constitutional, effective policing, APD agrees to minimize the necessity for the use of force against individuals in crisis due to mental illness or a diagnosed behavioral disorder and, where appropriate, assist in facilitating access to community-based treatment, supports, and services to improve outcomes for the individuals. APD agrees to develop, implement, and support more integrated, specialized responses to individuals in mental health crisis through collaborative partnerships with community stakeholders, specialized training, and improved communication and coordination with mental health professionals.”



DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit

129. APD shall collect data on the use of crisis intervention certified responders and CIU. This data will be collected for management purposes only and shall not include personal identifying information of subjects or complainants. APD shall collect the following data:

- a) date, shift, and area command of the incident;
- b) subject's age, race/ethnicity, and gender;
- c) whether the subject was armed and the type of weapon;
- d) whether the subject claims to be a U.S. military veteran;
- e) name and badge number of crisis intervention certified responder or CIU detective on the scene;
- f) whether a supervisor responded to the scene;
- g) techniques or equipment used;
- h) any injuries to officers, subjects, or others;
- i) disposition of the encounter (e.g., arrest, citation, referral); and
- j) a brief narrative of the event (if not included in any other document).



DOJ & ABQ Settlement Agreement D: Crisis Prevention

137. APD shall collect and analyze data to demonstrate the impact of and inform modifications to crisis prevention services. This data will be collected for management purposes only and shall not include personal identifying information of subjects or complainants. APD shall collect the following data:

- a) number of individuals in the COAST and CIU case loads;
- b) number of individuals receiving crisis prevention services;
- c) date, shift, and area command of incidents or follow up encounters;
- d) subject's age, race/ethnicity, and gender;
- e) whether the subject claims to be a U.S. military veteran;
- f) techniques or equipment used;
- g) any injuries to officers, subjects, or others;
- h) disposition of the encounter (e.g., arrest, citation, referral); and
- i) a brief narrative of the event (if not included in any other document).



DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit

130. APD will utilize incident information from actual encounters to develop case studies and teaching scenarios for roll-call, behavioral health, and crisis intervention training; to recognize and highlight successful individual officer performance; to develop new response strategies for repeat calls for service; to identify training needs for in-service behavioral health or crisis intervention training; to make behavioral health or crisis intervention training curriculum changes; and to identify systemic issues that impede APD's ability to provide an appropriate response to an incident involving an individual experiencing a mental health crisis.



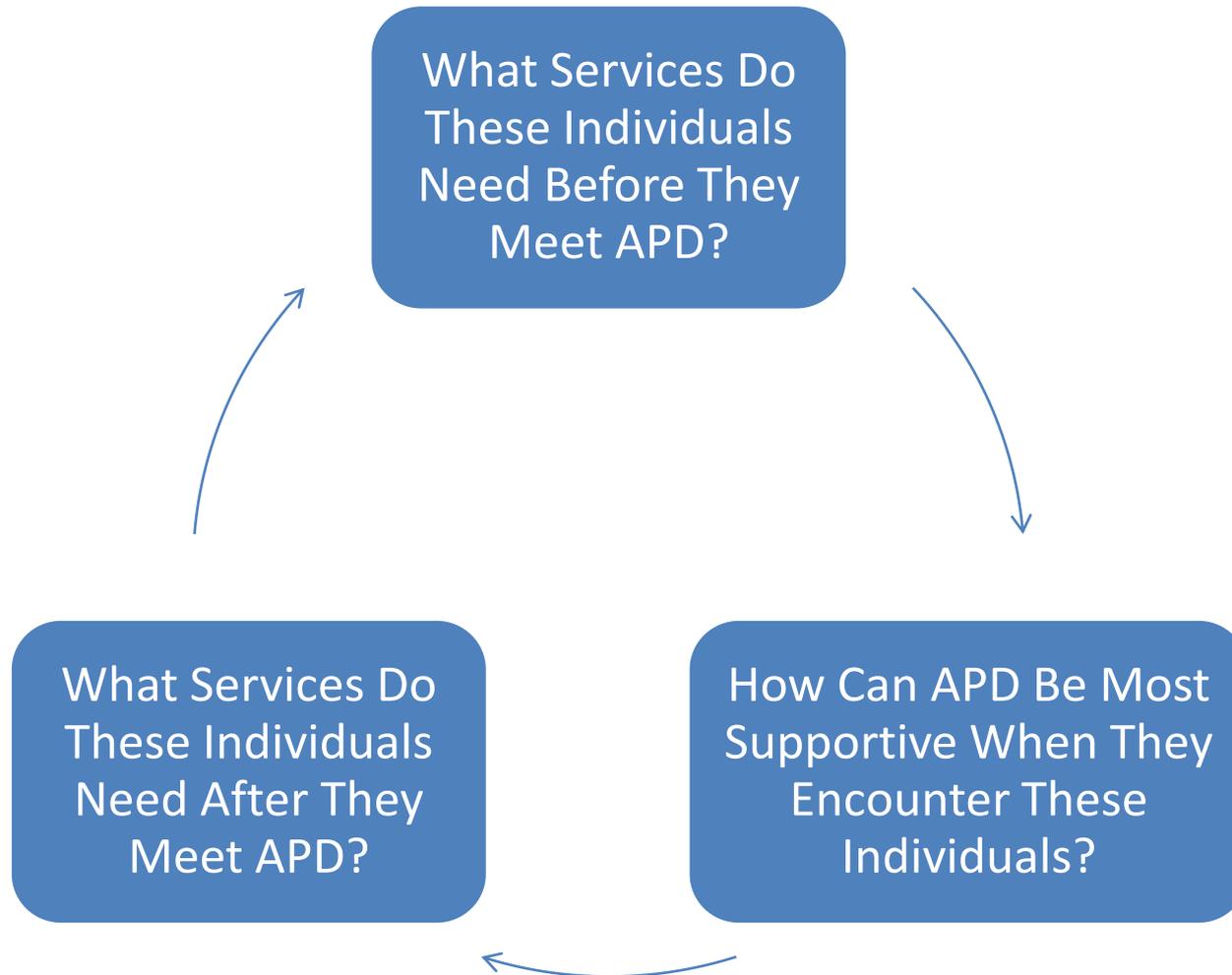
Mental Health Response Advisory Committee Monthly Report

Table Of Contents

- 1. Crisis Intervention Unit Organizational Chart**
- 2. Key Data In This Report**
 - I. Number of Individuals On CIU case load.**
 - i. Individual's age, race/ethnicity, and gender.**
 - ii. Were Individuals U.S. military vets?**
 - iii. Use of force during follow-up encounters.**
 - II. Number of Individuals on the COAST case load.**
 - i. Individual's age, race/ethnicity, and gender.**
 - ii. Were Individuals U.S. military vets?**
 - iii. Use of force during follow-up encounters.**
 - III. Initial CIT-Related Encounters With APD Field Officers**
 - i. Date, shift and area command.**
 - ii. Disposition of initial encounter (e.g. arrest, resolution, referral).**
 - iii. Subject's age, race/ethnicity, and gender.**
 - iv. Was subject armed & type of weapon?**
 - v. Was subject U.S. military vet?**
 - vi. Did a supervisor respond to the initial scene?**
 - vii. Technique or equipment used during initial encounter.**
 - viii. Any injuries to officers, subjects or others during initial encounter.**
 - ix. Use of force during initial encounter.**
- 3. Exploratory Data Analyses: Findings To Consider**



How Do We Build A Community-Wide Behavioral Health System That Will Keep Individuals Experiencing Mental Health Crisis From Encountering APD In The First Place Or Becoming Repeat Cases?



Kendra's Law

The image is a screenshot of a news article from KRQE NEWS 13. The top navigation bar includes 'WATCH LIVE', 'NEWS', 'WEATHER', 'SPORTS', '13 INVESTIGATES', 'TRAFFIC-CAMS', and 'REPORTS'. The article title is 'DOJ findings spark talks about Kendra's Law'. The author is Crystal Gutierrez, and the article was published on April 11, 2014, at 6:35 pm, with an update on August 10, 2015, at 12:37 pm. The main content area features a video player with a play button and a quote on a torn paper graphic: 'A significant amount of force we reviewed was used against persons with mental illness and ones in crisis.' Below the quote, there is a large, faint, and mostly illegible text block, likely a transcript or a detailed report. At the bottom of the page, there are references to 'Internal Affairs Policy, 3-41-2(A)(2)' and 'Early Intervention System Policy, 3-40'.

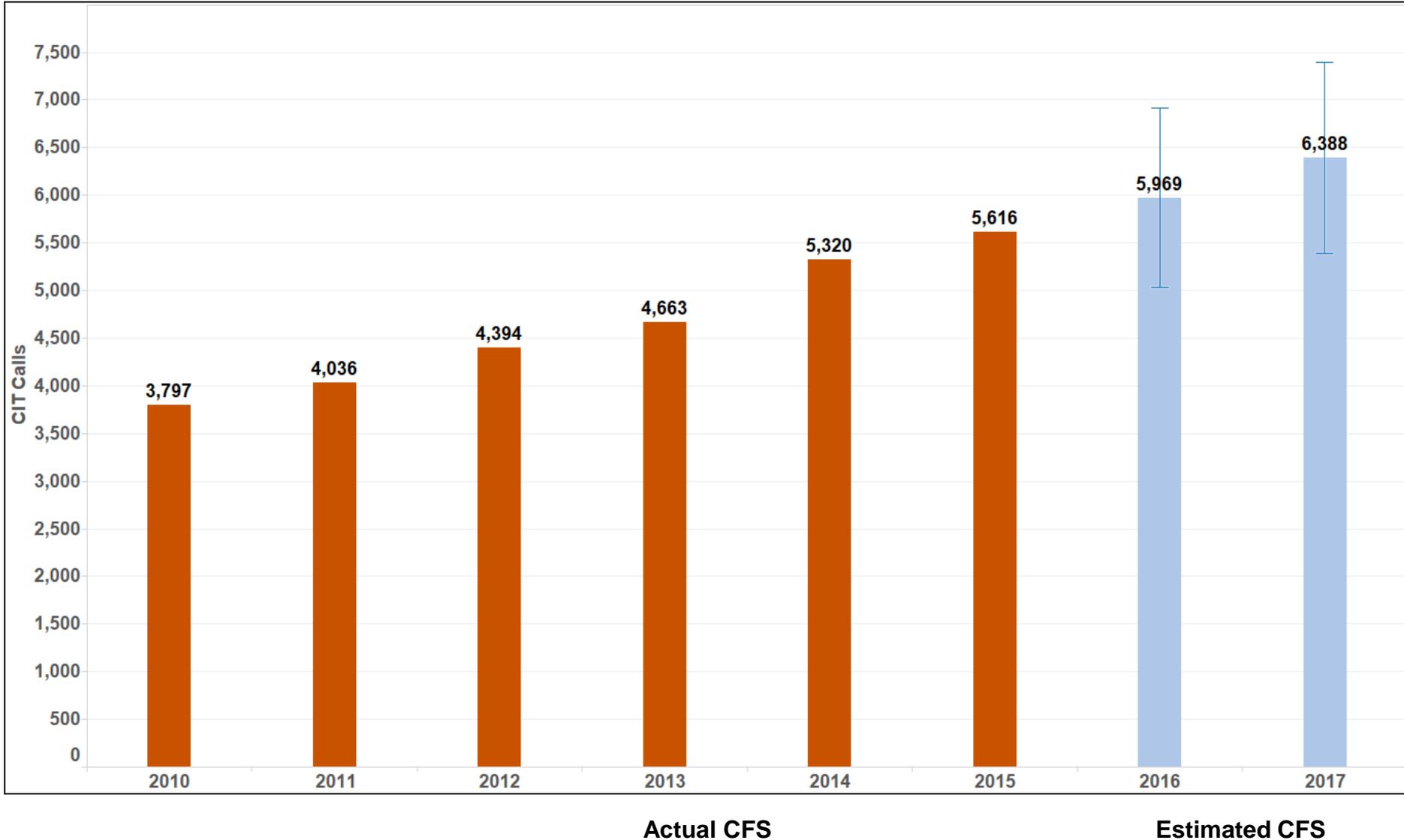
<http://krqe.com/2014/04/11/doj-findings-spark-talks-about-kendras-law/>



Where Do We Go From Here?



The Number Of CIT-Related Calls For Service Has Increased 47.9% Since 2010. It Is Very Likely Those Calls Will Continue To Increase



Albuquerque's Agenda For Improving Mental Health Services

Concrete Steps	Status	Impact Analyses
Passage of an Assisted Outpatient Treatment Law.	Passed in 2016	Needs To Be Conducted
Development of a robust system Including identifying patients most at risk, development of mobile crisis teams, expanding Assertive Community Treatment teams, and piloting Community Engagement Teams.	In Process	Needs To Be Conducted
Better coordination of care among the city of Albuquerque, Bernalillo County, behavioral health services, primary care sites and a crisis triage center.	In Process	Needs To Be Conducted
Closure of the gaps in the continuum of care by rebuilding intensive outpatient services, residential treatment, partial hospital and respite programs and other resources which have been dramatically reduced of the past 10 years.	In Process	Needs To Be Conducted
Administrative changes including updating the NM Mental Health Code to allow for better treatment coordination between the legal system, health care providers, law enforcement and first responders.	In Process	Needs To Be Conducted
Review of reimbursement and regulatory guidelines to allow for the flexibility needed to maximize existing services and increase capacity.	In Process	Needs To Be Conducted
Support for programs that work including Albuquerque Heading Home which provides housing for the homeless.	In Process	Needs To Be Conducted

Source: Mayor R. J. Berry. Editorial In The Albuquerque Journal, October 19, 2015

Crisis Intervention In Albuquerque: The Future

What Data Need To Be Developed?

- Outcome and Effectiveness Indicators From Follow-Up Units, Techniques And Approaches
- Indicators Of Training Effectiveness
- Perceptions About Interactions From Both Those Living With Mental Illness and From Police Officers

What Practices Need To Be Improved?

- Data Definitions
- Data Collection
- Record Maintenance
- Program Buy-In From All Areas Of The Department
- Sharing Of Information Both Within The Department And Among Other Key Community Partners

What Policies Need To Be Developed?

Clear Guidelines On How:

- Detectives, COAST And Field Officers Should Do To Collect And Maintain Better Data
- Dispatch And Other Call Takers Should Collect And Maintain Data
- Mental Health Providers And Emergency Facilities Collect And Maintain Data On Law Enforcement Interactions



Better Data Means Harder Questions



Harder Questions

How Do We Get Law Enforcement, Advocates, The Mental Health Community And Policy Makers To Work Together?

What Is The Impact Of Our Practices, Policies And Procedures?

What Are The Interactions Between Law Enforcement and Individuals Living With Mental Illness?

Better Data



What Are Your Data Questions?
What Are Your Policy Questions?
What Are Your Political Questions?



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