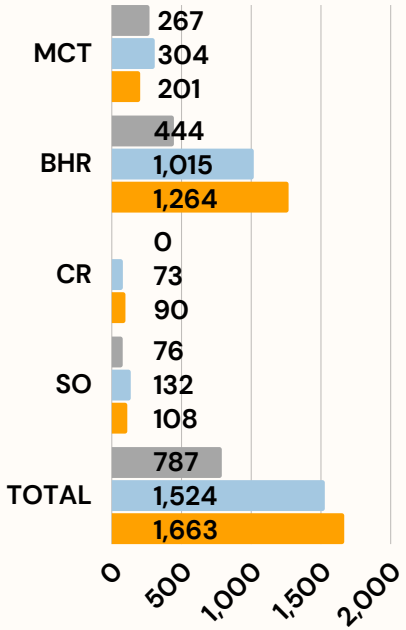
ALBUQUERQUE COMMUNITY SAFETY

MONTHLY INFORMATIONAL REPORT

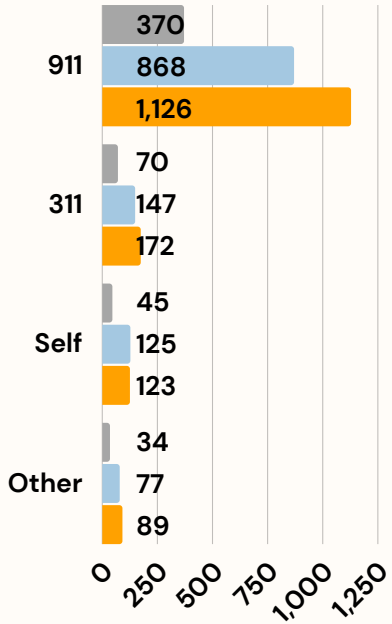
APRIL 2022

ONE ALBUQUERQUE

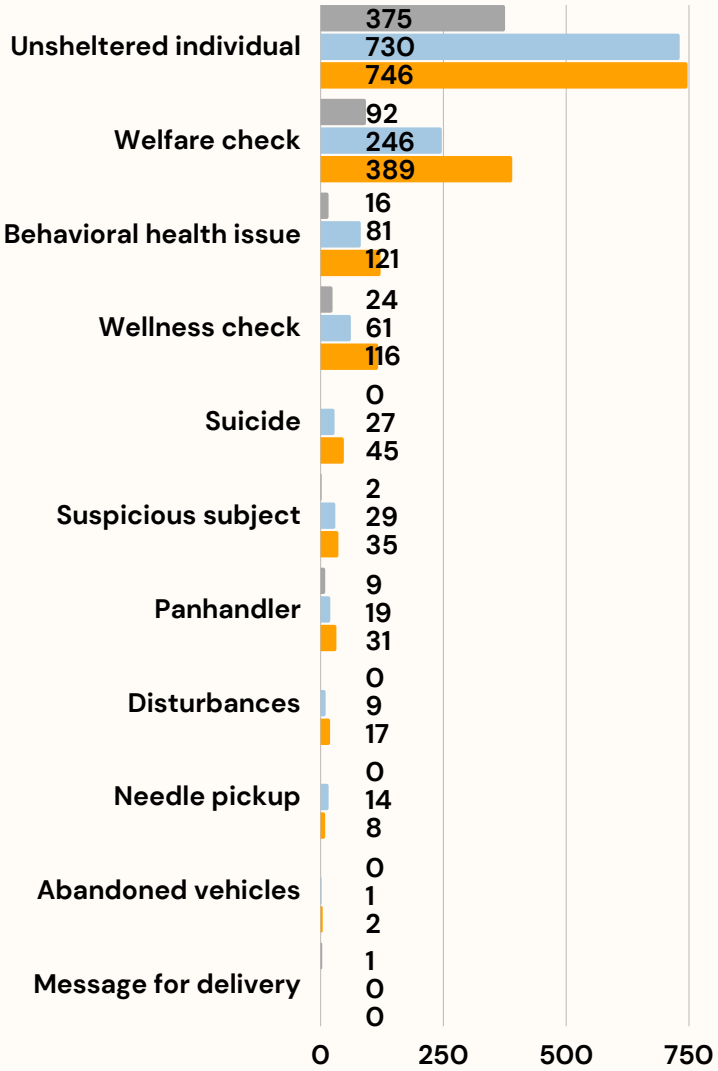
CFS BY PROGRAM



CFS BY REFERRAL SOURCE*



CFS BY CALL TYPE*



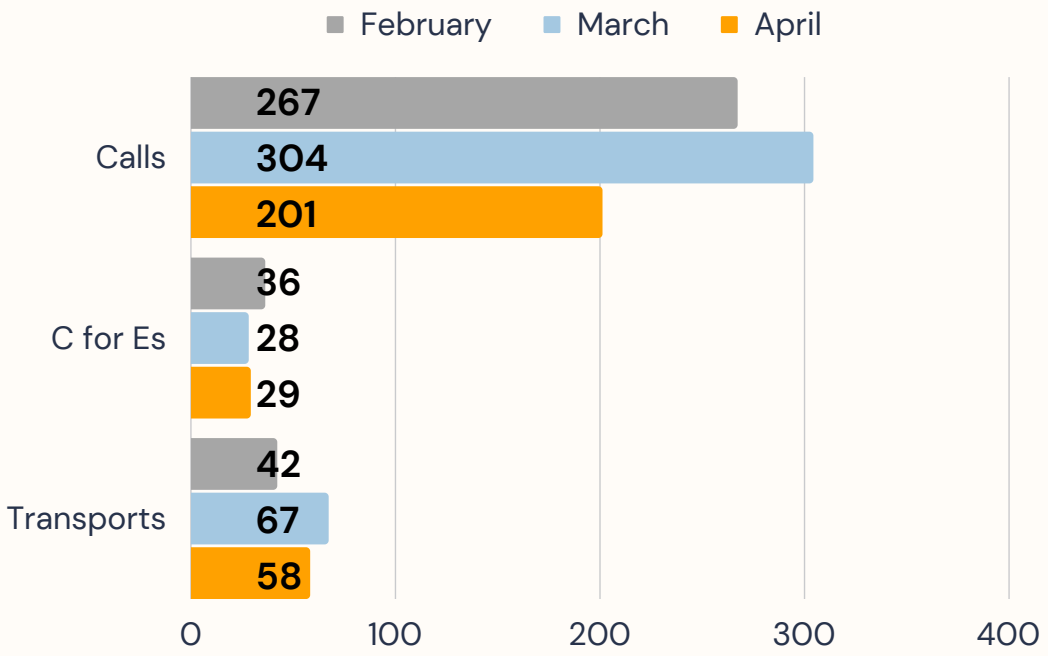
*Does not include MCT data, which is currently tracked by APD

FISCAL YEAR TO DATE CALLS FOR SERVICE

Mobile Crisis Team	2,902
Behavioral Health Responders	4,547
Community Responders	163
Street Outreach Responders	531
TOTAL CFS	8,143

APRIL OUTCOMES	BHR	CR	TOTAL YTD
Resources offered	521	48	1,702
No person found	446	32	1,905
Declined services	178	8	706
Transport	72	0	208
AFR co-response	29	2	124
APD co-response	18	0	65

MCT CALLS, CERTIFICATES FOR EVALUATION, AND TRANSPORTS



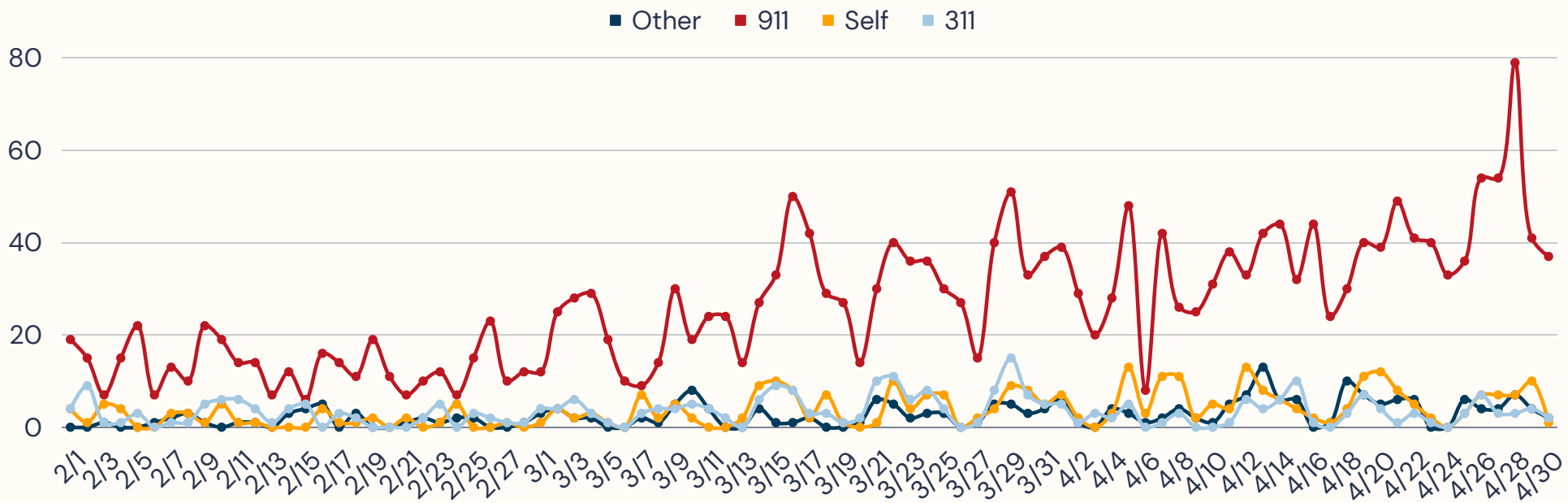
STREET OUTREACH RESPONDER REACH | APRIL

297
total contacts made with individuals

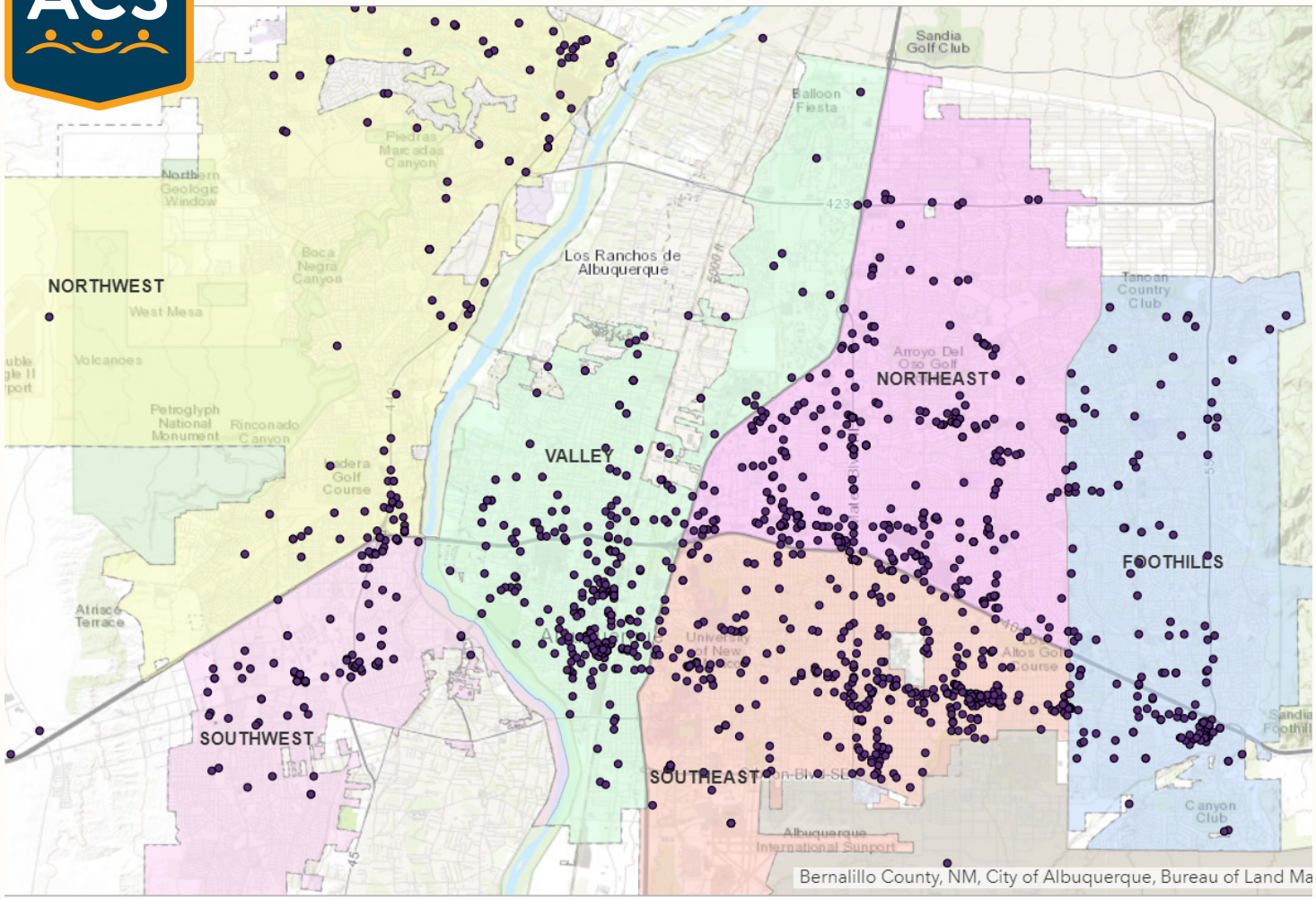
108
calls for service

BHR CALL TIMEFRAME	FEB	MAR	APR	YTD
Entry to Dispatch (in the queue)	0:33:06	0:34:41	0:39:11	0:34:21
Dispatch to On-scene (travel time)	0:11:14	0:13:05	0:12:40	0:12:42
On-scene to Clear (time on the call)	0:21:56	0:23:20	0:23:44	0:23:25
Create to Clear (total time to address call)	1:08:18	1:11:16	1:16:53	1:11:43

ACS CALL VOLUME BY REFERRAL SOURCE | FEBRUARY - APRIL



ACS CALLS FOR SERVICE BY AREA COMMAND | APRIL



AREA COMMAND	RANK BY DEMAND
Northeast	1
Southeast	2
Valley	3
Northwest	4
Foothills	5
Southwest	6

INCIDENT TYPE	APRIL	YTD*
Gun Violence	20	23
Homicide	4	34
DV/Sexual Assault	4	14
Other	1	6
Child Death	0	2
Suicide	0	1

AREA COMMAND	APRIL	YTD*
Northeast	9	15
Southeast	7	23
Foothills	4	6
Valley	4	23
Southwest	3	10
Northwest	2	3

YTD IMPACT BY THE NUMBERS

54 adults assisted

23 children assisted

68 referrals made

16 community events

86 outreach operations

MAJOR RESPONSE ACTIVITIES

- Responded to 12 incidents of armed robbery that occurred at local businesses to address the impact of gun violence.
- Collaborated with APD to successfully plan and execute a safety plan for a victim of domestic violence. This included obtaining funds to relocate the victim.
- Assisted a victim of abuse, who was a refugee, in filing a police report, as well as provided a food box for the family.

PROACTIVE AND ONGOING COMMUNITY ENGAGEMENT ACTIVITIES

- Collaborated with APD to perform proactive outreach to businesses in high robbery areas. Reached 23 businesses over two outreach operations during Crime Victims' Rights Week.
- Conducted social media campaign for Crime Victims' Rights Week.
- Currently planning a community meeting in response to the increasing amount of violent crimes and homicides in the Downtown Area.
- Participated in West Central Merchants Association Meeting.
- Attended and provided support for the NM Crusaders for Justice 1st Annual Easter Egg Brunch Hunt.
- CORA Responder, Lynae, is a proud member of the Gun Violence Prevention and Intervention Task Force

*ACS's CORA Responders did not begin taking cases until 11.14.21

ACS WIN BOARD

Behavioral Health Responders (BHRs)

4.15.22 – **Welfare Check:** BHRs responded to a call early in the morning that was referred to ACS by APD. The caller had found an elderly woman who was lost and wandering the neighborhood. The woman stated that she went out for a walk at 2am and was not able to find her way back home. She did not know where she lived or what state she was currently in. From this interaction, BHRs believed that she was showing signs of dementia. The woman was wearing a bracelet that contained her name and emergency contact number. BHRs called the number on the bracelet and spoke to the woman's daughter, advising her of the situation. The daughter stated that she would arrive and pick up her mom right away. When the daughter arrived, she expressed her appreciation to the BHRs and also expressed being an advocate of the Department.

4.19.22 - **Wellness check:** BHRs responded to a call on Thursday, 4.14, concerning an individual who was laying on the sidewalk. The man stated that he did not have a wheelchair and that he needed food and water. BHRs provided the man with food and water, but he refused medical treatment and transport to a shelter. BHRs gave him a small stock of food and water before leaving the scene. They asked other units to come back on Friday to check up on the man. On Friday, they did find him again and tried to locate a wheelchair he could use. He again refused transport and medical attention. ACS received another call on Monday, 4.18, about the same man. This time, they were able to secure a private donation of a wheelchair in Rio Rancho and brought it to the man. On Tuesday, 4.19, BHRs went to check on him again. They found him on the ground and called for paramedics. The man initially refused medical transport or transport to a shelter again. However, along with a paramedic from AAS, they were able to convince the man to agree to go to the hospital.

4.27.22 – **Behavioral health issue:** BHRs responded to a call placed by a mother for her daughter who was having alcohol withdrawals. While en-route, BHRs contacted the caller for more information and contacted the CARE Campus to check for available detox beds. BHRs arrived on scene to find the woman in the living room on a bed and minimally responsive. BHRs spoke with the woman and her mother, and they discussed her history with alcohol abuse. After further assessment, BHRs determined she needed more immediate medical care and called for paramedics. Initially, the woman refused to be taken to the hospital. After taking more time to build rapport, BHRs managed to persuade her to go to the hospital.

Street Outreach & Resource Responders (SOs)

4.20.22 – **Unsheltered individuals:** SOs performed outreach at Arno and Lomas and found a man lying on the ground. The scene initially did not seem safe, so SOs waited to approach. When the scene was safe, SOs began to engage with the man, and ended up contacting 6 unsheltered individuals who were staying at the on the corner. Each individual was spoken to and given a needs assessment. All individuals were given water, snacks, socks, and hygiene bags while SOs discussed resources for each need. Two men were interested in the Bernalillo County Tiny Home Village and SOs shared what the qualifications were and how to apply. All other individuals were referred to First Nations, HopeWorks, AHCH, The Rock at Noon Day, and Goodwill Job Development.

ACS WIN BOARD

Street Outreach & Resource Responders (SOs) cont'd

4.20.22 – **Unsheltered individuals:** While performing outreach on Central and Cagua, SOs contacted 2 unsheltered individuals staying in a large tent. SOs gave them water, snacks, hygiene bags and discussed their needs. The two individuals have been together for a couple of months and trying to help each other get clean. Both have stopped using meth, cannabis, and cigarettes, while trying to go cold turkey on alcohol. Though they haven't had success completely stopping alcohol consumption, they have made huge strides in cutting down on the amount. SOs discussed both mental and physical health, schooling, job development, SSDI, recovery/detox, medical, case management, shelters, and housing. SOs also strongly encouraged for both to First Nation's HOP and Traditional Wellness program for the services they are looking for. Both individuals seemed highly motivated for change and were grateful for the time spent talking to them.

4.21.22 – **Unsheltered individuals:** SOs collaboratively performed outreach with First Nations. They contacted 7 unsheltered individuals, gave them a hot meal, and discussed services with First Nations and other providers. There was an elderly lady sitting next to her son on the sidewalk with her walker in front of her. SOs inquired about their housing status. Teary-eyed, she told her story and simply said that she gave up. She stated she signed up for housing programs over a year ago and nothing has happened. SOs then contacted the NM Coalition to End Homelessness to find out what her status was and what needed to be done. SOs were able to link up the elderly lady and her son with case management and housing with First Nation's on-site case manager. After continual encouragement, she smiled and promised not to give up and to follow up.

Mobile Crisis Team (MCT)

4.21.22 – **Suicide:** MCT received a voicemail from a man they had previously transported on 4.9. The man had called 911 stating that he was a retired officer and was suicidal. MCT went and talked to the man for over 2 hours and transported him voluntarily for a psych evaluation. The Clinician contacted his wife the next week, and she said that he had been admitted to a behavioral health hospital for 9 days. When he got out, he left the team a voicemail asking for the Clinician's name so he could write a commendation.

Community Responders (CRs)

4.21.22 – **Welfare check:** A Metro Security officer encountered a 12-year-old runaway girl on a bus. The officer called an off-duty Community Responder to see if there was anything ACS could do. The CR alerted a supervisor who sent out a BHR unit. They found the girl on the bus, and a suspicious man claimed to be a family member. Suspecting potential abuse, BHRs called child protective services. BHRs comforted the girl, fed her, and ensured she was safe until child protective services arrived.

4.29.22 – **Unsheltered individuals:** CRs responded to a 311 call at Belair Park regarding multiple unsheltered individuals. They encountered a family of 5 that were living there. CRs provided food, water, hygiene items, and some clothing to the family. They discussed potential resources the family could utilize and also let them use their phone to make a call. The family expressed that they were appreciative of the concern and the connection to resources. They said they were going to pack up and explore their options. CRs went to check in on them a few days later and they had left the park.