

ALBUQUERQUE COMMUNITY SAFETY



MONTHLY INFORMATIONAL REPORT

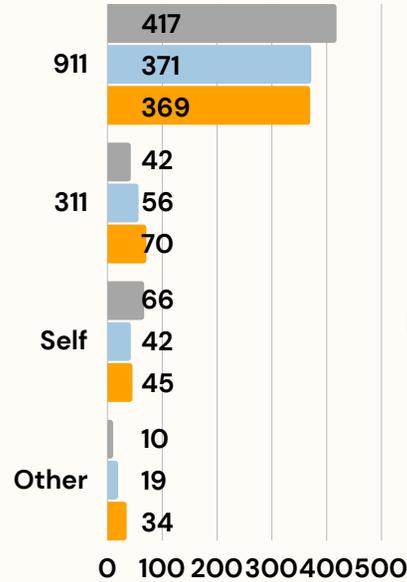
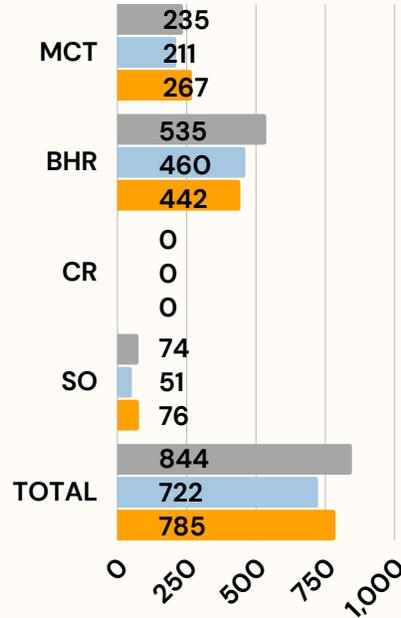
FEBRUARY 2022

CFS BY PROGRAM

CFS BY REFERRAL SOURCE*

CFS BY CALL TYPE*

DECEMBER
JANUARY
FEBRUARY

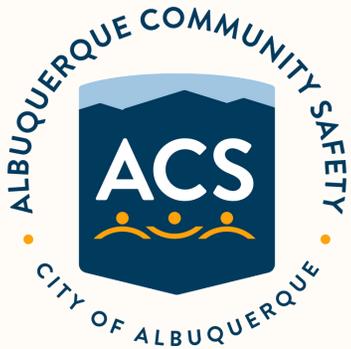


FISCAL YEAR TO DATE CALLS FOR SERVICE

Mobile Crisis Team	1,847
Behavioral Health Responders	2,252
Community Responders	Launch March 2022
Street Outreach Responders	279
TOTAL CFS	4,378

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

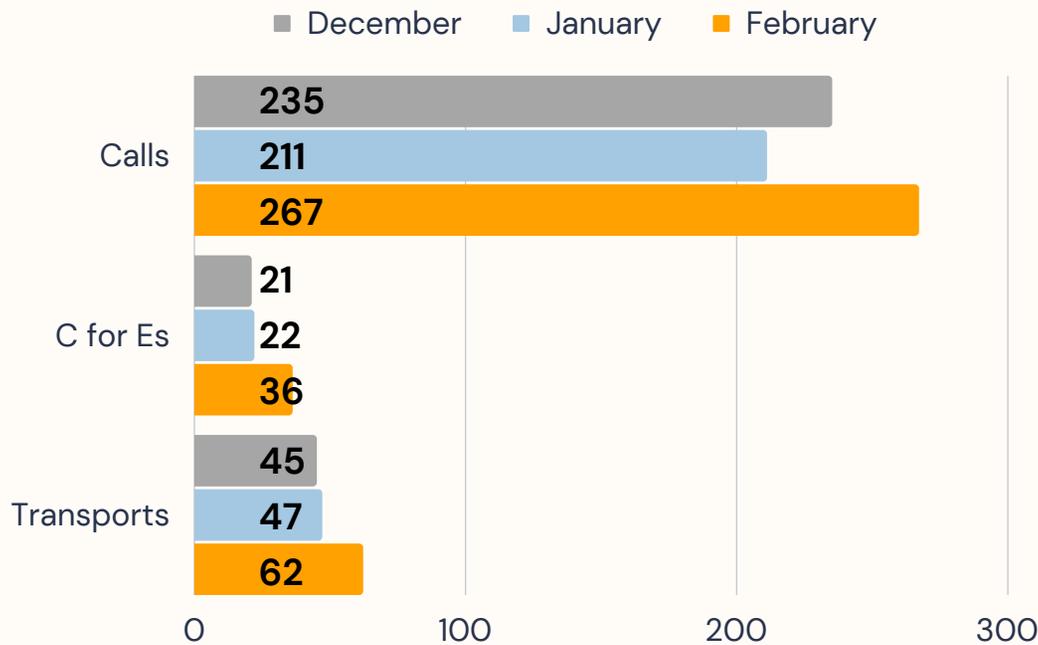
BHR OUTCOMES FY22



OUTCOME	FEBRUARY	YTD
No person found	170	717
Resources offered	156	982
Declined services	80	381
Transport	23	74
AFR co-response	9	73
APD co-response	4	36



MCT CALLS, CERTIFICATES FOR EVALUATION, AND TRANSPORTS



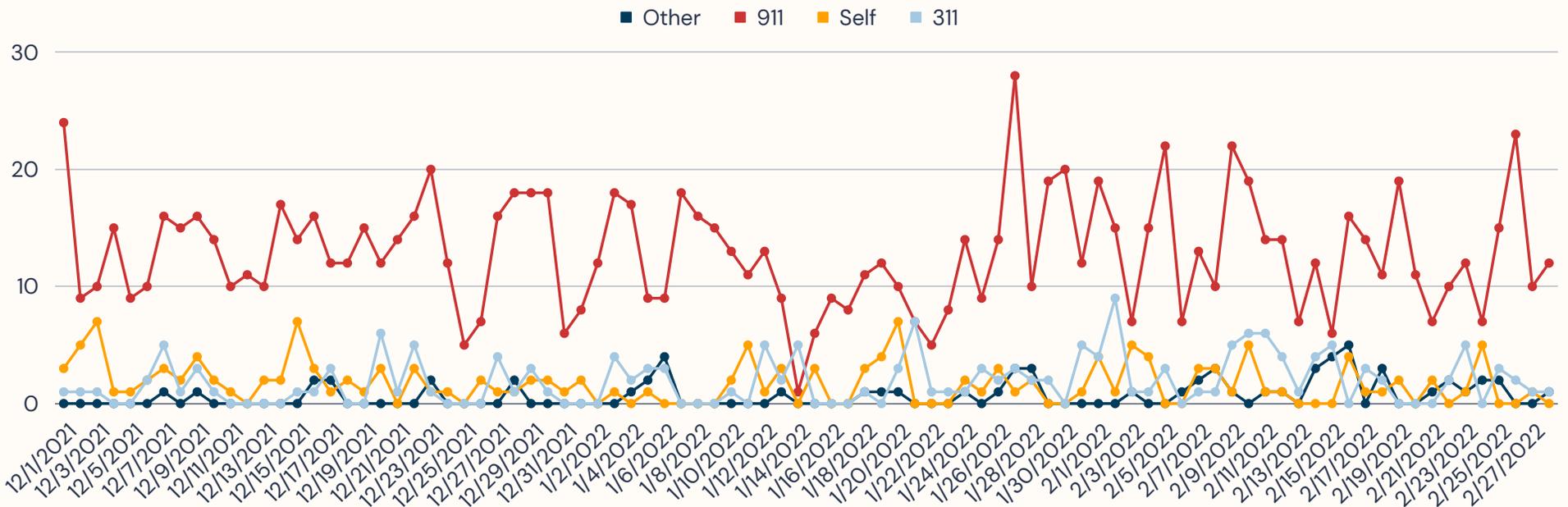
STREET OUTREACH RESPONDER REACH | FEBRUARY



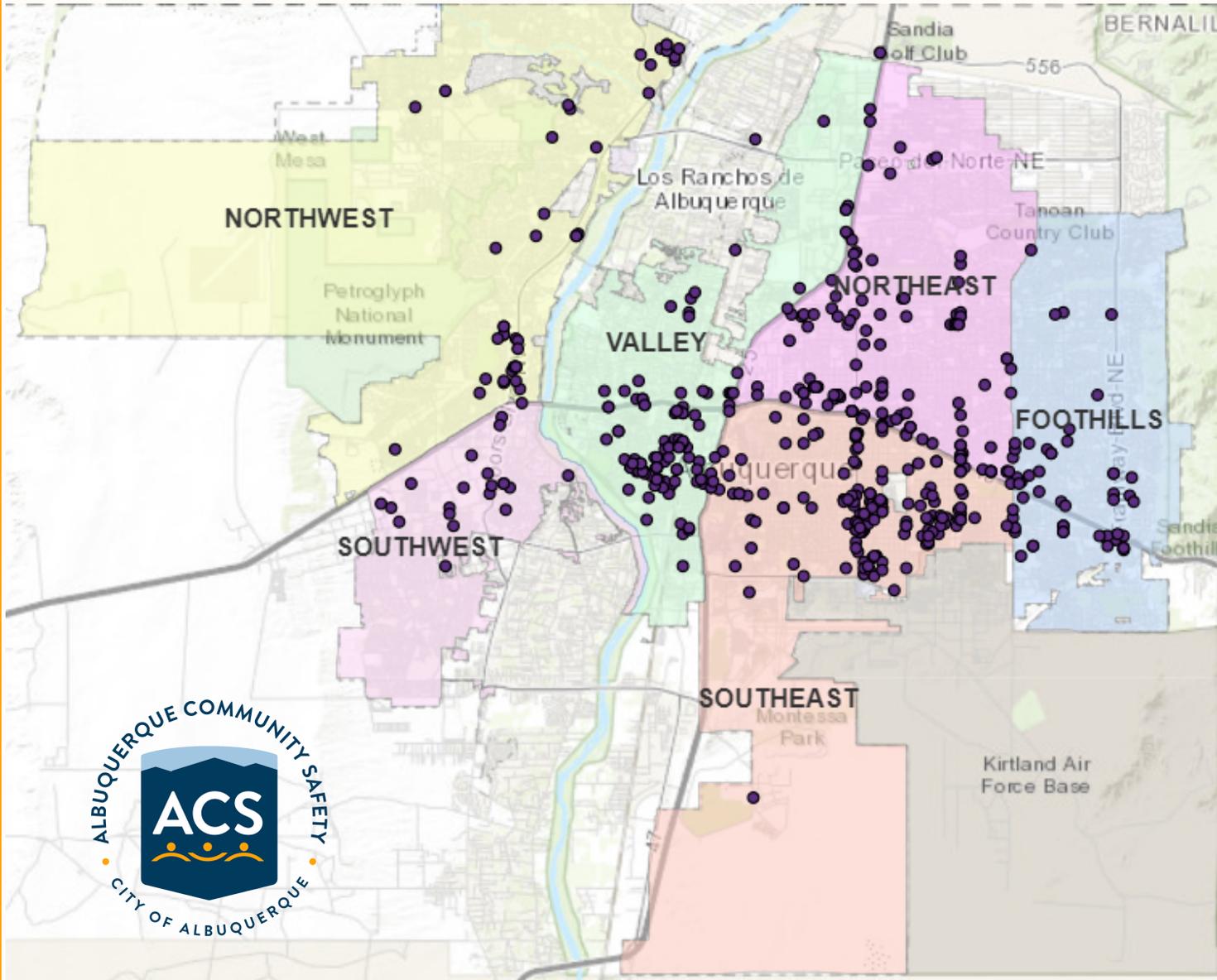
BHR CALL TIMEFRAME	DEC	JAN	FEB	YTD
Entry to Dispatch (in the queue)	0:36:17	0:32:54	0:33:00	0:31:24
Dispatch to On-scene (travel time)	0:12:29	0:10:52	0:11:15	0:12:31
On-scene to Clear (time on the call)	0:24:59	0:22:50	0:22:01	0:23:17
Create to Clear (total time to address call)	1:15:10	1:07:50	1:08:17	1:08:55



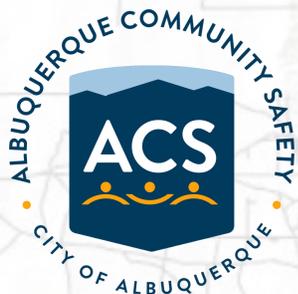
BHR CALL VOLUME BY REFERRAL SOURCE | FEBRUARY



ACS CALLS FOR SERVICE BY AREA COMMAND | FEBRUARY



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



INCIDENT TYPE	FEBRUARY	YTD*
Homicide	6	21
DV/Sexual Assault	3	8
Other	2	2
Gun Violence	0	3
Child Death	0	2
Suicide	0	1

AREA COMMAND	FEBRUARY	YTD*
Southwest	4	7
Valley	4	11
Southeast	3	14
Northeast	0	5
Northwest	0	0
Foothills	0	1

YTD IMPACT BY THE NUMBERS



MAJOR RESPONSE ACTIVITIES

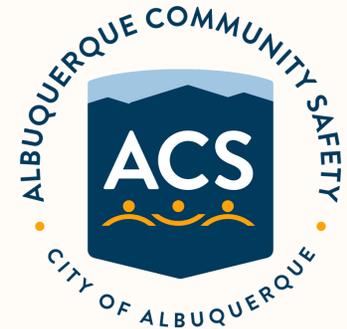
- CORA responded to the West Mesa High School homicide alongside ACS leadership and other Responders. They assisted at the scene with the family reunification process and supported families and youth with resources.
- Following the Asian massage parlor homicides, CORA has been working with the Asian Business Collaborative to conduct outreach to Asian-owned massage stores in Albuquerque to communicate safety, reporting crimes, and mental health resources.
- CORA worked with APD's PRT teams to perform outreach operations following several homicides in February.
- CORA has continued to work with City departments and community partners to address the La Cueva and Jefferson incidents, performing community engagement and outreach.
- The CORA Responder became certified in a 32-hour Peer Support Training for First Responders by Peer Support Psychology Group.

PROACTIVE AND ONGOING COMMUNITY ENGAGEMENT ACTIVITIES

- Participating in the Gun Violence Prevention and Intervention Task Force.
- As part of continued co-organizing of the Community Block Party program, worked on long-term planning for the program in response to COVID-related postponements.
- Sitting on the Intimate Partner Violence (IPV) Steering Committee to lower domestic violence rates in 87105 and 87121.
- Conducting bi-weekly meetings between CORA, Violence Intervention Program (VIP), and APD's homicide and domestic violence victim advocate programs to align services.

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

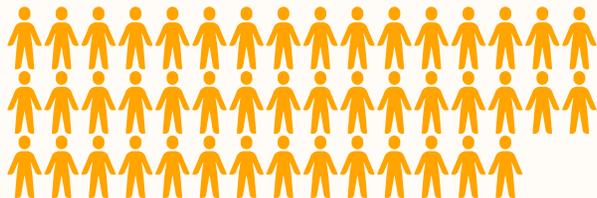
ACS'S PROGRESS IN HIRING GOALS FOR FY22



12 of 12
administrative staff hired
or in hiring process



46 of 46
field staff hired
or in hiring process



MH Response Division Manager



Clinical Supervisor



MCT Clinicians



BHR Supervisor



Behavioral Health Responder



Community Responder



Street Outreach Responder



CORA Responder



● Hired or in hiring process
● Vacant

ACS WIN BOARD

Mobile Crisis Team (MCT)

2.3.22 – Unsheltered individual: MCT responded to a call regarding an unsheltered man with a shopping cart standing in traffic. They encountered him on Tramway walking through traffic. MCT stopped him and got him in a safe location. He was not suicidal but was disoriented and confused. He initially agreed to let the MCT transport him to HopeWorks for services, but the MCT officer noticed a Marine Corps sticker on his belongings. The man said he was veteran. The MCT Clinician called the VA and confirmed he was a highly decorated Vietnam veteran. The Clinician contacted Beacon Clinic for a referral and transported him to the VA Hospital for assistance with shelter and contacting his family. The clinician followed up the next week and learned he had been admitted to the psychiatric unit.

2.21.22 – Suspicious person: A restaurant owner called 911 to report an unsheltered man who was refusing to leave his restaurant, stating he felt threatened. The owner wanted the man cited for criminal trespass. The man told the officer on scene he wanted to speak to a Mobile Crisis Team, stating he knew of them from when he lived in other states. MCT responded and de-escalated the situation. The Clinician learned the man had recently arrived in NM from TX for drug rehab. However, he wound up in a motel for COVID-19 patients across the street from the restaurant and had just been released. He was angry that he was being kicked out of the restaurant. The Clinician asked him what kept him going, and he replied saying his three grandchildren, adding that he had a plan to talk to them later that night on the phone. After further conversation and assessment, the Clinician determined he was not a threat to himself or others, and convinced him to drop the dispute with the owner. The Clinician also helped the man think through his options for resources now that was out of the motel. For immediate needs, MCT was able to gather his belongings and take him to a day shelter that was serving lunch. Later that day, the first responding officer contacted MCT thanking them, stating he couldn't believe how much more willing the gentleman was to open up to them.

2.22.22 – Suicide: An MCT Clinician heard a call for service come out and recognized the name of the male from an encounter the previous week. He informed 911 that he wanted officers to come shoot and kill him, but advised that he was currently mobile in his vehicle. Dispatch noted the male became increasingly agitated with them over the phone, the MCT clinician then called the individual directly. During this phone conversation, the individual agreed to meet the MCT team at a set location. While on the phone with the clinician, he stated that he had consumed approximately 2 months worth of psychiatric medications in efforts to end his life. When contact was made with the individual he was experiencing symptoms of an overdose and quickly decompensating. Emergency medical services were able to care for him on scene and transport him to the hospital for additional care. The MCT team was able to safely get the individual to the hospital and off the road prior to endangering himself or others.

ACS WIN BOARD

Behavioral Health Responders (BHRs)

2.9.22 – Suicide: BHRs were dispatched to a 911 call made from the NM Crisis and Access Line, stating a client reported current suicidal ideation and a possible recent attempt. ACS arrived at the individual's home, assessed for safety and suicidal ideation, determined escalation to the Mobile Crisis Team or hospital was not necessary, and safety planned to build individual's internal and external resources. We were able to watch the consumer's motivation to continue working toward his goals and confidence in himself increase as he discussed his coping skills and social supports. At the end of the interaction, the consumer thanked ACS and was extremely grateful to have such a response, as he reported having previous trauma involving firearms and an armed response could have been very triggering. The individual stated this was the best and most helpful interaction he has had in a long time and was more confident in himself because of it.

2.21.22 – Behavioral health issue: BHRs responded to a call for an individual experiencing a panic attack, implementing crisis intervention tactics to de-escalate the individual. They then worked with the individual and their spouse to identify and provide additional coping skills, social supports, and resources for crisis support.

2.25.22 – Welfare check: A golf course employee called 911 to request a welfare check on a woman who had been in her car in the golf course parking lot for several days. Upon arrival, BHRs made contact with a single woman, visibly shaking and crying alone in her car. Through conversation, they learned she was homeless, a veteran, had no food and no gas. She disclosed having suicidal thoughts stemming from severe PTSD. While continuing the conversation, BHRs learned she did not have any weapons nor an immediate plan for self-harm. She stated she was connected to the VA hospital and receiving counseling for PTSD. BHRs offered to transport her to the hospital and she happily accepted. While en route, they talked to her about additional resources that can be provided to her through the VA. Upon arrival, BHRs were able to get her connected to the mental health department. She thanked the BHRs for coming to help her.

2.28.22 – Welfare check: BHRs requested to take a welfare check call that was awaiting police response.

A resident had requested a welfare check on their neighbor and kids, stating they hadn't been seen in three months. BHRs made contact with a woman and four children at their home. After explaining who ACS is and why they came out, the woman invited them into her home to talk. She explained that her father had passed away in December, that she was no longer able to stay in the apartment, and that they needed to be out within the week. She did not have a permanent place to stay and was hoping to stay with friends and family. BHRs offered help to connect her with programs to work towards housing. They spoke with the McKinney-Vento Program who did an over-the-phone assessment for housing. Other BHR units also helped to connect with HopeWorks who recommend that the consumer go to their office for intake and they would be able to provide a motel voucher for a week, while working on a permanent solution. BHRs escorted the consumer and children to HopeWorks connecting them directly to a case worker and helped the consumer with clothing for the children.

ACS WIN BOARD

Street Outreach & Resource Responders (SOs)

2.3.22 – Unsheltered individual: SOs were proactively checking on people at Montgomery Park due to inclement weather. They encountered an individual laying in the grass with a suitcase, and encouraged him to go to a shelter. Initially, he was not interested in moving, but SOs convinced him to go due to the freezing weather. BHRs came out and transported him to a pickup location for the WEHC.

2.4.22 – Unsheltered individual: SOs met with APD, code enforcement, and community-based service providers while responding to a large encampment on private property. Afterwards, SOs stayed behind to ensure four individuals got connected to resources. SOs were able to get one individual to First Nations for medical care and schedule an appointment with the LEAD program to get them connected with a case manager.

2.4.22 – Unsheltered individual: SOs were performing joint outreach with First Nations. They encountered a married couple who were living in a small tent with minimal blankets during the winter storm. The woman was blind and wheelchair-bound. The man was a veteran with a disability due to being a victim of a drive by shooting. SOs completed a referral to StreetConnect and contacted the case manager to see if there was anything they could do immediately. The case manager approved them for a motel for the weekend and even came to transport them to the motel.

Community Responders (CRs)

Training: ACS's first cohort of Community Responders completed their intensive training program, including the WE CARE crisis intervention training. They performing on the job training in the field before they take calls independently starting in March.

CORA Responders

Training: ACS's CORA Responder took a week-long training by the Public Safety Psychology Group to become certified in Advanced Peer Support for First Responders. This training will allow our CORA Responder to be a resource for our other Responders to help them manage the vicarious trauma they experience on the job.

Homicide Outreach: ACS's CORA Responder collaborated with the Asian Business Collaborative to conduct outreach to 23 massage stores in Albuquerque following the recent massage parlor homicides.

Domestic Violence/Sexual Assault: Albuquerque SANE referred a woman to CORA to help her handle a difficult situation. The woman was a refugee who only spoke Swahili and was in a violently abusive relationship. Using a language access line to communicate, the CORA Responder worked with this woman for weeks to work through her options and create a plan. Eventually, the CORA Responder was able to get her relocated out of state into a safer situation.