

# ALBUQUERQUE COMMUNITY SAFETY

## MONTHLY INFORMATIONAL REPORT

JANUARY 2022

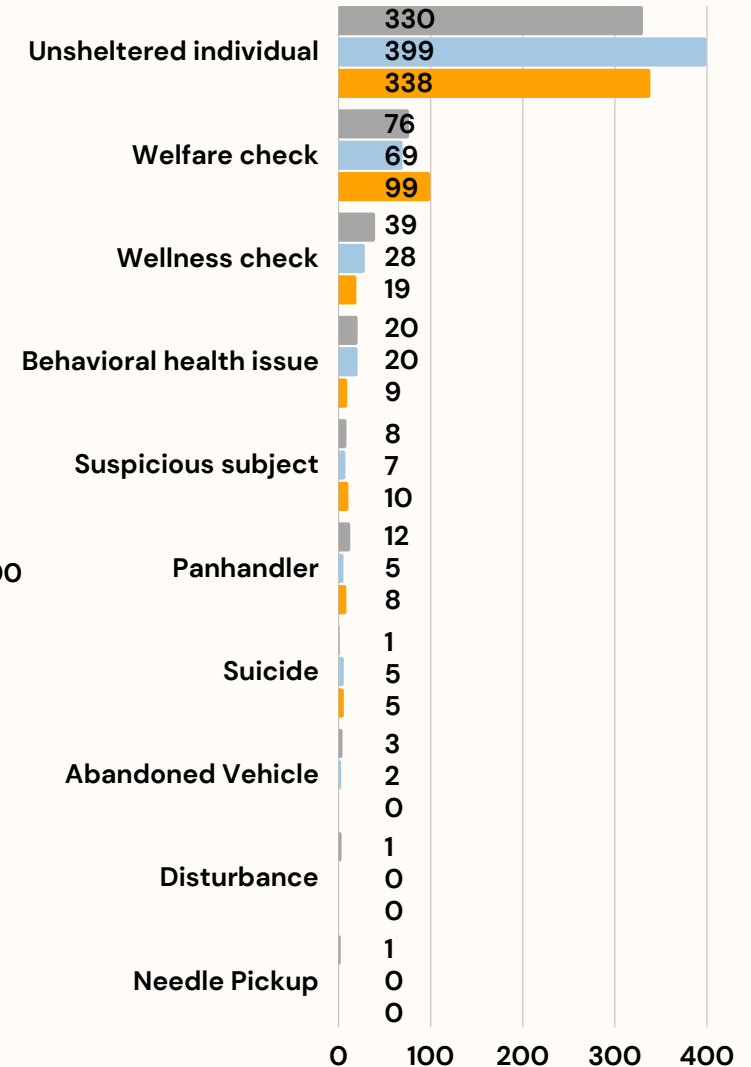
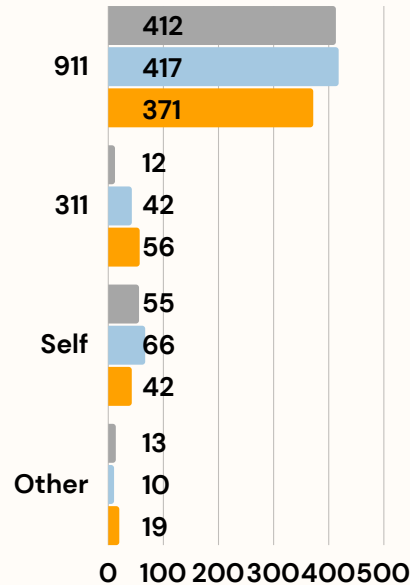
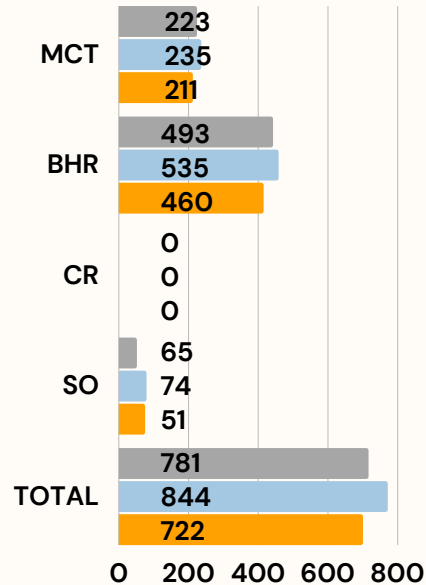
ONE  
ALBUQUERQUE

### CFS BY PROGRAM

### CFS BY REFERRAL SOURCE\*

### CFS BY CALL TYPE\*

NOVEMBER  
DECEMBER  
JANUARY

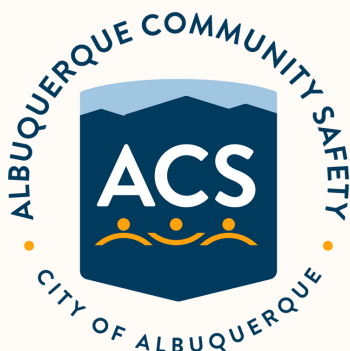


### FISCAL YEAR TO DATE CALLS FOR SERVICE

Mobile Crisis Team	1,580
Behavioral Health Responders	1,820
Community Responders	Launch March 2022
Street Outreach Responders	210
<b>TOTAL CFS</b>	<b>3,610</b>

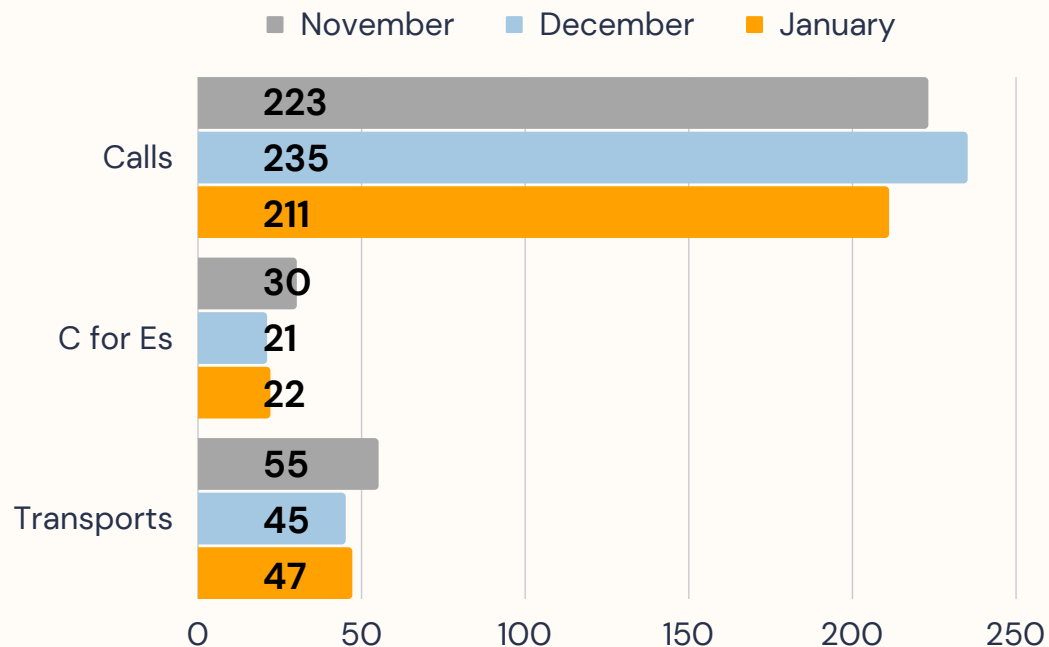
\*Does not include MCT data, which is currently tracked by APD

### BHR OUTCOMES FY22



OUTCOME	JANUARY	YTD
Resources offered	171	826
No person found	146	546
Declined services	60	301
AFR co-response	13	64
Transport	17	51
APD co-response	7	32

### MCT CALLS, CERTIFICATES FOR EVALUATION, AND TRANSPORTS



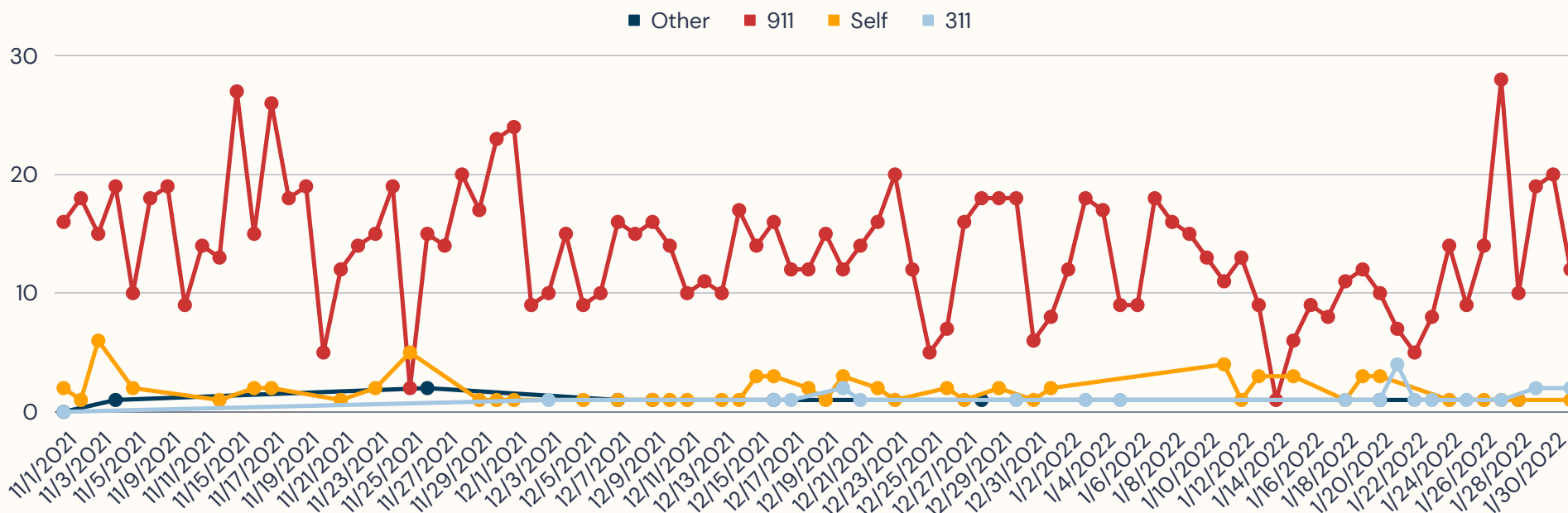
### STREET OUTREACH RESPONDER REACH | JANUARY



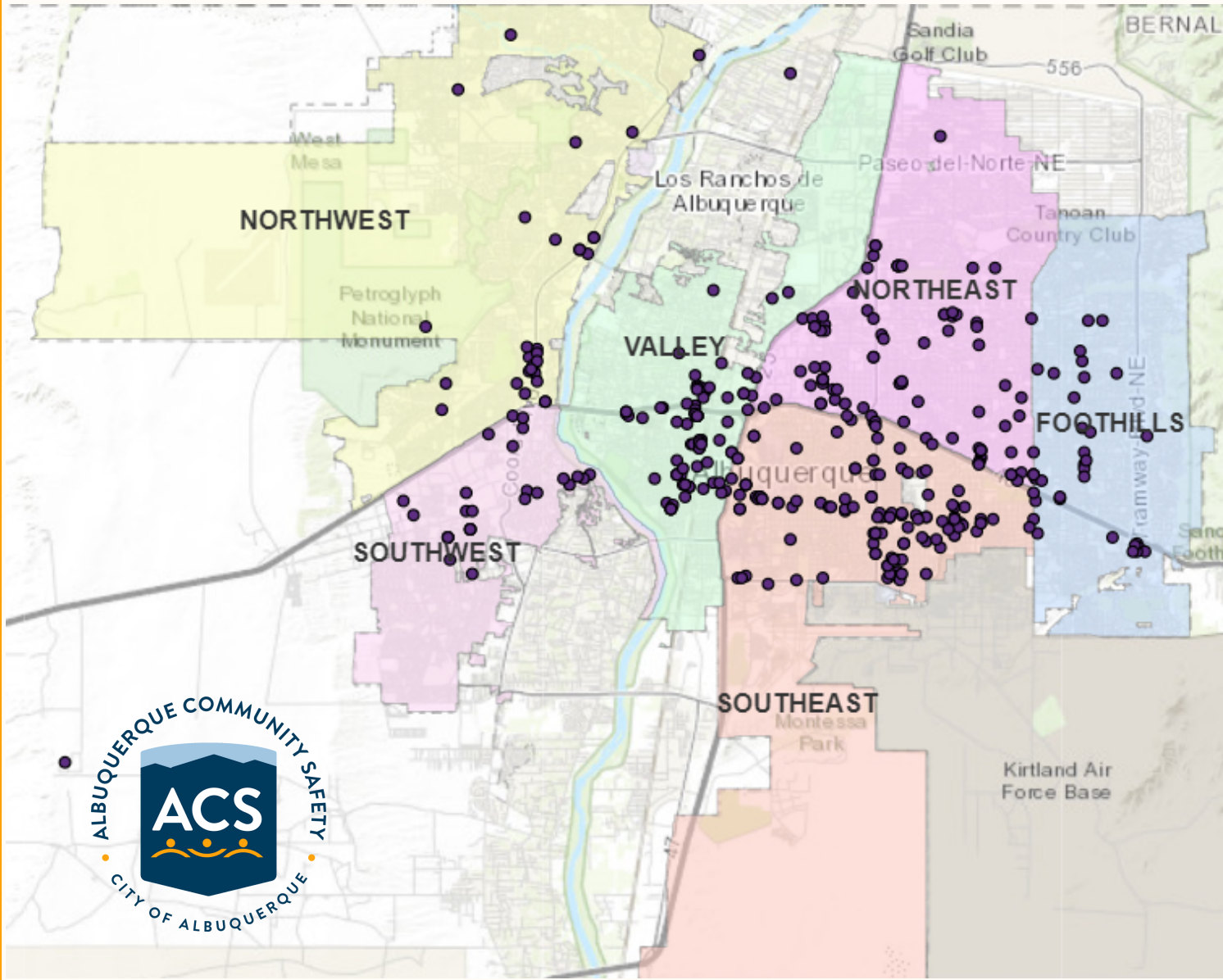
BHR CALL TIMEFRAME	NOV	DEC	JAN	YTD
Entry to Dispatch (in the queue)	0:22:20	0:36:17	0:33:20	0:31:05
Dispatch to On-scene (travel time)	0:13:10	0:12:29	0:10:56	0:12:51
On-scene to Clear (time on the call)	0:26:41	0:24:59	0:23:10	0:23:41
Create to Clear (total time to address call)	1:03:45	1:15:10	1:08:34	1:09:15



## BHR CALL VOLUME BY REFERRAL SOURCE | NOV – JAN



ACS CALLS FOR SERVICE BY AREA COMMAND | JANUARY



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



## ACS WIN BOARD

As part of their reflective supervision, ACS Responders are asked to capture calls that went well and exemplify what ACS is trying to achieve in a "win board." These "wins" prompt rich discussion that allow Responders to learn from each other. Below are selections from the win board.

**1.2.22 – Unsheltered individual:** An APD Sergeant requested Behavioral Health Responders (BHRs) to assist a family who was camped at a park. The family had been evicted from their apartment in October, had an income, but needed assistance with deposit money for a new apartment. They had also been rejected by the Wellness Hotel for temporary housing because the son was over 18. BHRs worked with APD's COAST program to arrange assistance with deposit costs if the family could find an apartment that would take them. BHRs collaborated with APD officers by calling over 20 apartment complexes to find one that would take the family. They managed to arrange an exception at the Wellness Hotel to provide the family shelter for the three weeks they would need to wait so they would not have to be separated. They also arranged for someone to foster their dog until the family was in housing.

**1.24.22 – Unsheltered individual:** ACS Street Outreach Responders (SOs) were called by staff at Barel Community Center for assistance with an unsheltered woman who was sick. SOs responded and gave her a COVID test. They discussed housing, job development, and disability services and resources, and they provided referrals to local community-based organizations. SOs were able to perform a warm handoff to ABQ StreetConnect for long-term housing assistance.

**1.26.22 – Unsheltered individual (311 call):** A business owner called 311 to report an unsheltered man that would not leave the property. BHRs used a language access line to communicate with the man who only spoke Spanish. He was in need of housing and food. BHRs transported him to a local provider to set up a housing assessment, case management assessment, and get a meal.

**1.28.22 – Unsheltered individual:** APD was called to tow a car due to multiple traffic infractions. When officers arrived and encountered a couple, including a pregnant woman, they requested an ACS response. BHRs found out their home had been broken into and burned down; all they had were the possessions in their car. BHRs were able to get them a room at the Wellness Hotel. Additional Responders came to transport their possessions along with them.

**1.29.22 – Wellness check:** A hotel employee called 911 about an intoxicated woman that was being disruptive. BHRs responded and de-escalated the situation. They found out her car had also been towed. BHRs were able to contact her father in Wyoming and arrange for him to pay for a room at a different motel and the associated fees with getting her car back. BHRs got the woman to the hotel safely and ensured she was sobering up.

INCIDENT TYPE	JANUARY	YTD*
Homicide	10	16
Domestic Violence	3	5
Gun Violence	2	3
Child Death	0	2
Suicide	0	1

AREA COMMAND	JANUARY	YTD*
Southeast	7	11
Valley	3	7
Northeast	2	5
Southwest	2	3
Foothills	1	1
Northwest	0	0



### MAJOR RESPONSE ACTIVITIES

- Working with City departments and community partners to address the La Cueva incident.
- Following the Asian massage parlor homicide, worked with Asian Business Collaborative to effectively communicate with Asian community about safety, reporting crimes and mental health resources.
- Performed homicide outreach with APD's Proactive Response Teams (PRTs) for 10 homicides.
- Received an uptick in referrals for domestic violence victims, connecting them to resources.
  - Worked extensively with one domestic violence and sexual assault victim and their family to coordinate and execute a safety plan.

### PROACTIVE 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.
- Established bi-weekly meetings between CORA, Violence Intervention Program (VIP), and APD's homicide and domestic violence victim advocate programs to align services.

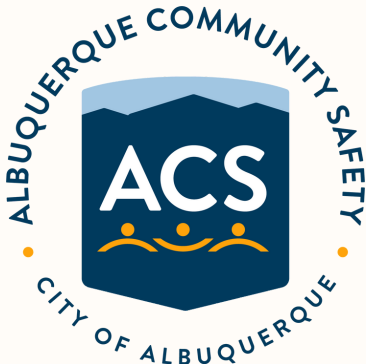
\*ACS's CORA Responder did not begin taking cases until 11.14.21

ACS'S PROGRESS IN HIRING GOALS FOR FY22

12 of 13  
administrative staff hired  
or in hiring process



36 of 45  
field staff hired  
or in hiring process



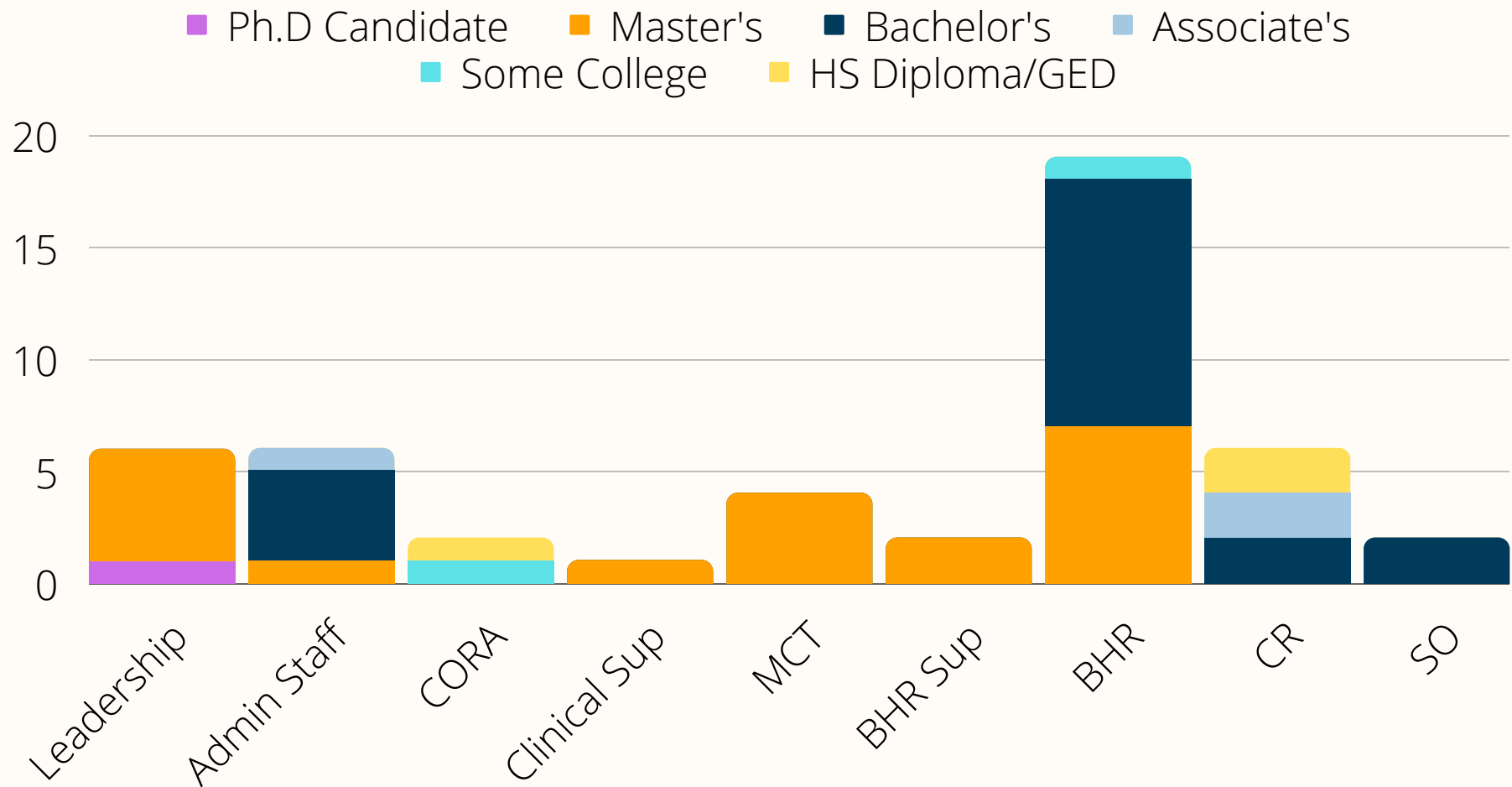
Clinical Supervisor	
MCT Clinicians	
BHR Supervisor	
BHR Tier 2	
BHR Tier 1	
Community Responder	
Street Outreach Responder	
CORA Responder	

● Hired or in hiring process  
● Vacant

## ACS STAFF EDUCATION LEVELS BY POSITION CATEGORY

**83%** of ACS's staff hold a Bachelor's degree or higher

**44%** of ACS's staff hold a Master's degree or higher





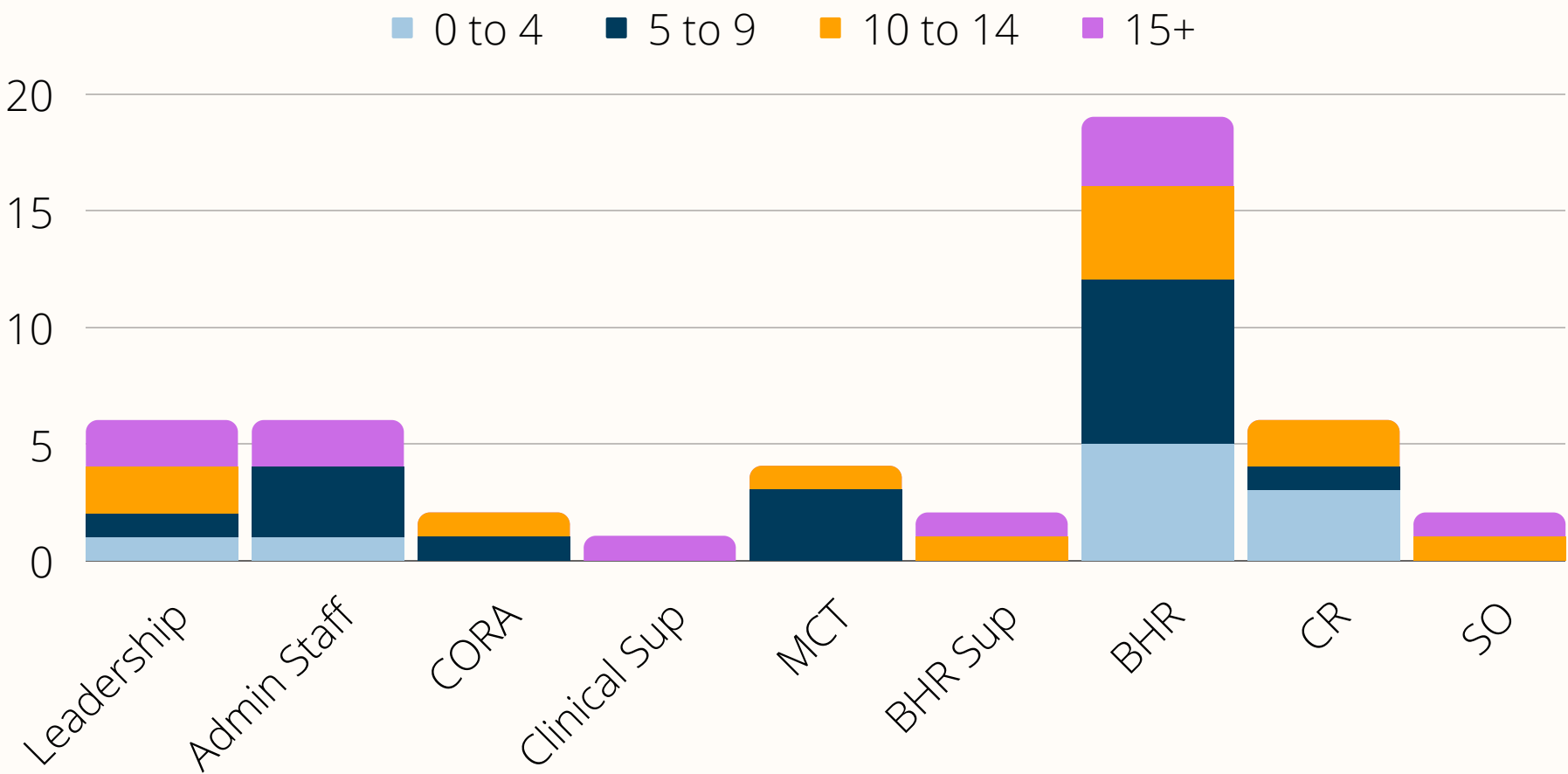
ACS STAFF YEARS OF EXPERIENCE BY JOB CATEGORY

**462**  
**YEARS**

of combined experience  
ACS staff bring to Abq's  
public safety system

**10**  
**YEARS**

is the average amount  
of experience for an  
ACS employee



ACS DEMOGRAPHIC BREAKDOWN COMPARED TO ABQ AT LARGE

As a department, ACS is reflective of the communities here in Albuquerque.  
On average, ACS deviates from the demographics of Albuquerque by

2%

