

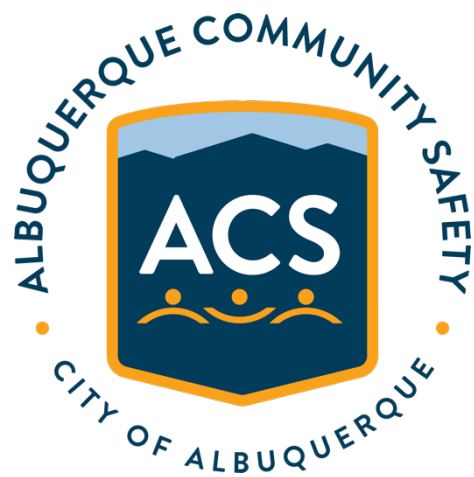


City of  
Albuquerque  
Community Safety  
Department

FY24 Q2 Report

January 2024

Mariela Ruiz-Angel, Director





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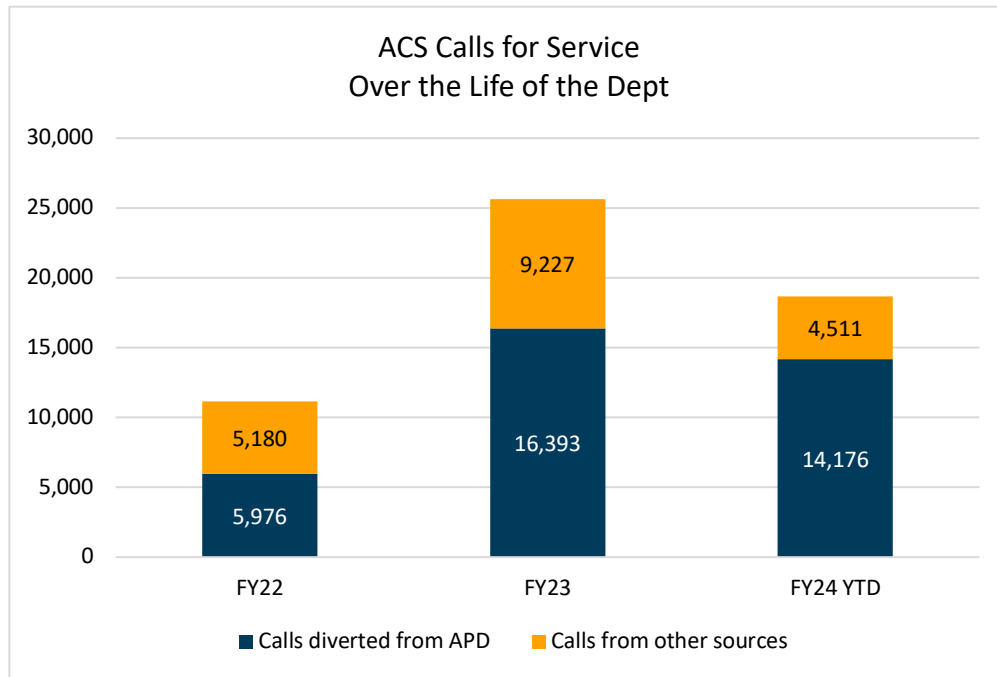
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## Programmatic Updates and Insights

Halfway through the fiscal year, the Albuquerque Community Safety Department (ACS) has demonstrated continued growth and increasing capacity. FYTD, ACS has responded to 18,687 calls for service (CFS), directly diverting over 14,000 calls from the Albuquerque Police Department (APD). Continuing at this pace, ACS is projected to respond to over 37,000 CFS which would be a 46% increase from FY23.

**Figure 1: Total ACS Calls for Service over the Life of the Department**



### Graveyard Shift Update

A significant part of the department’s growth is due to launching graveyard coverage in late August 2023. In Q2, 2,903 calls were addressed during the expanded graveyard hours of 8:00pm – 7:00am (see Table 2). Tables 1 and 2 below break down the types of calls that ACS responded to throughout the day based on shift<sup>1</sup>. Table 1 shows when calls are coming in, and Table 2 shows when Responders are being dispatched to those calls. This data shows that 21% of calls are created during graveyard hours, but 30% are dispatched during that time. Meaning, the graveyard units are continuing to resolve calls that the day and swing shifts are unable to get to and which would otherwise have been sent back to APD.

<sup>1</sup> ACS shift timeframes are as follows – Day: 0700-1259, Swing: 1300-1959, Graveyard: 2000-0659.



**Table 1: ACS CAD Events by Call Create Time – FY24 Q2**

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind	1,787	1,555	1,017	4,359	45%
Welfare Check	1,250	1,419	578	3,247	34%
Behavioral Health	280	313	199	792	8%
Suicide Related	156	221	94	471	5%
Wellness Check	137	192	55	384	4%
Susp Person	35	67	35	137	1%
Panhandler	56	47	4	107	1%
Disturbance	39	42	25	106	1%
Other	19	17	16	52	1%
Abandoned Veh	1	3	1	5	0%
Needle Pick Up	1	0	0	1	0%
<b>Total</b>	<b>3,761</b>	<b>3,876</b>	<b>2,024</b>	<b>9,661</b>	<b>100%</b>

**Table 2: ACS CAD Events by Call Dispatch Time – FY24 Q2**

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind	1,371	1,513	1,475	4,359	45%
Welfare Check	1,004	1,346	897	3,247	34%
Behavioral Health	260	320	212	792	8%
Suicide Related	150	219	102	471	5%
Wellness Check	110	187	87	384	4%
Susp Person	27	46	64	137	1%
Panhandler	32	62	13	107	1%
Disturbance	20	51	35	106	1%
Other	17	19	16	52	1%
Abandoned Veh	1	2	2	5	0%
Needle Pick Up	1	0	0	1	0%
<b>Total</b>	<b>2,993</b>	<b>3,765</b>	<b>2,903</b>	<b>9,661</b>	<b>100%</b>

Table 3 below outlines the frequency of outcomes that occur during graveyard responses. Notably, fewer calls result in a warm handoff to providers when compared to [all ACS response outcomes](#), but more graveyard calls result in transports. This is likely due to fewer providers being open during these hours, but more individuals being willing to be transported to shelters or hospitals during the night. In fact, during Q2, ACS performed 645 transports during the graveyard hours.



**Table 3: Frequency of Outcomes during ACS Graveyard Responses – FY24 Q2**

Call Outcomes	% of Calls w/this Outcome
No Person Found	46%
Performed Welfare Check	34%
Made an Informational Referral	30%
Transported	24%
Declined Services or Walked Away	20%
Directly Met Need	18%
Other	8%
Warm Handoff to a Service/Resource	7%
No Action Required	7%
AFR Call-out	2%
Responder Canceled for Safety Concerns	2%
Canceled En Route	2%
APD Call-out	1%
Repeat Consumer - No Additional Action	1%
Used Lifesaving Technique	0%

Moreover, Responder safety was a large concern before implementation. In Q2, graveyard calls resulted in an APD call-out only 1% of the time and responders cancelled for safety concerns 2% of the time. This is consistent with calls at other times of the day. No major safety incidents have occurred.

### New Unsheltered Response Protocol

ACS, like other departments, has been following a new protocol to document an offer of personal item storage and transportation to shelter for any unsheltered individuals Responders encounter. An internal analysis was performed from November 6 - December 10, 2023, to evaluate initial results (see Table 4 below). During that time, only 2% of unsheltered individuals accepted storage, and 12% accepted both transportation and shelter.

**Table 4:**

	Provided Personal Information?	Storage Offered?	Storage Accepted?	Bed Offered?	Bed Accepted?	Transport Offered?	Transport Accepted?	Working with Provider/Case Manager?
Yes	37%	71%	2%	92%	12%	85%	12%	11%
No	63%	29%	98%	8%	88%	15%	88%	89%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

ACS is unable to force people to accept shelter. However, it is increasing its street outreach capacity in order to offer broader support to this community.

An additional consideration is the 29%, 8%, and 15% “No” responses to offering storage, beds, and transportation, respectively. Just as they can’t force people to accept services, Responders





cannot force people to engage with them. These “No” responses indicate interactions where individuals ended the engagement before Responders could ask the question. Continuing to build trust with the unsheltered community is another key goal of the department so that repeated interactions may be successful in the future.

### Growth in the Violence Prevention & Intervention Division

ACS’s Violence Prevention & Intervention Division holds four (4) programs that each target violence in the community from different angles. This quarter, each program saw significant growth in capacity.

The **Community-Oriented Response & Assistance (CORA)** program increased its staff from two to five Responders. This program works with individuals, families, and communities to heal and move forward after traumatic events including shootings, deaths, and domestic violence.

The **Opioid Education and Prevention Program** brought on a second contractor to help interrupt cycles of addiction by providing education and resources to individuals and families after an overdose.

The **Violence Intervention Program (VIP)** increased its peer specialists from two to five. VIP is a collaboration with APD to break cycles of violence in the community. VIP also held its first in-person “Call-In” on October 30<sup>th</sup>. A Call-In is an event where public safety and community groups “call-in” people at risk of perpetuating violence to challenge them to choose a better path. The message is two-fold. One, make it clear that these individuals are being actively monitored by the justice system. Two, offer them connections to local resources who can help prevent recidivism. Involved partners included:

- Mayor Keller
- Angel Garcia (ACS VIP)
- Chief Medina
- BCSO Undersheriff Jareno
- US Attorney Alex Uballez
- Deputy Commander Janopoulos
- Dr. Miskimins (UNM Trauma Surgeon)
- Voices of pain from the community

The **School-Based Violence Intervention Program (SBVIP)**, which began at West Mesa High School, expanded to Robert F. Kennedy Charter School this quarter. This program interrupts violence among youth by setting students on a pathway to success.

### Department Hiring Progress

ACS has consistently held ambitious but realistic growth expectations. During the calendar year 2023, the department hired 43 total staff members, 33 of which were field positions. Focusing on FY24-Q2, 16 total staff were hired, 12 of which were field positions.



In addition to total staffing needs, the department focused on recruiting for high-impact roles. ACS has hired Jodie Esquibel as its new Deputy Director of Field Response. Dep. Director Esquibel is a former City of Rio Rancho paramedic with over two decades of experience in emergency medical services, community medicine, tactical medicine, and search and rescue operations with the State Police. She is also a professional athlete and business owner. The department believes Dep. Director Esquibel will be able to refine ACS's logistical operations and strengthen tactical relationships with the other public safety departments.

As part of its efforts to innovate its homelessness response, ACS has brought on Jodie Jepson as its new Homelessness Liaison Administrator. Ms. Jepson spent nine years on APD's Crisis Outreach and Support Team and ten years at Heading Home where she developed the StreetConnect program. She has been tasked with bolstering ACS's street outreach response and streamlining partnerships with other homelessness and housing entities.

### Formal Evaluations

ACS is proud of what it has accomplished in the three and half years since its inception, becoming the nation's first independent alternative first response department. However, being the first inherently means not having a blueprint of best practices to build off. To ensure ACS is providing the best possible service to the community, the department has initiated four separate formal, third-party evaluations covering different operational components. The department is eager to find and act upon any opportunities for improvement.

#### Adhering the to the vision: Levado

ACS has contracted Levado, a local research and consulting firm, to perform a two-year evaluation of the department as a whole. They shall analyze ACS performance measures; survey consumers and key partners; and conduct key informant interviews with local, state & nationwide agencies doing innovative community safety work in order to evaluate ACS's efficacy towards its stated goals.

#### Training for the future: UNM Office of Community Health

ACS has contracted the UNM Office of Community Health to evaluate ACS Academy training practices. The primary goal is to determine if current trainings are appropriate and adequate for the work being performed. The secondary goal is to explore the possibility of pivoting the ACS Academy curriculum toward some form of formal accreditation in the same vein as police and fire academy certifications.

#### Curbing youth violence: APEX Education

ACS has contracted APEX Education to evaluate the SBVIP program at West Mesa High School to determine if it is meeting the objectives laid out in its grant and measure program impact on the community. This evaluation is funded out of the W.K. Kellogg Foundation grant backing the program.

#### Tackling opioid use: S.D. Hughes Group

ACS has contracted the S.D. Hughes Group to design and conduct an ongoing evaluation of the Opioid Education and Prevention Program to determine if it is meeting the objectives laid out in



its grant and measure program impact on the community. This evaluation is funded out of the SAMHSA grant backing the program.

### Key Takeaways – Programmatic Updates

- ACS has responded to **18,687 calls for service (CFS) YTD**, which is on pace to **increase FY23 response capacity by 46%**.
- The **graveyard** shift responded to **2,903 CFS** in Q2.
- The **graveyard shift clears calls that the day and swing shifts can't get to**, which otherwise would go back to APD.
- There are fewer providers for Responders to connect people to during graveyard hours. However, **more calls are resulting in transports**.
- **No major safety incidents have occurred during the graveyard shift**. APD call-outs are consistent with other times of day.
- The new protocol for documenting unsheltered encounters shows few people are willing to accept storage and transportation to shelter.
- **All four** Violence Prevention & Intervention Division **programs saw significant growth** this quarter.
- A third of ACS's hiring in calendar year 2023 occurred this quarter. **16 staff members were hired**, including a new Deputy Director of Field Response and a Homelessness Liaison Administrator.
- ACS has initiated **four formal, third-party evaluations** to measure impact and identify opportunities for improvement.

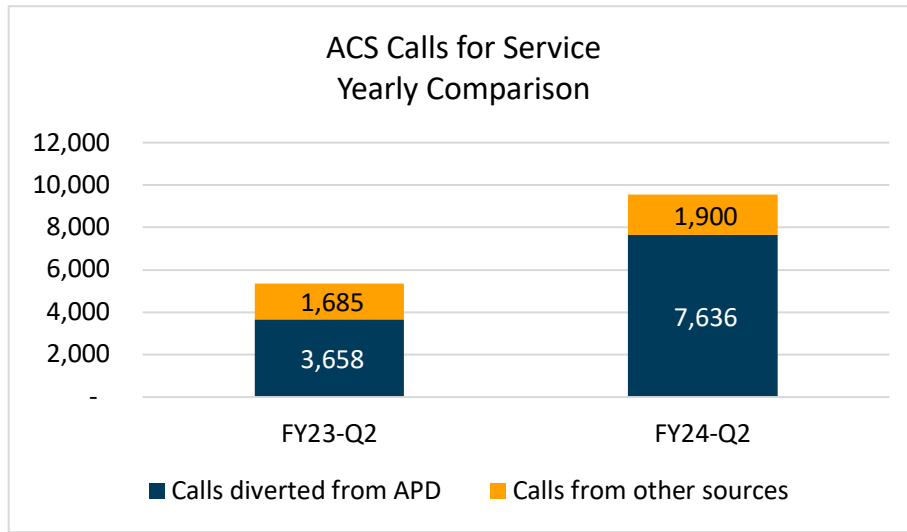


## Quarterly Metrics

### Call Volume

Total call volume is up 78% compared to this time last year (9,536 total CFS). This is the highest quarter yet for ACS call volume. A significant factor is the focus on 9-1-1 calls (see Figure 3). Responders are self-initiating less often due the high volume of both 9-1-1 and 3-1-1 calls.

**Figure 2: Q2 CFS Yearly Comparison**



**Figure 3: Q2 Call Sources Yearly Comparison**

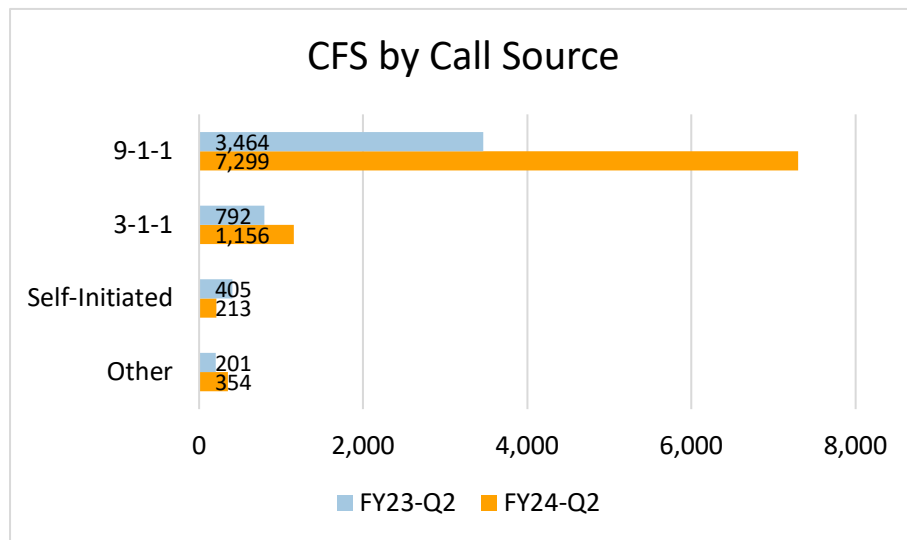


Table 5 below compares the types of calls taken by Behavioral Health Responders and both Community Responders and the Street Outreach team. While the quantity of unsheltered individual calls continues to rise across the board, Behavioral Health Responders have been able to increase their responses to higher acuity calls such as welfare checks, suicidal ideation, behavioral health, and disturbances.



**Table 5: ACS Call Types by Responder Type<sup>2</sup> – FY24 Q2**

Call Type	Behavioral Health Responders		Community/Street Outreach Resp.	
	FY23-Q2	FY24-Q2	FY23-Q2	FY24-Q2
Welfare Check	1,624	3,113	82	134
Unsheltered Ind	1,229	2,120	996	2,055
Behavioral Health	315	781	4	11
Suicide Related	144	465	2	4
Wellness Check	299	337	41	47
Susp Person	60	130	0	7
Disturbance	59	101	5	11
Panhandler	54	92	2	15
Other	115	38	8	11
Needle Pick Up	0	0	0	1
Abandoned Veh	2	5	0	0
<b>Total</b>	<b>3,901</b>	<b>7,182</b>	<b>1,140</b>	<b>2,296</b>

### Response Times

ACS Responders prioritize higher acuity calls such as behavioral health and suicide-related issues. Table 4 below breaks down the average response time to certain calls by the two types of Responders that respond to 9-1-1 calls.

**Table 6: Avg. Response Times by Call Type and Responder Type – FY24 Q2**

Call Type	Behavioral Health Responders		Community Responders	
	Time Pending	Time On-Scene	Time Pending	Time On-Scene
Suicide Related	0:21:26	1:12:35	0:13:08	1:53:45
Behavioral Health	0:35:33	0:50:57	0:32:45	1:10:34
Wellness Check	0:39:55	0:36:19	1:08:02	0:15:13
Welfare Check	1:19:14	0:31:58	2:14:07	0:29:12
Abandoned Veh	1:28:37	0:41:10	2:02:59	0:05:24
Panhandler	1:39:58	0:26:20	1:38:51	0:09:35
Unsheltered Ind	1:43:04	0:30:49	2:16:49	0:19:58
Susp Person	2:04:19	0:25:12	2:16:39	0:05:01
Disturbance	2:12:27	0:51:26	1:08:42	0:14:39
Other	1:08:20	0:36:15	1:40:24	0:12:30

<sup>2</sup> Note: Call type is tracked in Computer-Aided Dispatch (CAD) events. Total CFS is determined by reports in the records management system. There may be multiple units responding or other circumstances that lead to more CAD events than there are reports. As such, the total CAD events will be higher than the total reported CFS.



Response times are higher than they were in Q1. Additionally, the average time to close an ACS 3-1-1 service request was 53 hours in Q2, up from 42 in Q1 – though still within the 72-hour window for 3-1-1 tickets. A few factors are at play with this increase. Firstly, both 9-1-1 and 3-1-1 calls increased by 25% from Q1 to Q2. In fact, with the expansion to 24/7 and the uptick in calls, ACS has had to significantly decrease the referrals it has been accepting from APD’s CIU division. Secondly, ACS has been cautious with graveyard units regarding the calls they can respond to. While the continuity of service has been positive, the department has struggled with call prioritization.

To ameliorate this, ACS is working to transition to APD dispatch in FY24-Q3. Since it started operations, ACS Responders have had to prioritize and dispatch themselves to calls using the AFR system. This has proven to be inefficient. Particularly given the expansion to 24/7, the department expects being actively dispatched by APD dispatchers will improve response times to high priority calls and streamline the process for Responders.

### Call Outcomes

ACS responses often have more than one outcome. This can be due to assisting multiple people on a call or addressing multiple needs. Table 5 below breaks down how often certain outcomes occur on ACS responses. Notably, 1 in 6 calls result in transport to a service provider (1,433 total transports) and 41% of calls result in no person being found. These “ghost calls” often build up in APD’s queue, and ACS is able to clear them from the board to free up officers.

Concerning safety, ACS Responders still only call out APD on 1% of calls, and they send 2% of calls back to APD when they determine APD is more appropriate before they engage in that response.

**Table 7: Frequency of Outcomes during ACS Responses – FY24 Q2**

Call Outcomes	% of Calls w/this Outcome
Made an Informational Referral	49%
No Person Found	41%
Performed Welfare Check	40%
Declined Services or Walked Away	24%
Directly Met Need	21%
Transported	16%
Warm Handoff to a Service/Resource	12%
No Action Required	5%
Other	5%
Responder Canceled for Safety Concerns	2%
AFR Call-out	2%
APD Call-out	1%
Canceled En Route	1%
Repeat Consumer - No Additional Action	1%
Used Lifesaving Technique	0%



**Violence Prevention & Intervention**

The Violence Prevention & Intervention Division houses multiple programs that address violence in the community.

**VIP Custom Notifications**

ACS’s Violence Intervention Program (VIP), which it runs in collaboration with APD, defines success as helping participants exit the cycle of violence. This is defined through recidivism, or recurrent involvement in further violent crime. VIP maintains a 93% two-year running success rate of participants not recidivating in further violent crime.

VIP Peer Support Workers and APD officers identify and intervene with the individuals most likely to engage in gun violence. This intervention is called a Custom Notification. The tables below compare the outputs of the program to this time last year.

**Table 8: Q2 VIP Custom Notifications Yearly Comparison**

	FY23-Q2	FY24-Q2
Candidates for Customs Attempted	79	115
Custom Notifications Delivered	60	75
Clients Engaged in Services	19	19

**Table 9: Q2 VIP Custom Notification Referrals by Area Command<sup>3</sup> Yearly Comparison**

Area Command	FY23-Q2	FY24-Q2
SE	17	36
SW	24	22
NW	9	13
VA	6	12
NE	7	12
FH	2	6
Re-entry	0	6
TRC	4	3
HVIP	9	2
Unknown	0	2
BCSO	0	1
Other	1	1

<sup>3</sup> VIP primarily receives referrals from APD. However, they also receive referrals through their hospital-based relationship, the Trauma Recovery Center (TRC), the Bernalillo County Sherriff’s Office (BCSO), and other partners.



Connection to Services

A significant part of what VIP does is get participants to engage with services that meet their underlying needs. Table 10 breaks down the various types of services VIP have connected participants to this quarter.

**Table 10: Types of Services VIP Referred Participants to during – FY24 Q2**

Service	Referrals
Peer Support	16
Job Placement	5
Resource Navigation	4
Housing (Temporary/Emergency/Stable)	4
Family Counseling/Intervention	4
Basic Needs	3
Legal Interventions	3
Crime Victims Reparation Commission	2
Job Training	1
GED	1
Substance Use Treatment/Counseling	1
Rental/Utility Assistance	1
Relocation	1
Trauma Recovery	1
Behavioral/Mental Health Services	1
Medicated Assisted Treatment - MAT	1
Parenting Classes	1
Medical Services	1

Community-Oriented Response & Assistance (CORA) Program

CORA Responders work with individuals, families, and communities to heal and move forward after traumatic events including shootings, deaths, and domestic violence. The table below shows the types of incidents CORA has received referrals for compared to this time last year. Notably CORA has seen a significant increase in referrals to support victims of domestic violence.

**Table 11: Q2 CORA Referrals by Incident Type Yearly Comparison**

Incident Type	FY23 Q2	FY24 Q2
Gun/Other Violence	114	129
DV/Sexual Assault	13	48
Other Deaths	25	37
Other	8	28
Suicide	13	13
Homicide	10	11





While CORA operates citywide, this quarter saw an increase in referrals from the SE Area Command.

**Table 12: Q2 CORA Referrals by Area Command Yearly Comparison**

Area Command	FY23 Q2	FY24 Q2
Southeast	26	108
Northeast	49	44
Southwest	32	33
Valley	34	38
Foothills	18	22
Northwest	21	17
Unknown	3	2
All Area Commands	0	2

This quarter, CORA closed 257 cases, assisting 281 individuals.

**Table 13: Q2 CORA Impact Metrics Yearly Comparison**

Impact Metric	FY23 Q2	FY24 Q2
Incidents referred to CORA	183	266
Adults assisted	77	219
Children assisted	34	62
Referrals made	204	326
Outreach operations	101	178
Community engagement events	3	4
Cases closed	168	257

### Key Takeaways – Quarterly Metrics

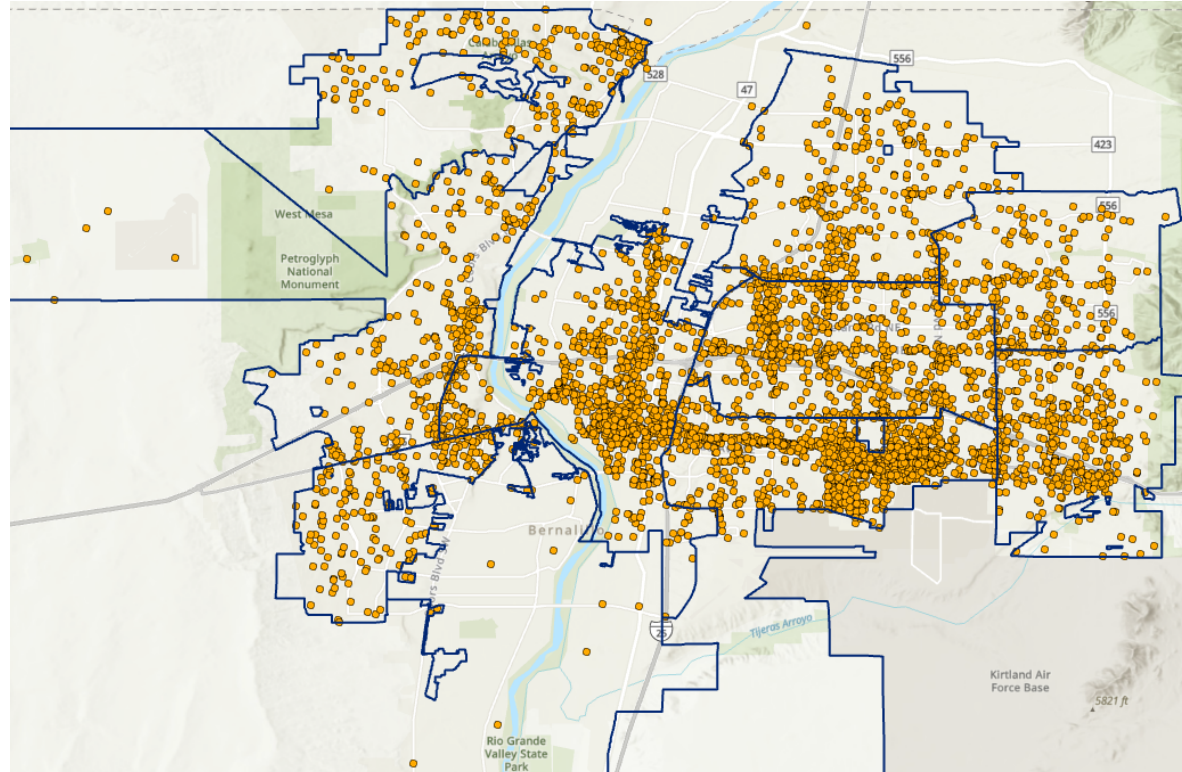
- Total **call volume is up 78%** compared to this time last year, as well as **25% from just last quarter**.
- Response times have increased. However, one of the goals of **transitioning to APD dispatch** is to help prioritize and streamline responses as the department is facing an increase in demand.
- **1 in 6** ACS responses result in a **transport** to service providers, totaling **1,433 transports this quarter**.
- The Violence Intervention Program (**VIP**) is **holding a 93% success rate**.
- **CORA Responders closed 257 cases, assisting 281 individuals** this quarter.



## Appendix A: Citywide Map of ACS Responses

**Figure 4: Citywide ACS Responses during FY24-Q2**

In FY24-Q2, ACS created 8,550 reports citywide<sup>4</sup>.

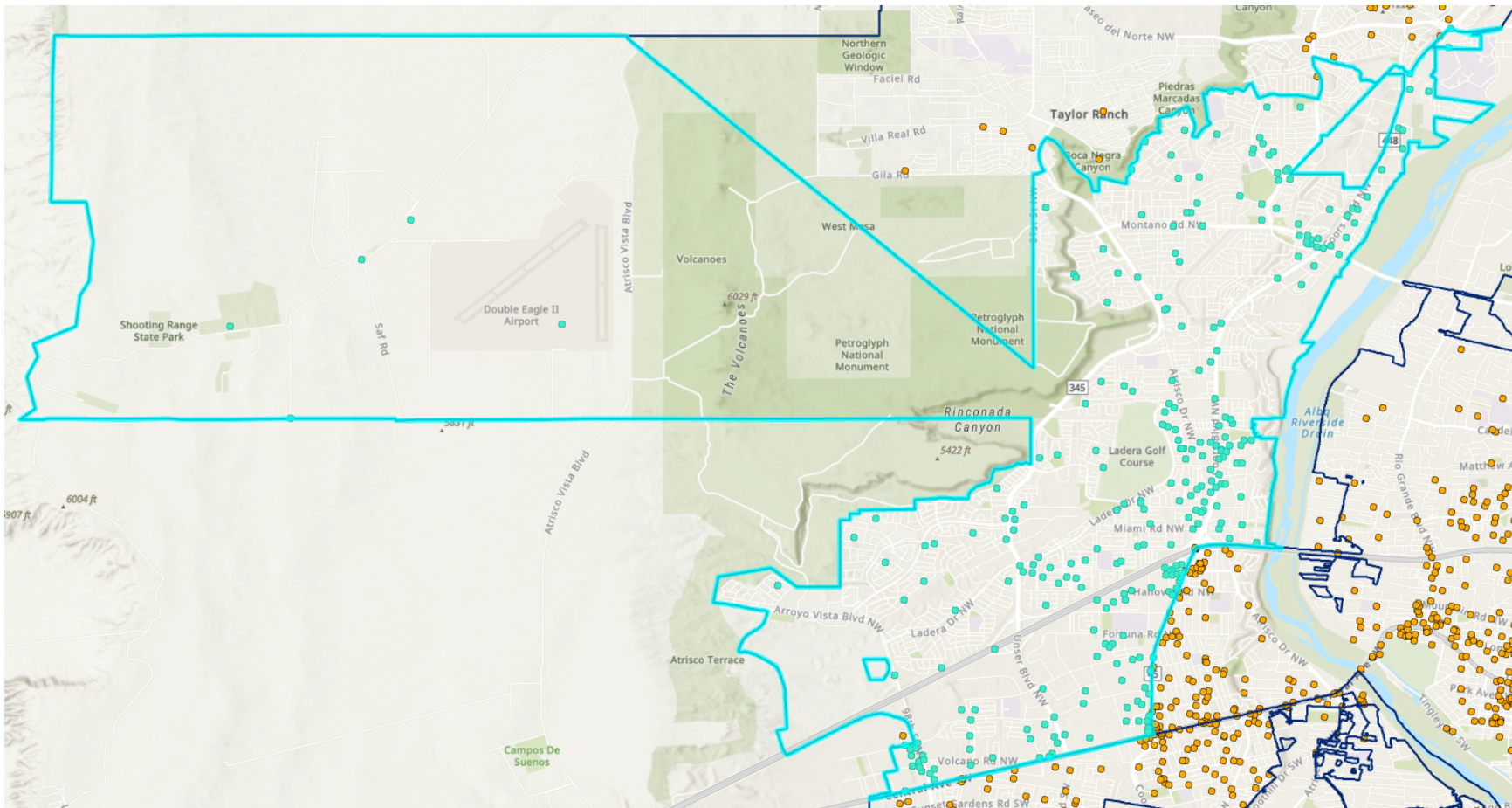


<sup>4</sup> The maps in these appendices only include Behavioral Health, Community, and Street Outreach Responder reports that contain a geolocation within the city limits. Total CFS figures include reports from Mobile Crisis Teams as well as reports outside of the city limits or that are missing a geolocation value.

## Appendix B: Council District 1 CFS Map

**Figure 5: ACS Responses in CD1 during FY24-Q2**

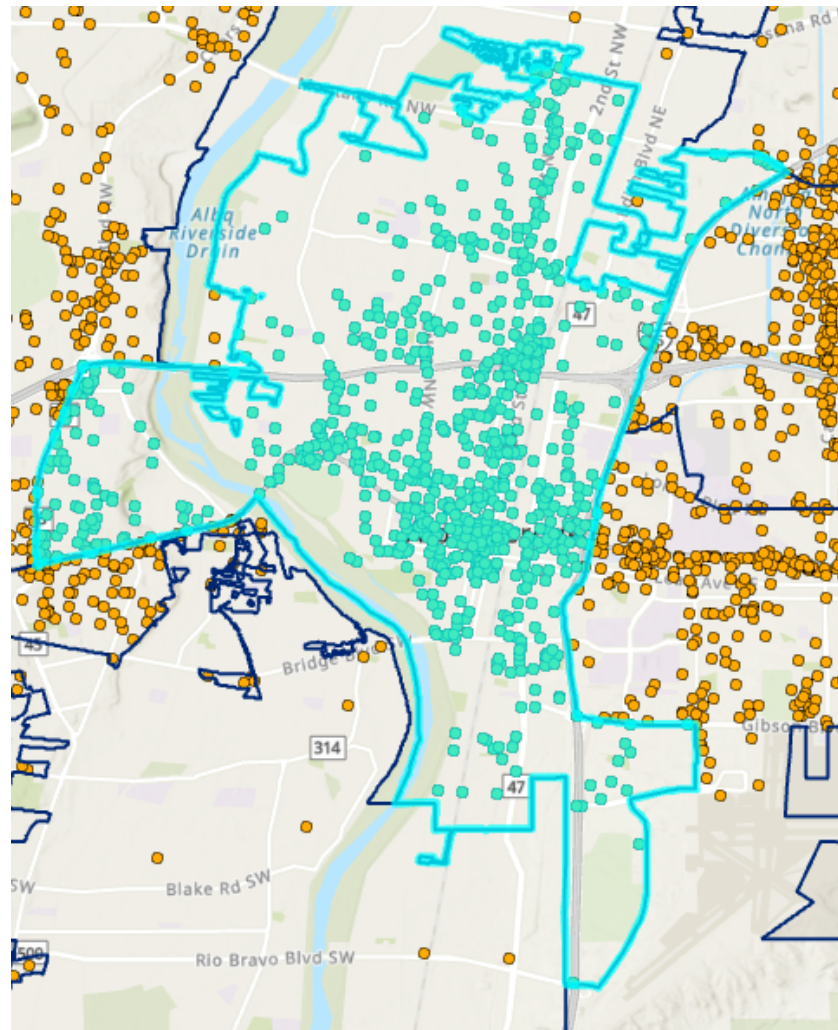
In FY24-Q2, ACS created 534 reports within Council District 1.



## Appendix C: Council District 2 CFS Map

**Figure 6: ACS Responses in CD2 during FY24-Q2**

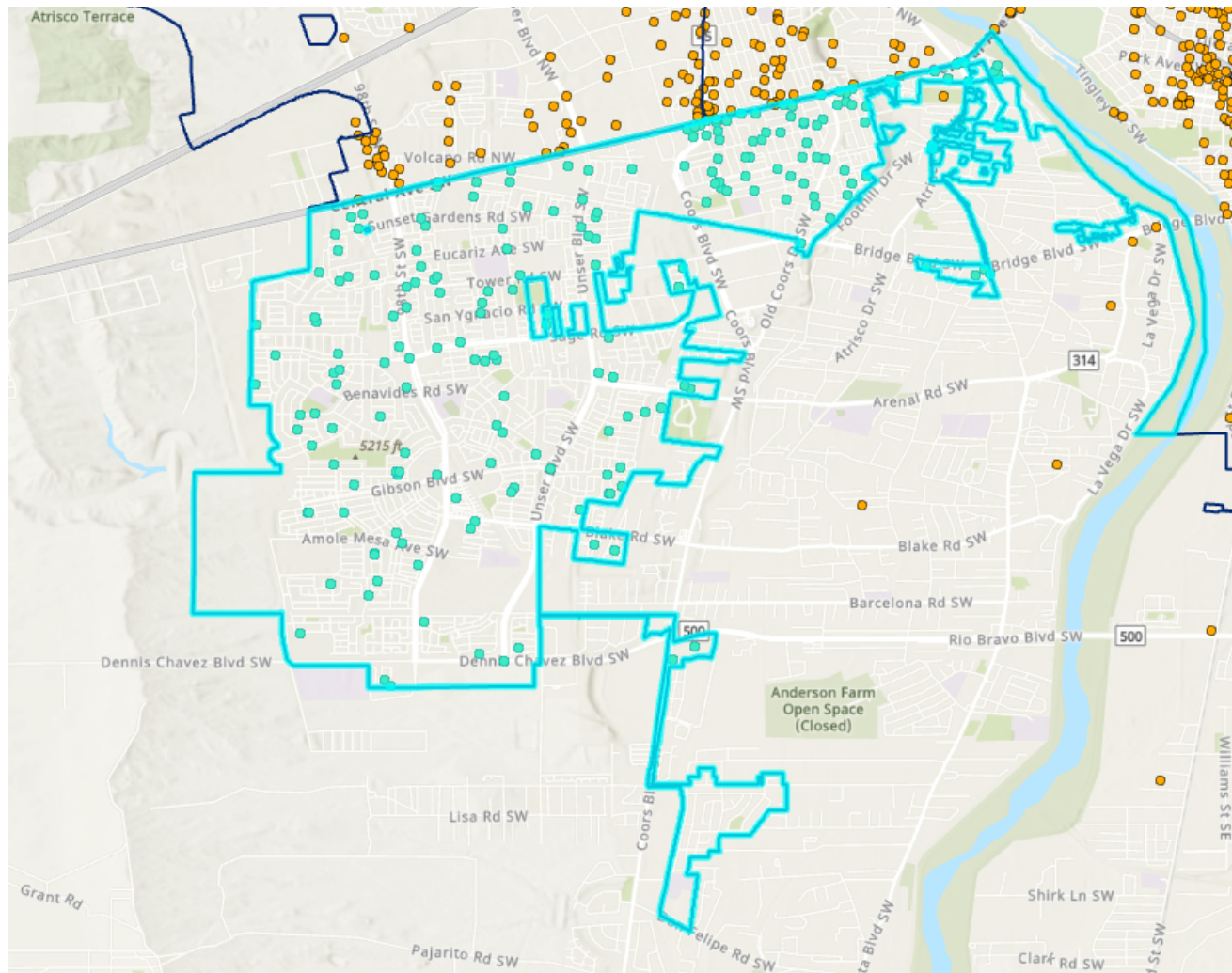
In FY24-Q2, ACS created 1,850 reports within Council District 2.



## Appendix D: Council District 3 CFS Map

**Figure 7: ACS Responses in CD3 during FY24-Q2**

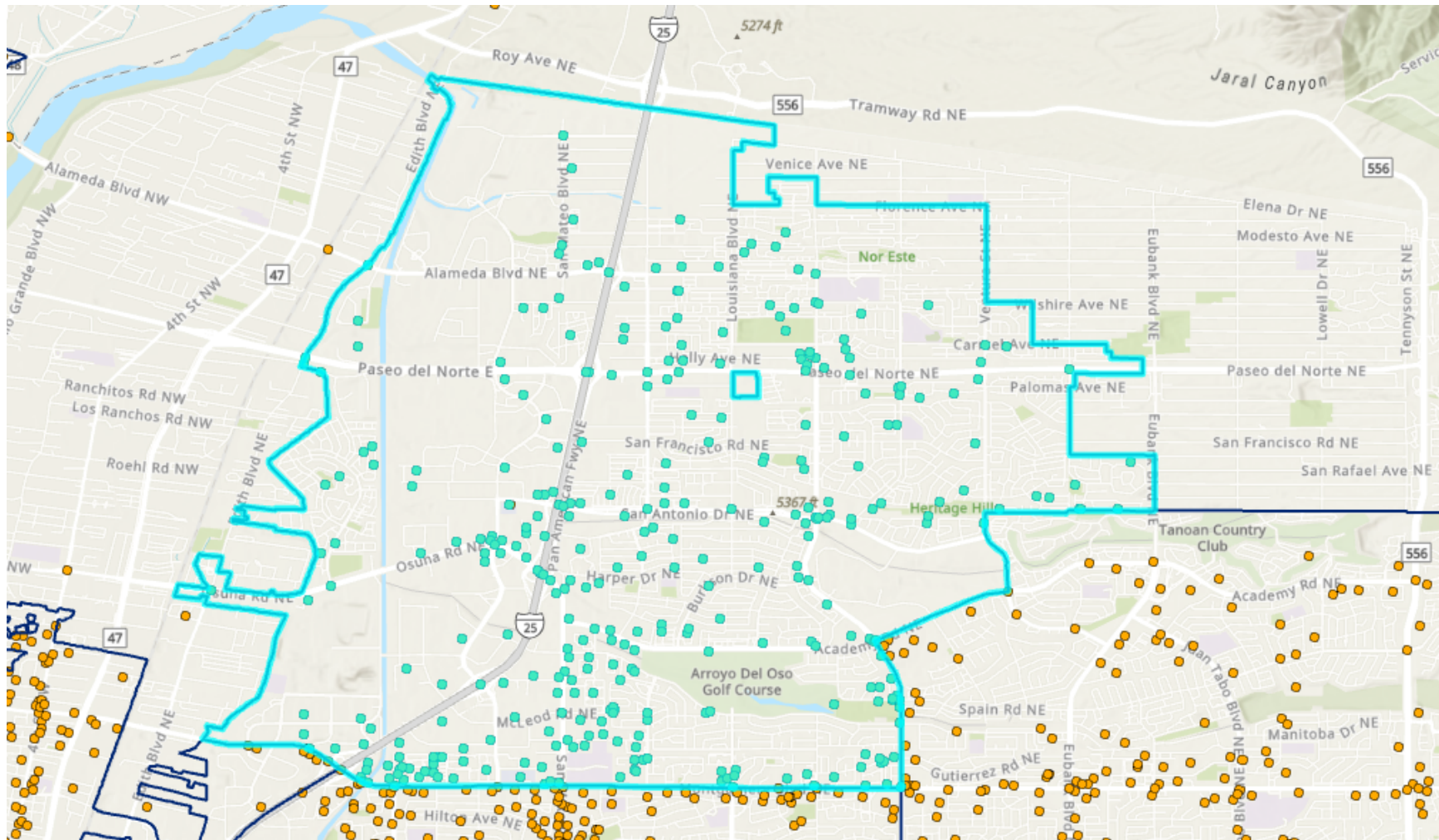
In FY24-Q2, ACS created 317 reports within Council District 3.



## Appendix E: Council District 4 CFS Map

**Figure 8: ACS Responses in CD4 during FY24-Q2**

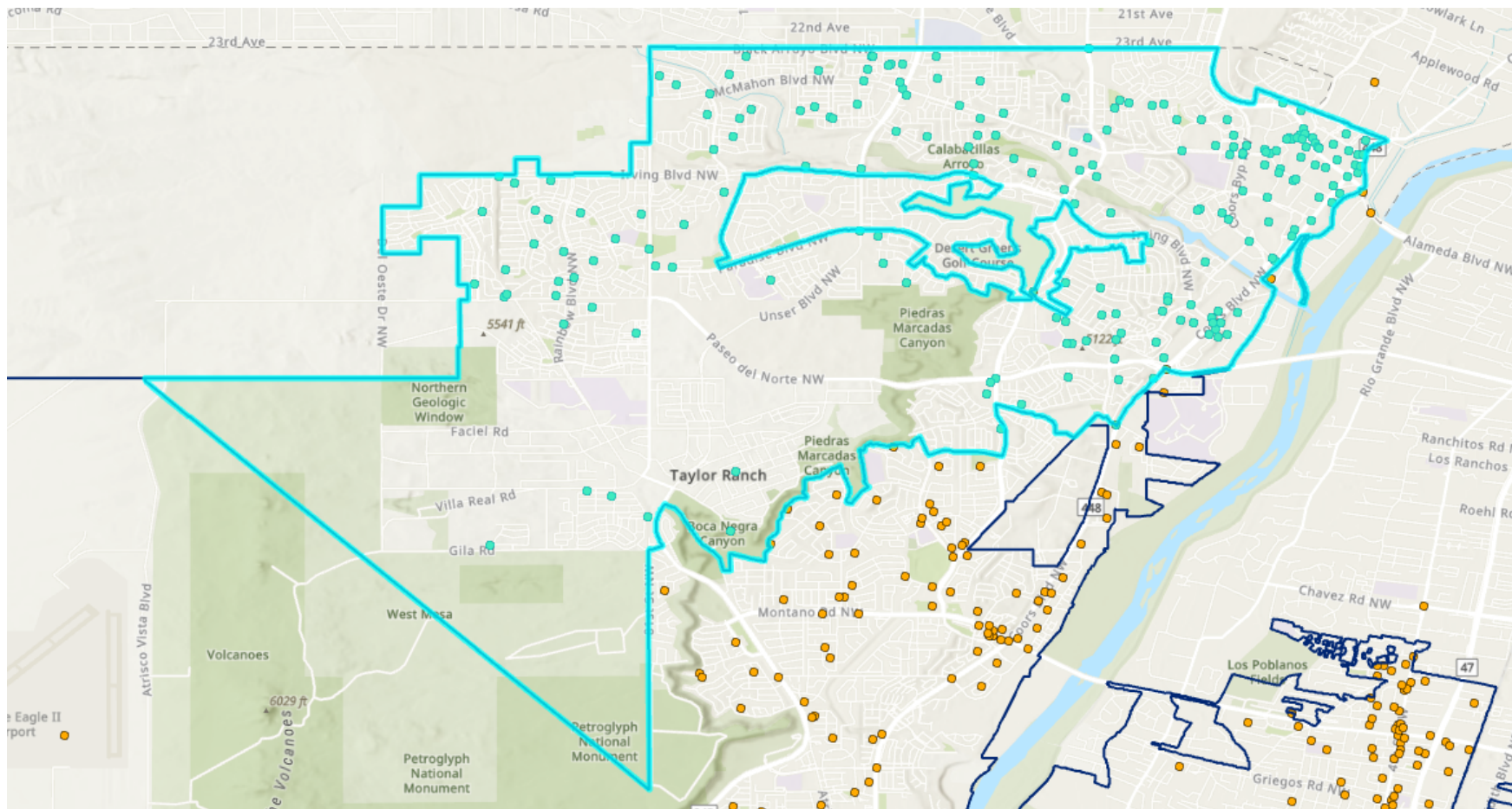
In FY24-Q2, ACS created 629 reports within Council District 4.



## Appendix F: Council District 5 CFS Map

**Figure 9: ACS Responses in CD5 during FY24-Q2**

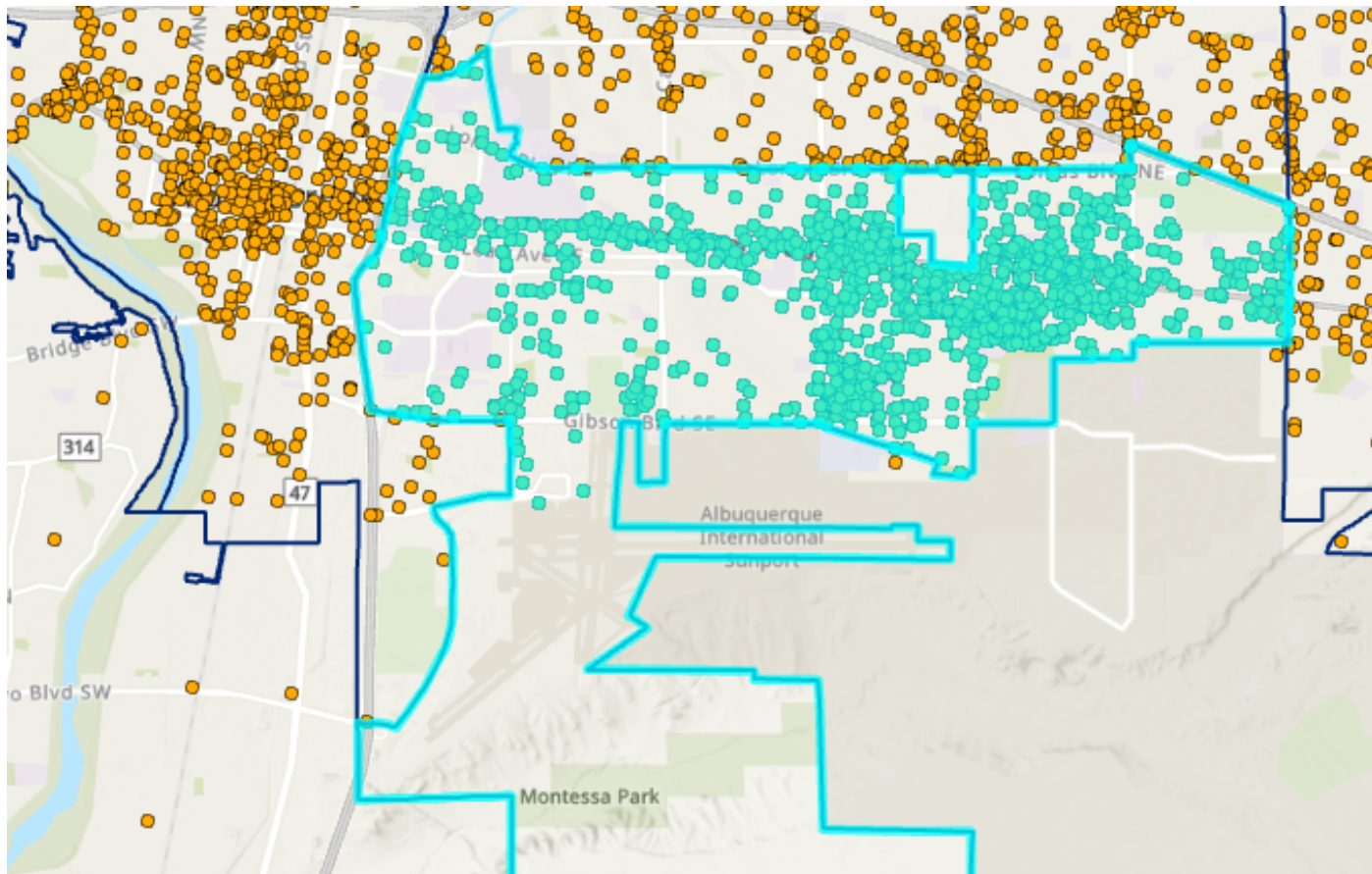
In FY24-Q2, ACS created 311 reports within Council District 5.



## Appendix G: Council District 6 CFS Map

**Figure 10: ACS Responses in CD6 during FY24-Q2**

In FY24-Q2, ACS created 2,288 reports within Council District 6.

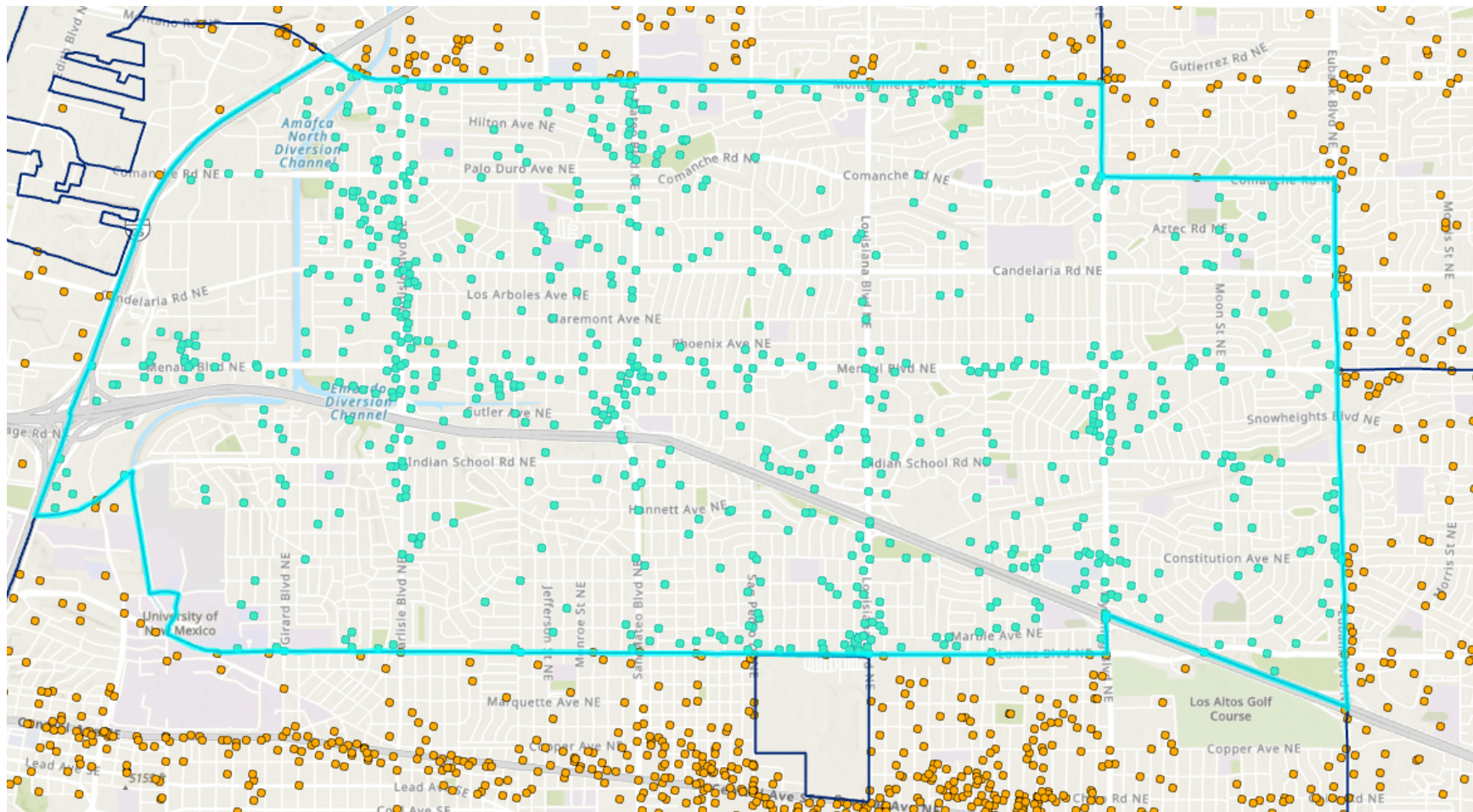




## Appendix H: Council District 7 CFS Map

**Figure 11: ACS Responses in CD7 during FY24-Q2**

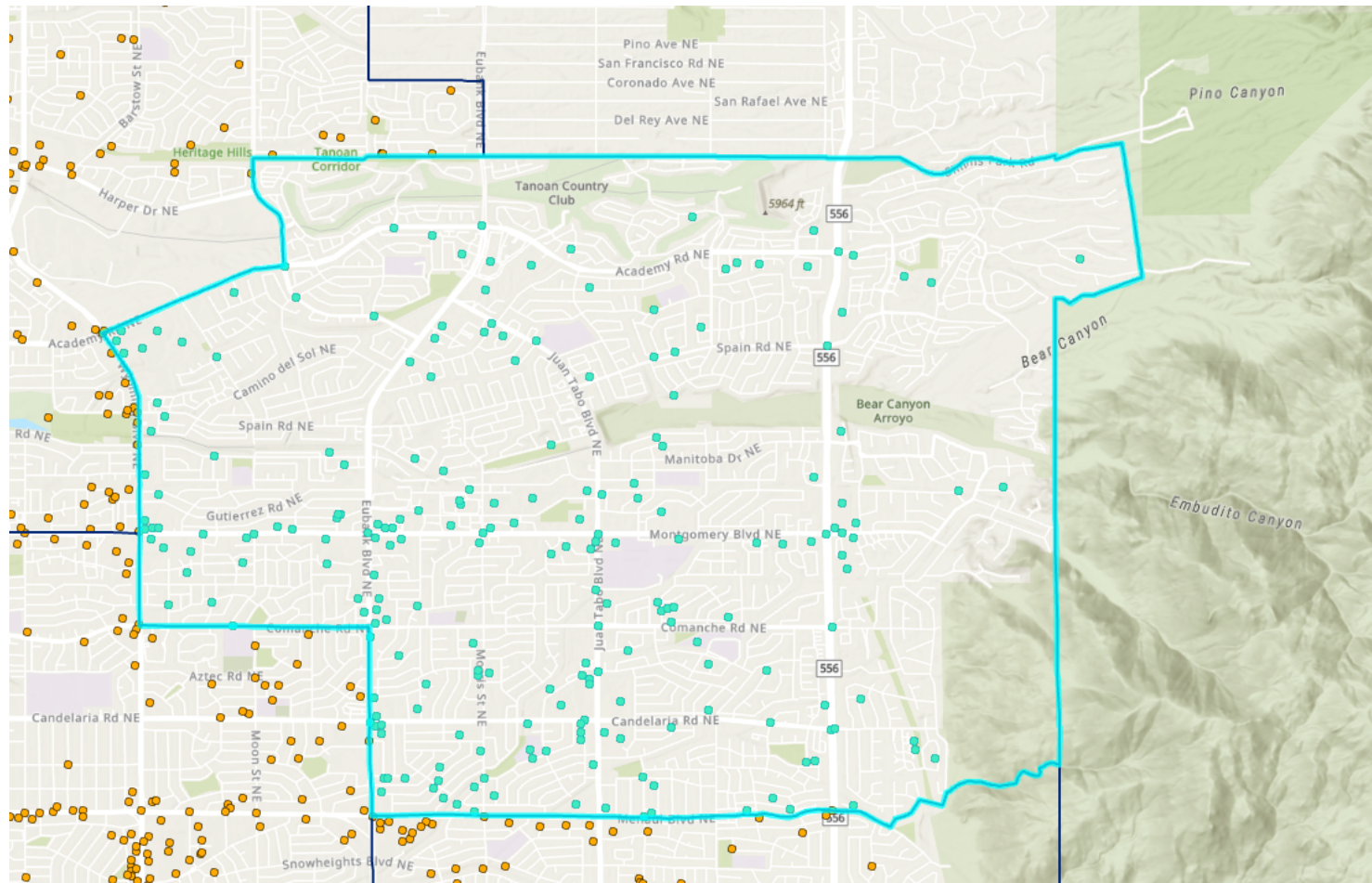
In FY24-Q2, ACS created 1,515 reports within Council District 7.



## Appendix I: Council District 8 CFS Map

**Figure 12: ACS Responses in CD8 during FY24-Q2**

In FY24-Q2, ACS created 345 reports within Council District 8.



## Appendix J: Council District 9 CFS Map

**Figure 13: ACS Responses in CD9 during FY24-Q2**

In FY24-Q2, ACS created 761 reports within Council District 9.

