Mental Health Response Advisory Committee (MHRAC)

Meeting Minutes
January 18, 2022
Via Zoom

Board Members in Attendance
Maxwell Kauffman                                  Disability Rights New Mexico
Rachel Biggs                       ABQ. Health Care for the Homeless
Betty Whiton                                           NAMI
David Ley                                                New Mexico Solutions
Cassandra Bailey            APD Crisis Intervention Division
Gilbert Ramirez                           CABQ-Dept. of Family & Comm. Services
Laura Nguyen                                        Albuquerque Ambulance
Matt Dietzel                                            APD Crisis Intervention Division
Paula Burton                                          NAMI Peer Representative
Rob Nelson                                        APD/CIU/C.O.A.S.T
Robert Salazar                               NAMI Vice President
Breeann Rocha                        New Mexico Solutions
Joe Aranda                        Hopeworks
Nil Rosenbaum, MD            APD Behavioral Health Division
Bonnie Mount                                        UNM Dept. of Psychiatry

Introduction to MHRAC
The Mental Health Response Advisory Committee was created by the Court Approved Settlement Agreement (CASA). We’ve been around since day one and have a focus on three areas, resources, resources being available to access different things within the city that APD and first responders can use as it impacts homelessness and mental health issues. We are also involved in training and policy; training is one of those things we made a tremendous impact on. As far as the training that is offered. Policies are one of those things where the MHRAC is involved with assisting in writing and approving and recommending policy as it relates again to the narrow focus; we think narrow, but sometimes it gets pretty wide focused on how law enforcement interacts with those experiencing homelessness and those experiencing a mental health crisis.

Rachel Biggs
I think I speak for Max and myself as new co-chairs coming in this year to think about how we can all work together to advance the reform of the police department and to provide guidance to the City of Albuquerque as a whole.

Welcome first-time guests
Chat: Mary Magnusson, Director of Behavioral Health at Lovelace Health Systems

Approval of meeting minutes
1st Motion – David Ley
2nd Motion – Paula Burton
All were in favor of minutes.
**Update on SOP review process**
Maxwell Kauffman
Per the city, MHRAC will be afforded two weeks to respond to SOP’s. The Infoshare/Resource/Policy Sub-Committee will review and discuss SOP(s), compile the feedback, and put it in a formal document and we will send it back to its rightful owner (e.g. APD, City, ACS, etc.).

Gilbert Ramirez
Q. Is there a process in place for anything that comes through this committee to get voted for approval before it gets sent back to its rightful owner?

Rachel Biggs
A. We would like to have clear documentation of what our process is moving forward.

Max Kauffman
A. Max gave an overview of the MHRAC process and the sub-committees when it comes to SOPs. Having more organization in policy recommendations will be good for us.

**Public Comment (Two minutes per person, 15 minutes total)**
Wendy Linebrink-Allison
I would like to bring to the group for consideration and future conversations regarding communication resistance between the Crisis Lines (Agora and NM Crisis Line), and dispatch. I am asking MHRAC to advocate for the crisis lines for better communication with the dispatch centers.

Max and Rachel
Advised that we take this up at the Infoshare Sub-committee. Max invited Wendy or a representative to speak on the issue at Infoshare’s next sub-committee meeting which is on the 2nd Tuesday of each month at 10:30 am.

**AFR Dispatch Updates – Deputy Chief Emily Jaramillo**
Deputy Chief Emily Jaramillo
Explained the process for calls coming through to dispatch to determine what agency (AFR, APD, ACS, or AA) will be going to that call. We developed that process because we average 17,000 unknown (e.g. down and outs, sleeping under a tree, etc) calls a year.

Rachel Biggs
Q. Is there an opportunity to review policies where all this comes into place?

Emily
A. Yes, we follow EMS guidelines and the medical control board is made up of doctors from all the hospitals; they are the ones that oversee those guidelines in coordination with all of EMS agencies.

Max
Q. Has the rise in COVID cases affected the way calls are triaged by dispatch?
Emily
A. We do have an increase in call volume but I would not say it is COVID related. It has not impacted AFR's ability to respond. The problem we are having is longer turnaround times at hospitals because they are backlogged in the ER's with COVID patients.

Albuquerque Community Safety Department Update, Mariela Ruiz-Angel
ALBUQUERQUE COMMUNITY SAFETY

HOW MANY TOTAL CALLS HAVE BEHAVIORAL HEALTH RESPONDERS (BHR) TAKEN?

- APD co-response: 26
- Transport: 40
- AFR co-response: 61

Refused services: 273
No person found: 476
Resources offered: 734

1,610

14 calls/day on avg

Calls from 8/30 - 1/17

ALBUQUERQUE COMMUNITY SAFETY

HOW ARE BHR CALLS BEING DISPATCHED?

<table>
<thead>
<tr>
<th>Call Type</th>
<th>AFR</th>
<th>Self-Dispatch</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unsheltered individual - CDRN</td>
<td>959</td>
<td>110</td>
<td>1069</td>
</tr>
<tr>
<td>Welfare check - CSWCC</td>
<td>237</td>
<td>41</td>
<td>278</td>
</tr>
<tr>
<td>Wellness check - CSWELF</td>
<td>84</td>
<td>8</td>
<td>92</td>
</tr>
<tr>
<td>Behavioral health issue - CSHI</td>
<td>46</td>
<td>10</td>
<td>56</td>
</tr>
<tr>
<td>Pinhandler - CSPII</td>
<td>40</td>
<td>0</td>
<td>40</td>
</tr>
<tr>
<td>Suspicious/uncooperative suspect - CSO</td>
<td>32</td>
<td>4</td>
<td>36</td>
</tr>
<tr>
<td>Down and out (intoxicated) - CSWEJELD</td>
<td>15</td>
<td>1</td>
<td>16</td>
</tr>
<tr>
<td>Suicide - CSUJC</td>
<td>9</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Abandoned vehicle - CSAV</td>
<td>9</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>Disturbance - CSO</td>
<td>1</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td>Needto pickup - CSPU</td>
<td>2</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Total</td>
<td>1434</td>
<td>175</td>
<td>1609</td>
</tr>
</tbody>
</table>
WHERE ARE CALLS OCCURRING?

HIGHEST VOLUME AREA COMMANDS

1. Southeast
2. Valley
3. Northeast

HOW LONG ARE CALLS TAKING ON AVERAGE?

<table>
<thead>
<tr>
<th>Timeframe</th>
<th>Nov</th>
<th>Dec</th>
<th>-Jan 17</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Entry to Dispatch (in the queue)</td>
<td>0:22:20</td>
<td>0:36:17</td>
<td>0:38:39</td>
<td>0:31:35</td>
</tr>
<tr>
<td>Dispatch to On-scene (travel time)</td>
<td>0:13:10</td>
<td>0:12:29</td>
<td>0:10:33</td>
<td>0:13:05</td>
</tr>
<tr>
<td>On-scene to Clear (time on the call)</td>
<td>0:26:41</td>
<td>0:24:59</td>
<td>0:20:27</td>
<td>0:23:23</td>
</tr>
<tr>
<td>Create to Clear (total time to address call)</td>
<td>1:03:45</td>
<td>1:15:10</td>
<td>1:11:03</td>
<td>1:09:46</td>
</tr>
</tbody>
</table>
We have taken over 1,900 calls; the Police Department has been great partners in working with us.
Members of the MHRAC committee made a recommendation to change the language regarding an individual who does not want service from “refused or resisted services” to “declined services.”

Rachel
Q. Can you send the ACS Transfer SOPs over to the MHRAC committee for review?
Jasmine Desiderio
A. They were sent to the MHRAC committee about two months ago, before the new leadership, but she will resend.

Gibson Health Hub, Family and Community Services, Cristina Parajón
We are in the process of building four pieces to the Gibson Health Hub. The first piece, the Gateway Center (50 Women), RFP will be going out in February. The Second piece, medical respite, is short-term. The third piece, we are going through the process of developing the Sobering Center and the fourth piece is the Trauma Recovery Center which is for victims of violent crimes and has now moved into the Gibson Health Club.

MHRAC Agreement, Maxwell Kauffman
We have had an MHRAC agreement for many years but I think we should start fresh going forward; we will discuss that more in-depth at the next meeting, but for now, we can start with the structure within MHRAC regarding voting and membership. What do we vote on, and when do we vote, that is not really clear in the document. Who gets to vote, when more than one member are belonging to an organization/department. Rachel and I propose one vote per organization/department.
Regarding membership, we can withstand growth. It makes sense for ACS and AFR to be a part of the board. I would love to reach out to 1st Nations to be a part of the board as well.

Rachel
I would like to see more committee members that belong to various organizations/entities.

Max
Q. We are charged to improve outcomes for those who are homeless and or mentally ill; we are also charged with networking and building relationships with community service providers, per the CASA. I would like to increase participation.

Rachel
The proposal on the table is for all as committee members to trust Max and me to do some outreach and recruit a few new participants and for Max to take some of the feedback today and draft something that we can all look at between now and the next meeting in terms of a formalized agreement for MHRAC.

Laura
Q. Are we talking about just organizations or will you be doing outreach to peers, people who have experienced mental health and homelessness?

Rachel
A. Both

Fall 2021 Data Book, Commander Dietzel
Has been sent to the MHRAC Board via email for their review and a link was posted on the zoom chat for public review.

Crisis Intervention Division, Bureau Reorganization, Commander Dietzel
The Crisis Intervention Division is no longer under the umbrella of the Police Reform Bureau. Deputy Superintendent Eric Garcia is now Interim Superintendent/Deputy CAO Eric Garcia. CIU is now under the umbrella of the Field Services Bureau for better communication with the area commands. Field Services Bureau is overseen by Deputy Chief Josh Brown.
CIU, APD, and BSS Report and Update
None

Sub-Committees Report and Update
None; it has been discussed throughout the meeting.

Comments on Recent SOPs/Special Orders
Max
Q. Does anyone had any feedback on the SOPs?

David Ley
Requested an update on the SOP for Transporting and Searches.

Commander Dietzel
The issue we ran into is we didn’t have it in policy.

Rachel
Would like an update on how that is going in the future. I’d like to put that item on a future agenda to keep it quarterly or six months from now.

Rachel
I would like to recommend we post the SOP’s on the city website for public viewing.

Max
Yes, a recommendation tracker. I agree; being transparent to the community is good.

Rachel
We got an opportunity to review ACS, Albuquerque Community Safety Department, SOP. I would propose that we have a better process of knowing when we’re going to get ACS’s policies and which ones we might review.

Jasmine
So there is one SOP that might be a review for amendment and that is where we will go back and let you know how that is going to be stipulated based on the other Standard Operation Procedures (SOP) for the other departments and how ACS is going to fit into that.

Max
It does not need to be complicated, as long as we get two weeks to review SOP, and have a discussion, and get it back.

Jasmine
I am the POC for policies.

MHRAC Final Discussion
Gilbert
I will post a link on the chat to take a survey on addressing behavioral health gaps; the city and the county are working on a strategic plan. The county will be putting out an invite on the website; we will be doing Community Forums to solicit feedback from the community and providers.
Jasmine
ACS will be having a Stirring Committee meeting for their department in February; we will be sending invitations if anyone is interested.

Next meeting: Tuesday, February 15, 2022