

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



PERFORMANCE UPDATE

1.18.21

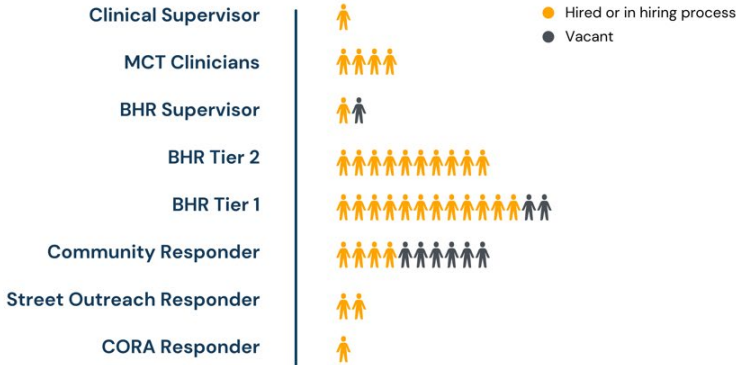


WHAT DOES ACS'S STAFFING LEVEL LOOK LIKE?

10 of 11
administrative staff hired
or in hiring process



36 of 45
field staff hired
or in hiring process

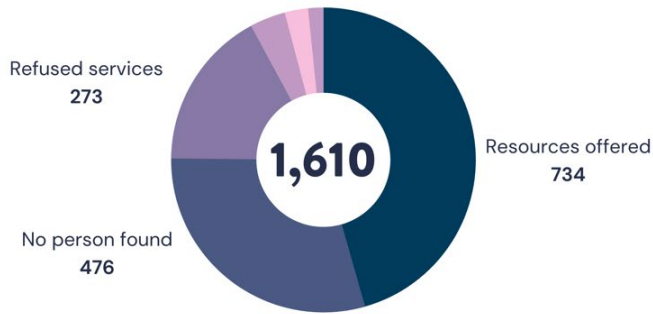




HOW MANY TOTAL CALLS HAVE BEHAVIORAL HEALTH RESPONDERS (BHR) TAKEN?

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

Calls from 8/30 - 1/17

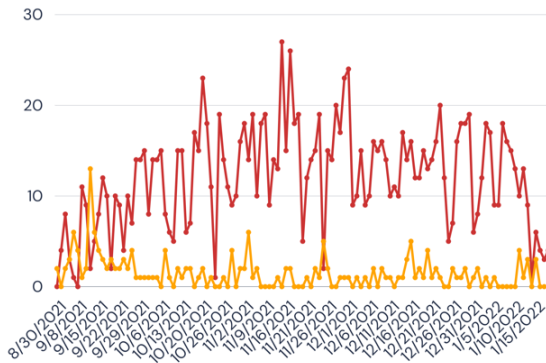


14
calls/day
on avg



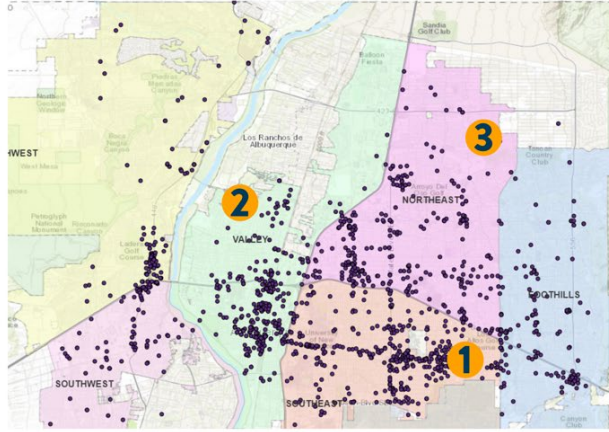
HOW ARE BHR CALLS BEING DISPATCHED?

- AFR Alarm Room
- Self-Dispatch



Call Type	AFR	Self-Dispatch	Total
Unsheltered individual - CSUI	959	110	1069
Welfare check - CSWC	237	41	278
Wellness check - CSWELF	84	8	92
Behavioral health issue - CSBH	46	10	56
Panhandler - CSPH	40	0	40
Suspicious/intoxicated subject - CSSP	32	4	36
Down and out (intoxicated) - CSWELD	15	1	16
Suicide - CSSUIC	9	0	9
Abandoned vehicle - CSAV	9	0	9
Disturbance - CSD	1	1	2
Needle pickup - CSPU	2	0	2
Total	1434	175	1609

WHERE ARE CALLS OCCURRING?



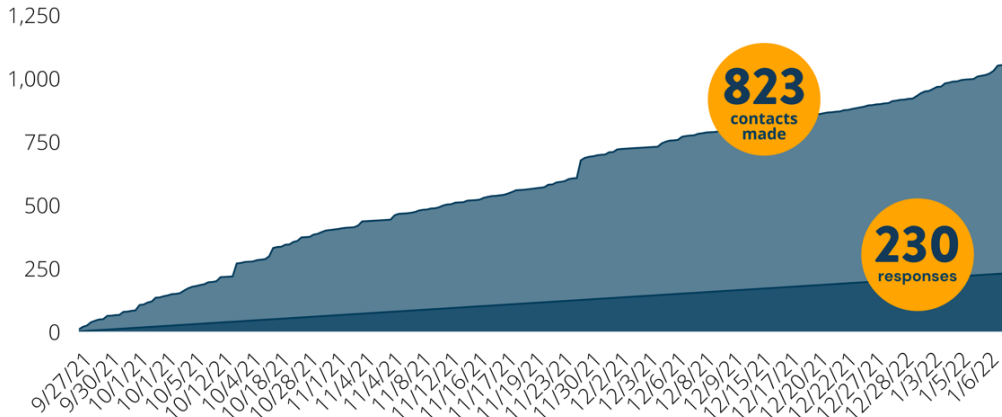
HIGHEST VOLUME AREA COMMANDS

- 1** Southeast
- 2** Valley
- 3** Northeast

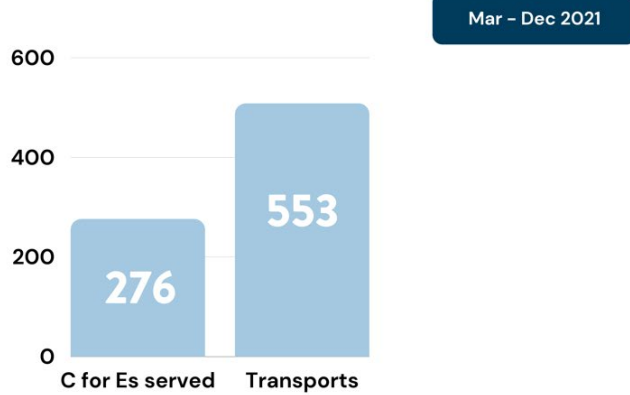
HOW LONG ARE CALLS TAKING ON AVERAGE?

Timeframe	Nov	Dec	-Jan 17	Total
Entry to Dispatch (in the queue)	0:22:20	0:36:17	0:38:39	0:31:35
Dispatch to On-scene (travel time)	0:13:10	0:12:29	0:10:33	0:13:05
On-scene to Clear (time on the call)	0:26:41	0:24:59	0:20:27	0:23:23
Create to Clear (total time to address call)	1:03:45	1:15:10	1:11:03	1:09:46

HOW MANY CALLS HAVE STREET OUTREACH (SO) RESPONDERS TAKEN?



HOW MANY CALLS ARE MCT UNITS TAKING?



We have taken over 1,900 calls; the Police Department has been great partners in working with us.

WHICH ISSUES ARE CORA ADDRESSING?

TOTAL RESPONSES | 12.3 - 1.18.22



IMPACT BY THE NUMBERS



WHAT TYPE OF RESOURCES ARE WE CONNECTING TO?

- Shelter
- Case Management
- Financial Assistance
- Medical
- Behavioral Health
- Food/Provisions
- Recovery/Substance Use
- Domestic Violence

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