

Behavioral Sciences Section Report 2024



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Introduction

The Behavioral Sciences Section (BSS) provides no-cost psychological services, including consultation and treatment, available to all APD personnel and their immediate family members. Personnel may elect services from a BSS provider directly or via referral to New Mexico Solutions (NMS), a third-party contracted with the City of Albuquerque for this purpose.

These services are intended to improve the health and functioning of individual employees, as well as the overall health of the Department, through direct service, outreach, and education.

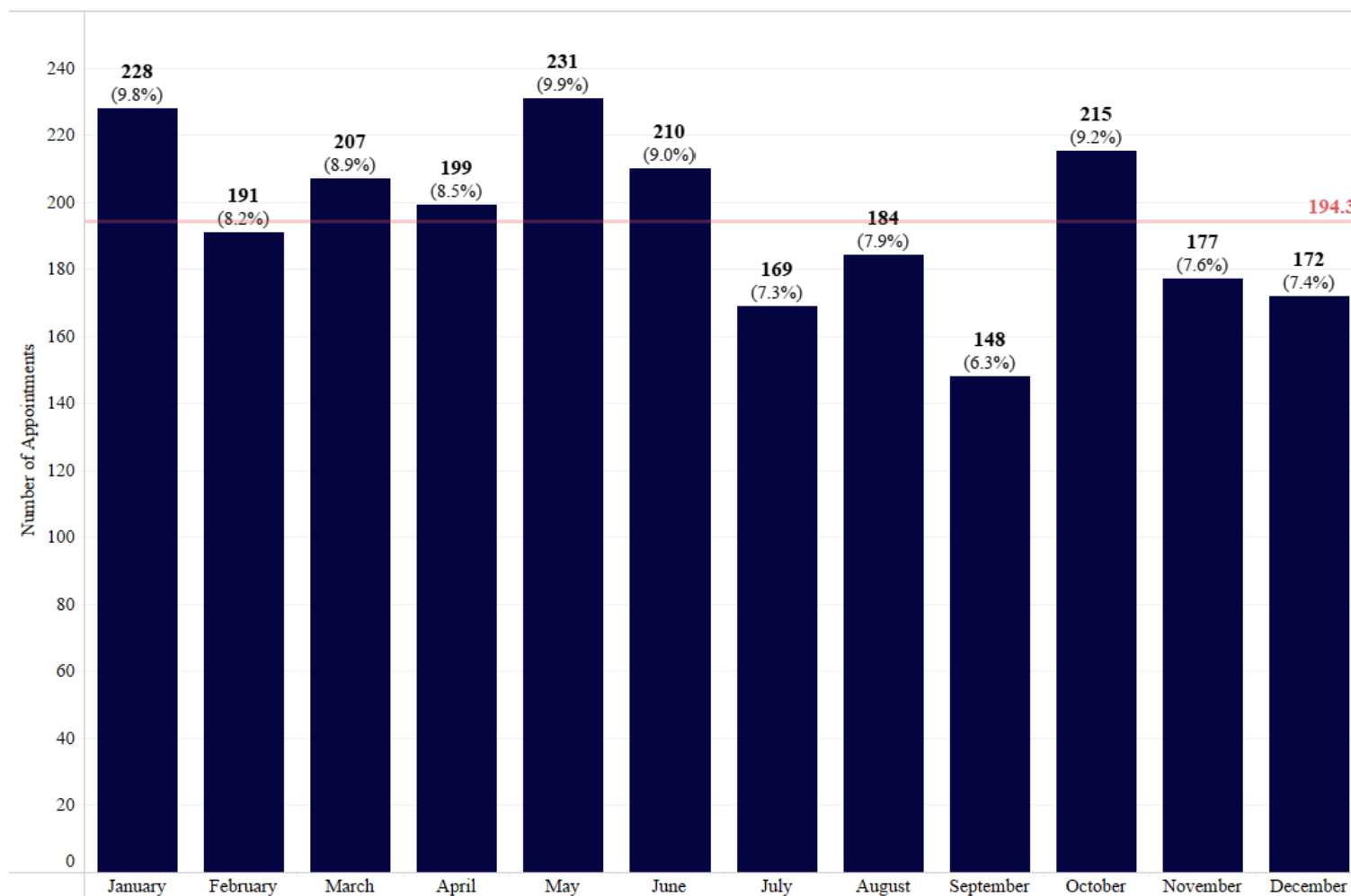
This report provides an overview of the 2024 therapeutic activities of the BSS and NMS, starting January 1st 2024 and ending December 31th 2024. It also provides comparisons to data from 2023.

The data used in this report was collected by BSS via the client management tool Therapy Notes. Access to Therapy Notes is secure and limited to only current BSS staff. Information provided to the Data Analytics Division is in the aggregate, without any identifiers. BSS also requested data from NMS on their activities, which is contained here. Information provided in this report includes total number of appointments, type of appointment, service provided, location of service, and clinician name.



2024 Behavioral Sciences Section (BSS) Monthly Highlights

BSS Appointments by Month [Total = 2,331]



The monthly average number of appointments for BSS in 2024 was **194**.

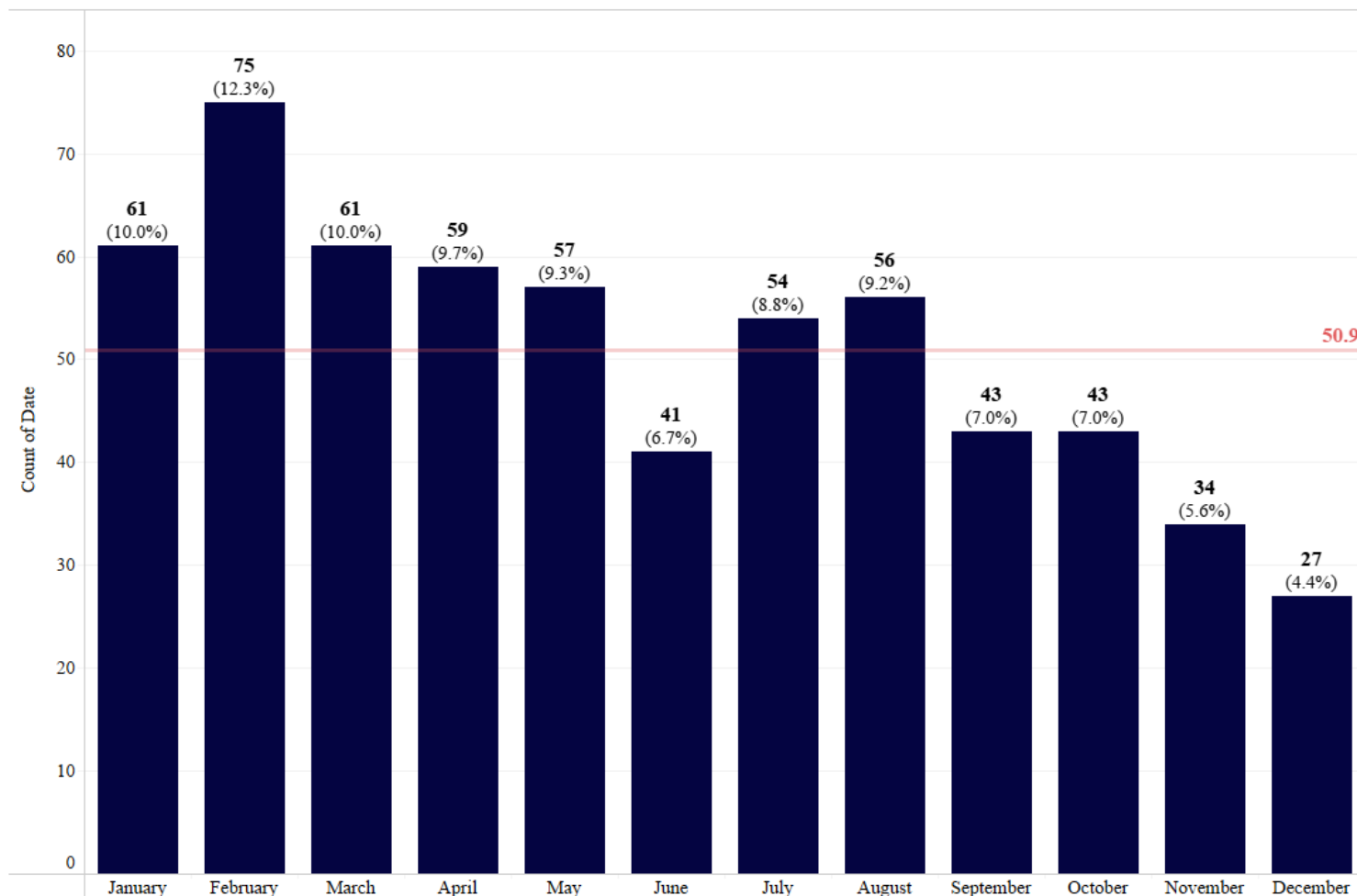
The highest volume months were May (231) followed by January (228) and October (215).

The lowest volume month was September (148).



2024 New Mexico Solutions (NMS) Monthly Highlights

NMS Appointments* by Month [Total = 611]



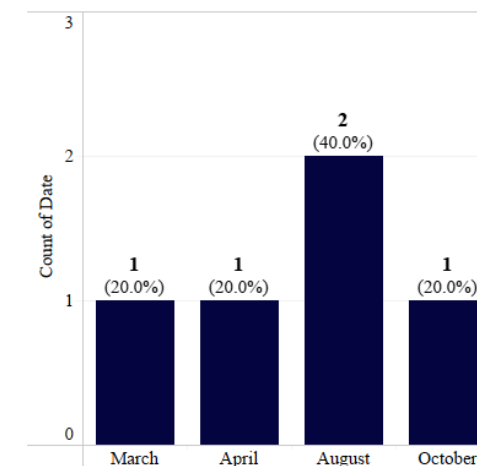
The monthly average number of appointments* for NMS in 2024 was **51**.

The highest volume months were February (75) followed by January (61) and March (61).

The lowest volume month was December (27).

NMS also conducted **on-call support** in the following months for a total of **5**:

NMS On-Call Support [Total = 5]

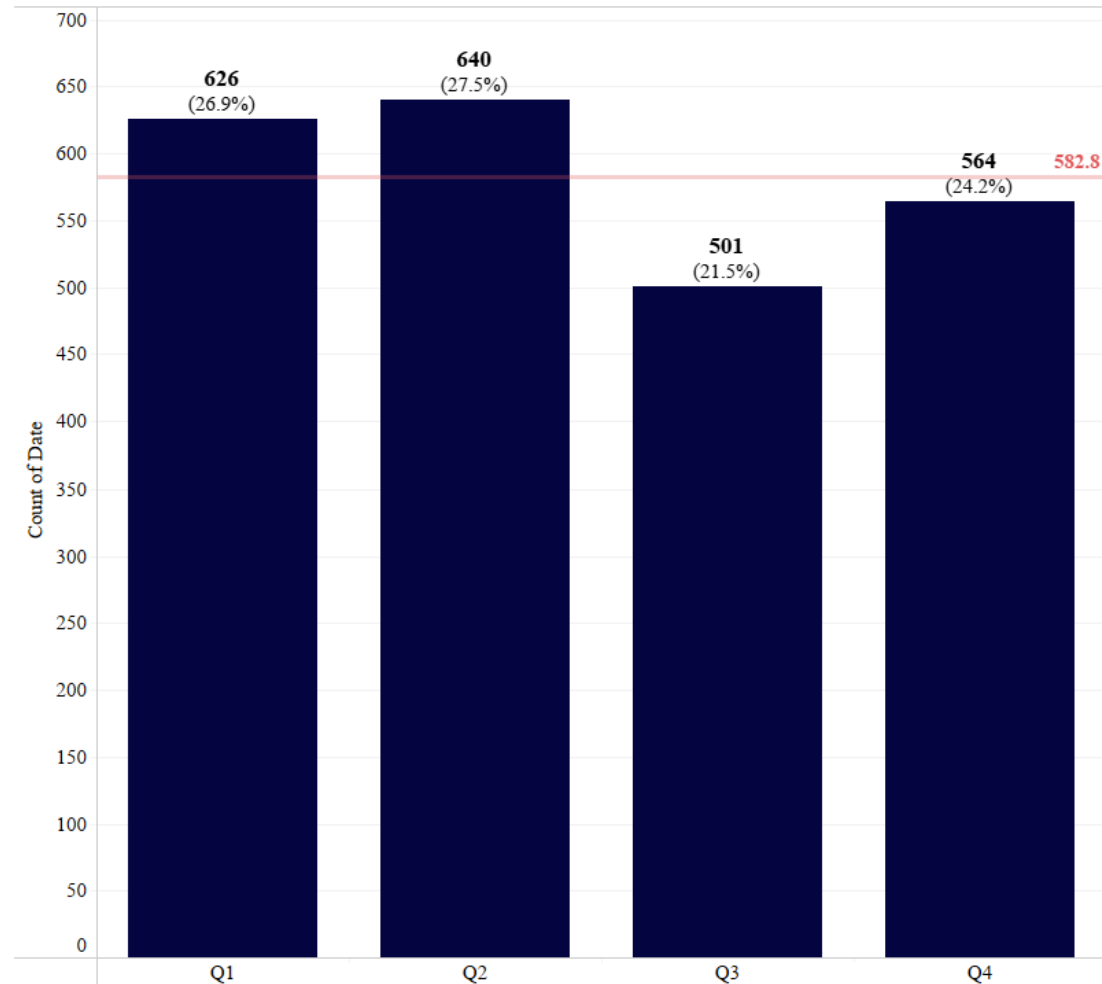


*For 2024, NMS provided the number of hours each month, which is 1 hour = 1 appointment.



2024 BSS Quarterly Highlights

BSS Appointments by Quarter [Total = 2,331]



The quarterly average number of appointments for BSS in 2024 was **583**.

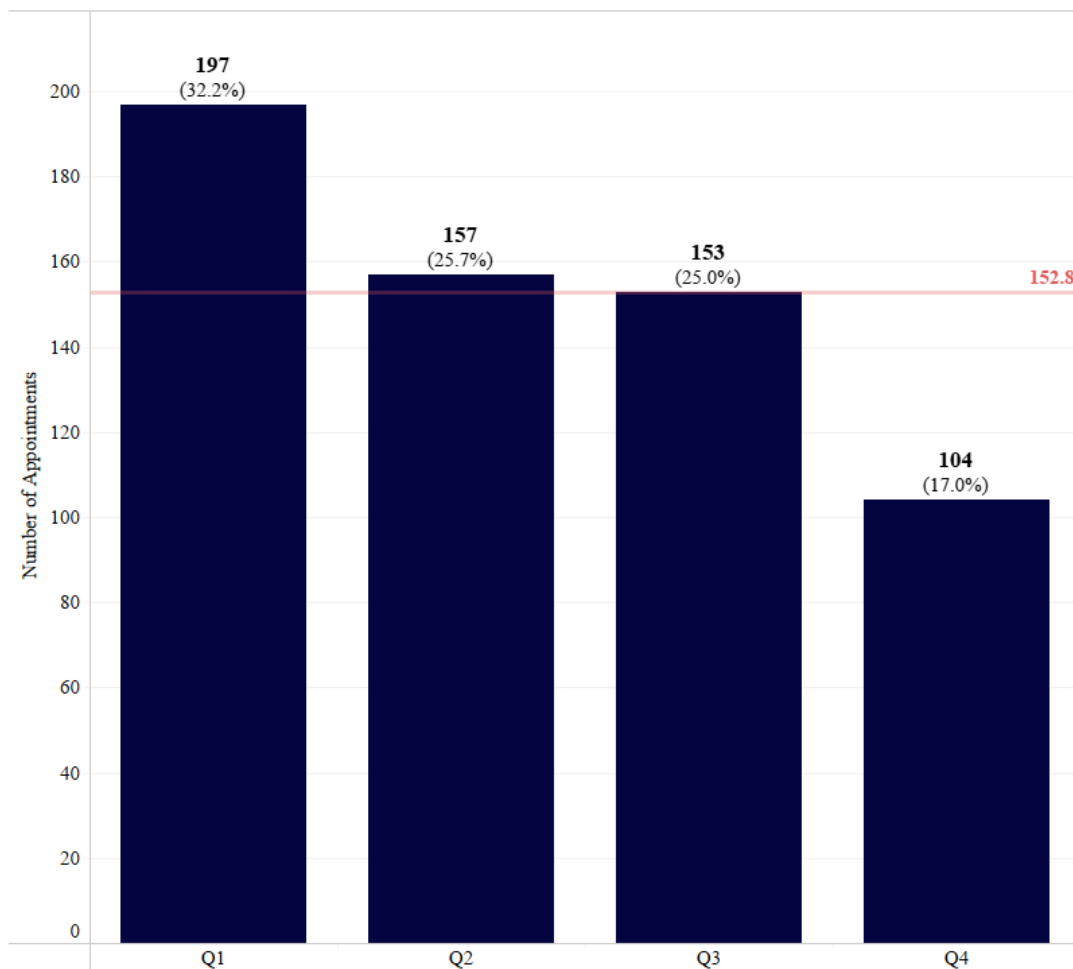
The 2nd quarter was highest (640) followed by 1st quarter (626).

The lowest volume quarter was the 3rd quarter (501).



2024 NMS Quarterly Highlights

NMS Appointments* by Quarter [Total = 611]



The quarterly average number of appointments* for NMS in 2024 was **153**.

The 1st quarter was highest (197) followed by 2nd quarter (158).

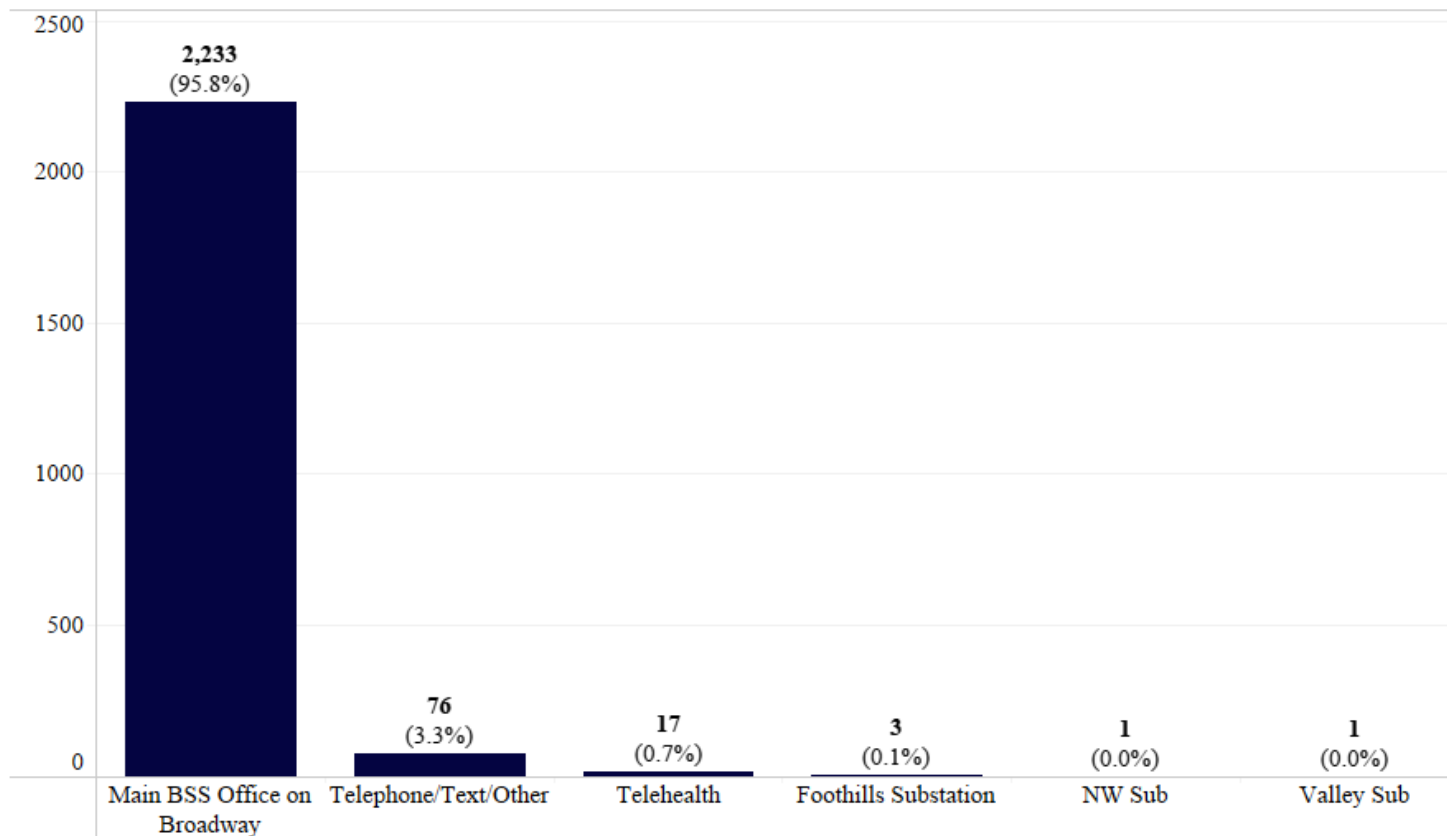
The lowest volume quarter was the 4th quarter (104).

*For 2024, NMS provided the number of hours each month, which is 1 hour = 1 appointment.



2024 BSS Highlights - Location

BSS Appointments by Location [Total = 2,331]



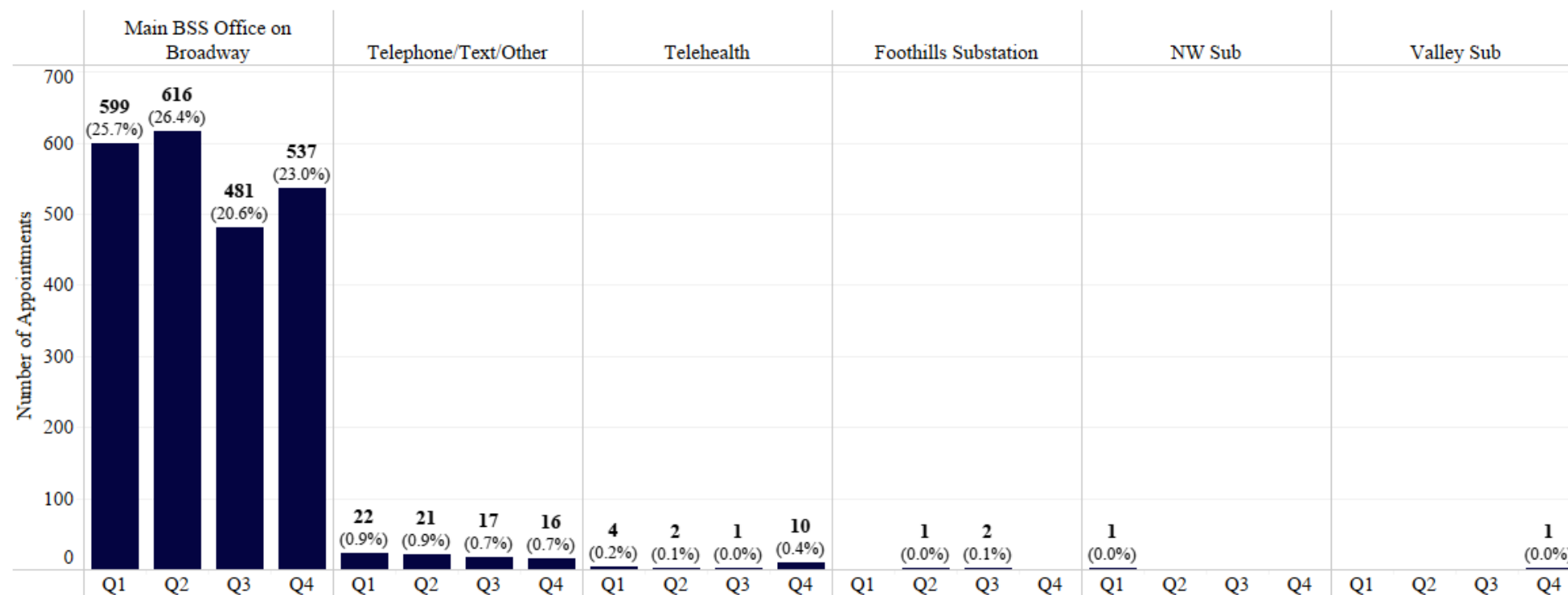
The majority of the appointments, approximately **96%**, were held at the BSS Office.

The least number of appointments were in the Northwest and Valley Substations with 1 each.



2024 BSS Highlights - Location

BSS Appointments by Location by Quarter [Total = 2,331]



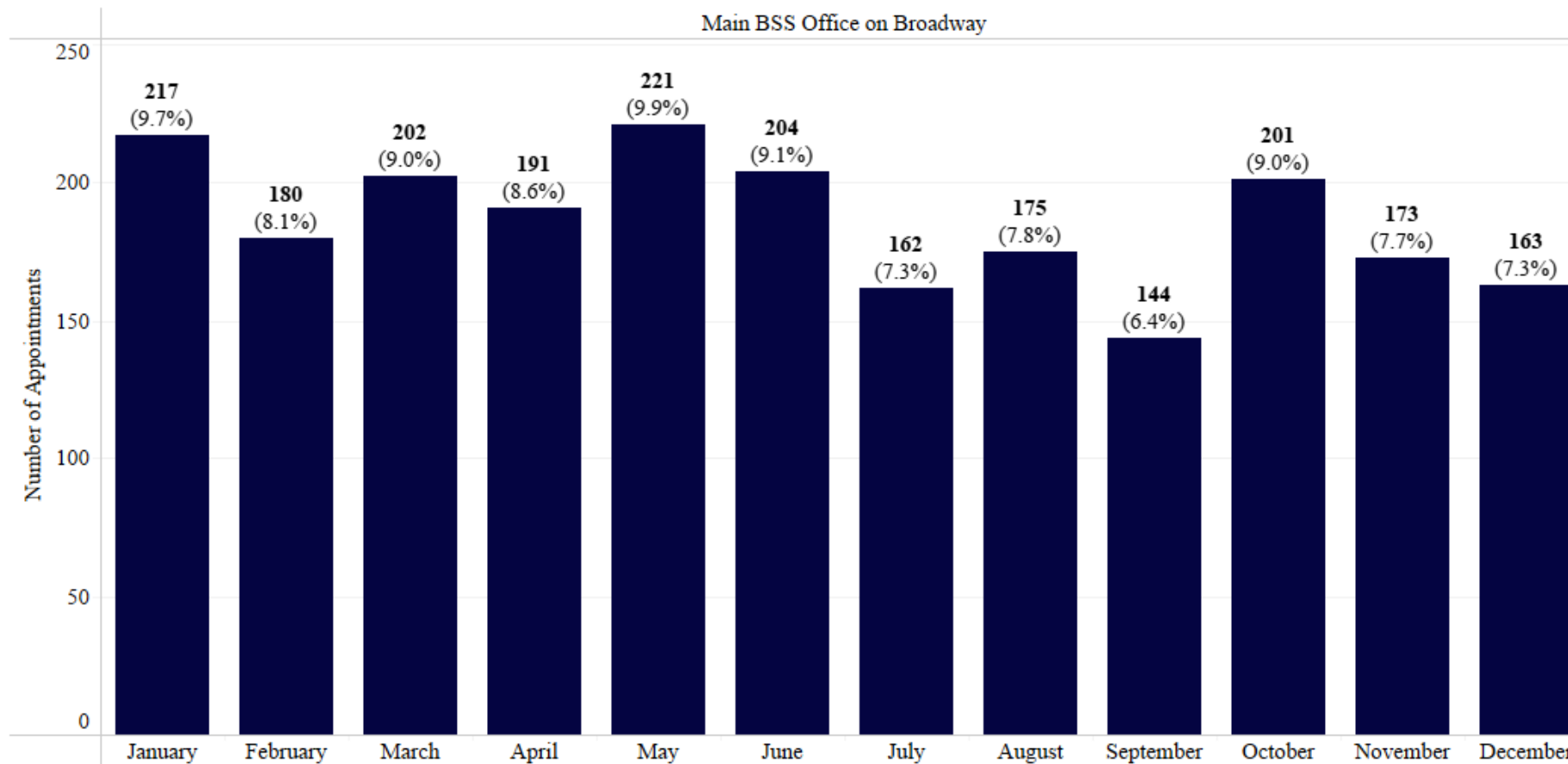
The highest number of appointments by location were:

- BSS Office In Q2;
- The Telephone/Text/Other in Q1;
- Telehealth In Q4;
- Foothills Substation In Q3;
- Northwest and Valley Substations both with 1 in Q1 and Q4.



2024 BSS Highlights – Main Location

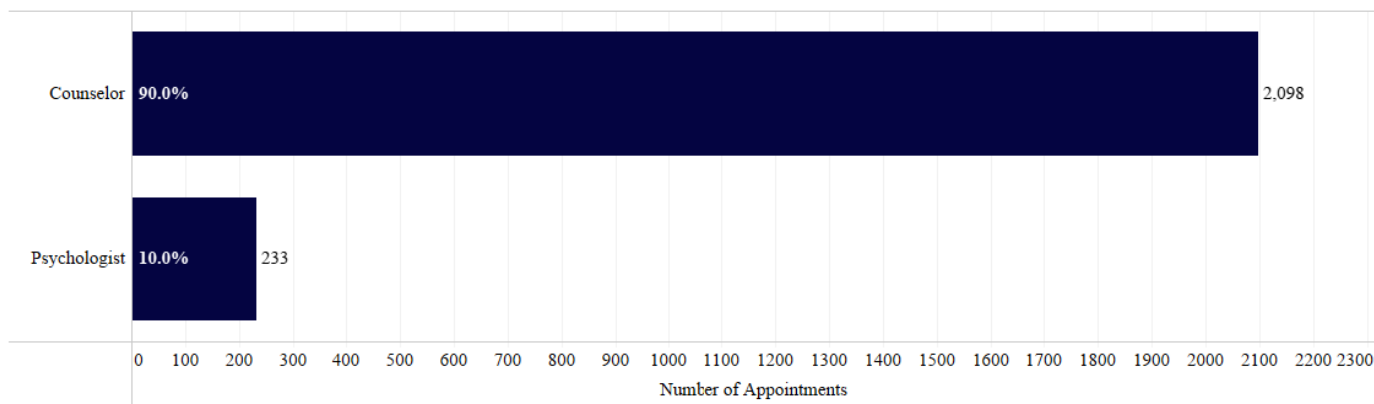
BSS Appointments at Main Location [Total = 2,233]





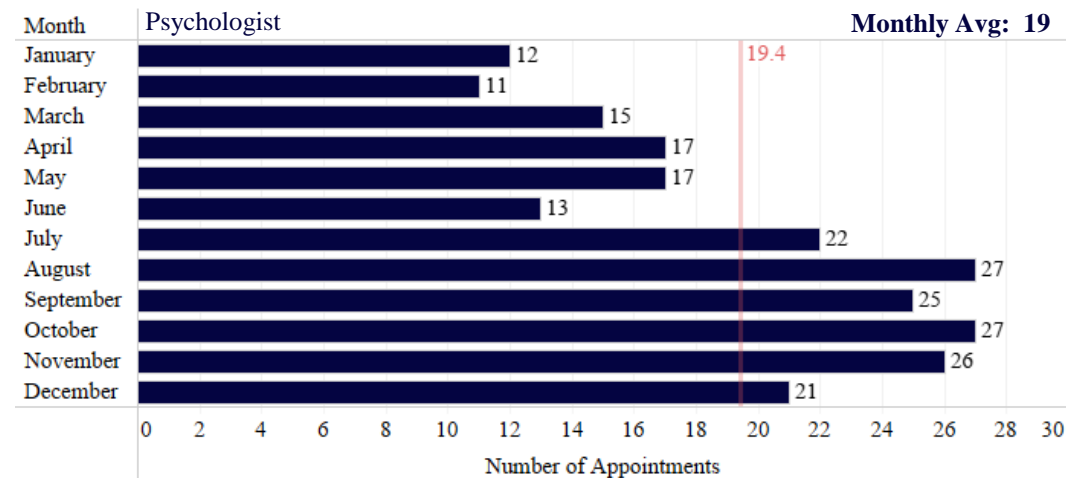
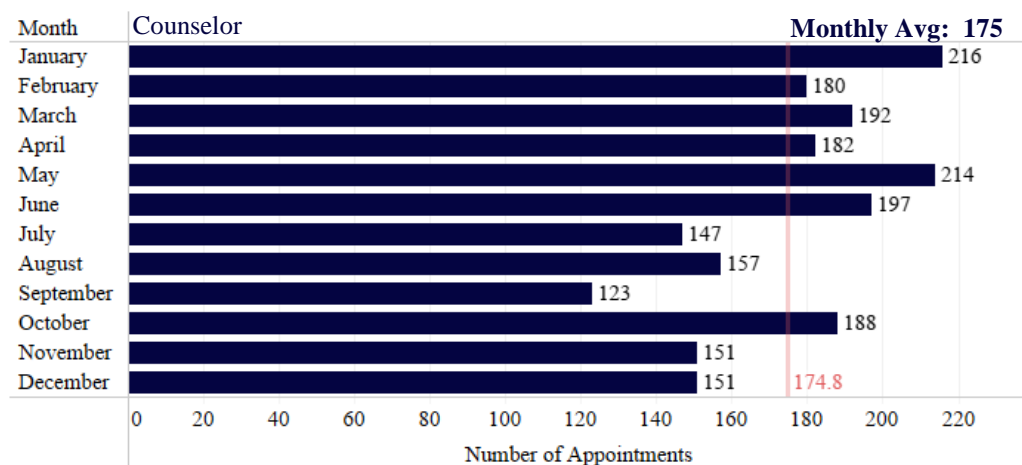
2024 BSS Highlights – Clinician Type

By Clinician Type [Total = 2,331]



The majority of the appointments, approximately **90%**, are provided by a Counselor.

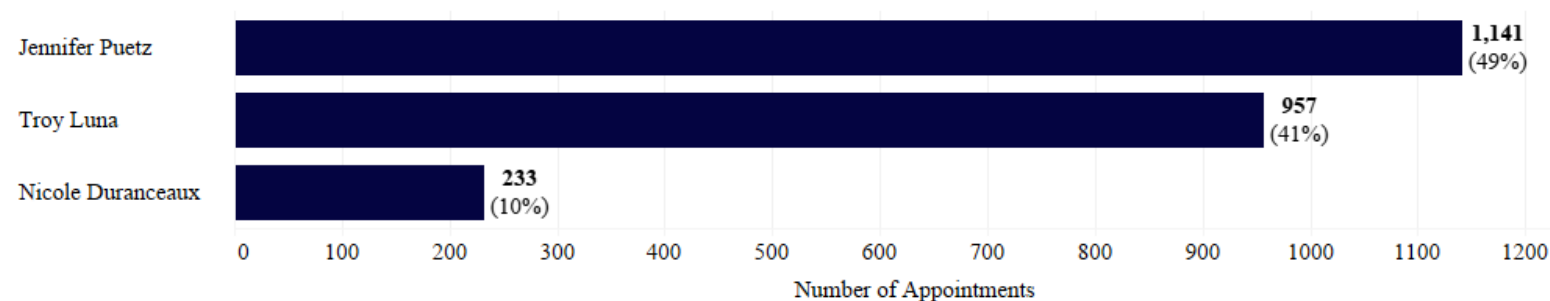
The average number of appointments for Counselors in 2024 was **175**, and **19** for Psychologists.





2024 BSS Highlights – Clinician Specific

Total Appointments by Clinician [Total = 2,331]

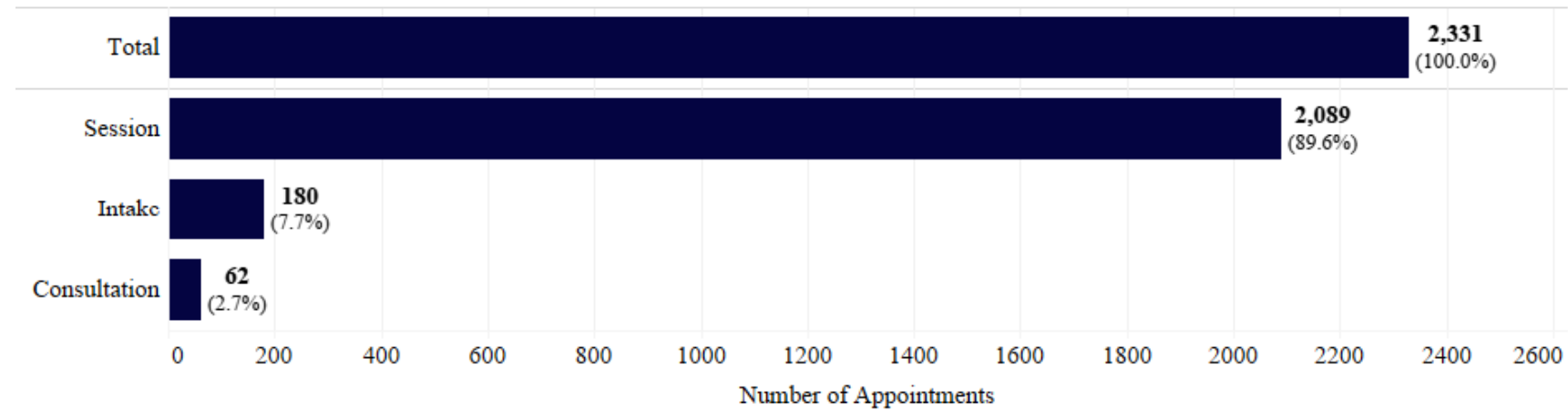


	January	February	March	April	May	June	July	August	September	October	November	December	Total	
Jennifer Puetz	116	70	106	103	98	101	82	90	88	109	90	88	1,141	
Troy Luna	100	110	86	79	116	96	65	67	35	79	61	63	957	
Nicole Duranceaux	12	11	15	17	17	13	22	27	25	27	26	21	233	
Total	228	191	207	199	231	210	169	184	148	215	177	172	2,331	

Majority of the appointments, (49%) were held by Jennifer Puetz followed by Troy Luna (41%) and Nicole Duranceaux (10%).



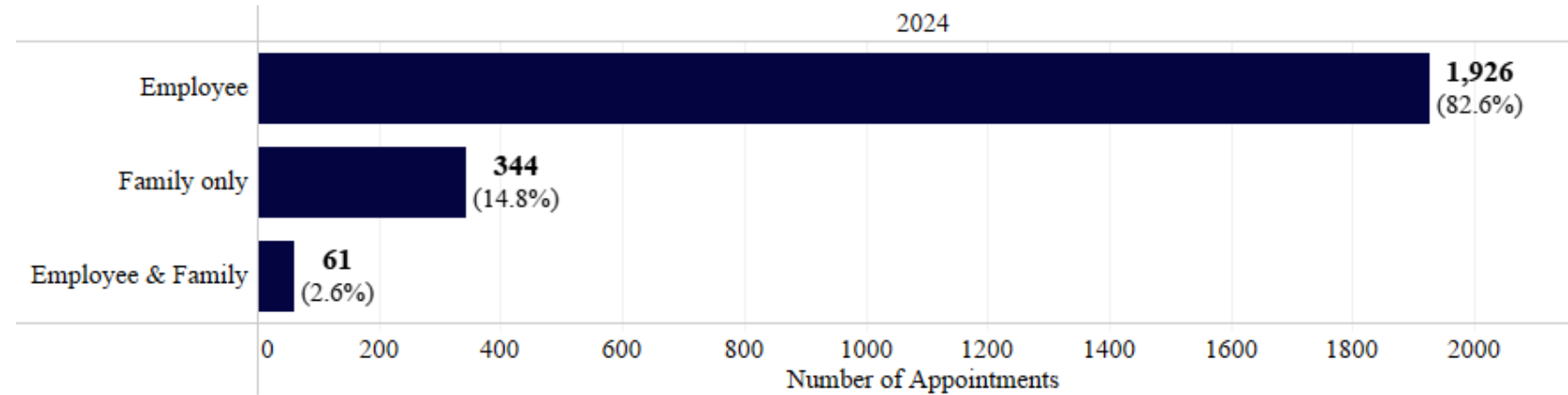
2024 BSS Highlights – Service Type *(new)*



Sessions make up the majority of appointments, **2,089** or **90%**, followed by Intake, **180** or **8%**, and finally Consultations with **62** or **3%**.



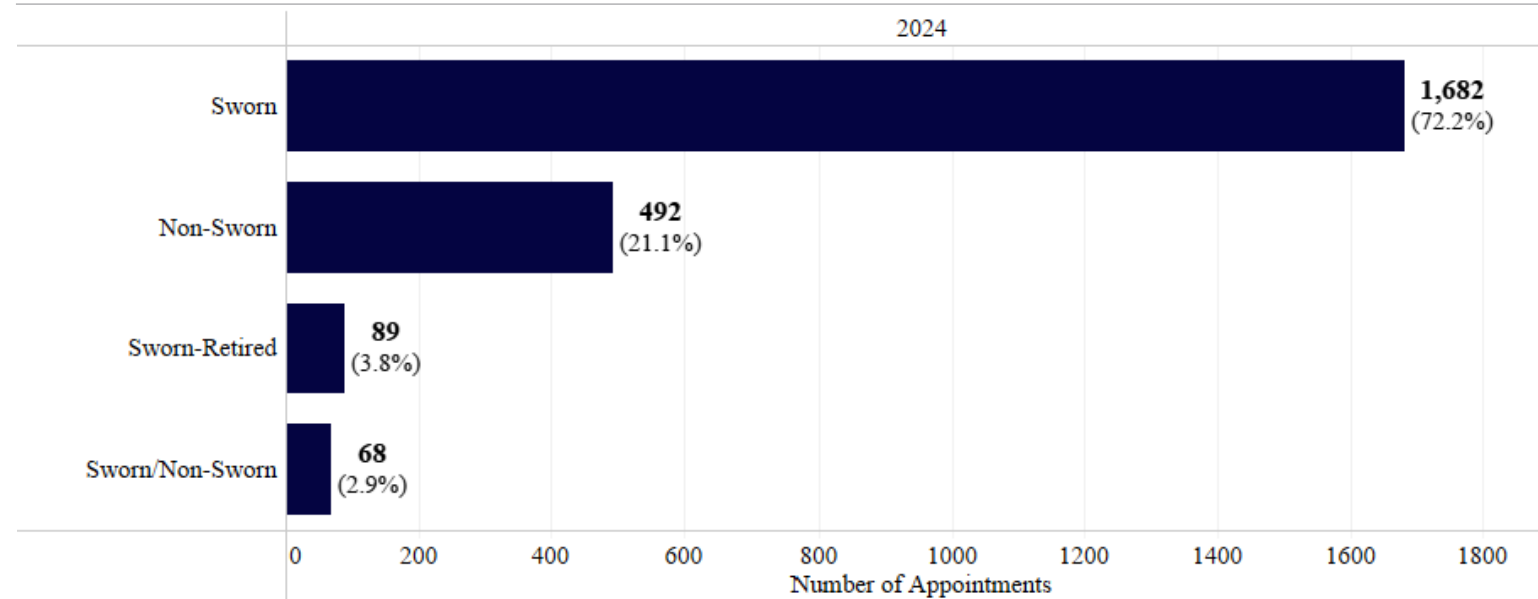
2024 BSS Highlights – Participant Type *(new)*



Employees make up the majority of appointments, **1,926** or **83%**, followed by Family only, **344** or **15%**, and finally Employee and Family with **61** or **3%**.



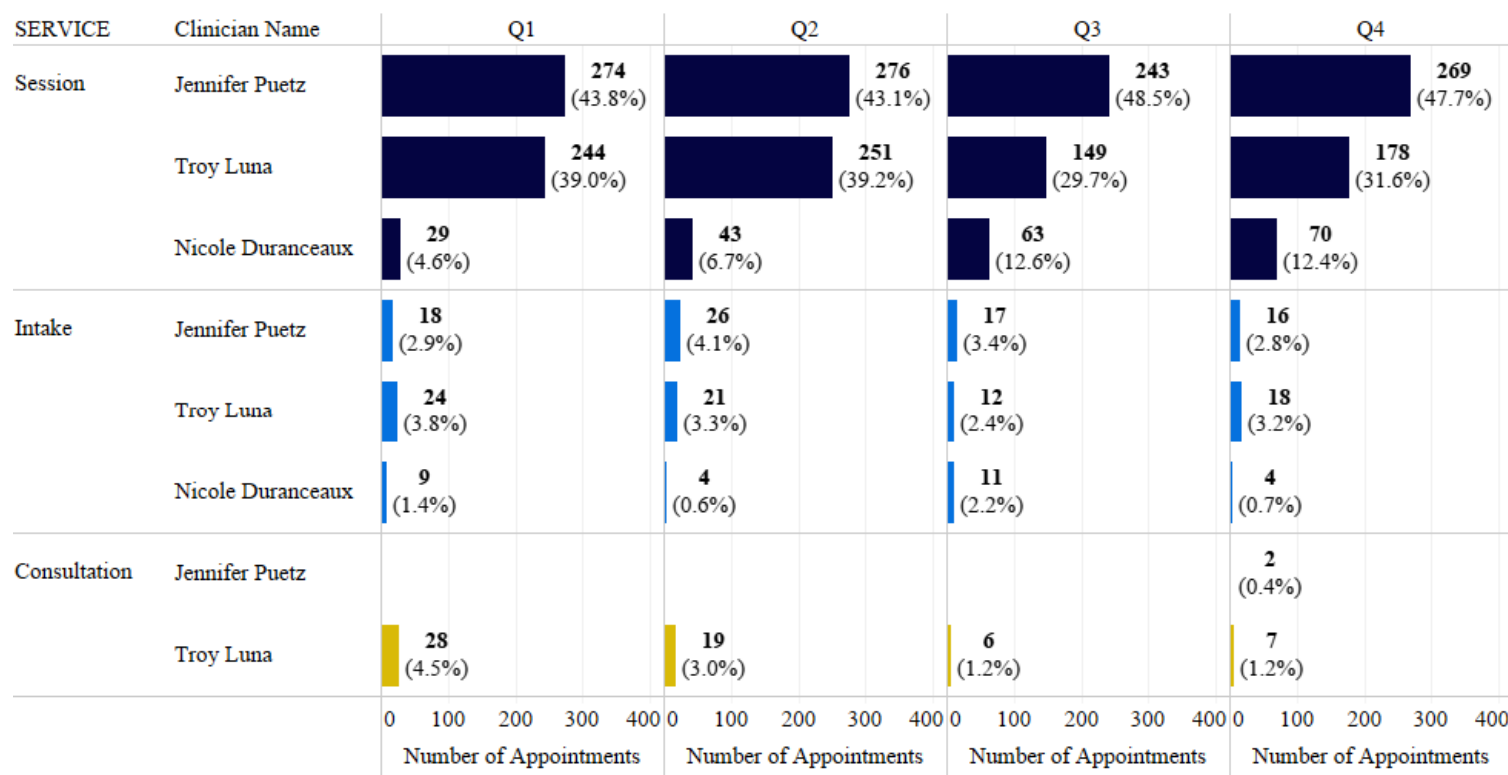
2024 BSS Highlights – Employee Type *(new)*



Sworn employees make up the majority of appointments, **1,682** or **72%**, followed by Non-Sworn, **492** or **21**.



2024 BSS Highlights – Clinician and Service



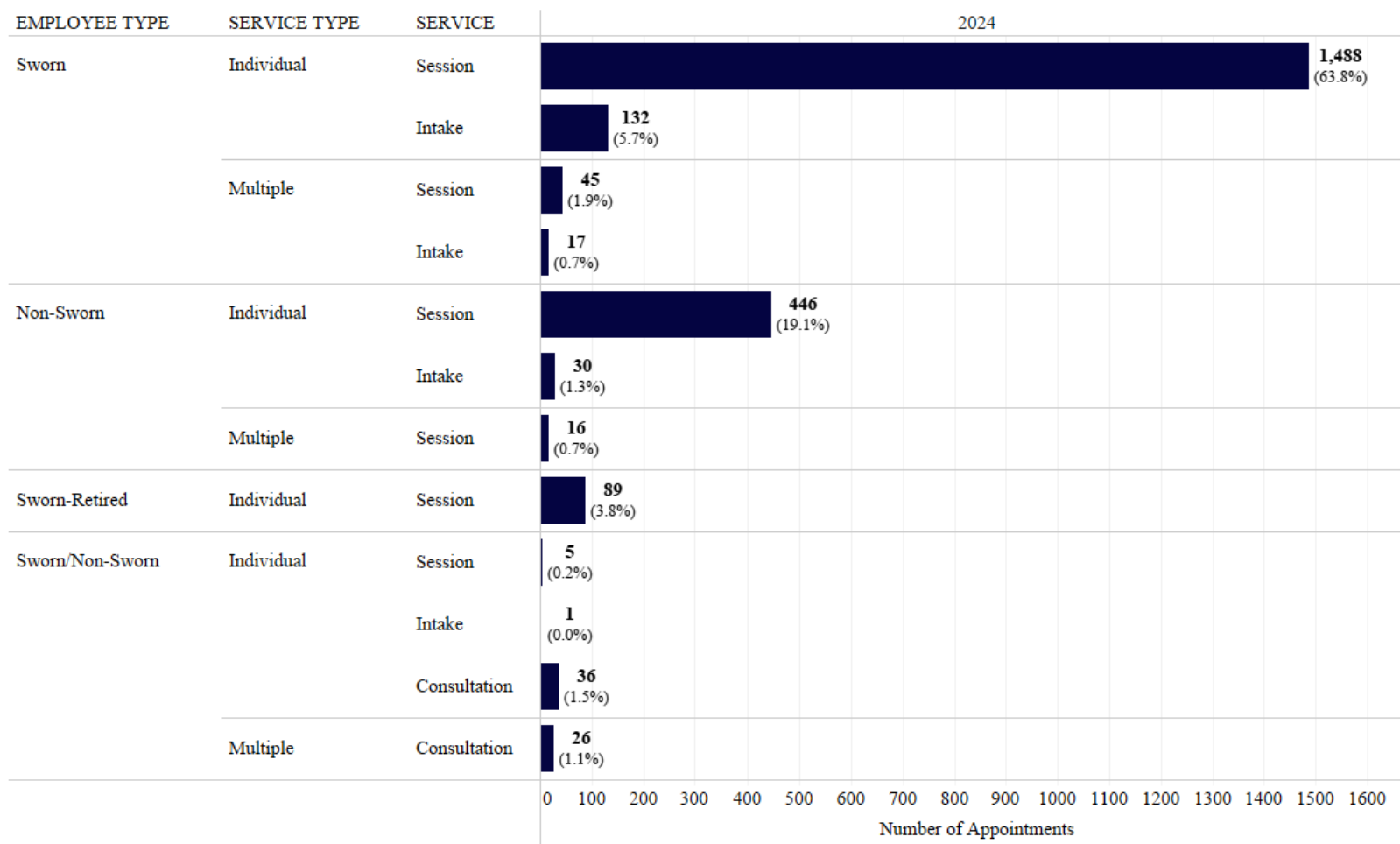
Jennifer Puetz held the majority of appointments in every appointment type except Consultation with a total of **1,141**, approximately **49%**.

Troy Luna with a total of **957** approximately **41%** had the highest number of Consultations and was second highest in Therapy, Intake, and Group therapy appointment types.

Nicole Duranceaux held **233** appointments, approximately **10%**.



2024 BSS Highlights – Employee Type, Service Type and Service

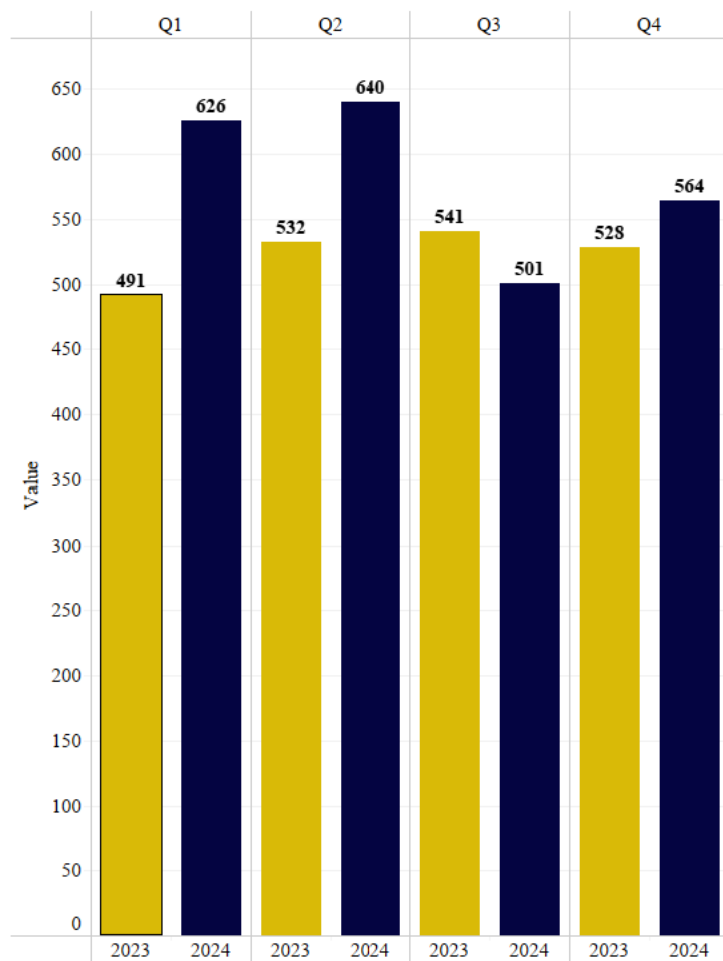


There were **2,227** Individual appointments (approx. **96%**) comprised of 2,028 Sessions, 163 Intake, and 36 Consultations.

There were **104** Sessions with Multiple participants (approx. **4%**).



Year Over Year (2023/2024) BSS – Quarter Comparison



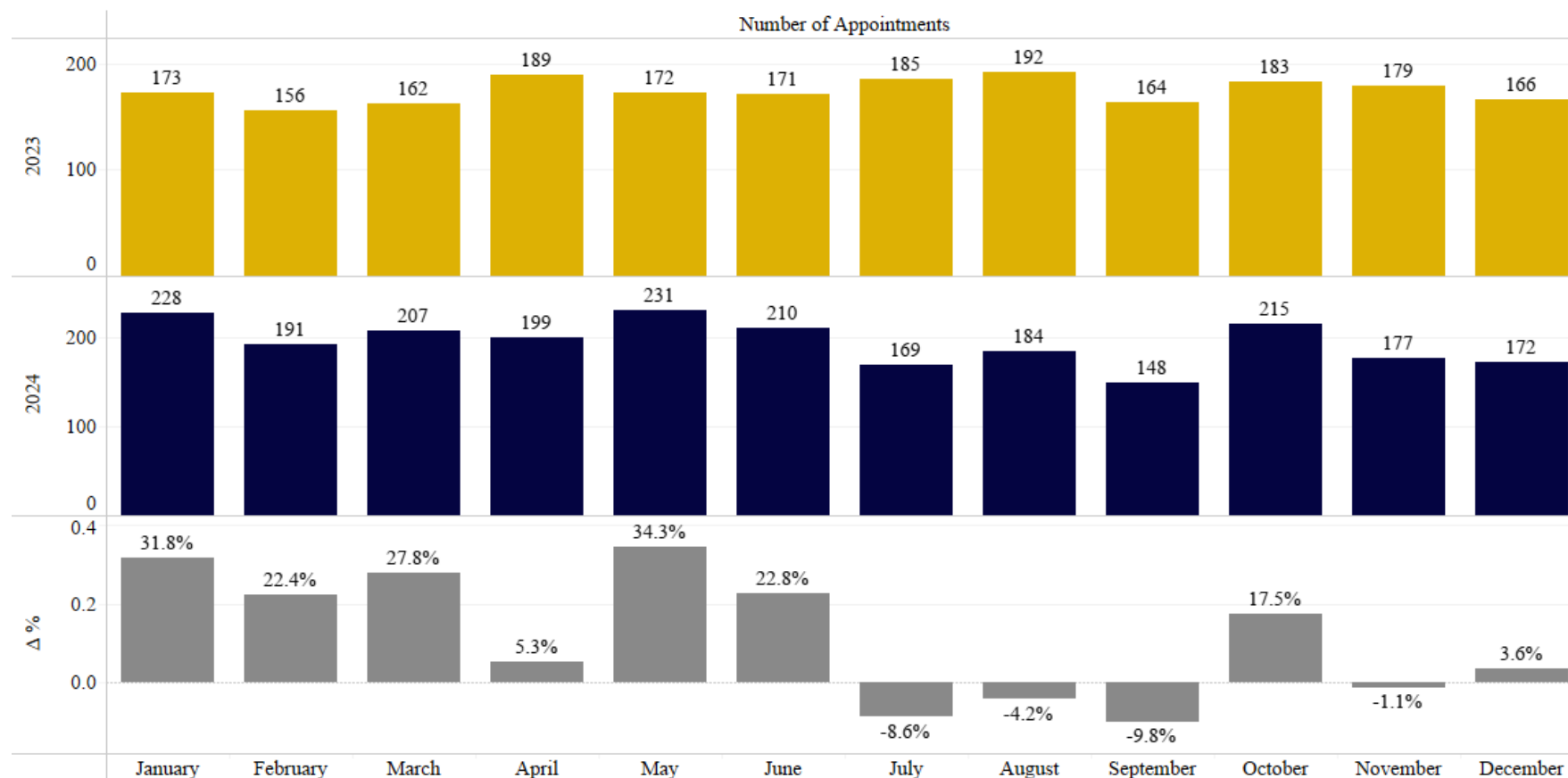
Quarter	2023	2024	Δ %
Q1	491	626	27.5%
Q2	532	640	20.3%
Q3	541	501	-7.4%
Q4	528	564	6.8%
Total	2,092	2,331	11.4%

2024 had an **11.4%** increase in number of appointments overall.

1st Quarter saw highest increase at **27.5%**.



Year Over Year (2023/2024) BSS – Monthly Comparison

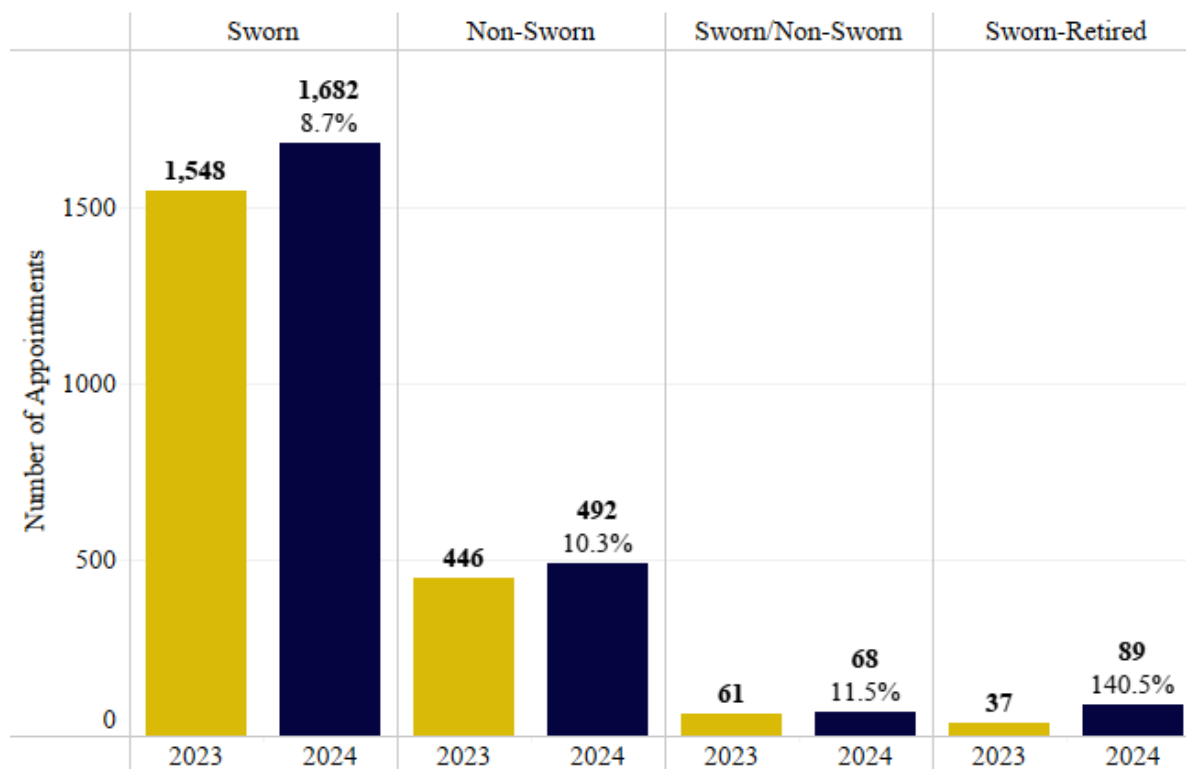


2024 had an **11.4%** increase in number of appointments overall.

The month of **May** had the biggest increase YOY (**34%**), followed by **January (32%)** and **March (28%)**.



Year Over Year (2023/2024) BSS – Employee Type Comparison



2024 had an increase in number of appointments overall.



Peer Support Program



[HOME](#) > [POLICE](#) > [OFFICER WELLNESS](#) > [SUPPORT SERVICES](#) > [PEER SUPPORT](#)

Peer Support

Information about peer support for APD officers.

APD Peer Support Team

A confidential, safe, and supportive environment for law enforcement personnel.

Who We Are

Team members are current law enforcement and civilian personnel who are familiar with, have experienced, or understand the pressures and stresses of law enforcement.

What We Do

Provide assistance and emotional support during and after a critical incident, serious illness, or injury. We also provide resources and referrals for professional assistance. A member of the Peer Support Team is available 24 hours a day / 7 days a week.

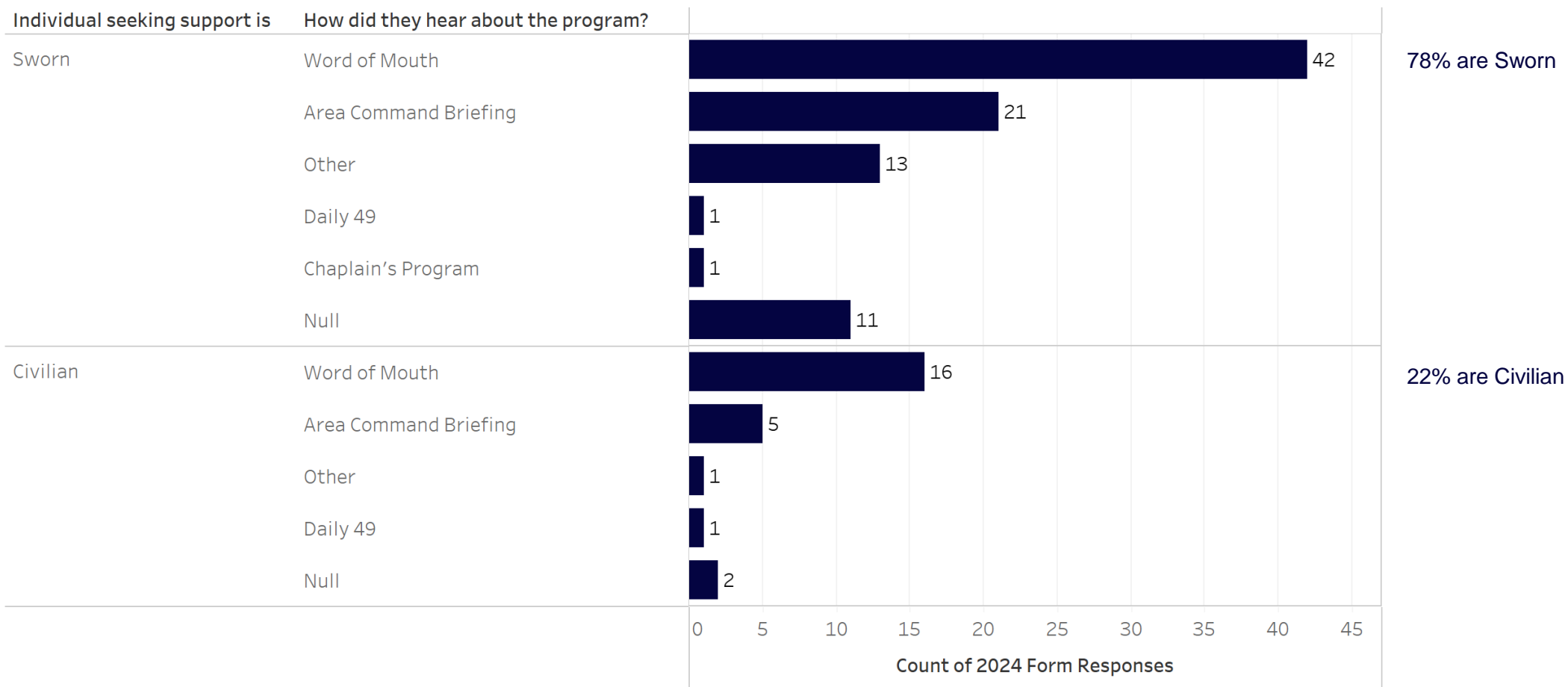
If you have questions, need answers, or have a suggestion, please email us at apdpeersupport@cabq.gov.





2024 Peer Support Highlights

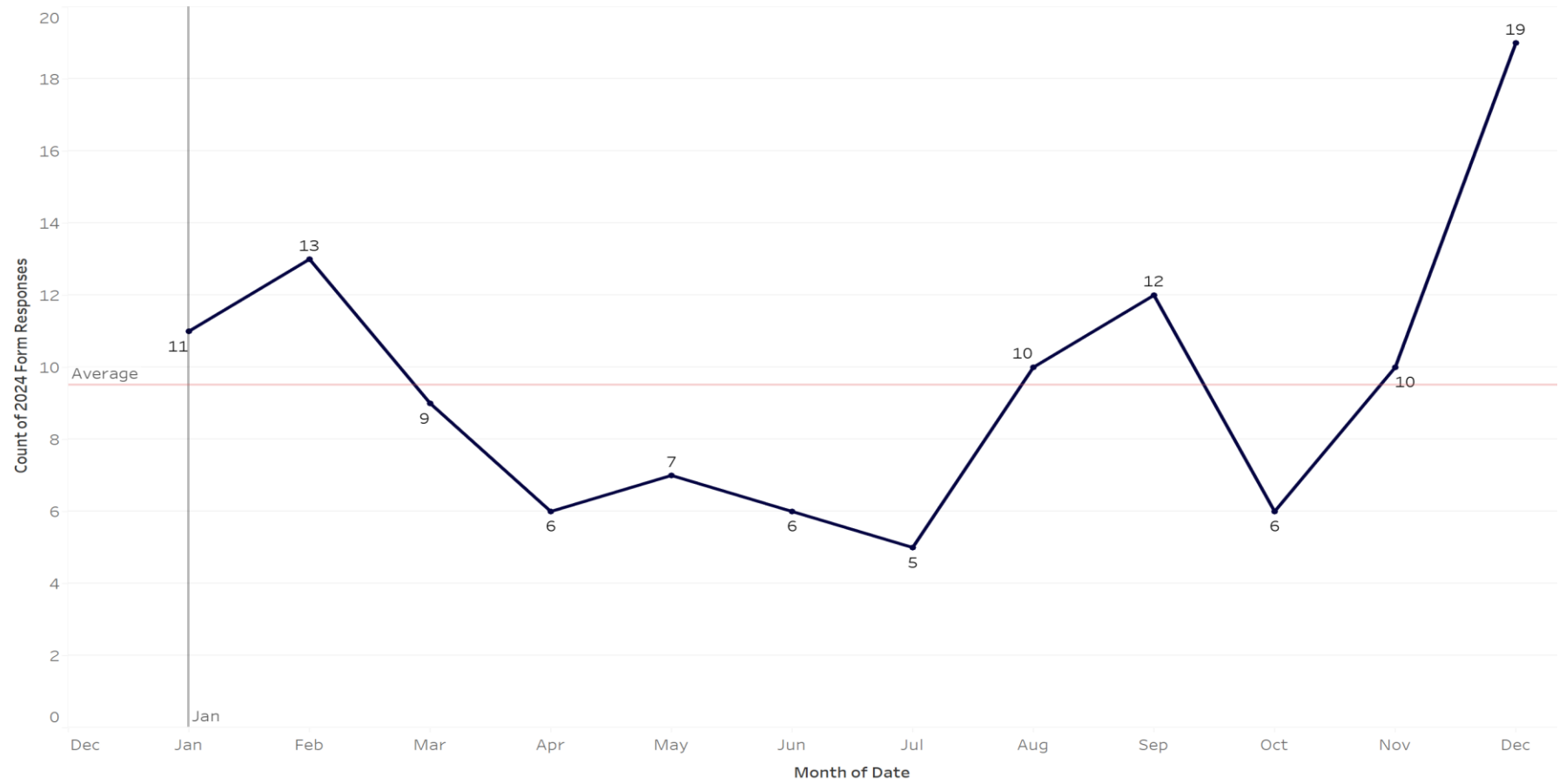
Referral Source [Total = 114]





2024 Peer Support Highlights

Number of Sessions [Total = 114]

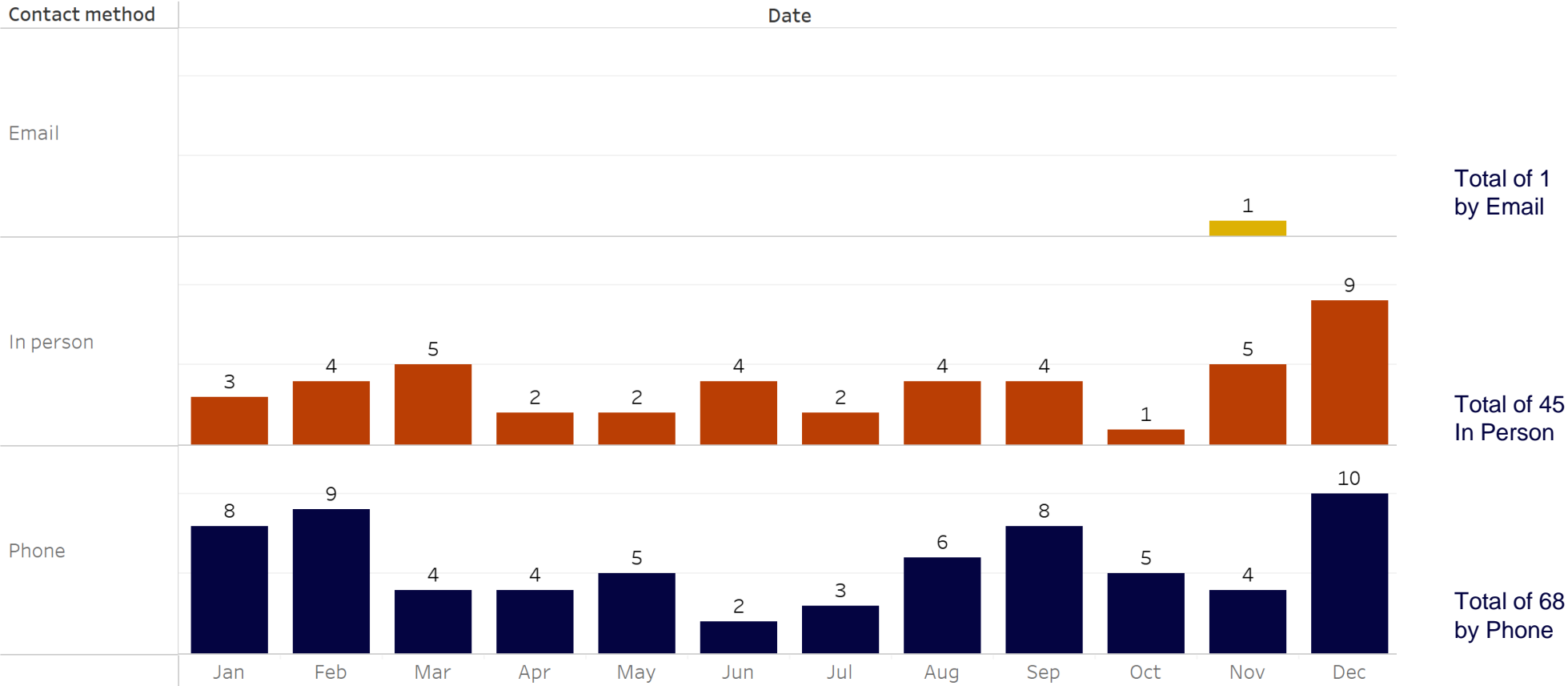


There were an average 10 sessions per month.



2024 Peer Support Highlights

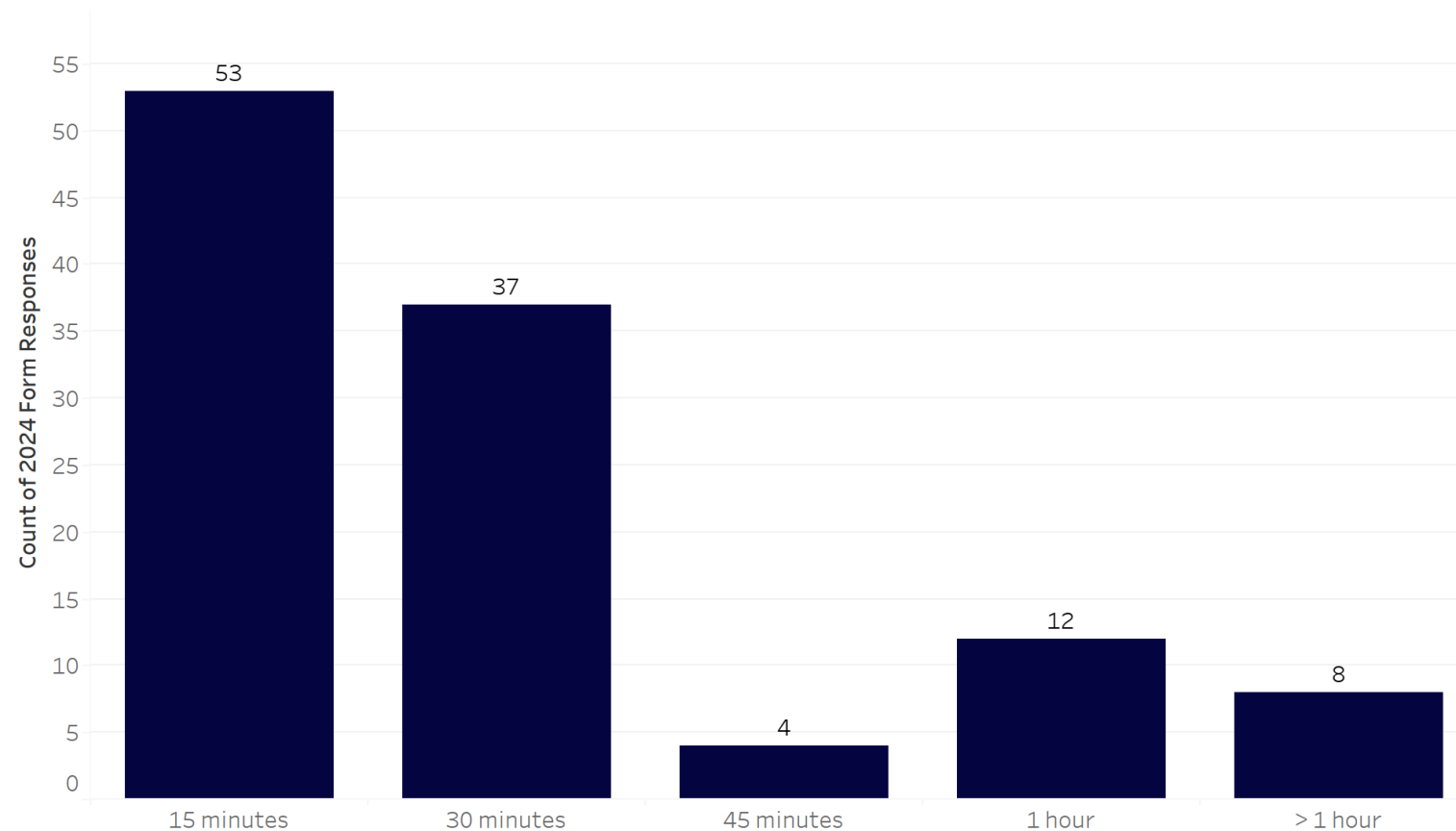
Contact Method by Month [Total = 114]





2024 Peer Support Highlights

Time Spent per Session [Total = 114]



- 4 sessions were 45 minutes [.06%]
- 53 sessions were 15 minutes [46%]



2024 Peer Support Highlights

Time Spent by Professional Categories [Total = 114 Null = 12]

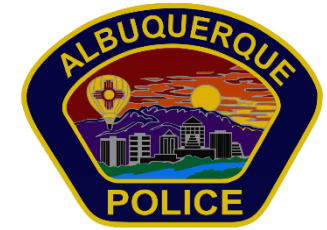
Category (Professional)	15 minutes	30 minutes	45 minutes	1 hour	> 1 hour	Grand Total
Null	3	5	2	2		12
Domestic Violence call	1					1
Domestic Violence call, Other Work stress	2					2
Fatality or multiple fatalities	2					2
Homicide					4	4
Homicide, Other difficult call, Other Work stress				1		1
Homicide, Other Work stress	1					1
Mental Health call, Fatality or multiple fatalities, Suicide, Other difficult call	1					1
Other difficult call	7	3	1	2		13
Other difficult call, Other Work stress	14	9		2		25
Other Work stress	10	15	1	5	4	35
Pediatric call	3	1				4
Pediatric call, Homicide	1					1
Pediatric call, Homicide, Other difficult call		1				1
Pediatric call, Other Work stress	2					2
Pediatric call, Suicide		1				1
Suicide	3	1				4
Suicide, Other difficult call	1					1
Suicide, Other Work stress	1					1
Traffic Accident w/serious injury, Fatality or multiple fatalities	1					1
Traffic Accident w/serious injury, Other Work stress		1				1
Grand Total	53	37	4	12	8	114

The Category Other difficult call, Work stress had the highest number of sessions with 15 for 30 minutes each.



Key Findings

- Total appointments held by the Behavioral Sciences Section (BSS) were 2,331 in 2024 compared to 3,068 in 2023.
- BSS Averaged approximately 194 appointments per month in 2024 compared to approximately 256 per month in 2023.
- In 2024 approximately 90% of appointments were sessions with a counselor or Psychologist while in 2023 it was appointments 87%.
- Appointments held by BSS peaked in May (231), with the next highest peak coming in January (228). The highest daily spike in appointments occurred on January 24, 2024 (21) . The BSS Office held the majority of appointments 2,233 (95.8%) at it's location.
- In 2024 there were 2,089 Sessions approximately 90% of appointments. Up from 2,535 Sessions in 2023 approximately 87% of appointments.
- NM Solutions provided a different granularity in the data set for 2024 (hours) vs 2023 (appointments) reflected by 1 hour = 1 appointment.
- The largest Session % Gains and Losses: in 2024 there was approximately 154% increase in the number of Sworn Retired Sessions (35 in 2023 and 89 in 2024), and approximately a 52% decrease in the number of Non-Sworn sessions (821 in 2023 and 395 in 2024),
- The predominant method through which individuals seeking services learn about Peer Support Program was through word of mouth 54% in 2023 and 51% 2024.
- December 2024 had the most peer support sessions with 19. Peer support primarily delivers services through phone contact, with in-person contact being the subsequent method used.
- A majority of peer support sessions, totaling 53 were completed within 15-minutes time frame.



Key Terms/Definitions

Behavioral Science Section (BSS)- the section responsible for providing services to treat common mental health concerns and work-related difficulty, as well as training, consultation, and comprehensive critical incident response. The BSS also takes the leading role in the APD Wellness Program.

Counselor- an individual professionally trained in counseling, psychology, social work, or nursing who specializes in one or more counseling areas, such as vocational, rehabilitation, educational, substance abuse, marriage, relationship, or family counseling. A counselor provides professional evaluations, information, and suggestions designed to enhance the client's ability to solve problems, make decisions, and effect desired changes in attitude and behavior.

Consultation- means consultation provided by members of psychology, social work, behavioral analysis, speech therapy, occupational therapy, therapeutic recreation, or physical therapy disciplines or behavior consultation to assist recipients, parents, family members, in-home residential support, day support and any other providers of support services in implementing a CSP.

New Mexico Solutions (NMS)- a local organization that is contracted with the City of Albuquerque to provide no-cost therapy services via referral from the BSS.

Psychologist- an individual who is professionally trained in one or more branches or subfields of psychology. Training is obtained at a university or a school of professional psychology, leading to a doctoral degree in philosophy (PhD), psychology (PsyD), or education (EdD). Psychologists work in a variety of settings, including laboratories, schools (e.g., high schools, colleges, universities), social agencies, hospitals, clinics, the military, industry and business, prisons, the government, and private practice. The professional activities of psychologists are also varied but can include psychological counseling, involvement in other mental health care services, educational testing and assessment, research, teaching, and business and organizational consulting. Formal certification or professional licensing is required to practice independently in many of these settings and activities.

Psychiatrist- a physician who specializes in the diagnosis, treatment, prevention, and study of mental, behavioral, and personality disorders. In the United States, education for this profession consists of 4 years of premedical training in college; a 4-year course in medical school, the final 2 years of which are spent in clerkships studying with physicians in at least five specialty areas; and a 4-year residency in a hospital or agency approved by the American Medical Association. The 1st year of the residency is spent as a hospital intern, and the final 3 in psychiatric residency, learning diagnosis and the use of psychiatric medications and other treatment modes. After completing residency, most psychiatrists take a voluntary examination for certification by the American Board of Psychiatry and Neurology.

Psychological Evaluation- the gathering and integration of data to evaluate a person's behavior, abilities, and other characteristics, particularly for the purposes of making a diagnosis or treatment recommendation. Psychologists assess diverse psychiatric problems (e.g., anxiety, substance abuse) and no psychiatric concerns (e.g., intelligence, career interests) in a range of clinical, educational, organizational, forensic, and other settings. Assessment data may be gathered through interviews, observation, standardized tests, self-report measures, physiological or psychophysiological measurement devices, or other specialized procedures and apparatuses.

Psychiatry Intake- A psychiatry intake appointment can take 1 to 2 hours. This typically consists of filling out paperwork and performing assessments to help determine a diagnosis. After that, you'll have a conversation with the psychiatrist and an NP or PA may observe. The doctor will get to know you and come to understand why you are seeking treatment. The aforementioned process helps the psychiatrist to create a treatment plan, and prescribe medication(s) within one to two sessions.



Key Terms/Definitions

Psychiatry Session - After the initial psychiatric intake, psychiatry sessions are typically shorter; on average between 15 and 20 minutes. Topics include discussion on effectiveness of medication and other indicators of treatment progress, with adjustment to medication or the overall treatment plan as needed.

Therapy Intake- the initial appointment(s) to gather basic information, beginning assessment, and beginning conceptualization on clients' presenting concerns . Potential topics of discussion include but are not limited to: informed consent, confidentiality, costs/payment options, ethical obligations, beginning rapport, and discussion on initial plan and available services and/or referrals. They are often 90-120 minutes, which is longer than a typical therapy session.

Therapy Session- means an occupational, physical, cognitive, or speech therapy, hands-on and/or face-to-face, interaction of the participant and therapist, performed individually or in group settings, not including the preparation of reports or progress notes. A session is equal to a unit of service for billing purposes.