

Response to Behavioral Health Incidents



January 1, 2024 – June 30, 2024

Crisis Intervention Section
Albuquerque Police Department





Types of Behavioral Health Response

1. **ECIT Certified Field Services officers:** These are officers assigned to Area Commands but who have received additional training regarding response to behavioral health crisis. In behavioral health crisis situations, when feasible, officers are instructed to request backup from ECIT trained officer if they are not ECIT certified. All officers receive training on responding to behavioral health crises; additionally, over 79% of Field Services officers have received Enhanced Crisis Intervention Team (ECIT) training.
2. **Crisis Intervention Unit (CIU) Detectives:** These are detectives specialized in crisis intervention. They are assigned cases with individuals who are suffering from more severe behavioral health issues and may pose a safety risk to others. They often conduct follow up for calls to facilitate individuals receiving mental health intervention before their behavior escalates to criminal conduct.
3. **Civilian Clinicians:** These are independently qualified mental health professionals who work in conjunction with CIU detectives and the Mobile Crisis Team. They provide evaluations, complete general psychological assessments, assist in crisis intervention, conduct dangerousness assessments, and make referrals for individuals with behavioral health issues who interact with department personnel.
4. **Mobile Crisis Team (MCT):** MCT is a two-person unit comprised of one independently licensed mental health clinician paired with an ECIT trained officer. They respond to high-priority calls with a behavioral health component, and do not pursue criminal allegations.



Crisis Intervention Section Activities

CIU Home Visit Detective	Number of Detectives	Count of home visits
	8	1,956

MCT Unit	Number of Officers	Count of calls staffed
	4	1,040

Clinician	Number of Clinicians	Count of home visits	Count of cases staffed	Count of other activities**
	2	732	559	244

**Includes provider contacts, community meetings, after hours contacts, and certificates for evaluation written



Documenting Behavioral Health Contacts

APD officers are directed by SOP 2-19, Response to Behavioral Health Issues, to complete a CIT contact sheet for any interaction with any individual who is experiencing a Behavioral Health Issue or a Behavioral Health Crisis. CIT contact sheets are recorded in APD's records management system and documents' the interaction with the individual, circumstances of the encounter, and the outcomes of the contact. These data are use for management purposes to ensure that APD has appropriate services for people in crisis. This report covers the period of January 1, 2024 through June, 2024.

APD is also able to identify calls for service that are most likely behavioral health related using the Computer-Aided Dispatch (CAD) system. Calls for service classified as behavioral health or suicide are used to ensure that behavioral health contacts are identified. The CAD system also tracks all officers who responded to a call for service. Some calls originally classified as behavioral health or suicide may be found to not be crisis-related during the response.

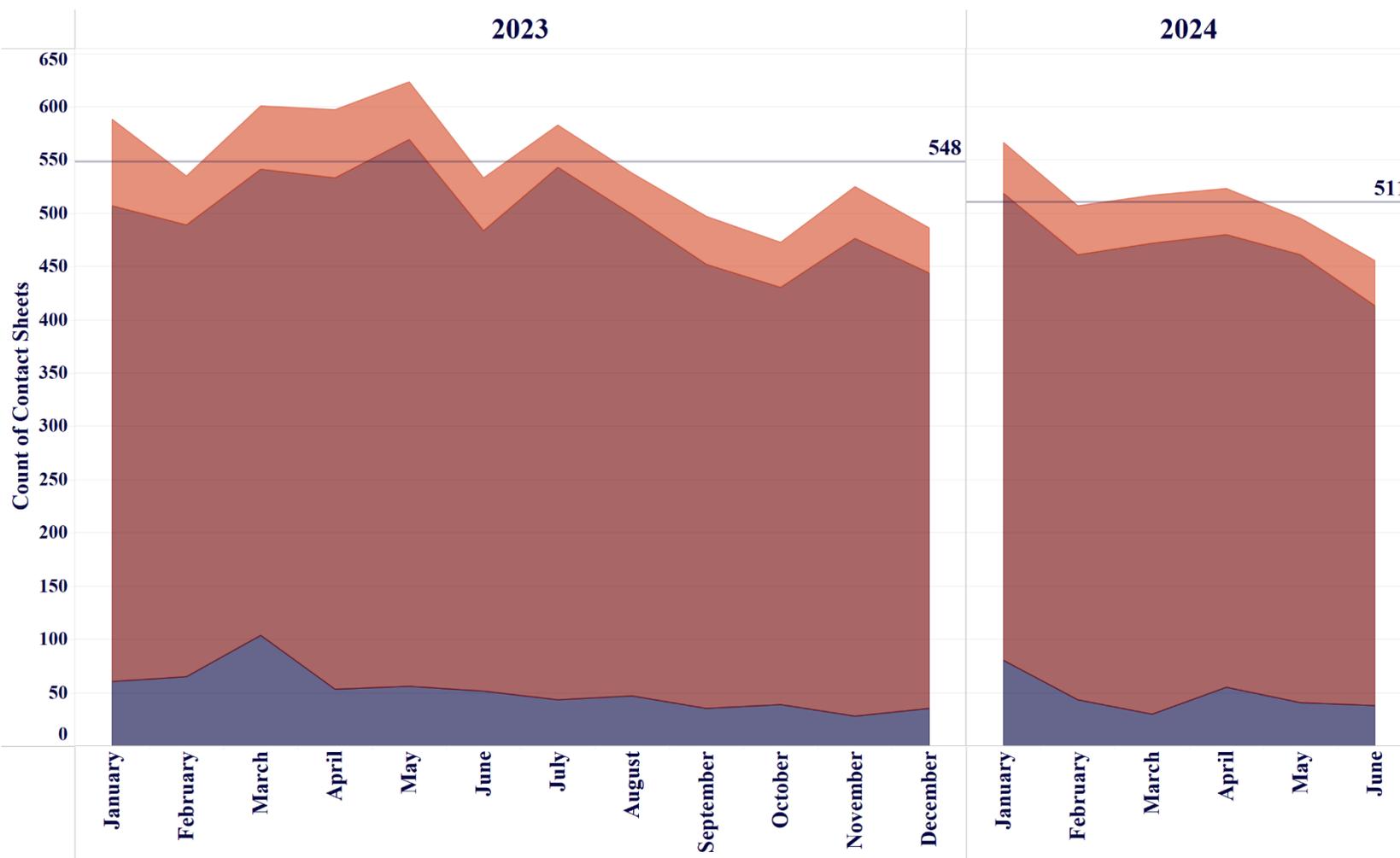
If a use of force occurred during the interactions, APD investigates the incident according to the use of force policy. Information related to the use of force is recorded in the department's use of force database. Data related to use of force in this report is retrieved from the use of force database.

Crisis Contact Sheets





Encounter data - CIT Contact Sheets by Month – APD total



Unit

- Other
- Field Services Units
- Crisis Intervention Unit

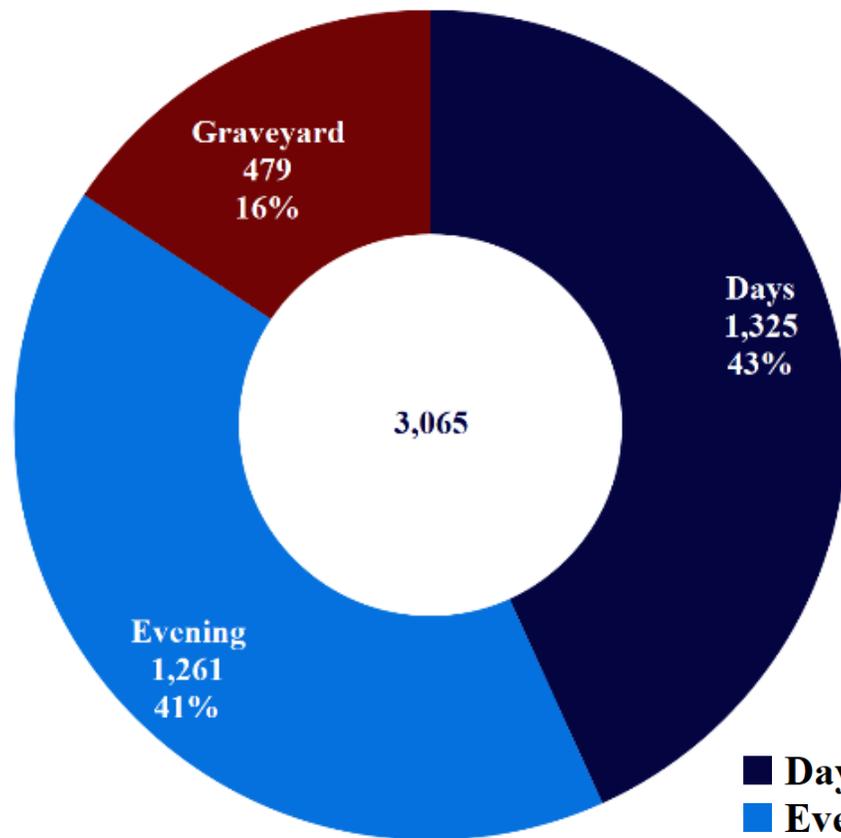
During January - June 2024 there was a monthly average of 511 Crisis Intervention Contacts. Total = 3,065

In 2023, APD averaged 548 Crisis Intervention Contacts.

We see a decline since mid 2023, possibly due to the increase in ACS response.



Encounter data - CIT Contact Sheets by Shift – APD Total



Forty-three percent (43%) of crisis intervention contacts occurred during the day shift, followed by the evening shift (41%) and grave shift (16%).

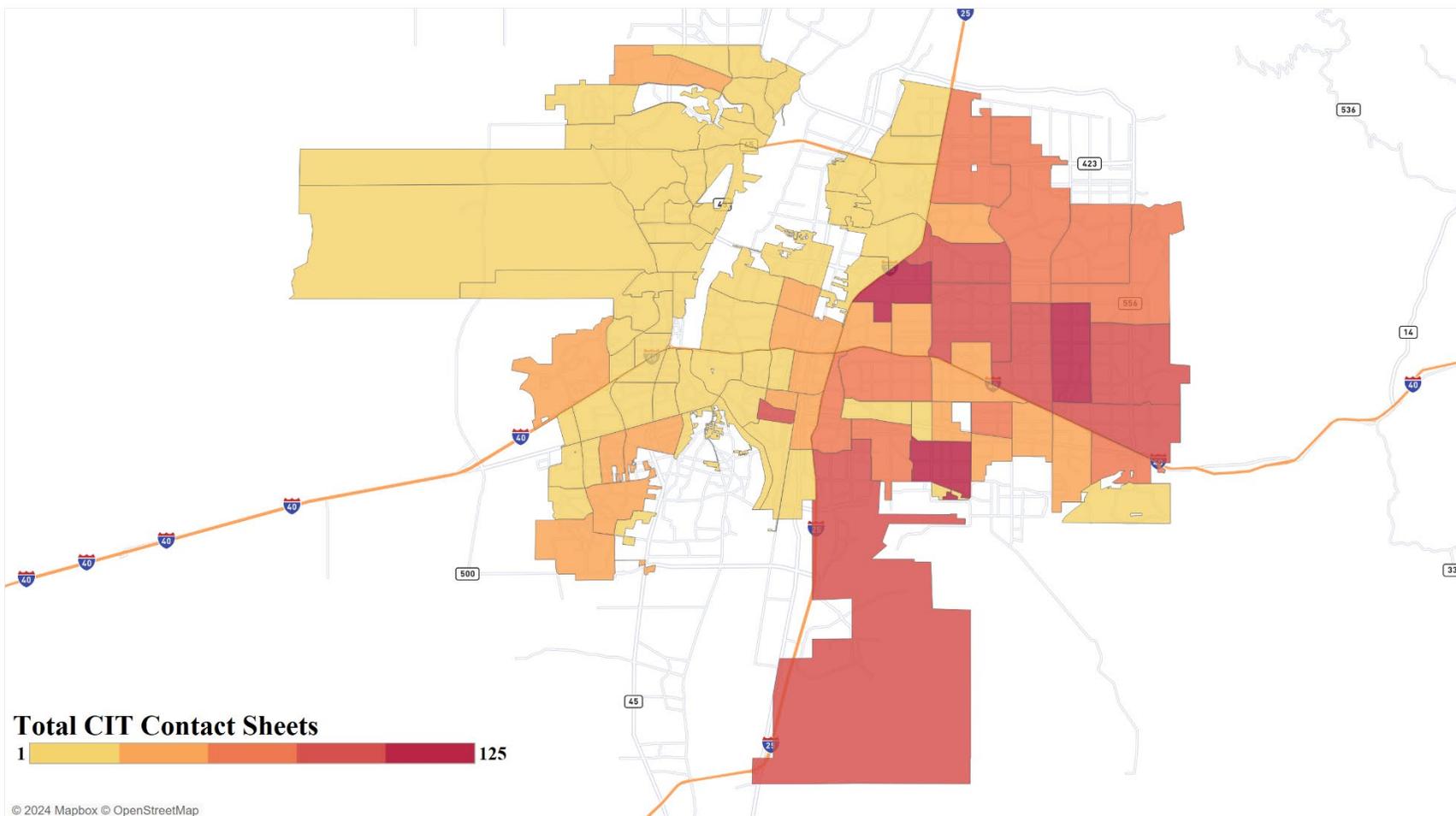
We have not seen significant changes in this distribution since 2023.

- Days - 7:00 am to 5:00 pm
- Evening- 5:00 pm to 11:00 pm
- Graveyard - 11:00 pm to 7:00 am

n = 3,065



Location of CIT Contact Sheets (n=2,792 with location)



270 (9%) contact sheets were not mapped.

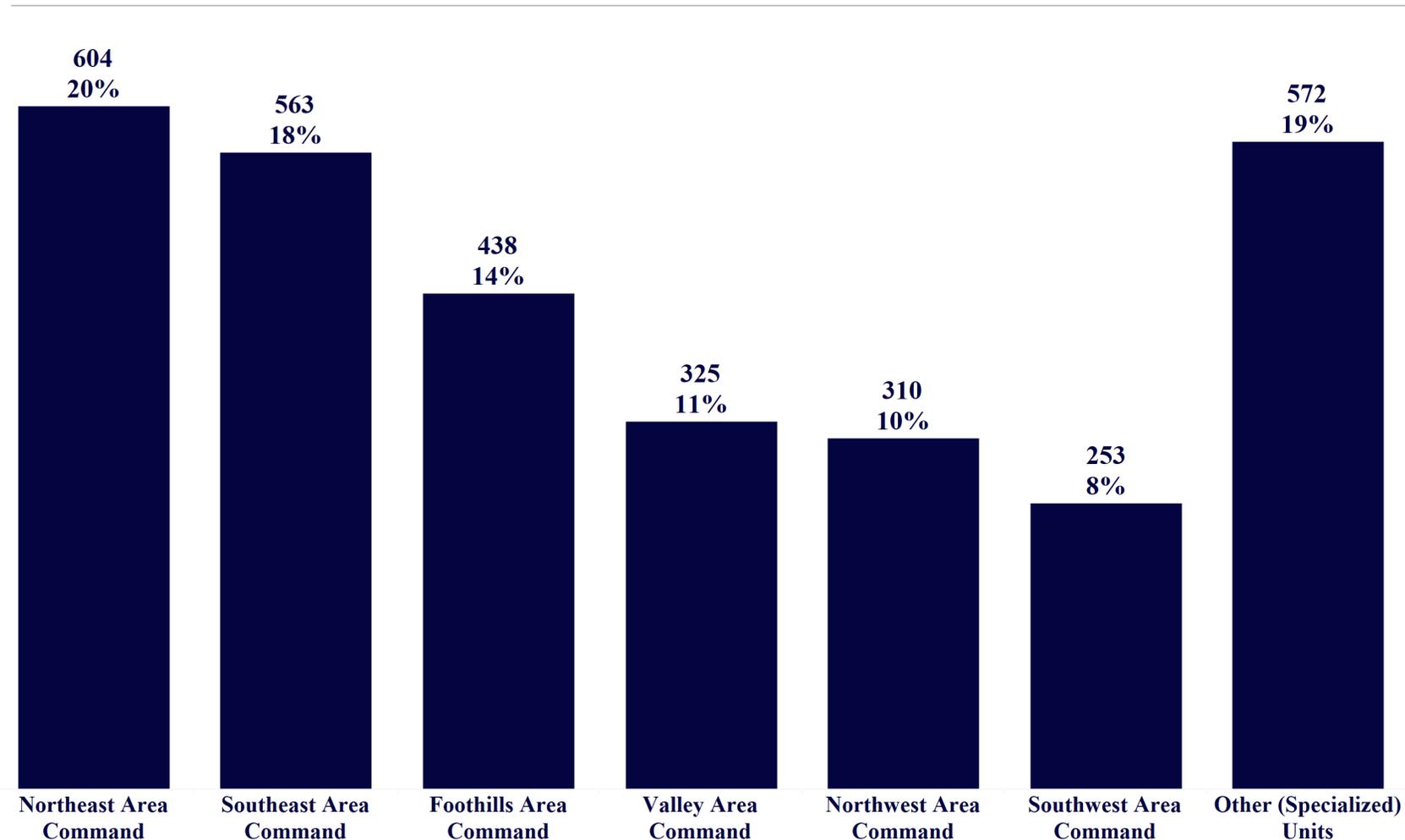
35 (1%) occurred at the Metropolitan Detention Center.

109 (4%) were missing location data.

126 (4%) occurred outside city bounds or could not be geolocated from the address.



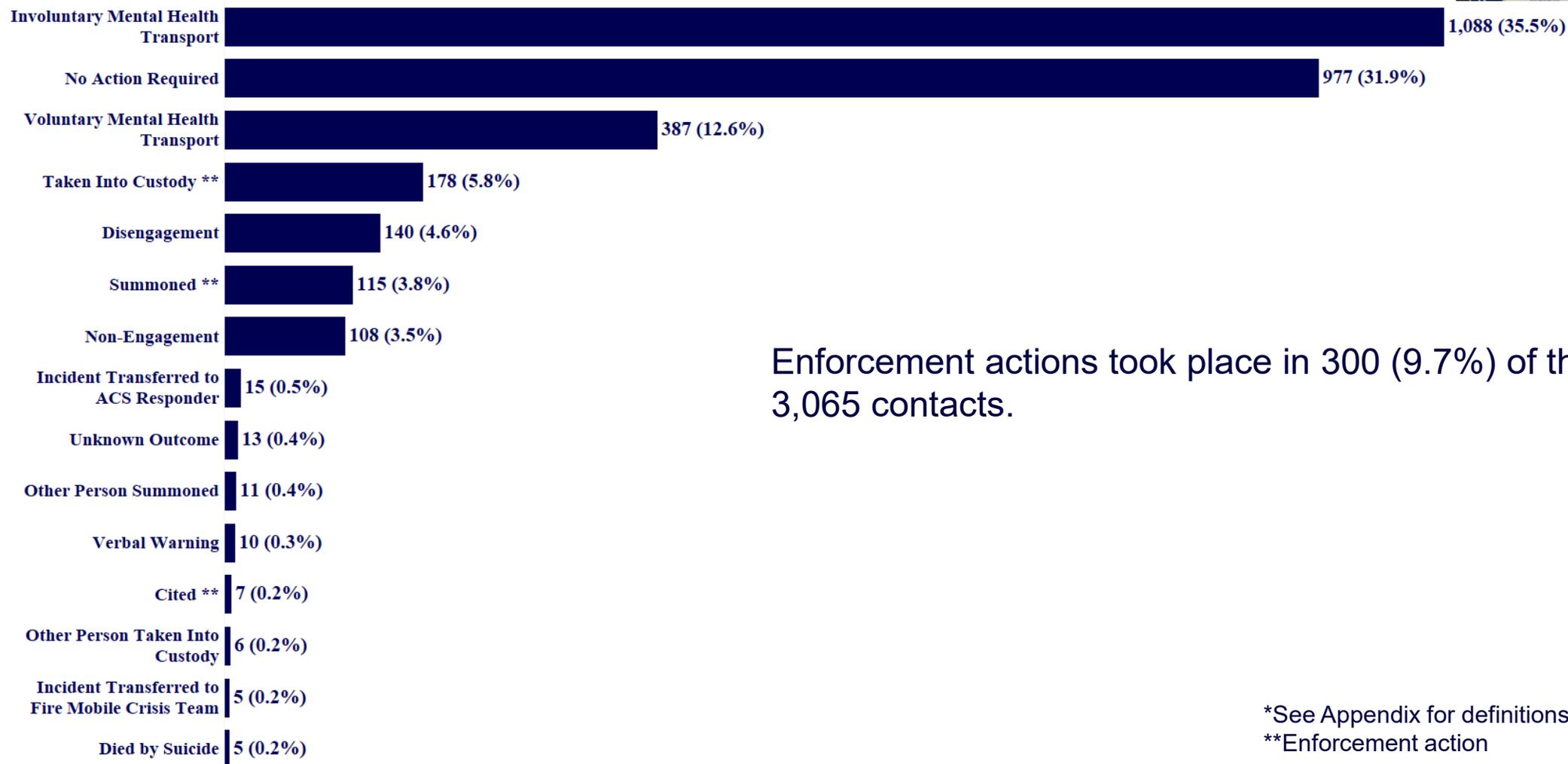
Encounter data - CIT Contacts by Area Command – Field Services Officers Only*



*This chart represents the assignment of the Field Services officers completing contact sheets. CIU and other specialized units are in the bar on the far right.



Encounter data – Outcomes for CIT Encounters (n= 3,065)*



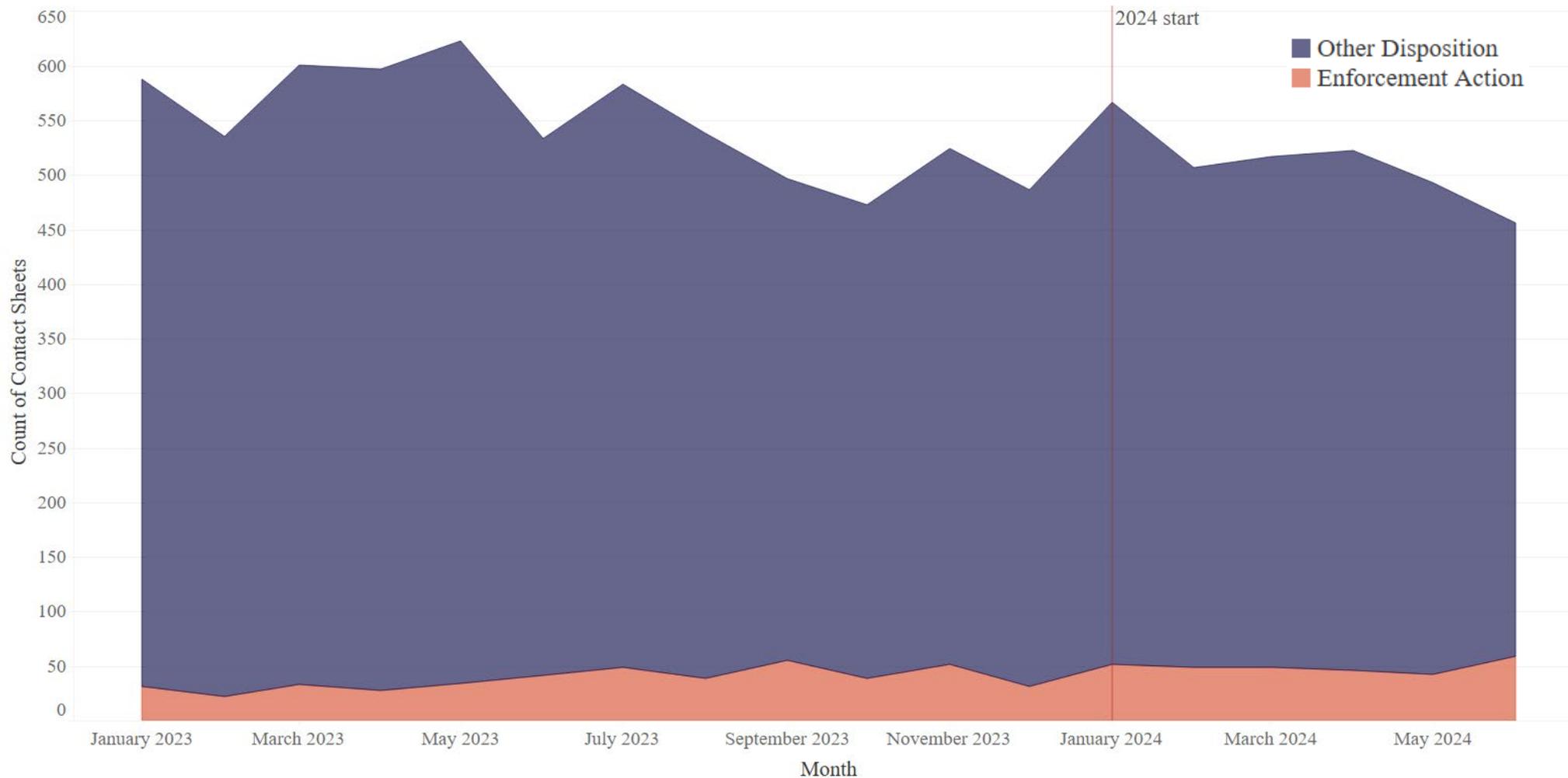
Enforcement actions took place in 300 (9.7%) of the 3,065 contacts.

*See Appendix for definitions
 **Enforcement action



Encounter data – Enforcement Actions Over Time*

*See Appendix for definitions



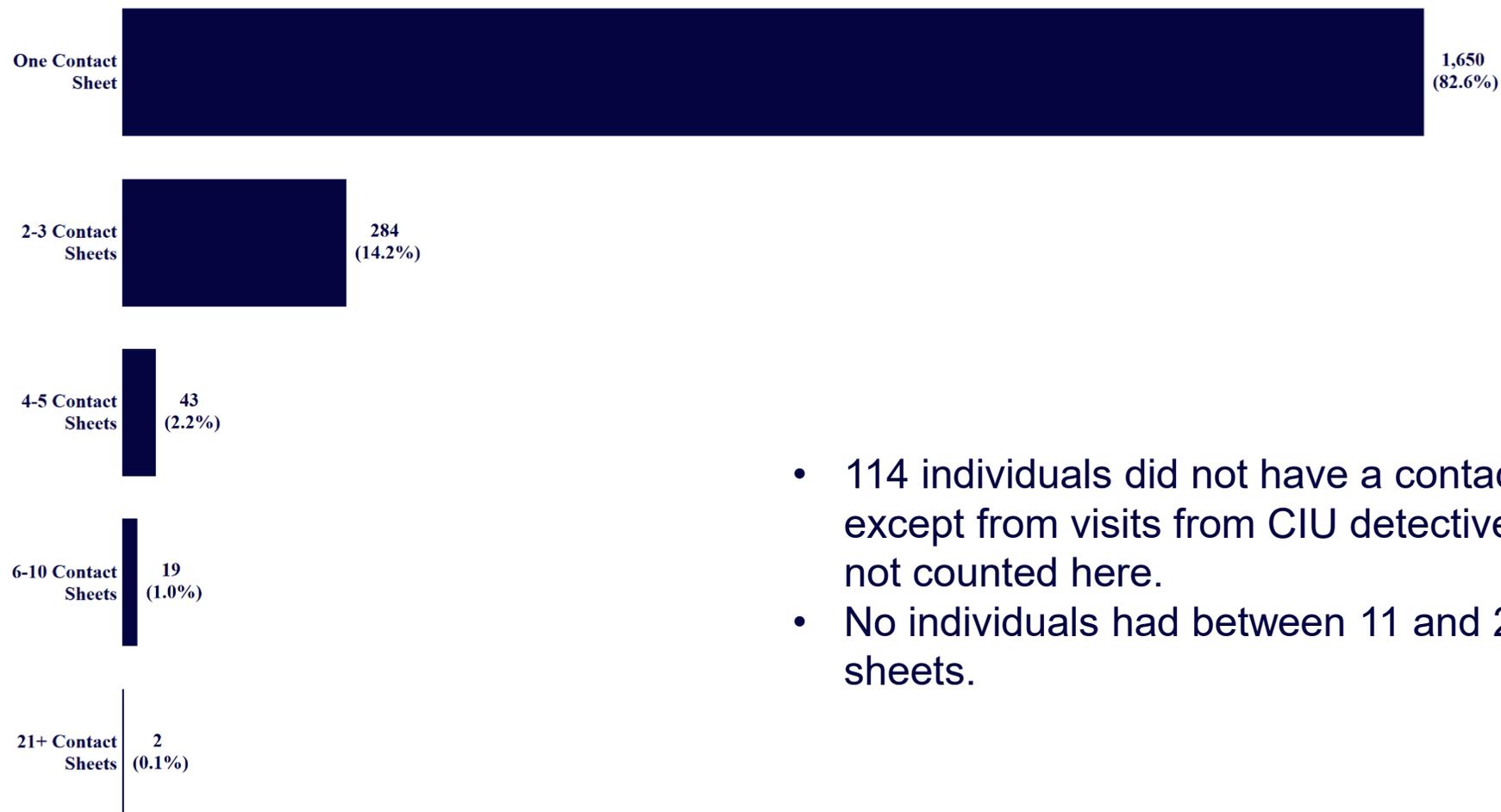


2024 CIT Contact Sheets Demographics

- Individuals often appear multiple times in CIT Contact Sheets and sometimes do not have a unique ID in the records management system. To report on the demographics of individuals involved, data analysts in the Data Analysis Division created a unique identifier based on a SOUNDEX transformation of name and birthdate. Finally, analysts manually reviewed all groupings to ensure the grouped records were likely the same person based on name, birthdate, demographics, and addresses.
- A total of 2,112 unique individuals were identified across the 3,065 CIT Contact Sheets.
 - 114 individuals only had contact sheets from home visits



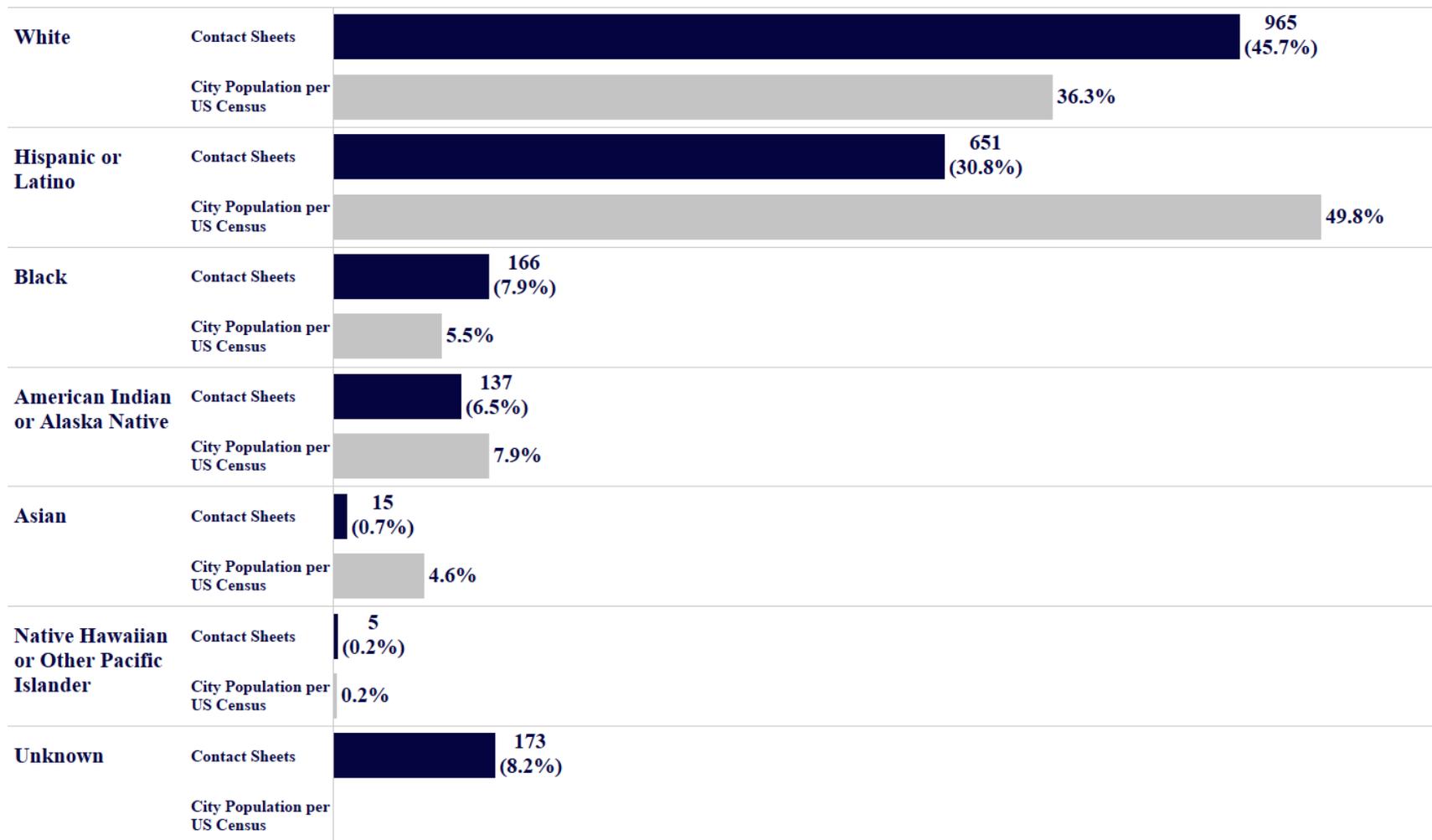
Number of Contacts



- 114 individuals did not have a contact sheet except from visits from CIU detectives and are not counted here.
- No individuals had between 11 and 20 contact sheets.



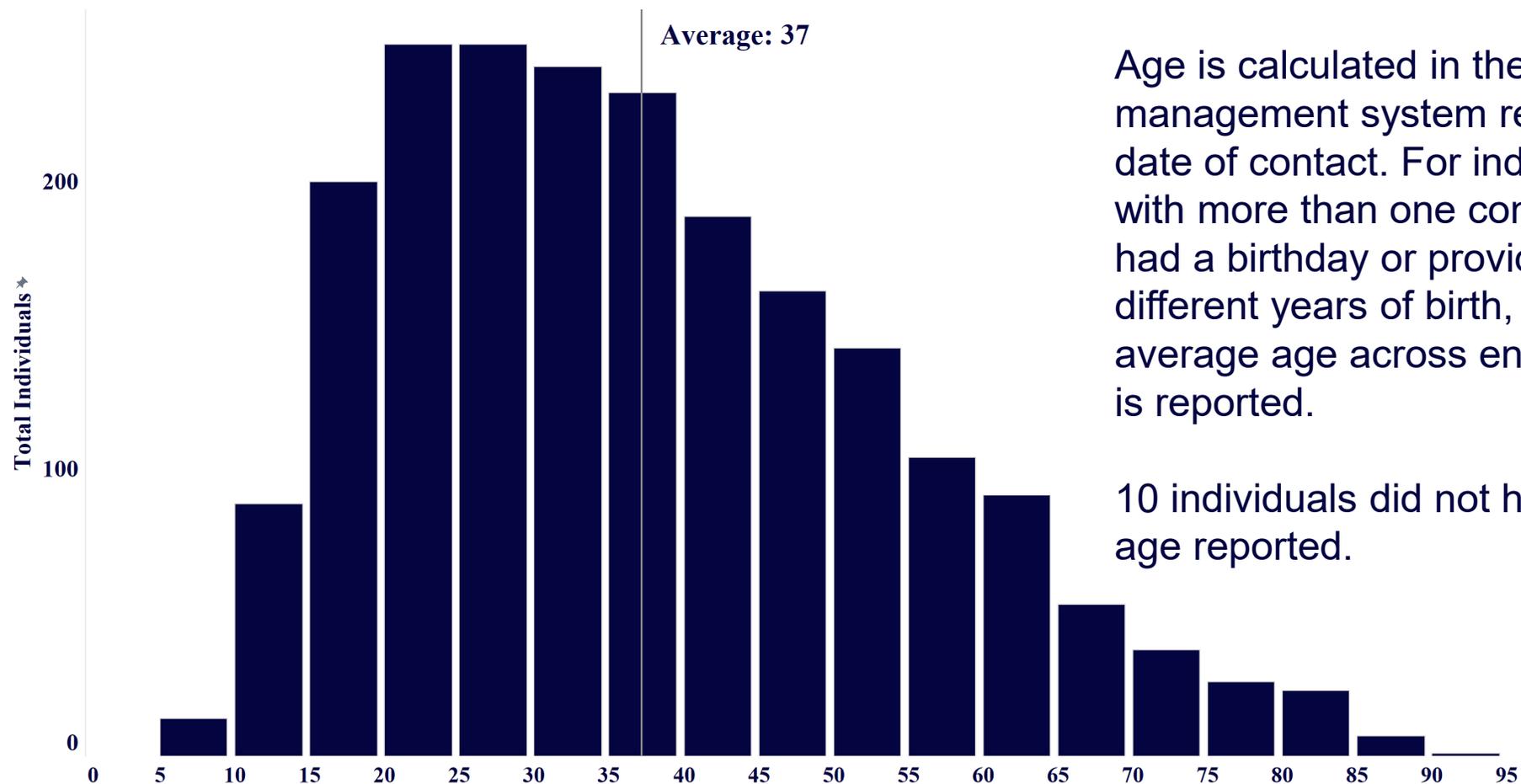
CIT percentage of Individuals by Race and Ethnicity



U.S. Census data come from the American Community Survey 2022 1-year estimates (Table DP05). Races other than White are reported for individuals reporting the category alone or in combination leading to a sum greater than 100%.



Age of Individuals at the Time of Contact

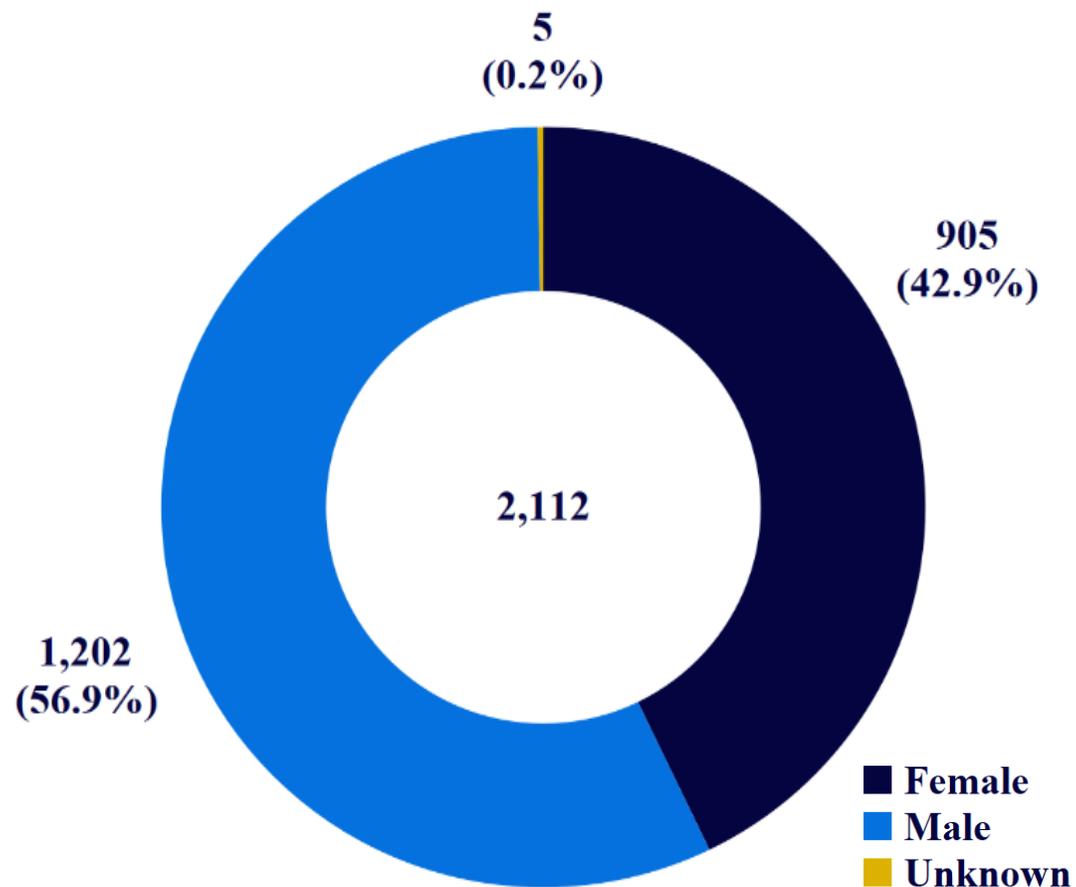


Age is calculated in the records management system relative to date of contact. For individuals with more than one contact who had a birthday or provided different years of birth, the average age across encounters is reported.

10 individuals did not have an age reported.



Gender of individuals at the time of contact

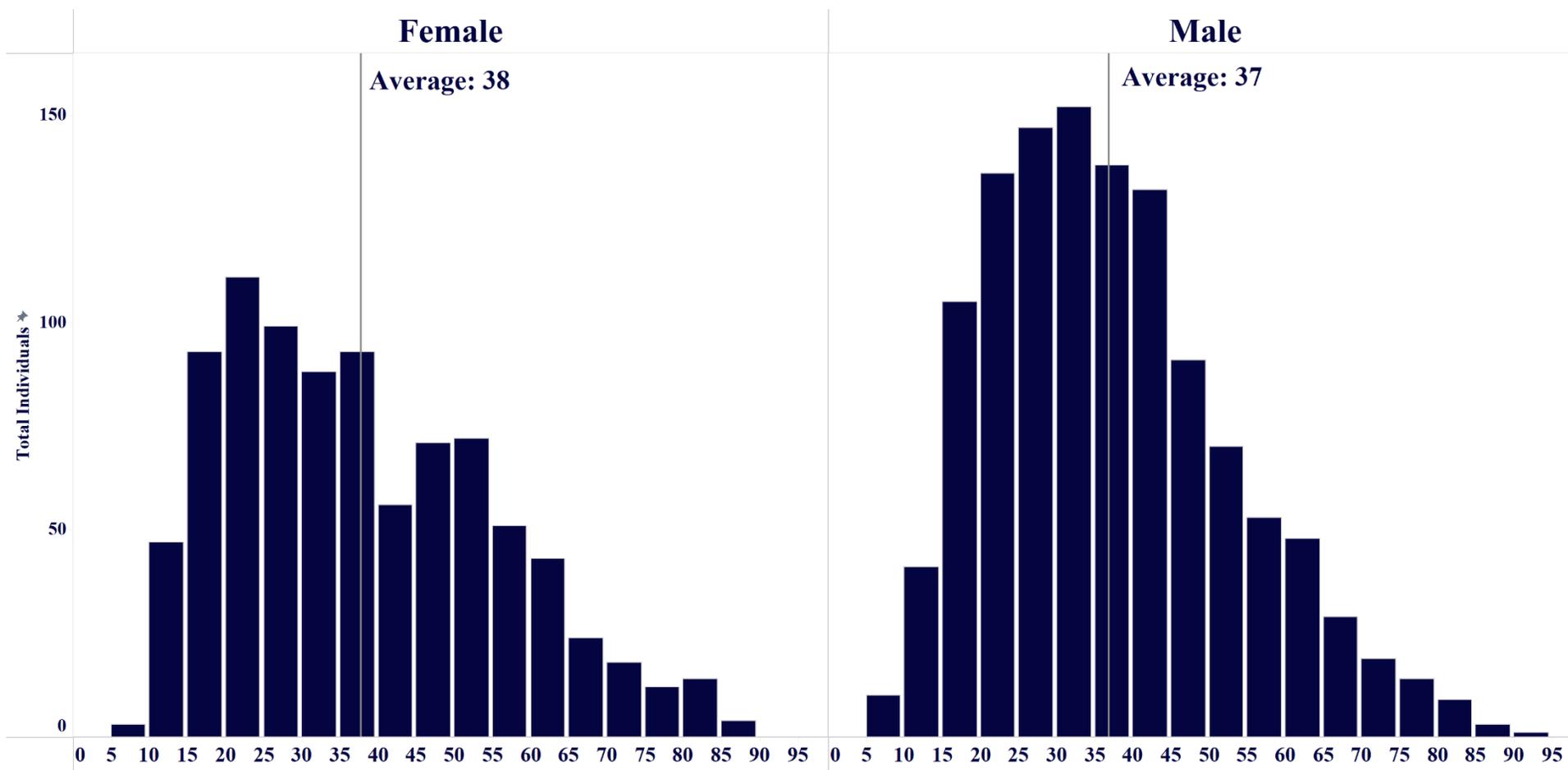


57% of individuals during crisis intervention contacts were Male.

n = 2,112



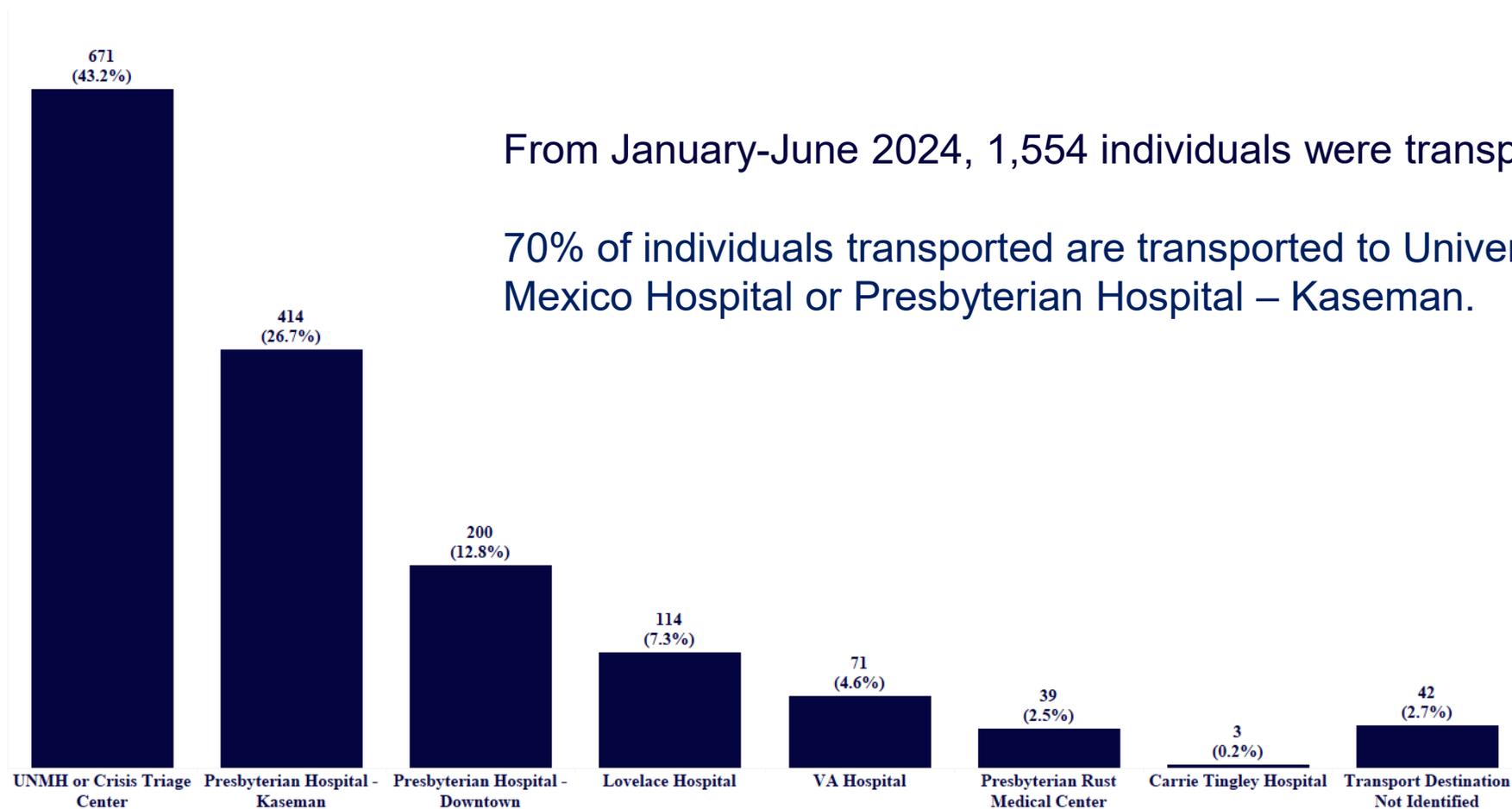
Age & Gender of Individuals at the Time of Contact



The 5 individuals with unknown gender ranged in age from 16 to 28

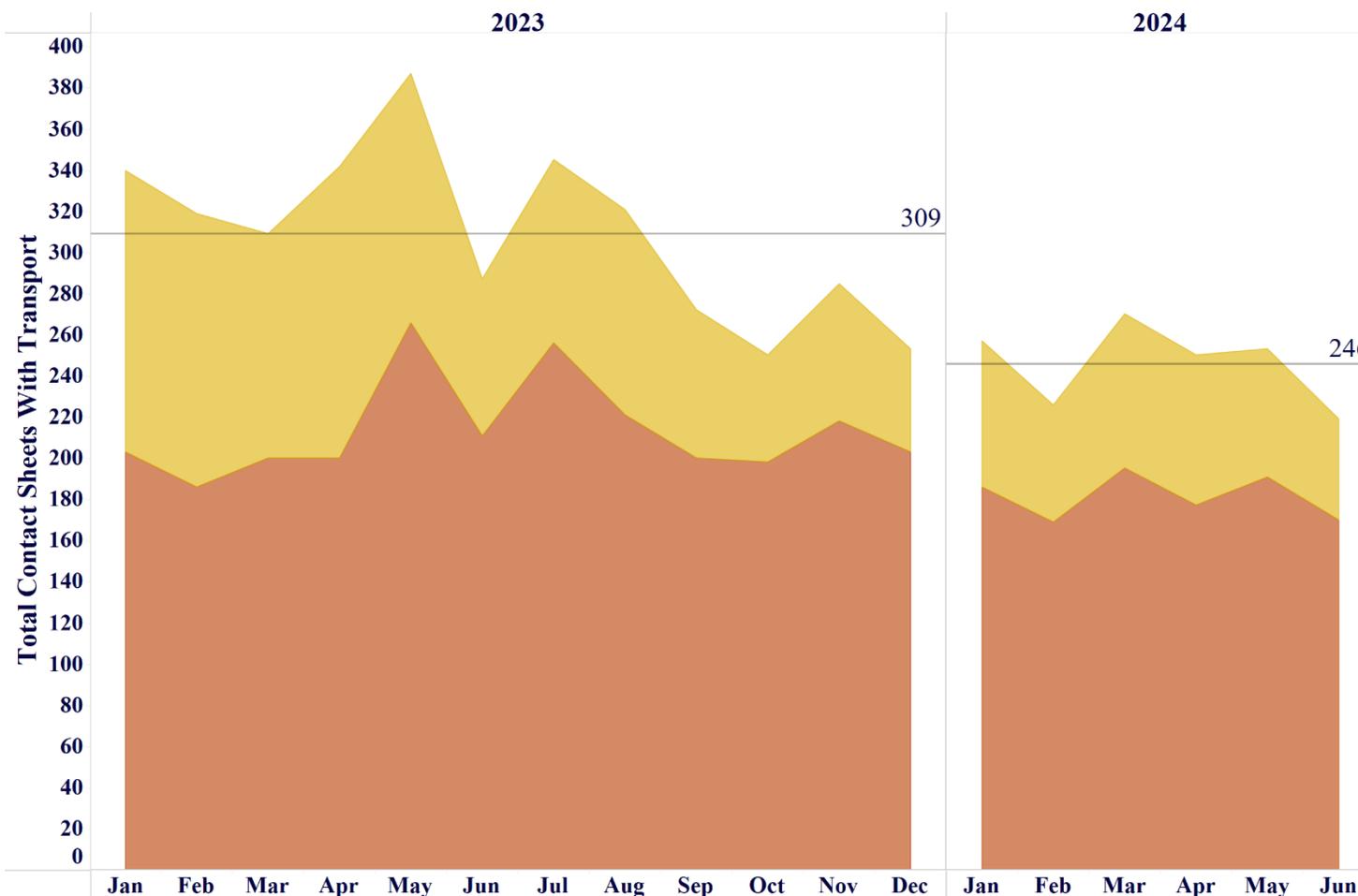


Mental Health Transport Destinations





Mental Health Transport



■ Voluntary Mental Health Transport
■ Involuntary Mental Health Transport

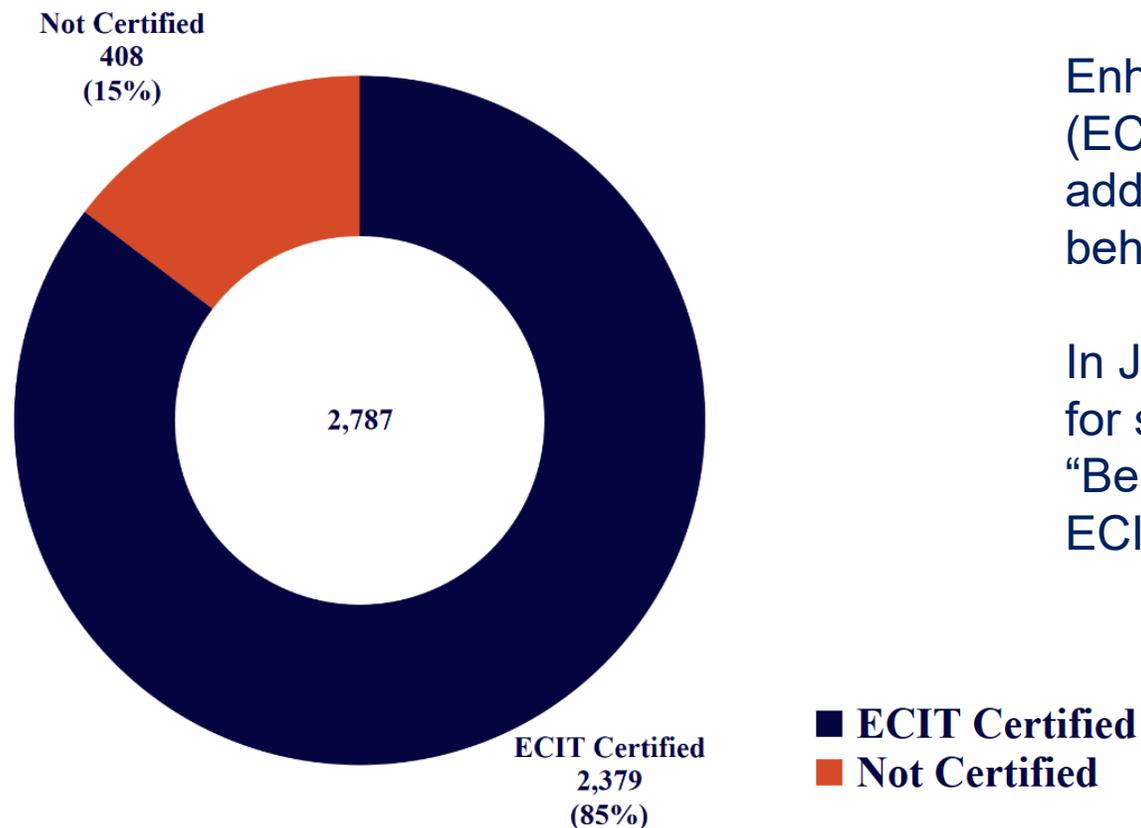
The average number of contact sheets resulting in transport has decreased since 2023.

Behavioral Health Calls for Service





Encounter Data – ECIT on Scene



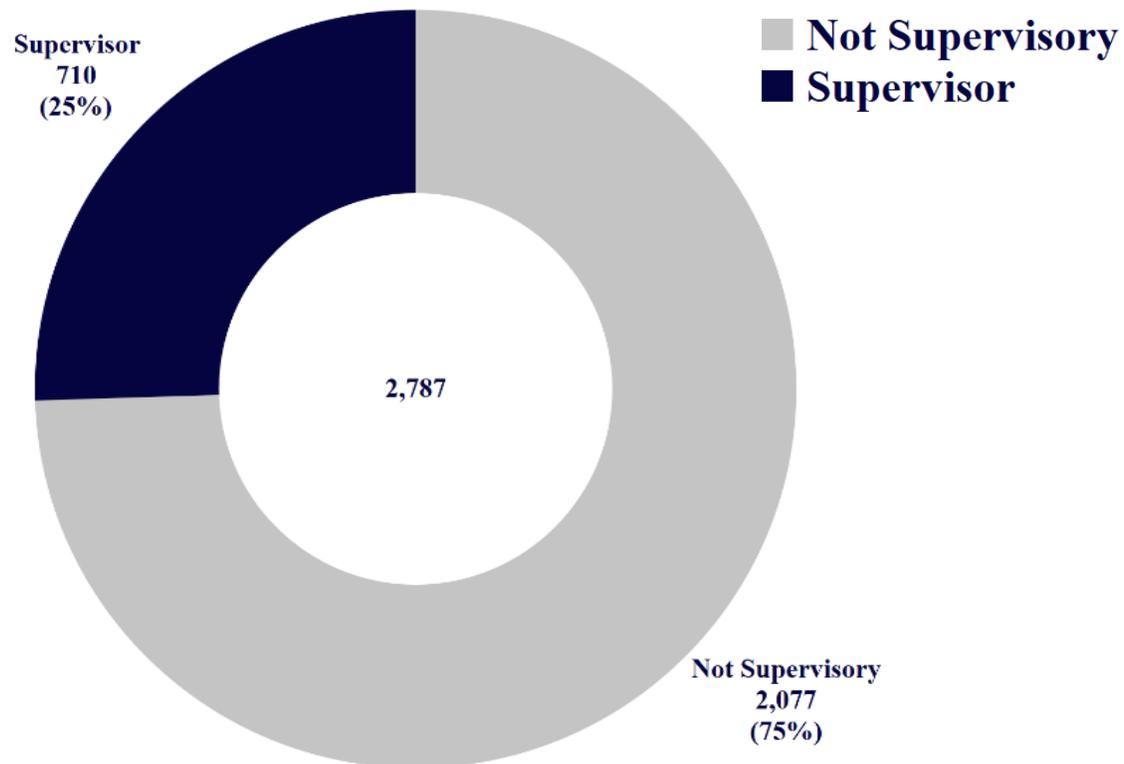
Enhanced Crisis Intervention Team (ECIT) certified officers receive additional training on responding to behavioral health calls for service.

In January – June 2024, 85% of calls for service* beginning or ending as “Behavioral Health” or “Suicide” had an ECIT certified officer arrive on scene.

* For this analysis, a call for service is counted as one distinct CAD number where the original or final call types were Behavioral Health or Suicide. Calls that were cancelled, BOLOs (be on the lookout), and calls where no officer arrived on scene are excluded. A total of 2,787 calls for service met these criteria.



Encounter Data – Supervisor Responded



Supervisors responded to 25% of all “Behavioral Health” and “Suicide” calls for service* in January – June 2024.

Not all behavioral health and suicide calls require a supervisor. APD dispatch policy requires supervisors respond to calls which are the “most serious in nature,” generally incidents where a person is armed with a deadly weapon or where a circumstance exists where there is a high likelihood of death or great bodily injury.

*For this analysis, a call for service is counted as one distinct CAD number where the original or final call types were Behavioral Health or Suicide. Calls that were cancelled, BOLOs (be on the lookout), and calls where no officer arrived on scene are excluded. A total of 2,787 calls for service met these criteria.

Changes in Calls Diverted from APD to Albuquerque Community Safety (ACS)

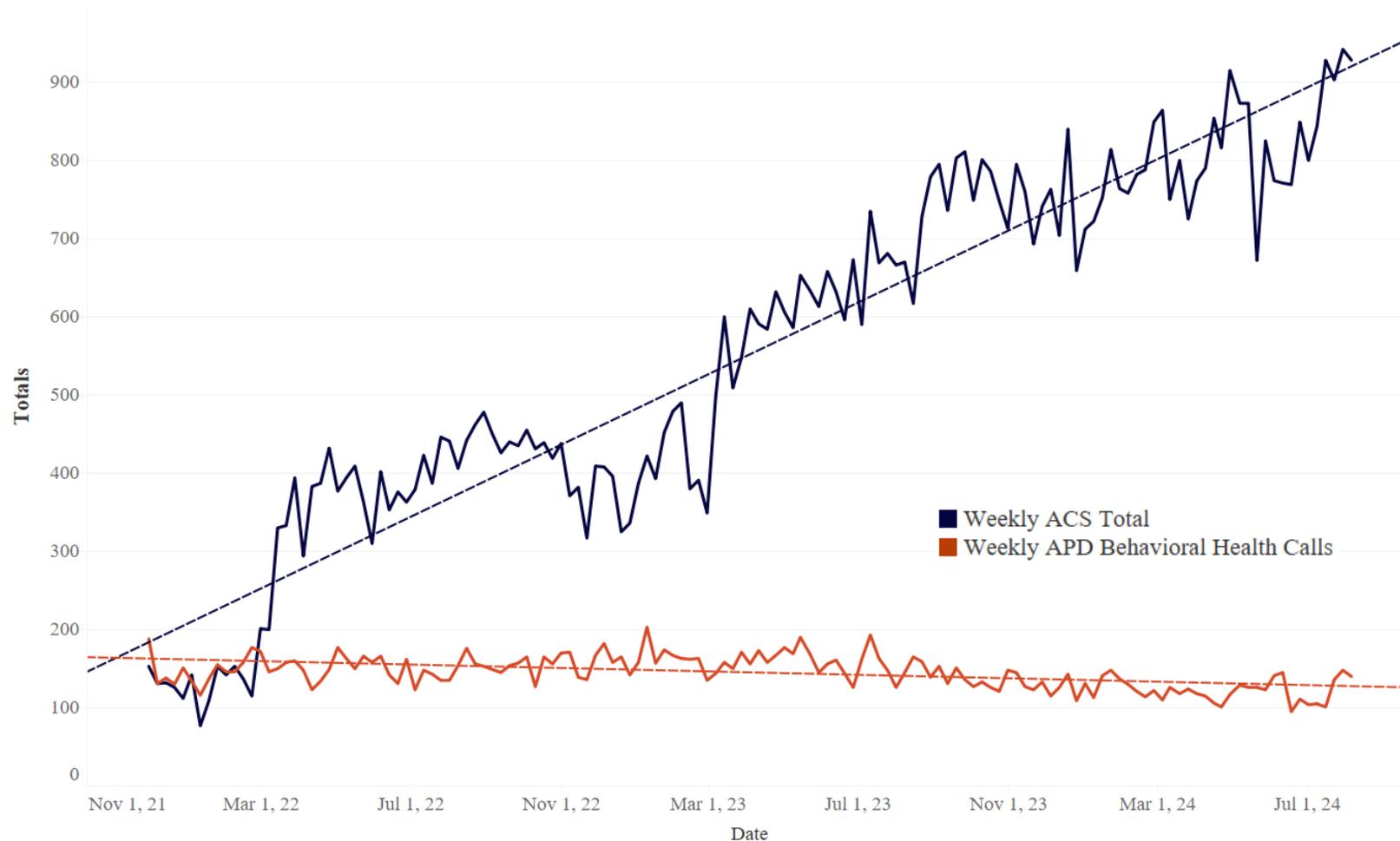


In past versions of this report, we have shown the increasing number of calls diverted from APD to ACS over time, benchmarked against the total dispatched calls for service.

The procedure for ACS dispatch has changed in the first half of 2024:

- On 1/31/2024, ACS moved to APD dispatch changing the data for diverted calls
- On 5/14/2024, APD dispatch updated to the Motorola CAD system changing how calls were reported

Albuquerque Community Safety (ACS) Calls have increased over time while APD's behavioral health calls have declined



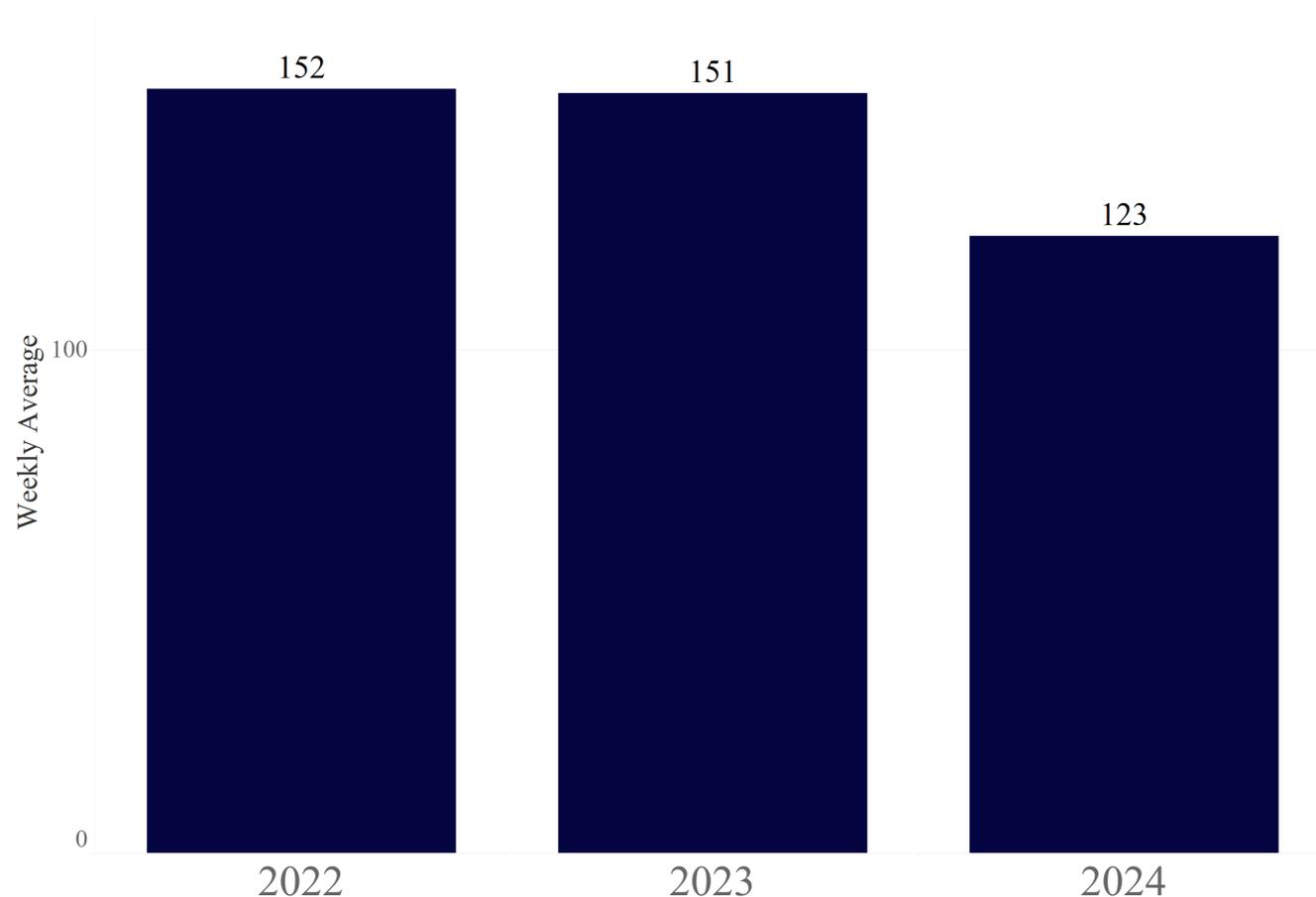
APD's behavioral health call volume is decreasing, while ACS's increases.

From January 1 through June 30, 2024, we see 19,810 total ACS calls, compared to 2,787 APD behavioral health calls.



Declines in APD Behavioral Health Calls

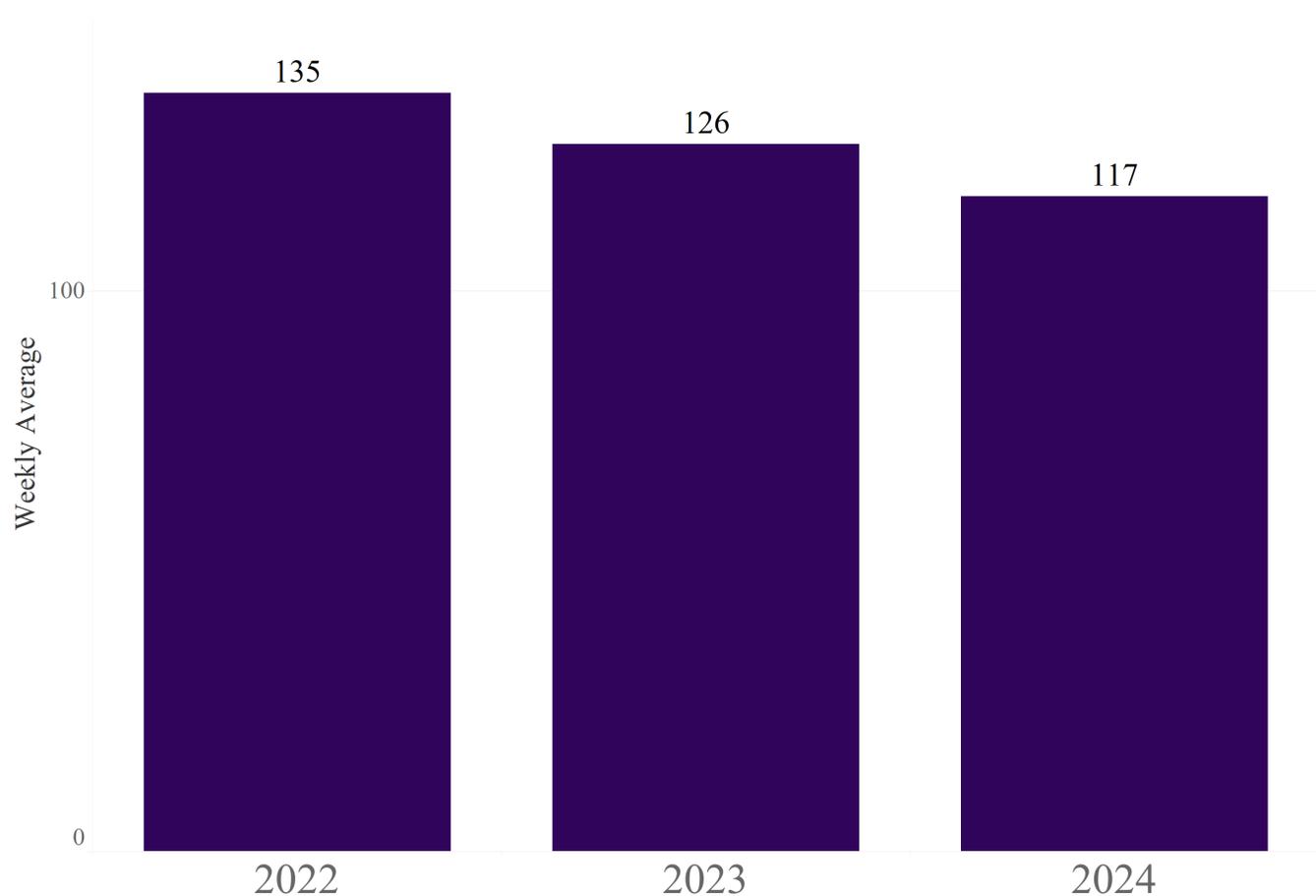
The weekly count of behavioral health calls for service dispatched by APD is lower than it was in 2023 or 2022. There is an average of 123 calls per week in 2024, compared to 151 per week in 2023 and 152 per week in 2022.





Declines in CIT Contact Sheets

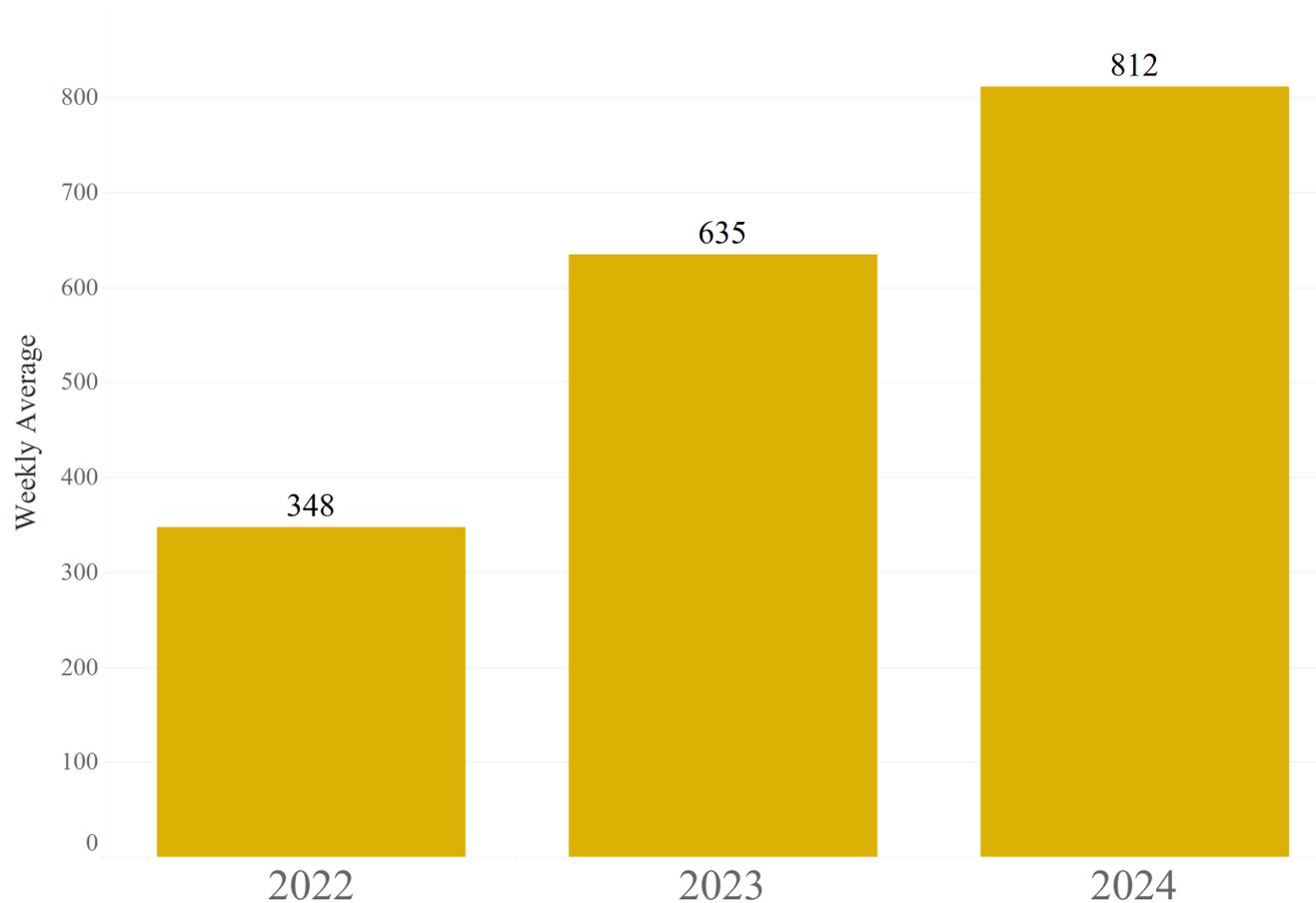
The weekly count of contact sheets completed by APD is lower than it was in 2023 or 2022. There is an average of 117 contact sheets completed per week in 2024, compared to 126 per week in 2023 and 135 per week in 2022.





Increase in ACS Activity

As APD's behavioral health response has declined, ACS's activity has increased.



Use of Force





Force and Behavioral Health

APD matches records of behavioral health contacts to the use of force records system to identify when force was used.

APD identified 139 total cases using the three methods detailed on the next slide. These cases include levels 1, 2, and 3 force.



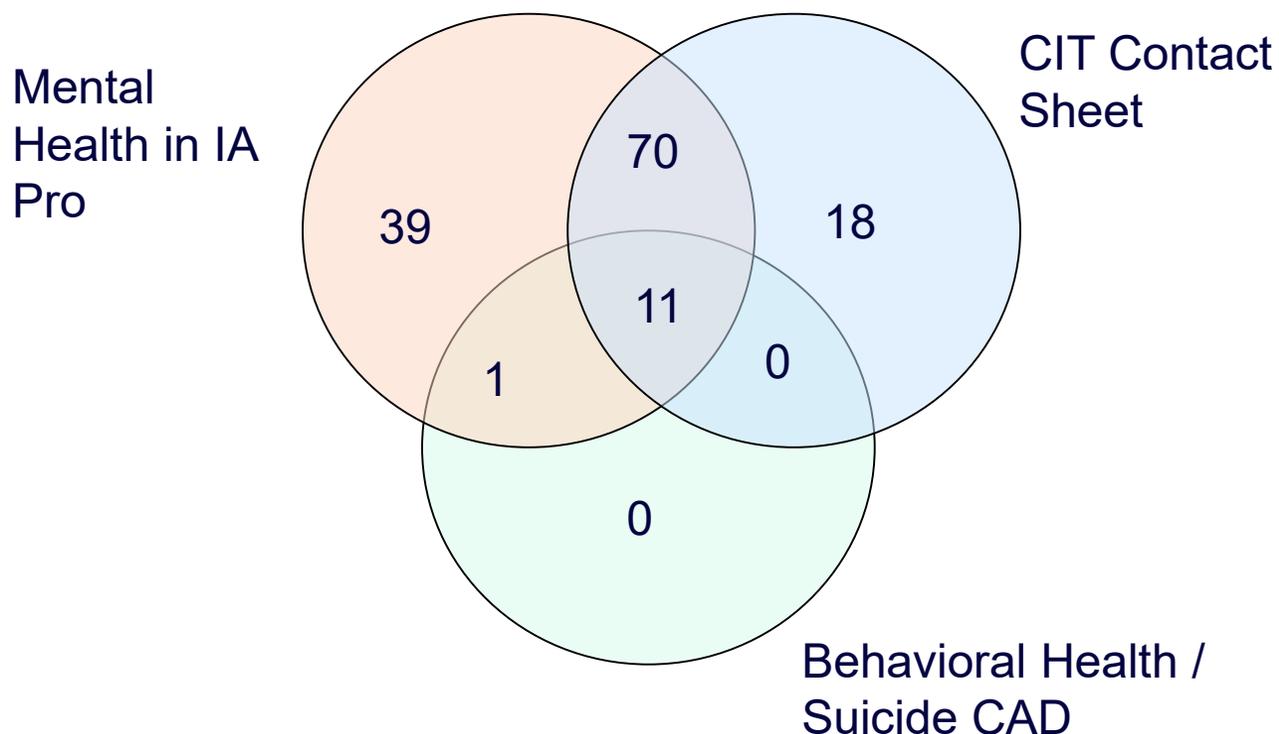
Methods for Identifying Mental Health Related Force

1. Behavioral health calls for service where force occurred (source: CAD)
For this analysis, a call for service is counted as one distinct CAD number where the original or final call types were Behavioral Health or Suicide. Calls that were cancelled, BOLOs (be on the lookout), and calls where no officer arrived on scene are excluded. A total of 2,789 calls for service met these criteria.
2. CIT contact sheets associated with use of force reports (source: RMS)
3. Force investigations where the investigator reported the individual was in crisis or the involved individual self-reported behavioral health crisis (source: IA Pro)
Indicator: “Experiencing Mental Crisis (Officer Assessment)”
Indicator: “Reporting Mental Illness (Self Reported)”
 - Cases are included when meeting either or both criteria.



Force – Reported During Force Investigation

139 Behavioral Health Force Cases Identified



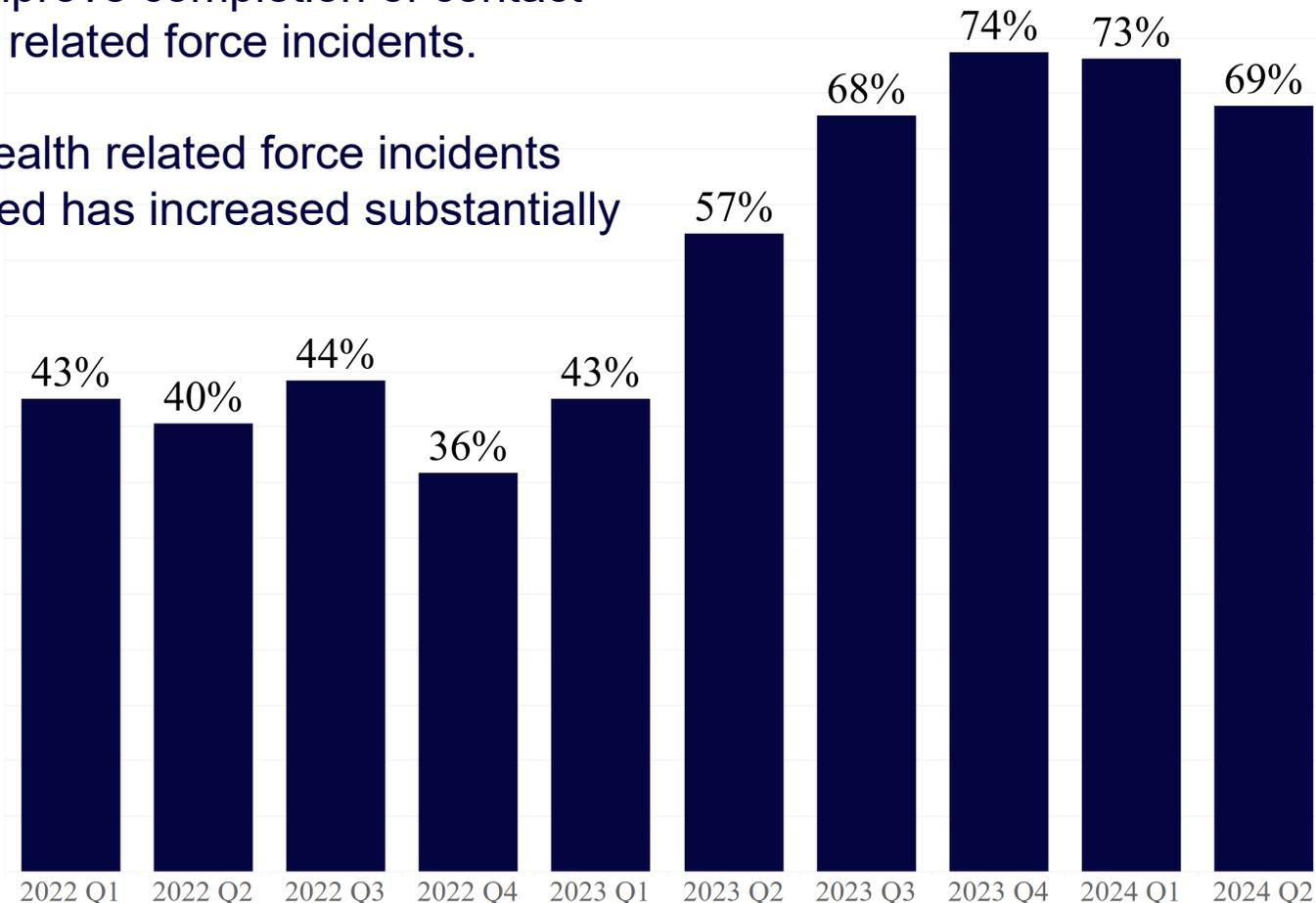
- Of the 139 force cases, 121 (87%) were identified as mental health related in the use of force database, IA Pro.
- 18 force cases (13%) were not identified in IA Pro as related to a behavioral health crisis but had a CIT Contact Sheet.
- 40 force cases (28.8%) did not have a CIT contact sheet completed. This is down from 38.4%, 2023's average.



Contact Sheet Completion for Behavioral Health Force Incidents

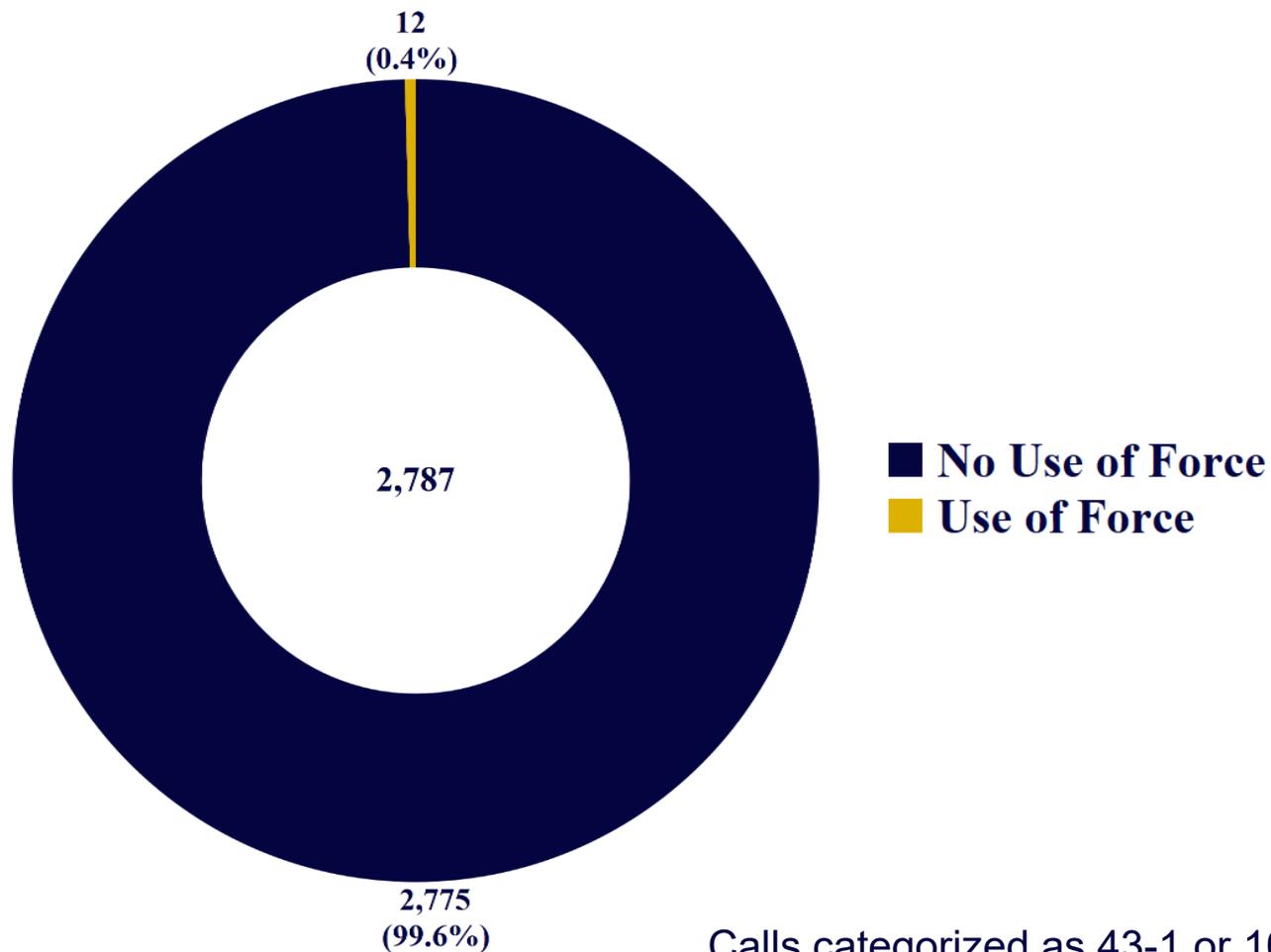
APD has been working to improve completion of contact sheets for behavioral health related force incidents.

The percent of behavioral health related force incidents with contact sheets completed has increased substantially since 2022.





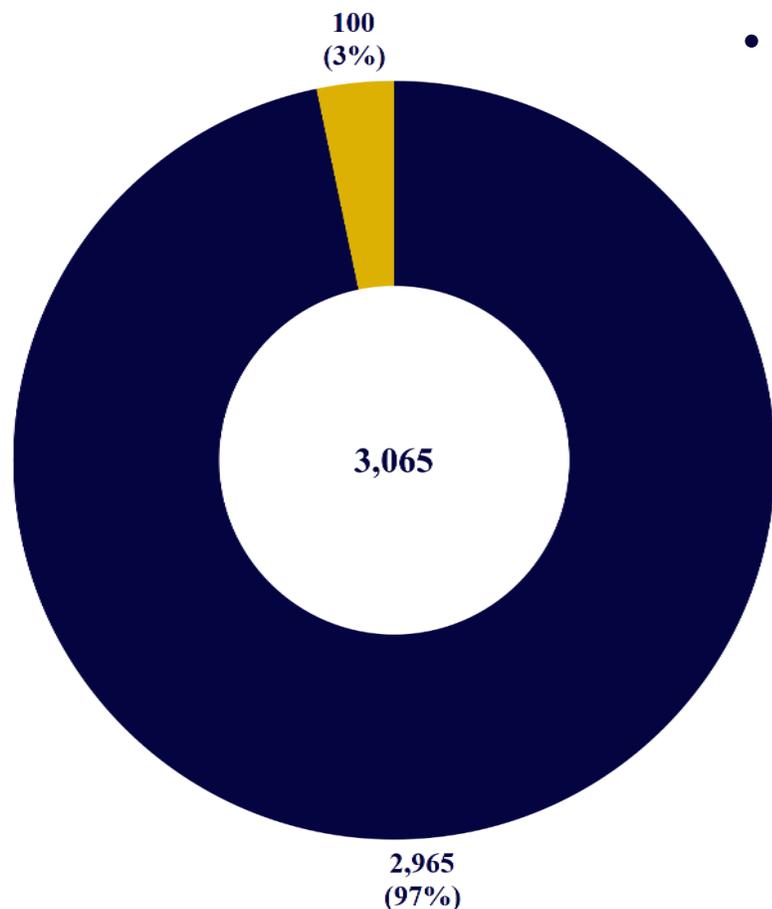
Total Force Cases in Behavioral Health and Suicide Calls for Service



Calls categorized as 43-1 or 10-40 January 1, 2024 to June 30, 2024



Total Force Cases in CIT Contact Sheets

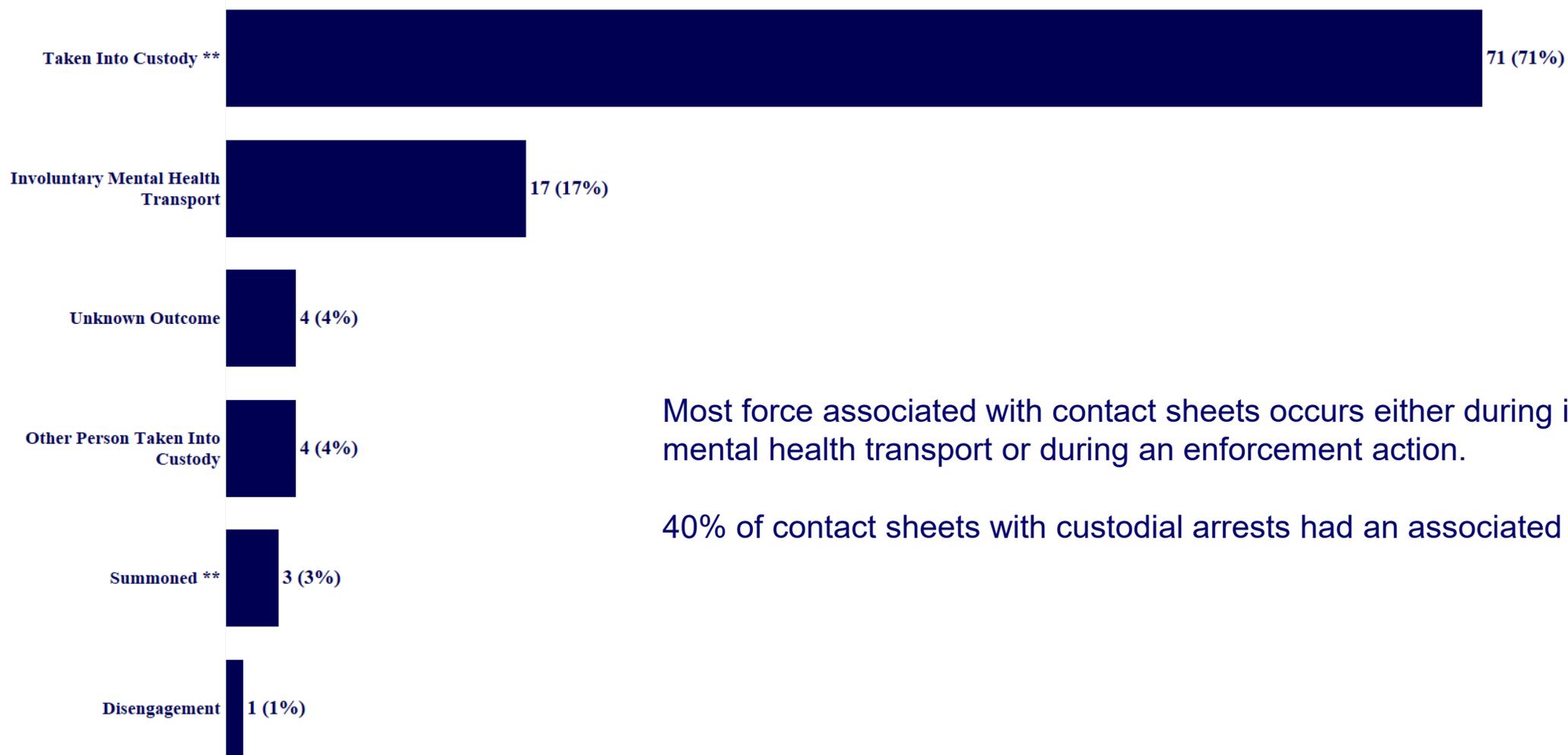


- 3% of CIT contact sheets also had a use of force incident
 - 1 force case had multiple contact sheets
 - 99 force cases with contact sheets resulted in 100 contact sheets – contact sheets might be generated for multiple individuals on the scene during a force incident.

CIT contacts documented from January 1, 2024 to June 30, 2024



CIT Contact Sheet Outcomes Related to Force



Most force associated with contact sheets occurs either during involuntary mental health transport or during an enforcement action.

40% of contact sheets with custodial arrests had an associated use of force.



Level of Force*

- **Level 1 Use of Force:** Any use of force that is likely to cause only temporary pain, disorientation, and/or discomfort during its application as a means of gaining compliance; or any show of force
- **Level 2 Use of Force:** Any use of force that causes injury, that could reasonably be expected to cause injury, or that results in a complaint of injury greater than temporary pain, regardless of whether the use of force was unintentional or unavoidable.
- **Level 3 Use of Force:** Any use of force that results in, or could reasonably result in, serious physical injury, hospitalization, or death, regardless of whether the use of force was unintentional or unavoidable.

* For additional information see SOP 2-53 at <https://www.cabq.gov/police/standard-operating-procedures/standard-operating-procedures-manual>



Force Cases by Level of Force

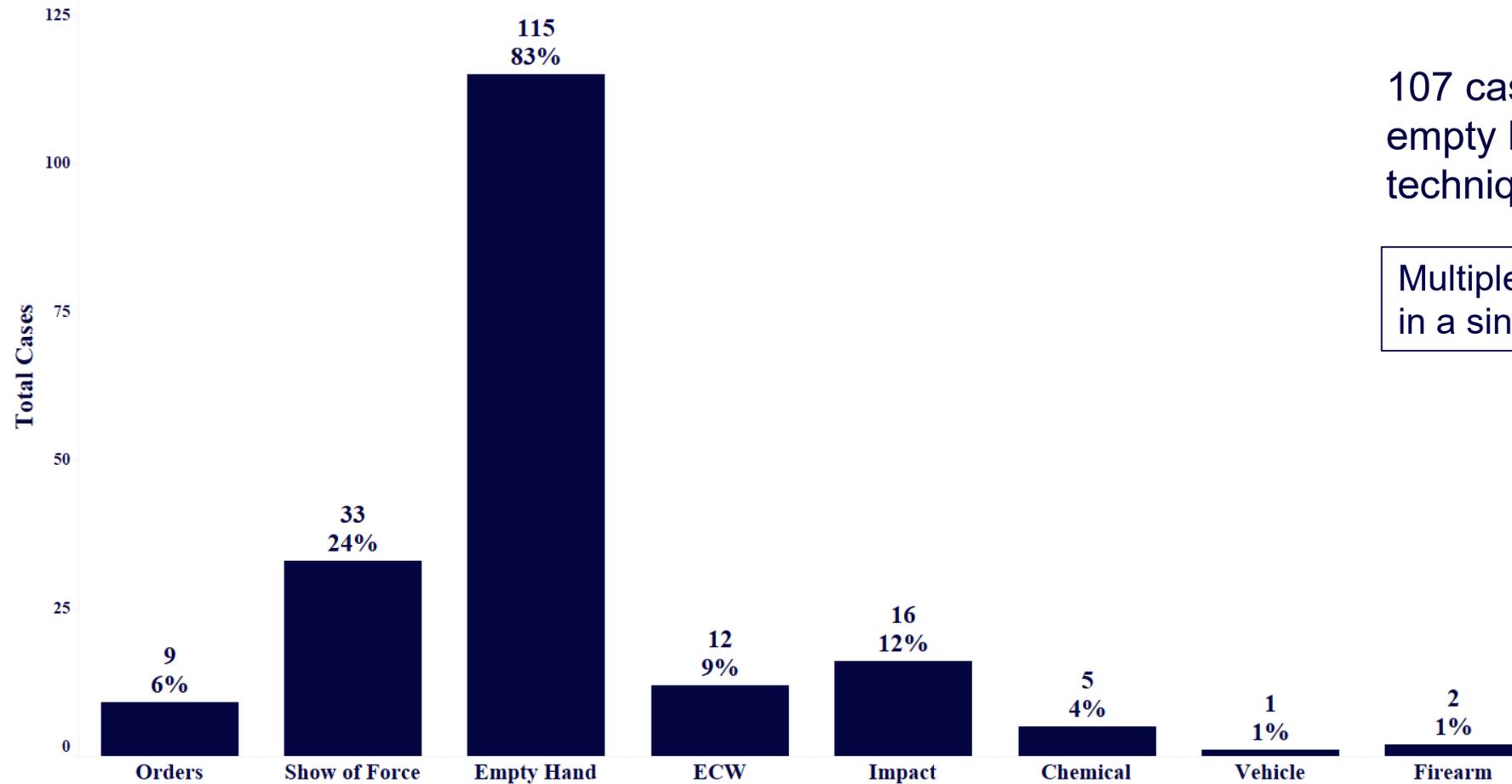
Force Levels	Force Cases
Level 1	44 (32%)
Level 2	77 (55%)
Level 3	18 (13%)
Total	139



Applications of Force Used in Behavioral Health Crisis Encounters (n=139)

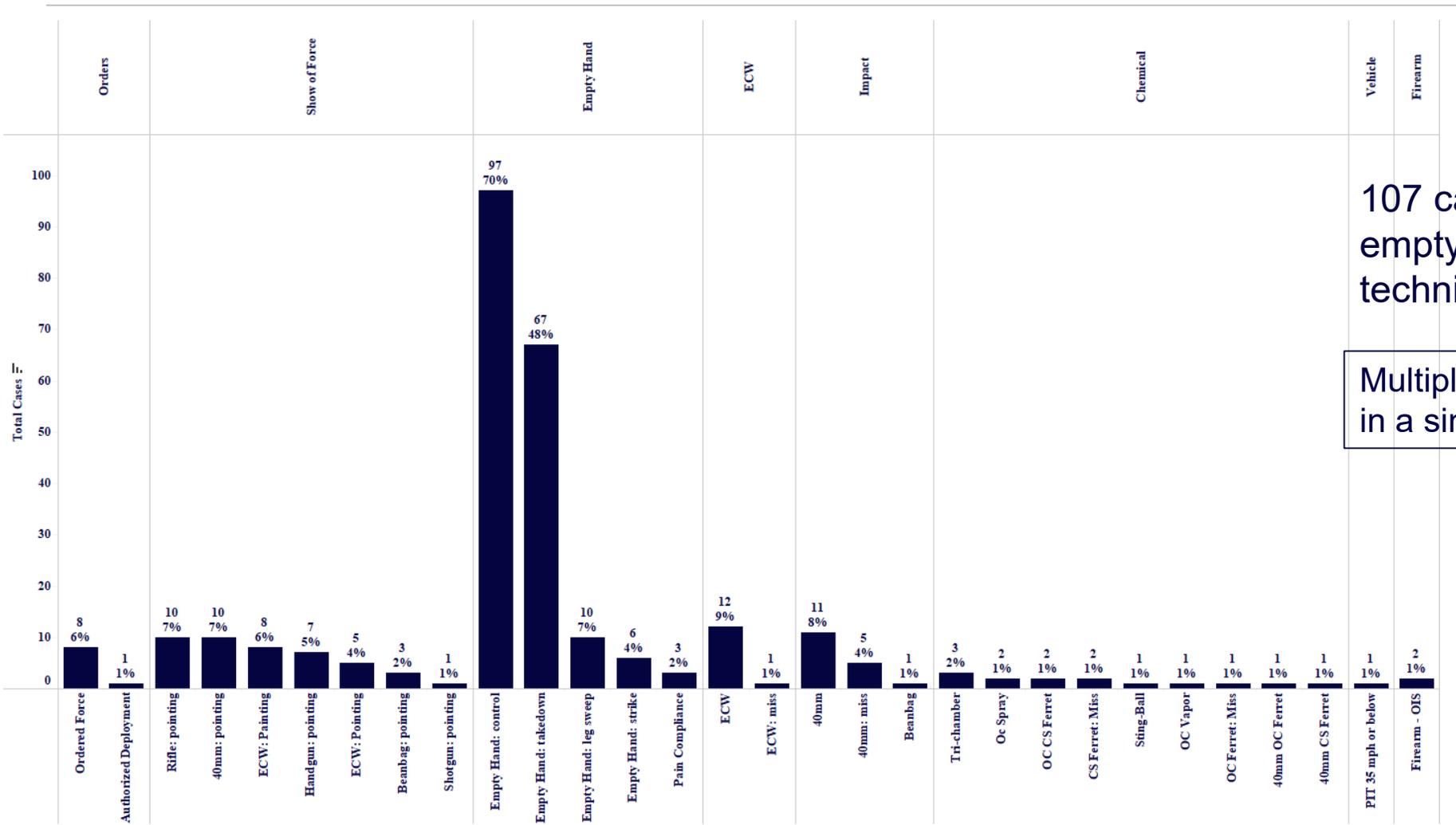
107 cases (77%) used only empty hand or show of force techniques

Multiple techniques might be used in a single use of force case.





Applications of Force Used in Behavioral Health Crisis Encounters (n=139)

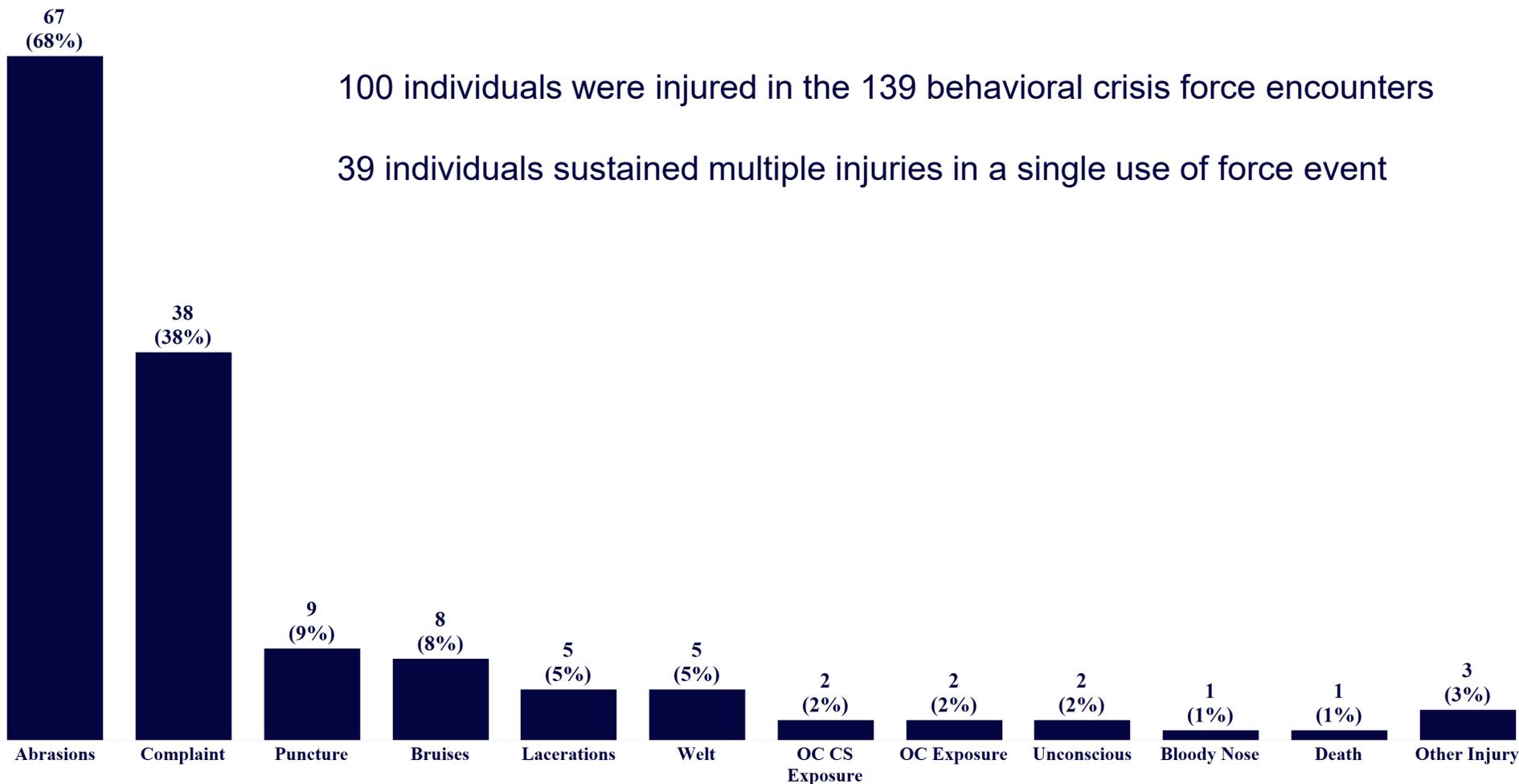


107 cases (77%) used only empty hand or show of force techniques

Multiple techniques might be used in a single use of force case.



Injuries Caused by Law Enforcement During Behavioral Health Crisis Encounters

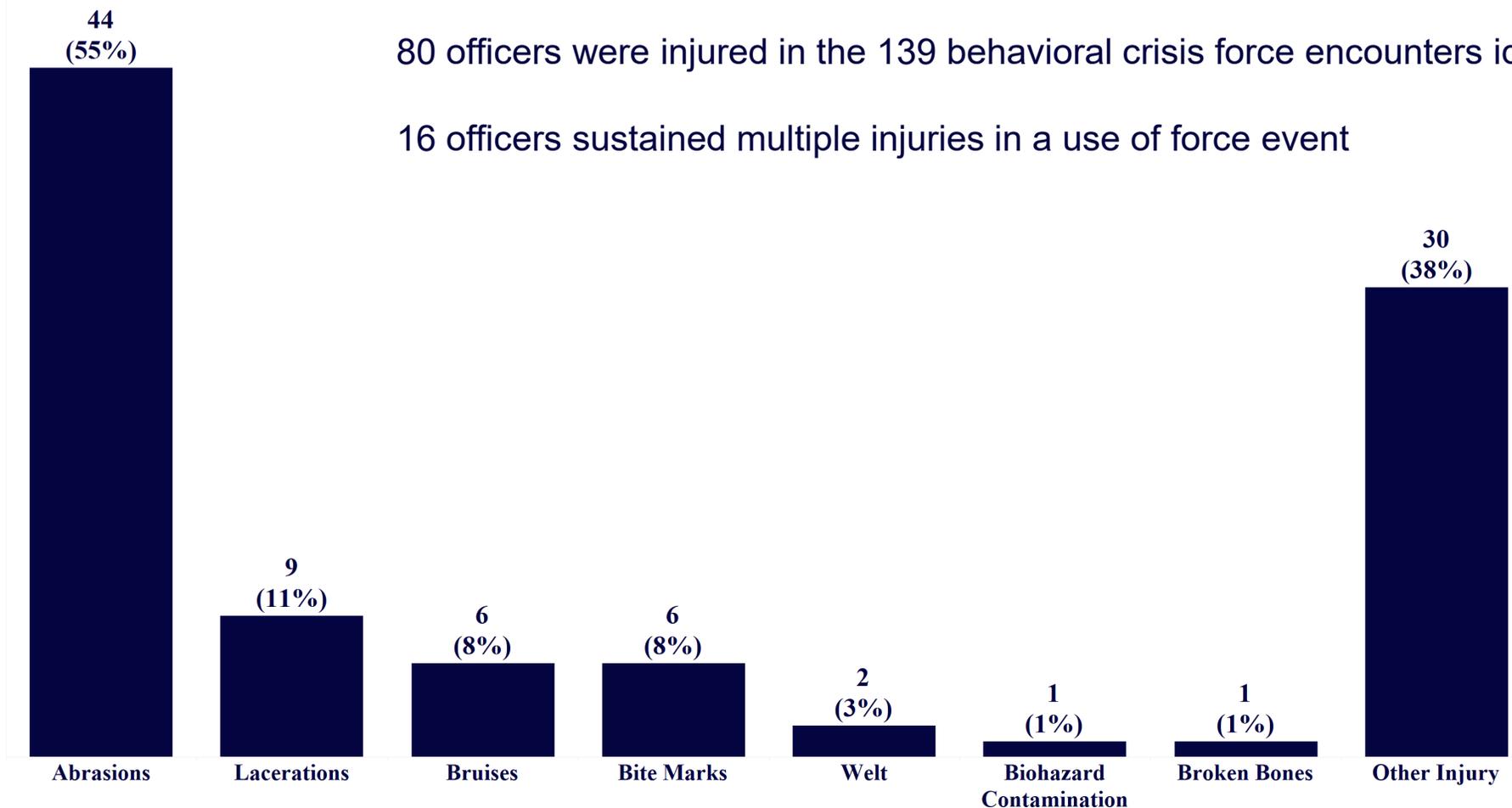




Officer injuries during behavioral health crisis encounters

80 officers were injured in the 139 behavioral crisis force encounters identified

16 officers sustained multiple injuries in a use of force event





Was the Individual Armed During Behavioral Health Use of Force

Armed Individuals	Number of Force Cases
Yes	36 (26%)
No	94 (68%)
Unknown	9 (6%)
Total	139



Was the Person Involved in Use of Force Unhoused?

Individual Unhoused	Number of Force Cases
Yes	43 (31%)
No	77 (55%)
Unknown	19 (14%)
Total	139



Force Investigation Findings (as of August 1st, 2024)

Finding	Force Cases
In Policy	122 (88%)
Out of Policy	5 (4%)
Open Investigations	12 (9%)
Total	139

Force cases take up to 90 days to complete.

*For more information on APD's use of force and policy outcomes, see our monthly use of force report, published online



Appendix-Key Definitions for analysis:

- **Subject of the CIT Contact Sheet:** an individual who is experiencing behavioral health symptoms during an encounter with law enforcement such that a CIT contact sheet is completed after the encounter.
- **No Action Required:** officers determined that no actions were necessary in the circumstances.
- **Voluntary Mental Health Transportation:** when the subject of the CIT contact sheet is transported voluntarily to a hospital.
- **Involuntary Mental Health Transportation:** when the subject of the CIT contact sheet is transported involuntarily to a hospital.
- **Disengagement:** when the officer ceases contact with an individual during an encounter, usually because the individual is uncooperative and does not wish to continue the encounter. Such incidents are usually flagged for CIU follow-up.
- **Summoned:** when the subject of the CIT contact sheet is summoned by an officer without a custodial arrest.
- **Non-Engagement:** situations where an officer does not engage with the individual. In these circumstances, officers notify appropriate resources if necessary.
- **Taken into Custody:** when the subject of the CIT contact sheet is arrested by an officer and booked into jail.



Appendix-Key Definitions for analysis:

- **Incident Transferred to ACS:** when Albuquerque Community Safety responders take over as the primary response team during an encounter with an individual experiencing a behavioral health crisis.
- **Cited:** when the subject of a CIT contact sheet was cited by an officer without a summons or custodial arrest.
- **Died by Suicide:** when the subject of a CIT contact sheet died by his/her own means.
- **Verbal Warning:** when the subject of the CIT contact sheet received a verbal warning by an officer without being subject to an enforcement action or mental health transport.
- **Incident Transferred to Fire Mobile Crisis Team:** when Bernalillo County Fire Department Mobile Crisis Team takes over as the primary response team during an encounter with an individual experiencing a behavioral health crisis.
- **Other Person Summoned:** when an individual who is not the subject of the CIT contact sheet is summoned by an officer.
- **Other Person Taken Into Custody:** when an individual who is not the subject of the CIT contact sheet is arrested by an officer and booked into jail.
- **Unknown Outcome:** In behavioral crisis dispositions, the disposition recorded by the officer does not match other records or information in the narrative.
- **Enforcement Actions:** when an individual is summoned, receives a citation, or is taken into custody.