

# ALBUQUERQUE COMMUNITY SAFETY



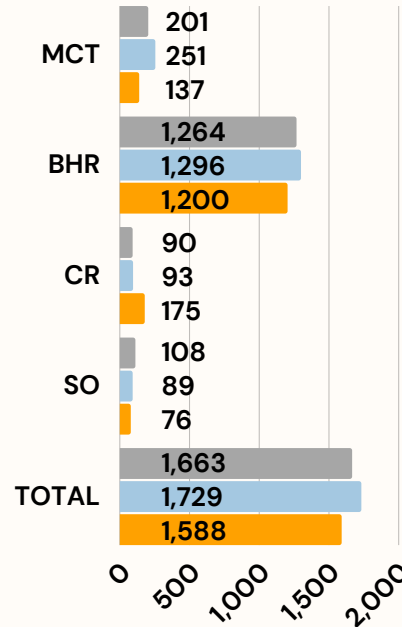
## MONTHLY INFORMATIONAL REPORT

JUNE 2022

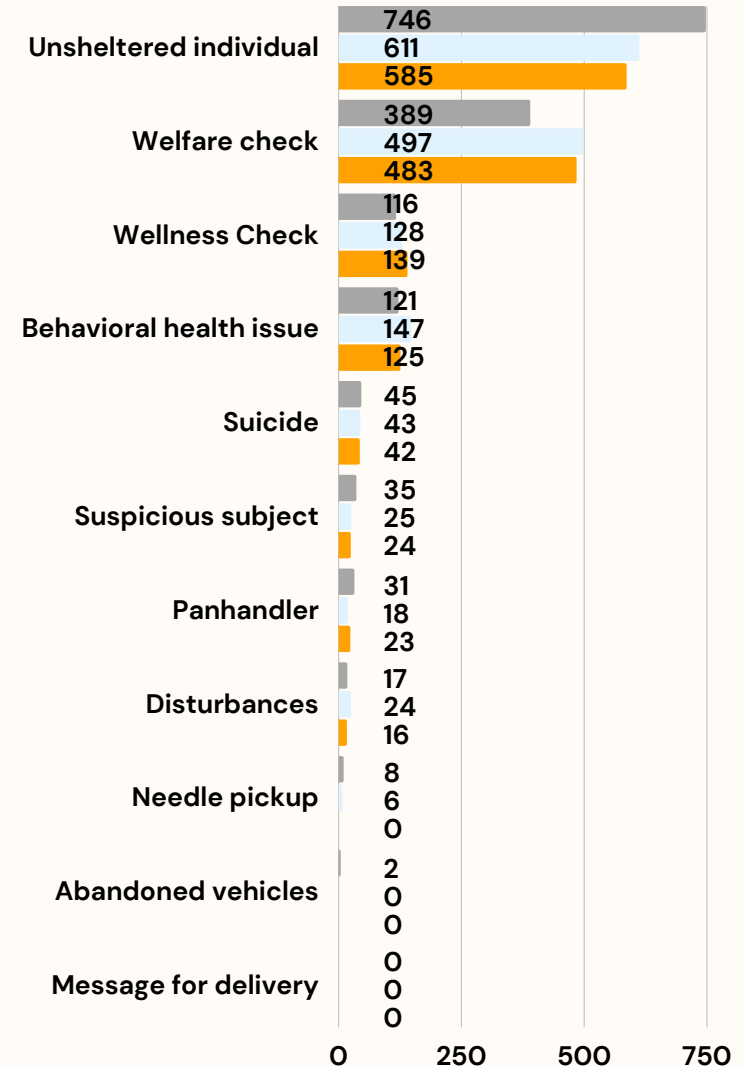
### NOTE

ACS is in the process of transitioning to a new Records Management System (RMS); not all data is currently available. Expect that future reports will be much more comprehensive. This report will be updated when all data is accessible.

### CFS BY PROGRAM



### CFS BY CALL TYPE\*



### FISCAL YEAR TO DATE CALLS FOR SERVICE

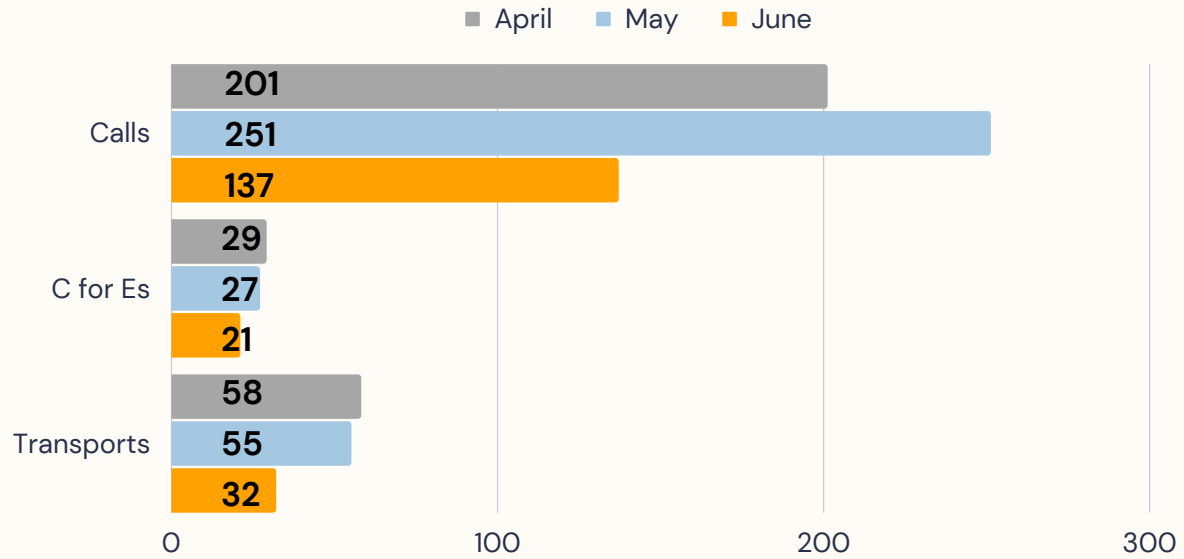
Mobile Crisis Team	2,740
Behavioral Health Responders	7,043
Community Responders	431
Street Outreach Responders	695
<b>TOTAL CFS</b>	<b>10,909</b>

\*Does not include MCT data, which is currently tracked by APD

BHR CALL TIMEFRAME	APR	MAY	JUN	YTD
Entry to Dispatch (in the queue)	0:39:11	0:36:18	0:49:56	0:37:01
Dispatch to On-scene (travel time)	0:12:40	0:13:55	0:13:27	0:12:56
On-scene to Clear (time on the call)	0:23:44	0:29:14	0:25:56	0:24:26
Create to Clear (total time to address call)	1:16:53	1:19:43	1:31:24	1:15:39



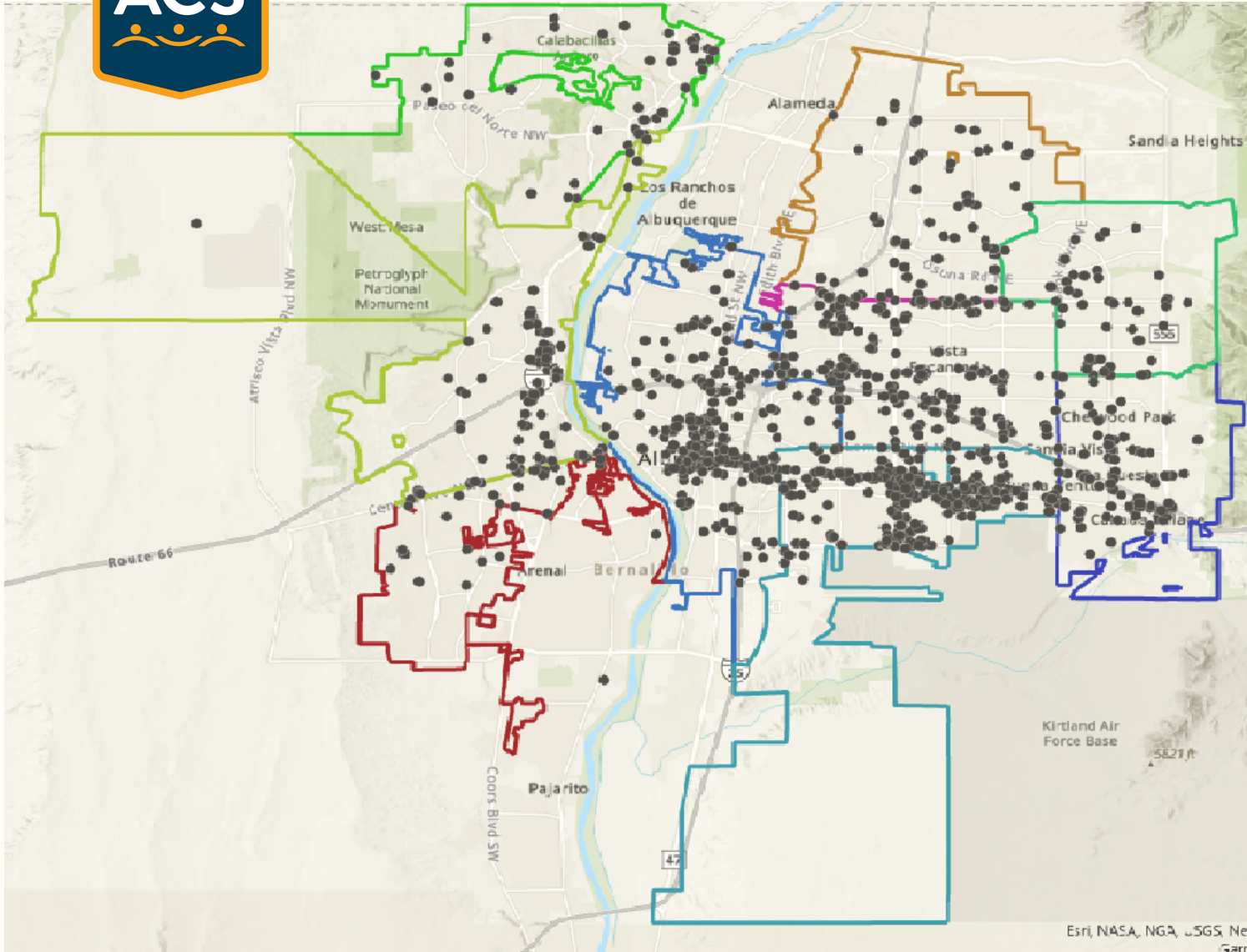
MCT CALLS, CERTIFICATES FOR EVALUATION, AND TRANSPORTS\*



\*Currently, one of the four MCT clinicians is out of the field on extended leave



ACS CALLS FOR SERVICE BY COUNCIL DISTRICT | JUNE



Council District	Calls for service
2. Benton	347
6. Davis	337
7. Fiebelkorn	280
1. Sanchez	141
9. Grout	130
4. Bassan	78
5. Lewis	54
8. Jones	45
3. Peña	37

INCIDENT TYPE	MAY	YTD*
Gun Violence	19	61
Homicide	13	61
Other	7	16
DV/Sexual Assault	5	21
Suicide	0	8
Child Death	0	2

AREA COMMAND	MAY	YTD*
Southeast	14	52
Foothills	10	24
Southwest	9	25
Northeast	4	24
Northwest	2	10
Valley	2	31

YTD IMPACT BY THE NUMBERS



MAJOR RESPONSE ACTIVITIES

- In June, CORA worked with three separate victims of domestic violence, two with small children. Collaborating with community partners, CORA was able to help secure short-term housing and plug them into case management services for long-term support.
- CORA partnered with the Albuquerque Police Department’s Proactive Response Teams to conduct outreach, offering resources and support to the impacted community following 13 homicides.
- Following a tragic overdose death at a City wellness hotel, CORA conducted an outreach meeting with the hotel's staff to offer support and resources. CORA is working with the family to connect them to support groups for grief. Collaborating with the Albuquerque Police Department's COAST unit, CORA was able to secure funding for the funeral services.
- CORA responded to two suicide deaths offering the community support and resources.
- CORA conducted outreach for a total of 23 gun violence incidents for the month of June. During outreach, CORA offered support connecting victims to resources.

PROACTIVE AND ONGOING COMMUNITY ENGAGEMENT ACTIVITIES

- For gun violence awareness month, CORA attended the Violence Intervention Program's press conference announcing the launch of a new pilot program aimed at gun violence intervention in schools.
- CORA met with the Albuquerque Police Department's Chaplin Unit to discuss collaboration and partnership in serving our community.
- At the request of a community leader in our refugee community, CORA met with him to see how ACS can help support his community. CORA is still collaborating with this leader on what that looks like.
- CORA Responder, Lynae, is a proud member of the Gun Violence Prevention and Intervention Task Force

\*ACS's CORA Responders did not begin taking cases until 11.14.21



## ACS WIN BOARD

**Behavioral Health Responders (BHRs)**

**6.3.22 – Suicide:** A provider from CareLink NM called ACS directly concerning an elderly man experiencing suicidal ideation. When BHRs contacted the individual at his home, he stated he was unaware of what was going on, was “going crazy,” and was unsure what reality was. He also stated that he had not eaten and did not have food or water despite having both in his home. BHRs contacted his care coordinator who stated the man fired his two previous caretakers, refused to follow through with doctors’ appointments, and rejected several attempts to take him to a hospital. Responders spent two hours with the man, ultimately convincing him to seek voluntary help at UNM Psychiatric Center; BHRs transported him there. They attempted to contact the care coordinator again to recommend a referral to InnovAge PACE program, but couldn’t reach her. BHRs followed up with the care coordinator a week later and learned the man had agreed to a referral for senior services, something he had declined in the past. BHRs then discussed the PACE program with the care coordinator who agreed to go over it with the man.

*One of our BHRs received a letter of commendation from a police officer for the following call:*

**6.6.22 – Welfare check:** A repeat consumer had generated five calls for service between APD and ACS over the past weekend. A senior police officer with the Crisis Intervention Team was contacted by field officers who were looking for guidance on how to best help this man. His apartment had been broken into and his medications were missing. He had an available refill but felt uncomfortable leaving his dog behind for fear of it being stolen or harmed while he was gone, and he did not want to take it on the bus either. The officer reached out to a BHR and asked for assistance. BHRs responded to the residence and completed an assessment of the man. They then transported him to the pharmacy to retrieve his medications and return home safely. BHRs also informed the officer of potential medication abuse so that the COAST case management team could better approach the man in the future. The officer commended our BHR for going above and beyond to help this man and build relationships with APD to better serve the community.

**6.21.22 – Wellness check:** A citizen called for a wellness check stating there was a man slumped over in a wheelchair on the sidewalk and did not feel comfortable checking on the individual themselves. ACS located the individual who was traveling along Lomas Blvd. wearing a hospital gown, both legs amputated and one wrapped in gauze. The consumer was making delusional statements and appeared to be psychotic. The consumer initially denied escaping the care of a hospital but responders were able to convince him to allow them to wheel him back to UNMH ER. UNMH staff were not aware this individual left the hospital until he was returned by ACS.

**6.21.22 – Welfare check:** A friend called to request a welfare check on an elderly man whom she had not seen in a few days. They arrived noticing cobwebs covering the doors, windows, and car. BHRs attempted knocking on the doors and windows as well as calling the home. BHRs spoke with the neighbors who stated they had not seen him for several days and he does not have family or get visitors. At this point, they determined that forced entry to the home was necessary. They called AFR for backup advising that there was an open upstairs window. Rescue was able to gain entry through the window. They found the man in his bathtub. He had fallen and had been in the bathtub for 12 hours. EMS transported him to the hospital for treatment. EMS advised that if he had gone untreated much longer, he may have lost his life.

## ACS WIN BOARD

**Behavioral Health Responders (BHRs) cont'd**

**6.28.22 – Unsheltered individual:** BHRs responded to an encampment call in an alleyway where they found a woman with a dog. She became emotional when talking about her situation with the BHRs. They made a referral to Youth Development, Inc. (YDI) for services. The same BHRs ran into her again the following week while on a separate call. She reported that he had been able to meet with YDI twice and they provided her a charger for her phone. She stated that her next steps were to create a housing plan and that she would then be placed in an apartment. She was hopeful, happy, and motivated for change. She also stated that she took the initiative to start taking methadone to treat her drug addiction. As she put it, she was wanted to be successful, and she was taking the help seriously. BHRs felt she was on a much better path than when they first met her.

**6.28.22 – Welfare check:** APD responded to a call and requested BHRs for assistance. A mother was concerned about her daughter who was detoxing from fentanyl and requesting information and resources. The mother stated her daughter had been missing for 6 months and had returned unexpectedly. She had spent the day calling detox and rehab programs, all of which reported they did not have beds available. She was in a highly agitated state. BHRs were able to talk the mother through the process of doing an intake assessment over the phone so that her daughter could be placed on a waitlist. They also provided contact information for First Nations and Courageous Transformations and explained how they could prescribe medications for detox. Afterwards, officers expressed gratitude that the BHRs were able to de-escalate the mother and provide useful information since they were not familiar with the appropriate resources.

**Community Responders (CRs)**

**6.21.22 – Unsheltered individual:** CRs responded to a 311 call for unsheltered individuals at Inspiration Park. They arrived and contacted two individuals. Both indicated they were veterans and in need of services. One of the men became emotional as he expressed frustrations with the VA system continually failing to follow through on their promises. Responders provided snacks and water to the individuals while listening to their experiences and recent hardships. ACS learned one of the men had a cognitive impairment and has been unable to apply for EBT/SNAP or Medicaid himself because nobody had the patience to help him. The man was enthusiastic at CRs offering to help him through the process online. Responders dutifully worked through the applications ensuring he understood each question. He received instant approval for QMB Medicaid, which he indicated would save him \$150 each month, and the application for SNAP benefits was pending. CRs also referred him to HopeWorks to get a mailing address and a case manager in the following days. The man was extremely appreciative and called the CRs his “angels.”