

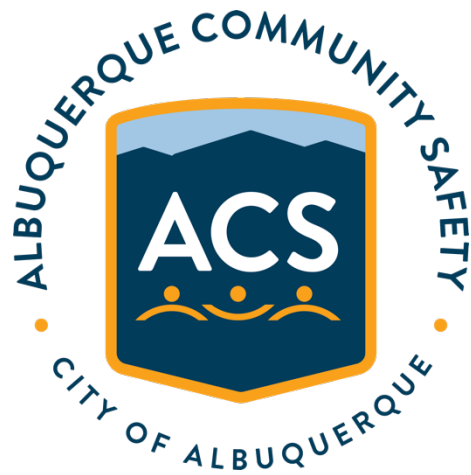


City of
Albuquerque
Community Safety
Department

FY24 Q3 Report

April 2024

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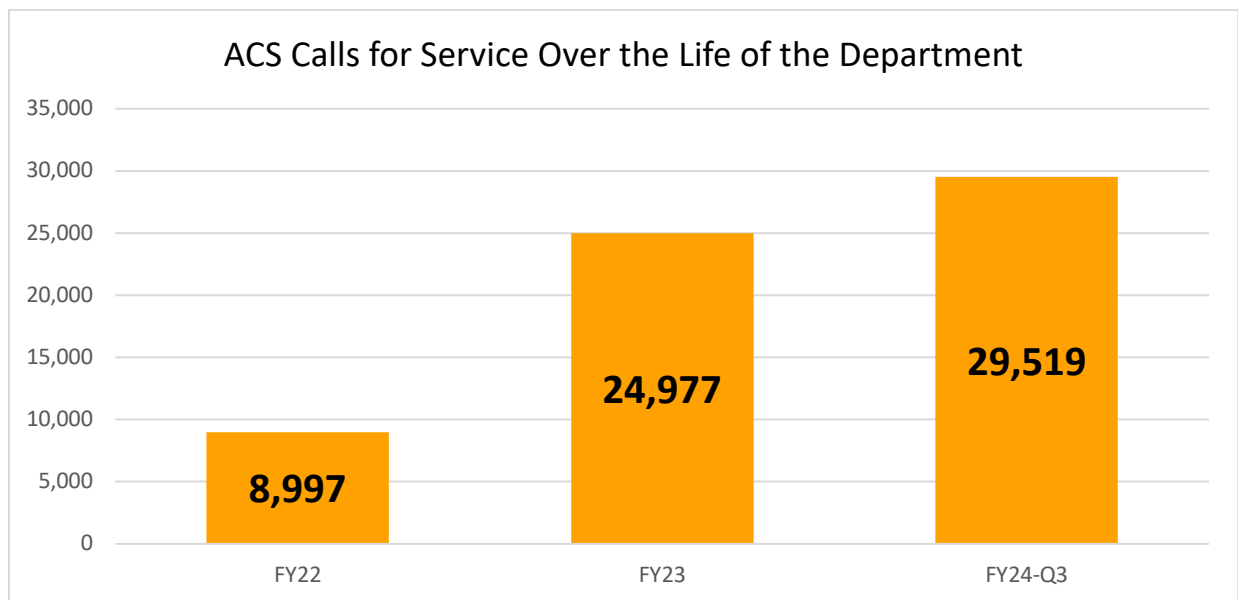
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Programmatic Updates and Insights

Three quarters through the fiscal year, the Albuquerque Community Safety Department (ACS) has demonstrated continued growth and increasing capacity. Fiscal Year-to-Date (FYTD), ACS has responded to **29,519** calls for service (CFS).

Since the department was created, ACS has been dispatched by Albuquerque Fire Rescue (AFR). At the end of January, ACS transitioned to being dispatched by the Albuquerque Police Department (APD). This change has allowed ACS to leverage experts in APD dispatch to prioritize and dispatch ACS calls, ensuring we respond to the highest priority calls first. Additionally, this change has improved communication with APD officers and enhanced ACS responder safety. ACS triage specialists are based at the Emergency Communications Center (ECC) and help ensure the appropriate calls are routed to ACS Responders.

Figure 1: Total ACS Calls for Service over the Life of the Department



Graveyard Shift Update

In Q3, 1,736 calls were addressed during the expanded graveyard hours of 8:00pm – 7:00am (see Table 2). Tables 1 and 2 below break down the types of calls that ACS responded to throughout the day based on shift. In previous quarters, the graveyard shift was responding to more calls than were created during their shift, clearing calls the earlier shifts didn't get to. This quarter, it appears the continuous response has stabilized, and each shift now clears nearly the same number of calls created during their respective shifts. Also of note, a larger percentage of graveyard calls are for behavioral health and suicidal ideation compared to the other shifts.



Table 1: ACS CAD Events by Call Create Time – FY24 Q3

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind.	1,688	1,364	883	3,935	47.6%
Welfare Check	750	860	353	1,963	23.8%
Wellness Check	307	362	112	781	9.5%
Behavioral Health	205	276	184	665	8.0%
Suicidal Ideation	118	203	135	456	5.5%
Disturbance	81	83	46	210	2.5%
Panhandling	60	50	3	113	1.4%
Suspicious Ind.	54	50	20	124	1.5%
Needle Pickup	2	0	0	2	0.0%
Other	2	1	5	8	0.1%
Abandoned Vehicle	1	2	0	3	0.0%
Com. Eng.	0	2	0	2	0.0%
Total	3,268	3,253	1,741	8,262	100%

Table 2: ACS CAD Events by Call Dispatch Time – FY24 Q3

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Ind.	1,688	1,362	882	3,932	47.6%
Welfare Check	750	860	352	1,962	23.8%
Wellness Check	307	362	112	781	9.5%
Behavioral Health	205	275	181	661	8.0%
Suicidal Ideation	118	203	135	456	5.5%
Disturbance	81	83	46	210	2.5%
Panhandling	60	50	3	113	1.4%
Suspicious Ind.	54	50	20	124	1.5%
Other	2	1	5	8	0.1%
Needle Pickup	2	0	0	2	0.0%
Abandoned Vehicle	1	2	0	3	0.0%
Com. Eng.	0	2	0	2	0.0%
Total	3,268	3,250	1,736	8,254	100%

Table 3 below outlines the frequency of outcomes that occur during graveyard responses. Notably, fewer calls result in a warm handoff to providers when compared to all ACS response outcomes, but more graveyard calls result in transports. This, as indicated in past reports, is likely due to fewer providers being open after hours, but more people are willing to be transported to shelters or hospitals during the night. During Q3, ACS performed **388 transports** during the graveyard hours – a **45% drop** from Q2. This decline is likely do warmer weather in the spring and people being more comfortable being out in the elements.



Table 3: Frequency of Outcomes during ACS Graveyard Responses – FY24 Q3

Call Outcomes	FY24-Q3
No Person Found	26.1%
Performed Welfare Check	24.1%
Declined Services or Walked Away	11.7%
Transported	10.2%
Directly Met Need	8.8%
Made an Informational Referral	6.6%
Other	3.9%
Warm Handoff to a Service/Resource	2.5%
No Action Required	1.8%
APD Call-out	1.1%
Responder Canceled for Safety Concerns	0.9%
Canceled En Route	0.6%
AFR Call-out	0.5%
Repeat Consumer - No Additional Action	0.3%

As always, Responder safety is a priority. In Q3, graveyard calls resulted in an APD call-out only 1.1% of the time (slight increase of 0.1% from Q2) and responders cancelled for safety concerns 0.9% of the time (a drop from 2% in Q2). This is consistent with calls at other times of the day.

Unsheltered Response Protocol

ACS continues to follow a protocol introduced in 2023 to document an offer of personal item storage and transportation to shelter for any unsheltered individuals Responders encounter. An internal analysis was performed from November 6 – March 31, 2024, to evaluate initial results (see Table 4 below). During that time, only 2% of unsheltered individuals accepted storage, and **11%** accepted both transportation and shelter.

Table 4: Frequency of Acceptance - Storage, Shelter and Transport Responses

	Provided Personal Information?	Storage Offered?	Storage Accepted?	Bed Offered?	Bed Accepted?	Transport Offered?	Transport Accepted?	Working with Provider/Case Manager?
Yes	33%	63%	2%	90%	11%	80%	11%	10%
No	67%	37%	98%	10%	89%	20%	89%	90%
Total	100%	100%	100%	100%	100%	100%	100%	100%

ACS is unable to force individuals to accept shelter. We are continuing to increase our street outreach capacity in order to offer broader support to the unsheltered community.

An additional consideration is the 37%, 10%, and 20% “No” responses to offering storage, beds (shelter), and transportation, respectively. Just as they cannot force people to accept services, Responders cannot force people to engage with them. The “No” responses indicate interactions



where individuals ended the engagement before Responders could ask the question. A key goal for our department is to build trust with the unsheltered community so that repeated interactions may be successful in the future.

Street Outreach Connect to Care Events

In March 2024, ACS's Street Outreach team began its Connect to Care initiative. ACS Connect to Care is a proactive outreach model. In this initiative, ACS collaborates with other City of Albuquerque departments, partners, and local service providers to organize pop-up events. These events aim to offer services and support to unsheltered individuals, connecting them with critical resources. Depending on the individual's needs and qualifying factors, ACS provides a variety of services, including but not limited to:

- Housing assessments in partnership with the New Mexico Coalition to End Homelessness
- Section 8 housing assessments SOAR Referrals (SSI/SSDI Outreach, Access, and Recovery)
- Transportation to shelters
- Basic necessities
- Case management
- Medical treatment
- Narcan
- Resources for pets
- Domestic violence assistance
- Sex trafficking assistance

ACS selects event locations based on data identifying areas with high numbers of unsheltered individuals. Input from community partners and subject matter experts, including APD, also influence location choices. ACS has seen success with this program and looks forward to hosting more events in Q4 of FY24.

Violence Prevention & Intervention Division

ACS's Violence Prevention & Intervention Division holds four (4) programs that each target violence in the community from different angles: **Community-Oriented Response & Assistance (CORA)**, **Opioid Education and Prevention Program**, **Violence Intervention Program (VIP)**, and **School-Based Violence Intervention Program (SBVIP)**.

In Q3 of 2024, the department made a significant reconnection in working with the U.S. Attorney's Office of New Mexico. The work will lead to collaboration to working with youth and adults in an effort to help stop cycles of violence.

VPI also participated in a Harvard case study on alternative response which is expected to be published at the beginning of 2025.

The **School-Based Violence Intervention Program (SBVIP)**, which began at West Mesa High School, continued its work at West Mesa High School and with Robert F. Kennedy Charter School's middle school and high school. This program interrupts violence among youth by setting students on a pathway to success.



In March, VIP commenced a collaboration with Bernalillo County on an initiative known as the Summer of Nonviolence. The campaign is a collaborative effort by both the City of Albuquerque and Bernalillo County to promote a safe summer for youth and families. The City and County are hosting numerous events throughout the community, providing safe havens for youth. These events include a variety of activities, from sports to library programs, outdoor movie screenings, and educational workshops.

Key Takeaways – Programmatic Updates

- ACS is now dispatched by APD.
- ACS has responded to **29,519 calls for service (CFS) FYTD**, which is on pace to **increase FY23 response capacity by 58%**.
- The **graveyard** shift responded to **1,736 CFS** in Q3.
- Each shift is now clearing the same amount of calls generated during their respective working hours.
- **No major safety incidents have occurred during the graveyard shift.** APD call-outs continue to be consistent with other times of day.
- The protocol for documenting unsheltered encounters continues to show that few people are willing to accept storage and transportation to shelter.
- ACS **Connect to Care began weekly pop-up resource fairs** in an effort meet the unsheltered community where they are.
- VIP has reconnected with the U.S. Attorney's office and will partner to engage adults and youth through various mediums including PSAs, more call-ins, and forums.



Quarterly Metrics

Call Volume

Total call volume is up 72% compared to this time last year. A significant factor is the focus on 9-1-1 calls (see Figure 3). Responders are self-initiating less often due the high volume of both 9-1-1 and 3-1-1 calls.

Figure 2: Q3 CFS Yearly Comparison

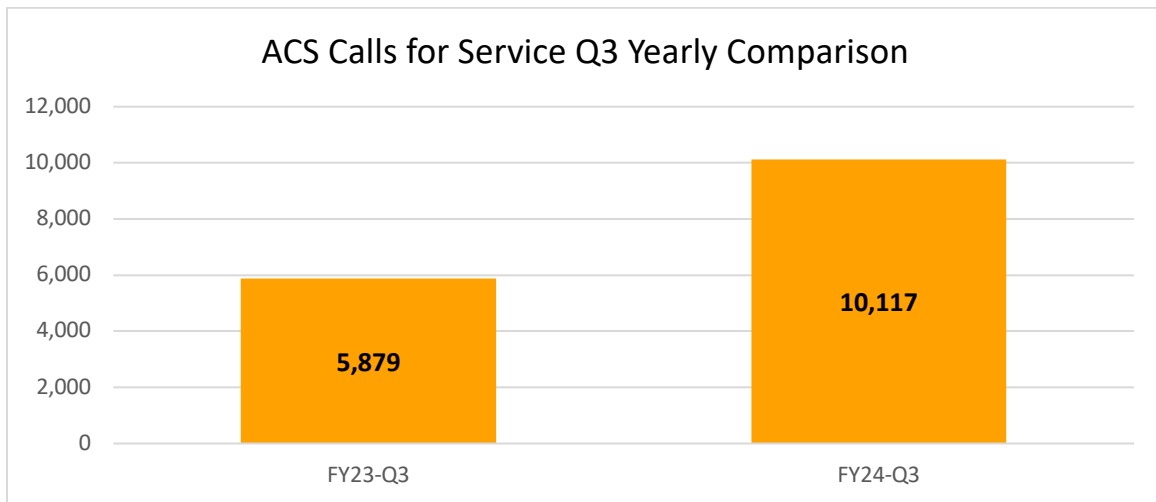


Figure 3: Q3 Call Sources Yearly Comparison

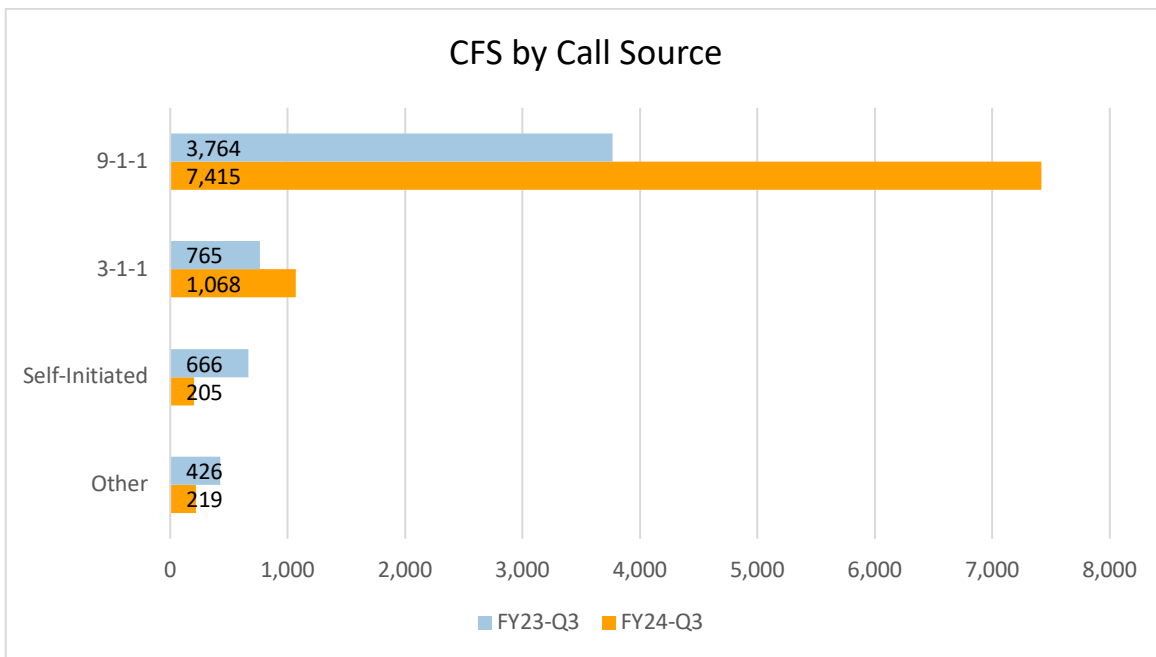


Table 5 below compares the types of calls taken by Behavioral Health Responders and both Community Responders and the Street Outreach team. While the quantity of unsheltered individual calls continues to rise across the board, Behavioral Health Responders have been able to increase their responses to higher acuity calls such as welfare checks, suicidal ideation, behavioral health, and disturbances.

Table 5: ACS Call Types by Responder Type² – FY24 Q3

Call Type	Behavioral Health Responders		Community/Street Outreach Resp.	
	FY23-Q3	FY24-Q3	FY23-Q3	FY24-Q3
Unsheltered Ind.	761	1,973	749	1,962
Welfare Check	1,443	1,899	89	64
Wellness Check	79	722	1	59
Behavioral Health	369	663	2	2
Suicidal Ideation	142	455	0	1
Disturbance	36	192	4	18
Suspicious Ind.	72	116	1	8
Panhandling	36	90	4	23
Other	4	7	0	1
Abandoned Vehicle	2	3	0	0
Com. Eng.	0	1	0	1
Needle Pickup	1	1	0	1
Total	2,945	6,122	850	2,140

² Note: Call type is tracked in Computer-Aided Dispatch (CAD) events. Total CFS is determined by reports in the records management system. There may be multiple units responding or other circumstances that lead to more CAD events than there are reports. As such, the total CAD events will be higher than the total reported CFS.



Response Times

ACS Responders prioritize higher acuity calls such as behavioral health and suicide-related issues. Table 6 below breaks down the average response time to certain calls by the two types of Responders that respond to 9-1-1 calls.

Table 6: Avg. Response Times by Call Type and Responder Type – FY24 Q3

Call Type	Behavioral Health Responders		Community Responders	
	Time Pending	Time On-Scene	Time Pending	Time On-Scene
Abandoned Vehicle	04:56:18	00:07:31		
Behavioral Health	01:39:25	00:34:13	00:22:37	00:39:46
Com. Eng.	00:00:00	00:33:54	00:00:00	00:06:09
Disturbance	02:51:25	00:11:33	03:16:20	00:10:54
Needle Pickup	00:28:34	00:11:56	00:29:42	00:07:24
Panhandling	01:52:57	00:11:07	02:53:05	00:06:21
Suicidal Ideation	00:50:32	00:53:35	00:12:00	00:00:33
Suspicious Ind.	02:34:54	00:11:01	02:50:22	00:00:44
Unsheltered Ind.	02:57:28	00:17:42	02:22:26	00:19:20
Welfare	01:56:24	00:23:31	01:52:44	00:16:29
Wellness	02:11:10	00:15:43	02:45:56	00:11:45
Other	00:41:47	00:32:32		
Grand Total	02:13:34	00:23:18	02:22:51	0:18:39

Response times are higher than they were in Q2. However, average time to close an ACS 3-1-1 service request was 42 hours in Q3, down from 53 hours in Q2. ACS continues to perform well within the 72-hour window for 3-1-1 tickets. A few factors of assisted with this decrease: Firstly, the department has added ACS Triage Specialists at the Emergency Communications Center who quickly route calls and tickets appropriately for ACS. Secondly, ACS is continually working to hire additional Responders to meet the growing demand for our services.

Call Outcomes

ACS responses often have more than one outcome. This can be due to assisting multiple people on a call or addressing multiple needs. Table 7 below breaks down how often certain outcomes occur on ACS responses. Notably, 1 in 14 calls result in transport to a service provider (826 total transports) and 27.2% of calls result in no person being found—a tremendous improvement from Q2 where 41% of calls resulted in no person being found. These “ghost calls” often build up in APD’s queue, and ACS is able to clear them from the board to free up officers.

Concerning safety, ACS Responders still only call out APD on about 1% of calls when they determine APD is more appropriate before they engage in that response.



Table 7: Frequency of Outcomes during ACS Responses – FY24 Q3

Call Outcomes	% of Calls w/this Outcome
No Person Found	27.2%
Performed Welfare Check	19.3%
Declined Services or Walked Away	14.2%
Made an Informational Referral	10.7%
Directly Met Need	8.6%
Transported	7.0%
Warm Handoff to a Service/Resource	3.9%
Other	2.2%
No Action Required	2.1%
Responder Canceled for Safety Concerns	0.9%
APD Call-out	0.9%
AFR Call-out	0.9%
Canceled En Route	0.6%
Repeat Consumer - No Additional Action	0.3%
Used Lifesaving Technique	0.0%

Violence Prevention & Intervention Data

The Violence Prevention & Intervention Division houses multiple programs that address violence in the community.

VIP Custom Notifications

ACS’s Violence Intervention Program (VIP), which it runs in collaboration with APD, defines success as helping participants exit the cycle of violence. This is defined through recidivism, or recurrent involvement in further violent crime. VIP maintains a 95% two-year running success rate of participants not recidivating in further violent crime.

VIP Peer Support Workers and APD officers identify and intervene with the individuals most likely to engage in gun violence. This intervention is called a Custom Notification. The tables below compare the outputs of the program to this time last year.

Table 8: Q3 VIP Custom Notifications Yearly Comparison

	FY23-Q3	FY24-Q3
Candidates for Customs Attempted	83	119
Custom Notifications Delivered	64	82
Clients Engaged in Services	20	12



Table 9: Q2 VIP Custom Notification Referrals by Area Command⁵ Yearly Comparison

Area Command	FY23-Q3	FY24-Q3
SW	15	23
SE	21	33
VA	6	7
NE	8	13
NW	5	13
FH	9	13
HVIP	9	6
TRC	6	14
Re-entry	0	0
Other/Unknown	4	4

⁵ VIP primarily receives referrals from APD. However, they also receive referrals through their hospital-based relationship, the Trauma Recovery Center (TRC), the Bernalillo County Sherriff's Office (BCSO), and other partners.



Connection to Services

A significant part of what VIP does is get participants to engage with services that meet their underlying needs. Table 10 breaks down the various types of services VIP have connected participants to this quarter.

Table 10: Types of Services VIP Referred Participants to during – FY24 Q3

Service	FY24-Q3
Peer Support	28
Trauma Recovery	19
Behavioral/Mental Health Services	16
Basic Needs	8
Shelter/Housing	3
Medical Services	3
Job Placement	2
Rental/Utility Assistance	2
Transportation	2
CVRC	2
Resource Navigation	1
Job Training	1
Higher Education	1
Substance Use Treatment/Counseling	1
Relocation	1
Family Counseling/Intervention	1
Legal Interventions	1
Child Care	1
Personal Identifying Docs	1
GED	0
Medicated Assisted Treatment - MAT	0
Parenting Classes	0
Funeral and Burial Assistance	0
Faith Based Interventions	0



Community-Oriented Response & Assistance (CORA) Program

CORA Responders work with individuals, families, and communities to heal and move forward after traumatic events including shootings, deaths, and domestic violence. The table below shows the types of incidents CORA has received referrals for compared to this time last year. Notably CORA has seen a significant increase in referrals to support victims of domestic violence

Table 11: Q3 CORA Referrals by Incident Type Yearly Comparison

Incident Type	FY23 Q3	FY24 Q3
DV/Sexual Assault	30	75
Gun/Other Violence	174	109
Homicide	17	5
Other	12	11
Other Deaths	28	40
Suicide	24	19

While CORA operates citywide, this quarter saw an increase in referrals from the SE and NW Area Commands.

Table 12: Q3 CORA Referrals by Area Command Yearly Comparison

Area Command	FY23 Q3	FY24 Q3
Southeast	68	79
Northeast	38	18
Southwest	65	45
Valley	34	34
Foothills	41	21
Northwest	35	53
Unknown	3	6
All Area Commands	1	3

This quarter, CORA assisted 281 individuals.

Table 13: Q3 CORA Impact Metrics Yearly Comparison

Impact Metric	FY23 Q3	FY24 Q3
Referred Incidents	285	259
Adults assisted	144	220
Children assisted	57	61
Outreach operations	154	113
Referrals Made	447	238
Community Engagements	0	3
Referred Incidents	285	259



Key Takeaways – Quarterly Metrics

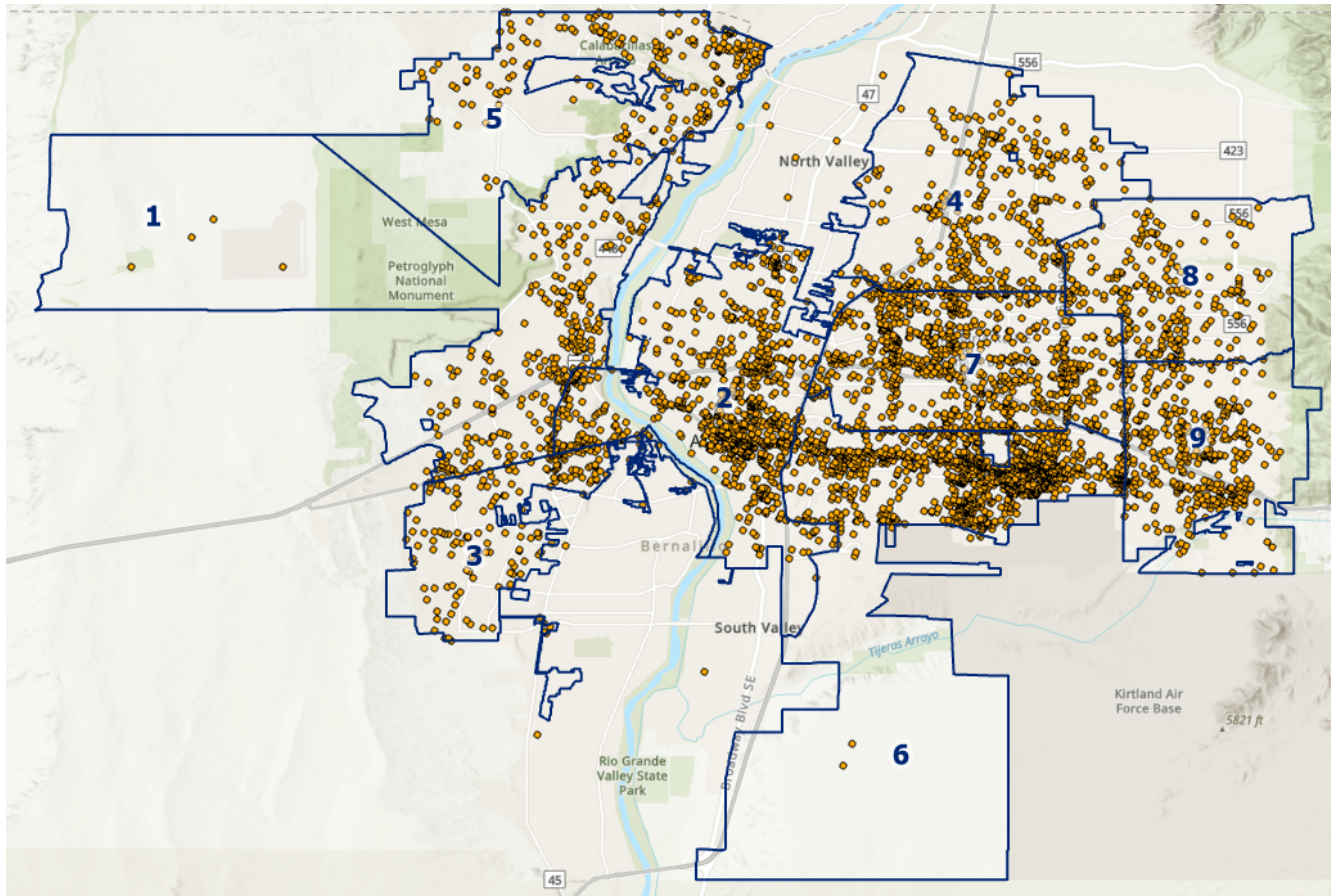
- Total call volume is up 72% compared to this time last year.
- Response times to 9-1-1 calls have increased, but response times to 3-1-1 calls have decreased.
- 1 in 14 ACS responses result in a transport to service providers, totaling 826 transports this quarter.
- The Violence Intervention Program (VIP) is holding a 95% success rate.
- CORA Responders assisted 281 individuals.



Appendix A: Citywide Map of ACS Responses

Figure 4: Citywide ACS Responses during FY24-Q3

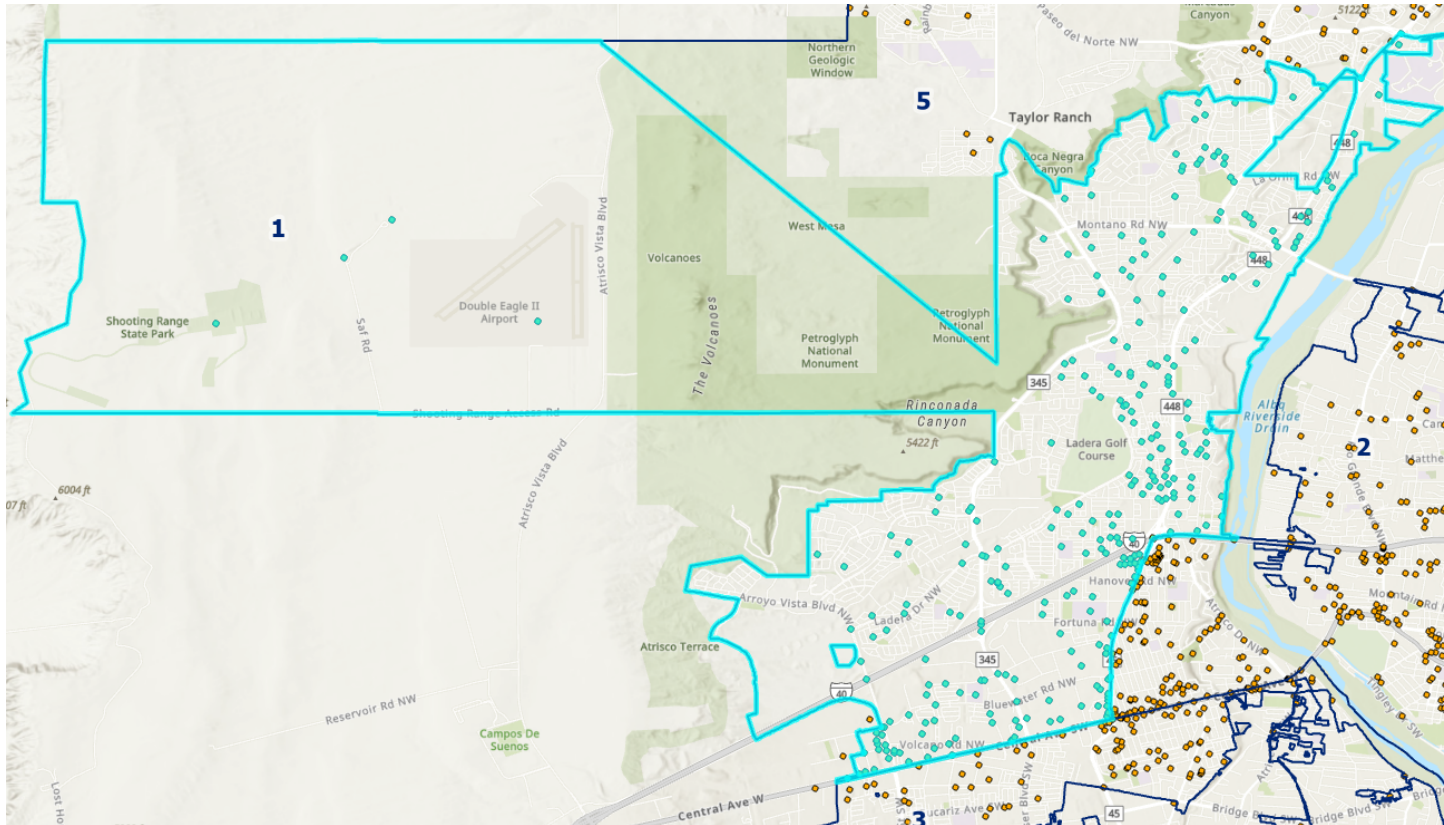
In FY24-Q3, ACS created 8,795 reports citywide, a 2.7% increase from FY24-Q2.



Appendix B: Council District 1 CFS Map

Figure 5: ACS Responses in CD1 during FY24-Q3

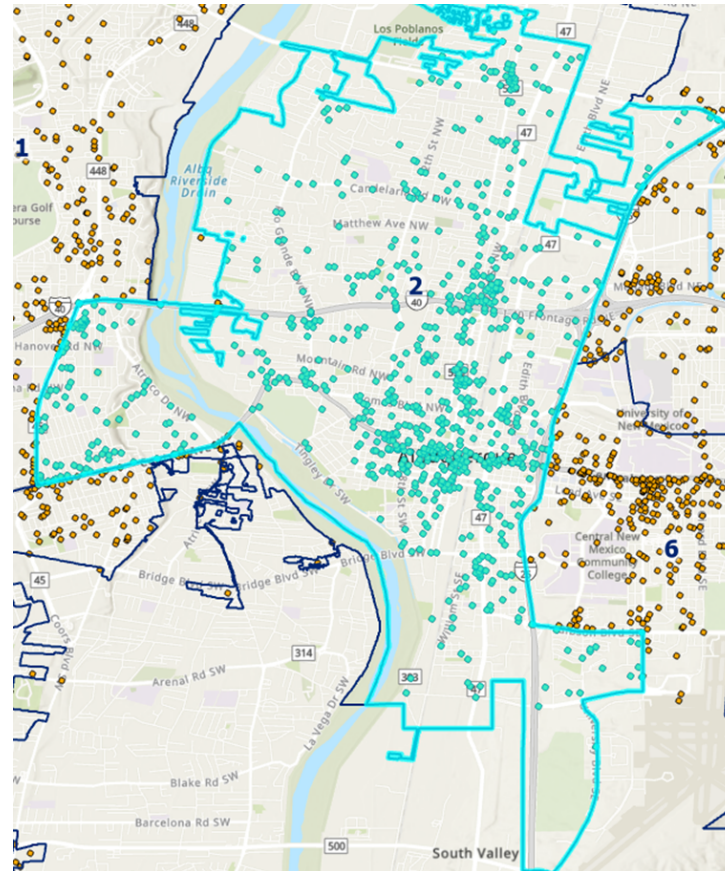
In FY24-Q3, ACS created 579 reports within Council District 1, a 7.7% increase from FY24-Q2.



Appendix C: Council District 2 CFS Map

Figure 6: ACS Responses in CD2 during FY24-Q3

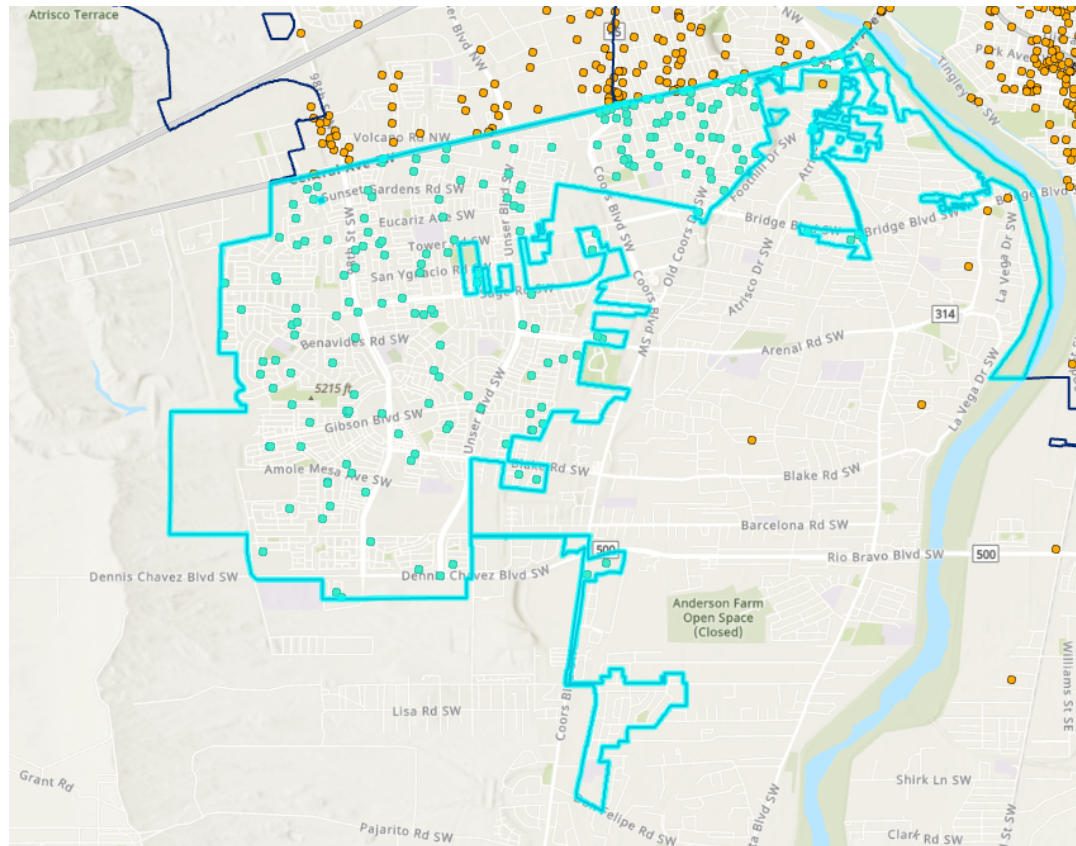
In FY24-Q3, ACS created 1,811 reports within Council District 2, a 2.1% decrease from FY24-Q2.



Appendix D: Council District 3 CFS Map

Figure 7: ACS Responses in CD3 during FY24-Q3

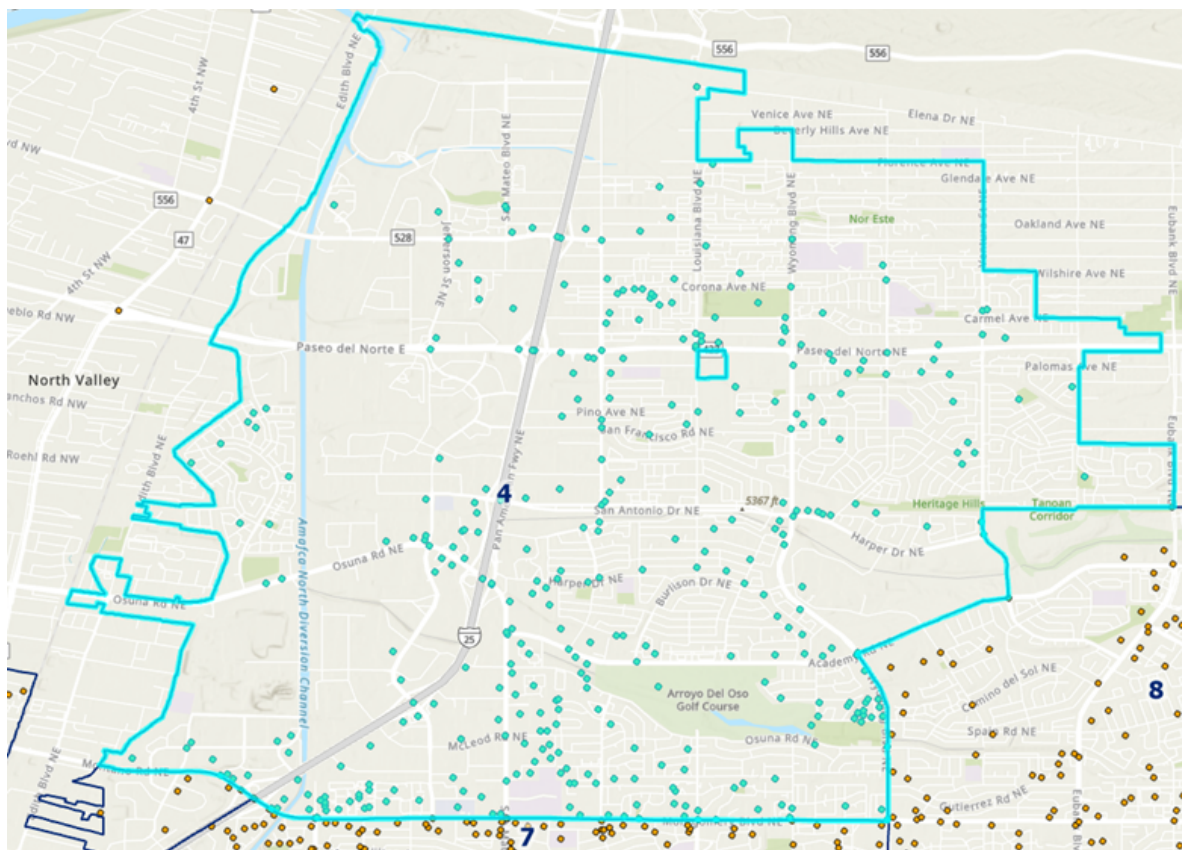
In FY24-Q3, ACS created 286 reports within Council District 3, a 9.7% decrease from FY24-Q2.



Appendix E: Council District 4 CFS Map

Figure 8: ACS Responses in CD4 during FY24-Q3

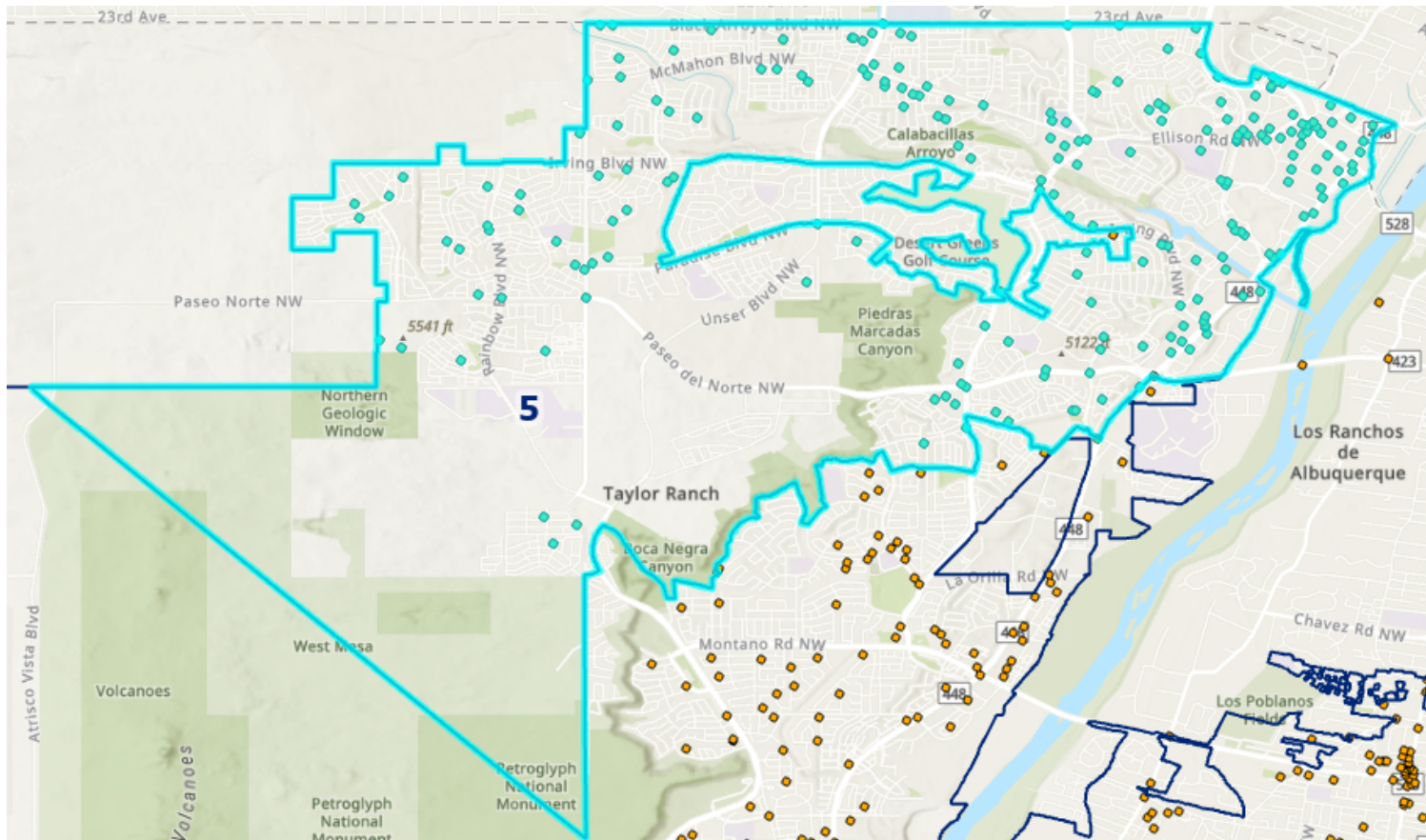
In FY24-Q3, ACS created 636 reports within Council District 4, a 1.1% increase from FY24-Q2.



Appendix F: Council District 5 CFS Map

Figure 9: ACS Responses in CD5 during FY24-Q2

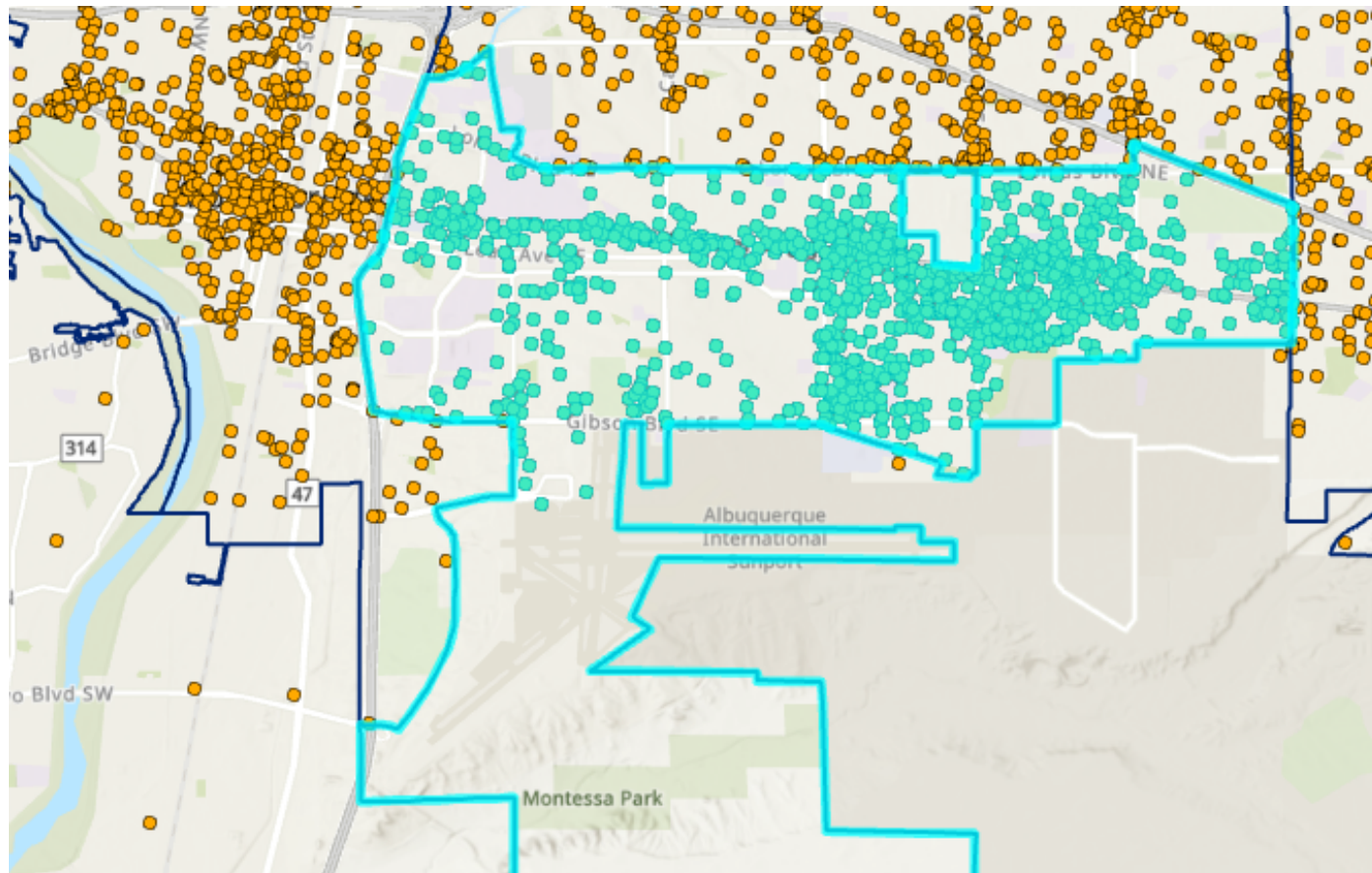
In FY24-Q3, ACS created 368 reports within Council District 5, an 18.3% increase from FY24-Q2.



Appendix G: Council District 6 CFS Map

Figure 10: ACS Responses in CD6 during FY24-Q3

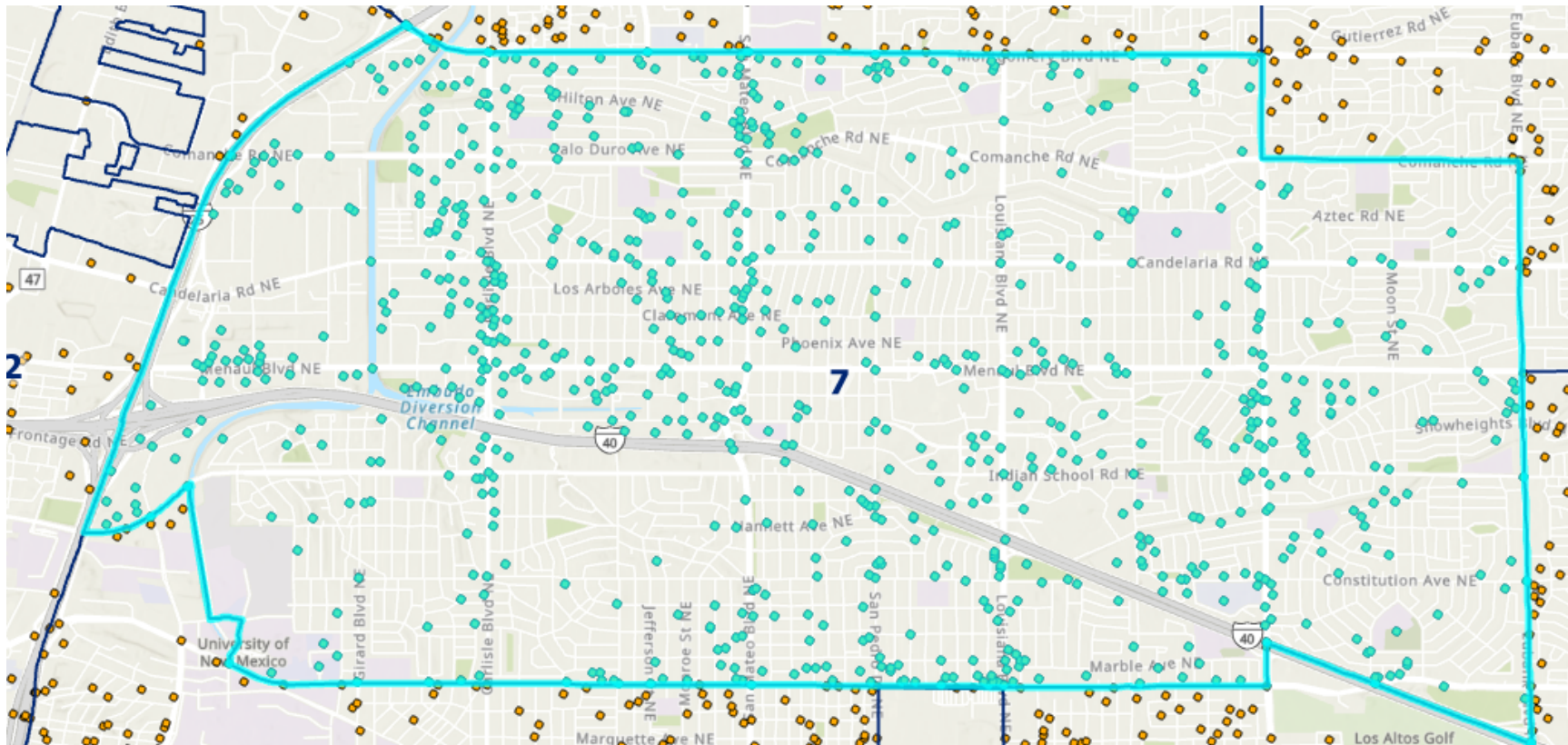
In FY24-Q3, ACS created 2,370 reports within Council District 6, a 3.5% increase from FY24-Q2



Appendix H: Council District 7 CFS Map

Figure 11: ACS Responses in CD7 during FY24-Q3

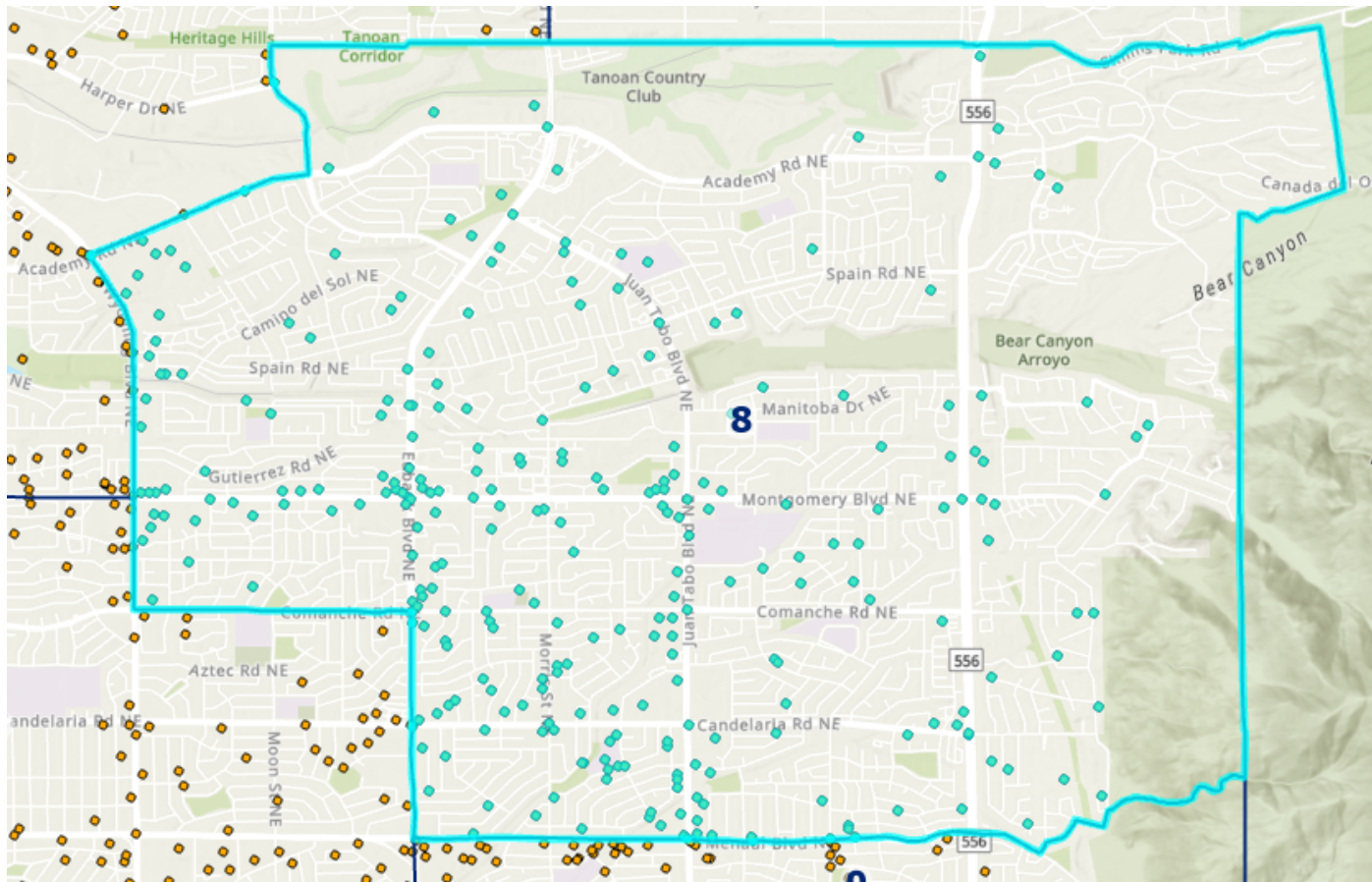
In FY24-Q3, ACS created 1,620 reports within Council District 7, a 6.9% increase from FY24-Q2.



Appendix I: Council District 8 CFS Map

Figure 12: ACS Responses in CD8 during FY24-Q3

In FY24-Q3 ACS created 476 reports within Council District 8, a 31.9% increase from FY24-Q2.



Appendix J: Council District 9 CFS Map

Figure 13: ACS Responses in CD9 during FY24-Q3

In FY24-Q3, ACS created 717 reports within Council District 9, a 1.3% increase from FY24-Q2.

