

Behavioral Sciences Section



January 1, 2022 – December, 31 2022

Annual Report

Prepared by: Analytics Division

Albuquerque Police Department



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Behavioral Sciences Section

- APD's Behavioral Sciences Section (BSS) provides comprehensive behavioral health services to APD employees and their families including, but not limited to, counseling services, critical incident debriefings, pre-employment screenings, and mental health evaluations.
 - All mental health services provided by BSS are confidential. Data for this report were anonymous and did not include any personal identifiers.
 - Behavioral Health Services and Key Terms/Definitions can be found in Appendices A and B
- BSS provides a list of available behavioral health services to the department to help facilitate access to a range of available services.
- APD also provides peer support services where employees who have completed training provide support to peers who are having difficulty coping with specific mental and psychological stressors related to their assignment.



1 Behavioral Health Resources for APD Employees

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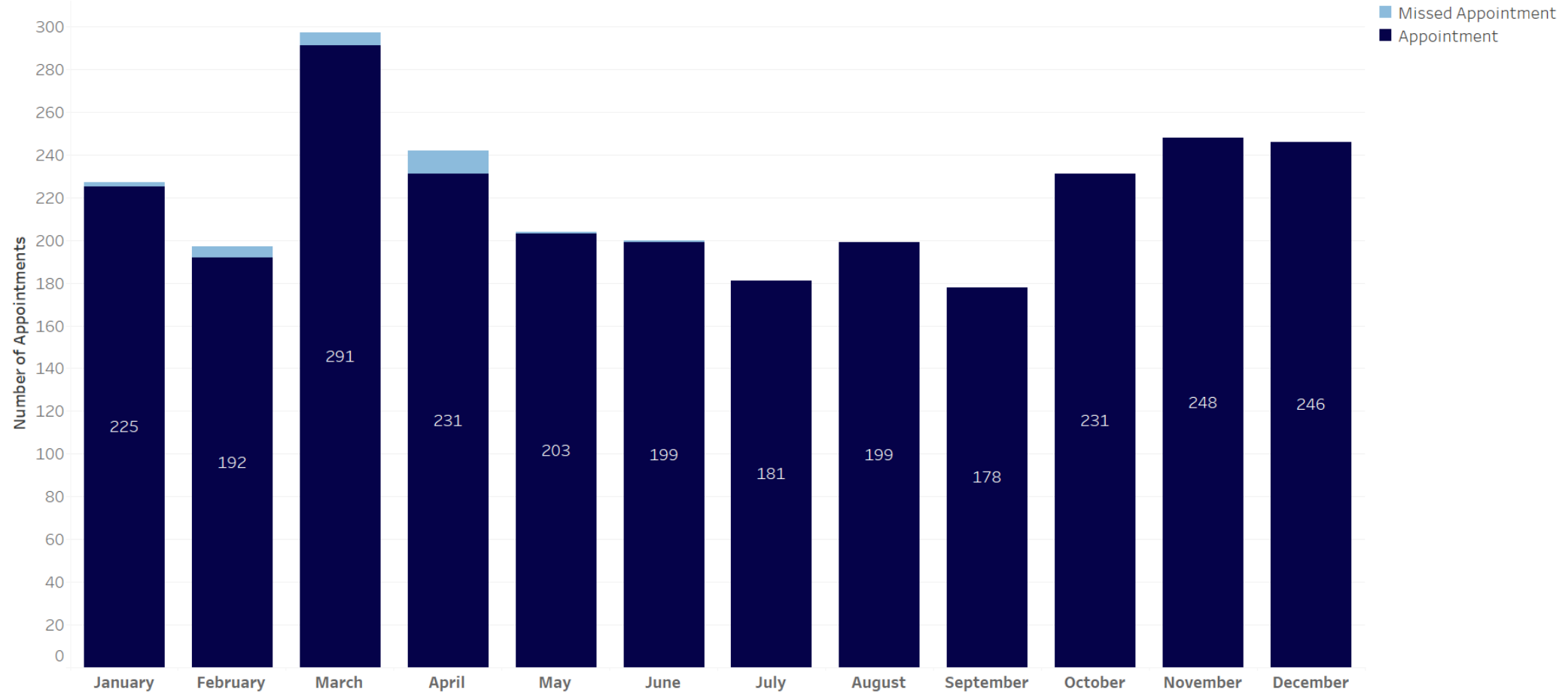
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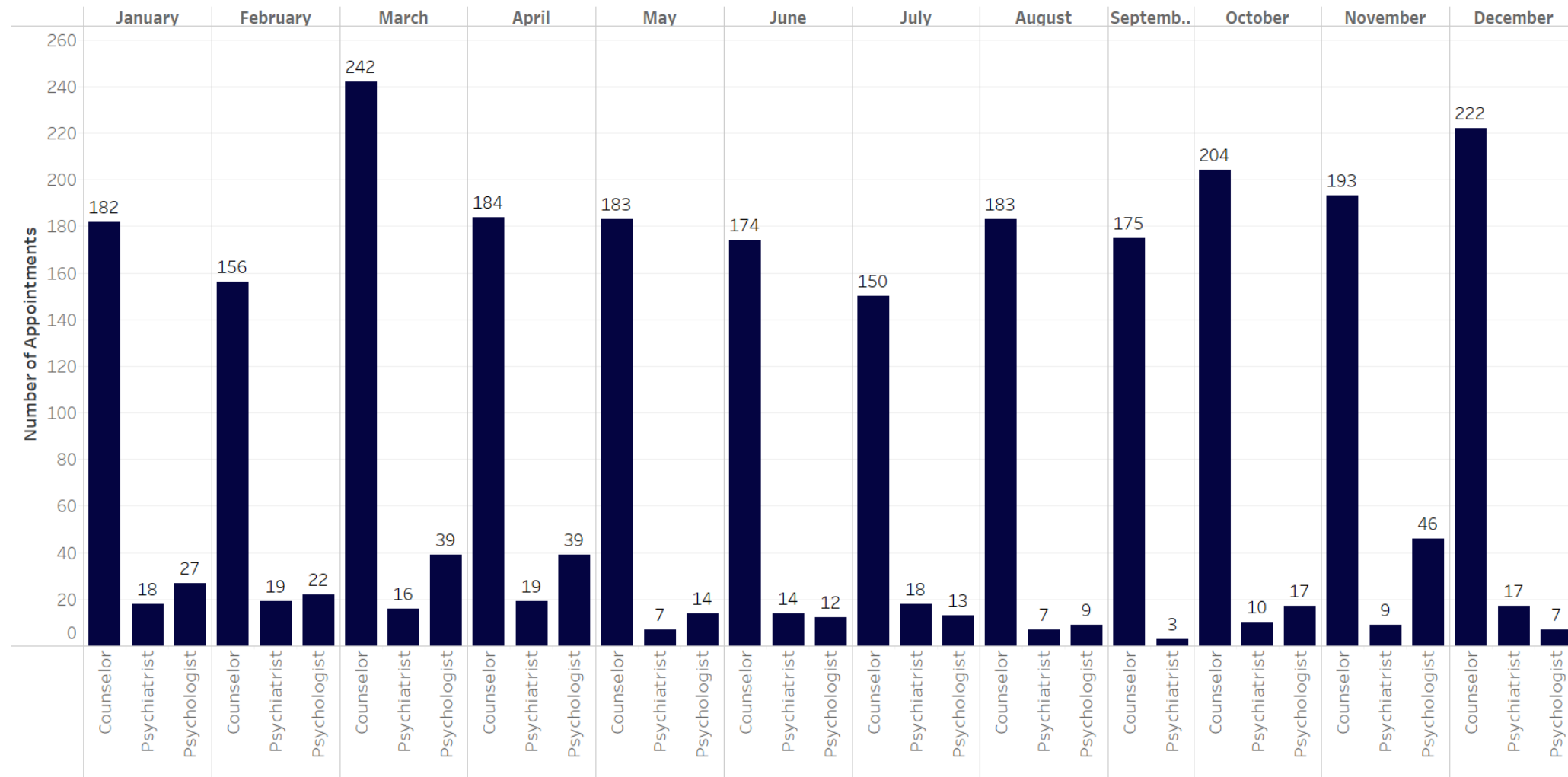
Appointments by Month (2650 in Total, 26 Missed Appointments)



- March had the highest number of total appointments at 297 for the year of 2022
- In 2022, BSS averaged 220 appointments/month



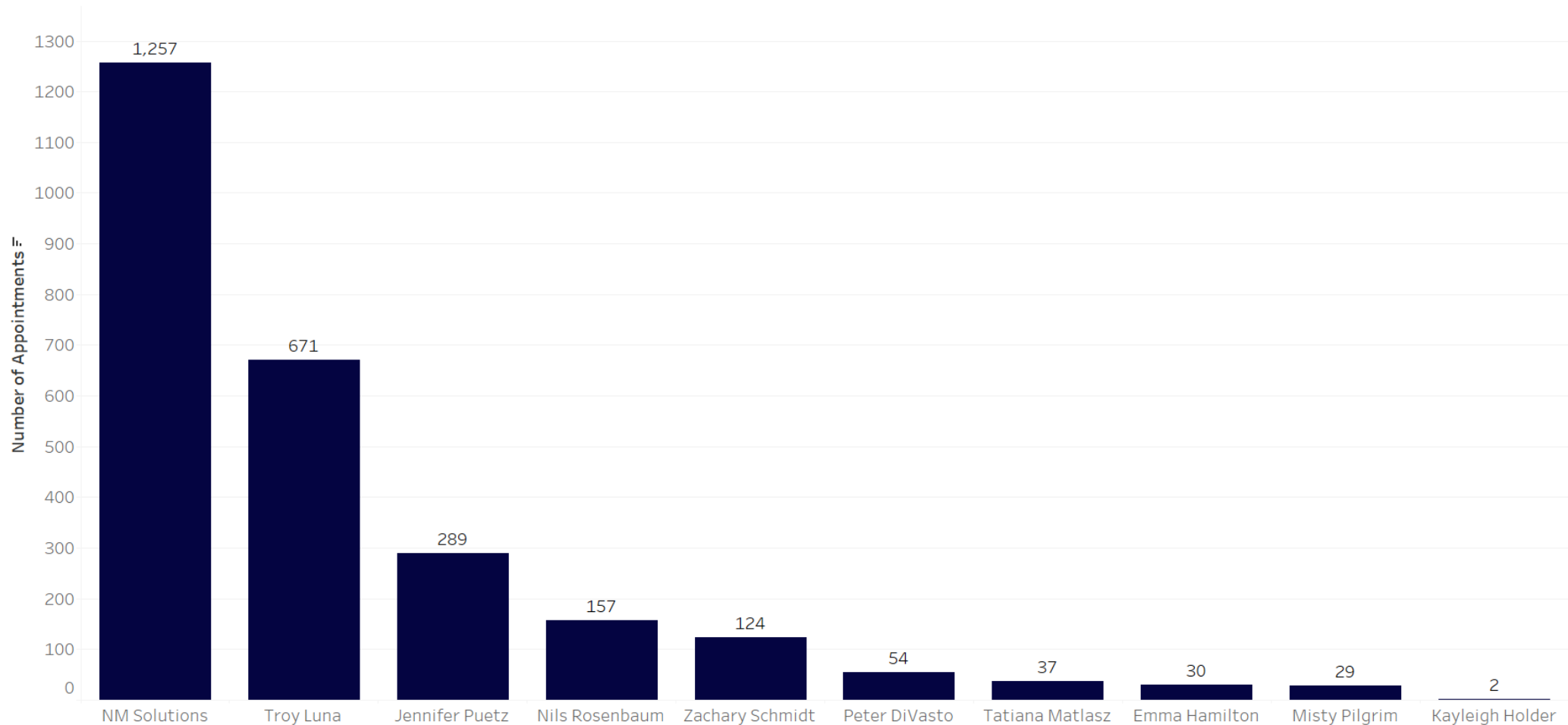
Monthly Appointments by Clinician Type



- There were no Psychologist appointments reported in September 2022.



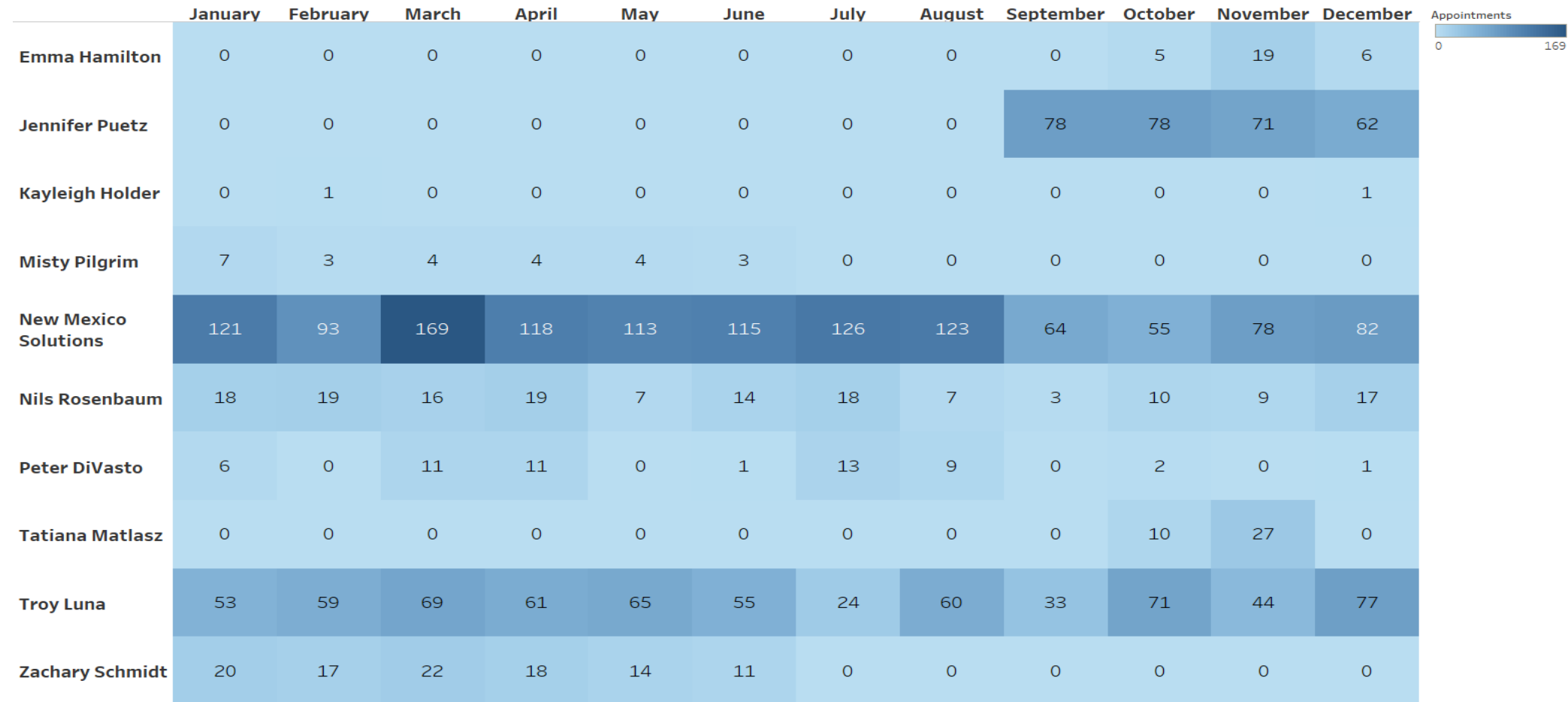
Total Appointments by Clinician (Annualized)



- NM Solutions saw 47% of all appointments during 2022



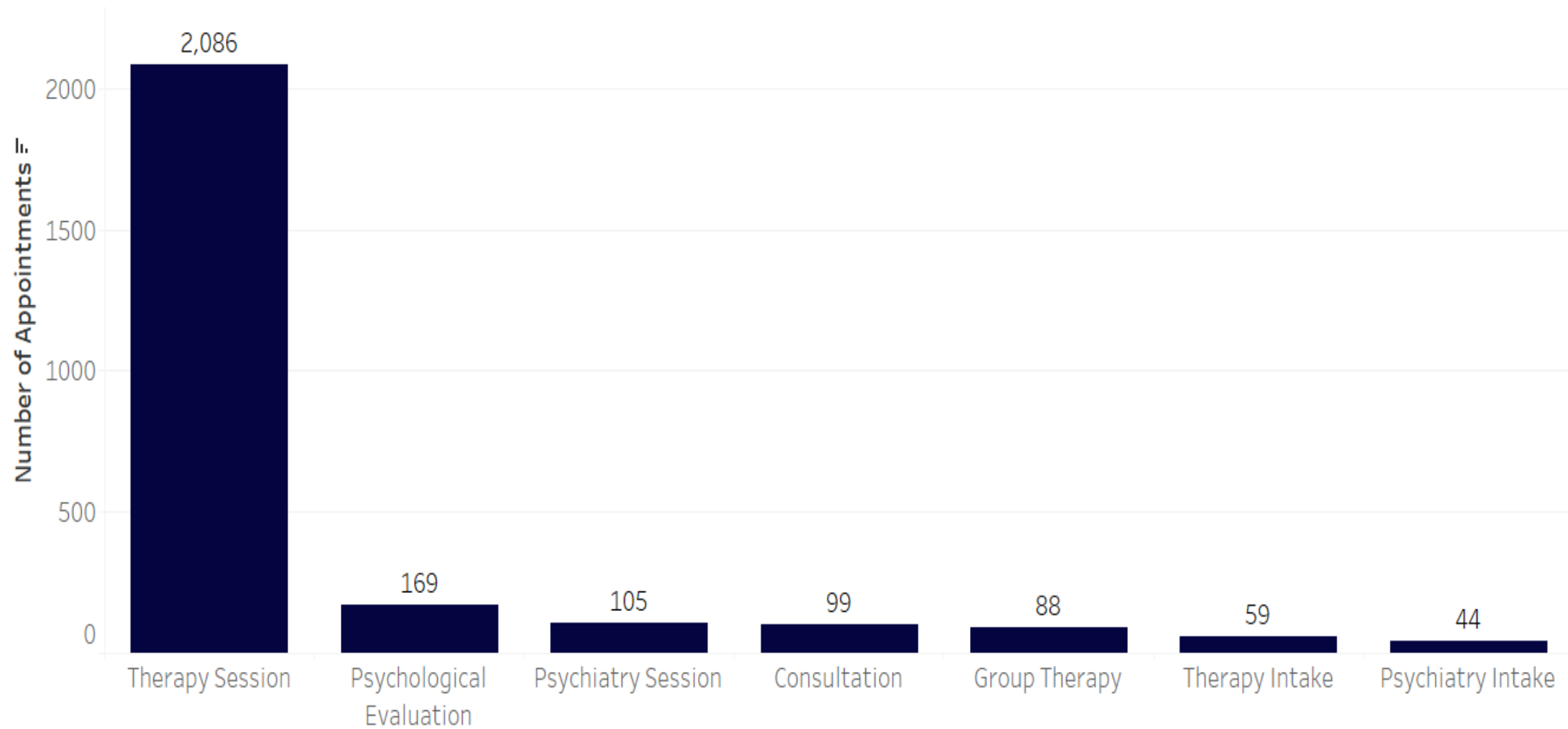
Total Appointments by Clinician (Monthly)



- Troy Luna performed about ~14 session/wk or 56/mth
- Jennifer Puetz saw ~18 session/wk or 72/mth in her four months at BSS



Appointment Types (Annualized)

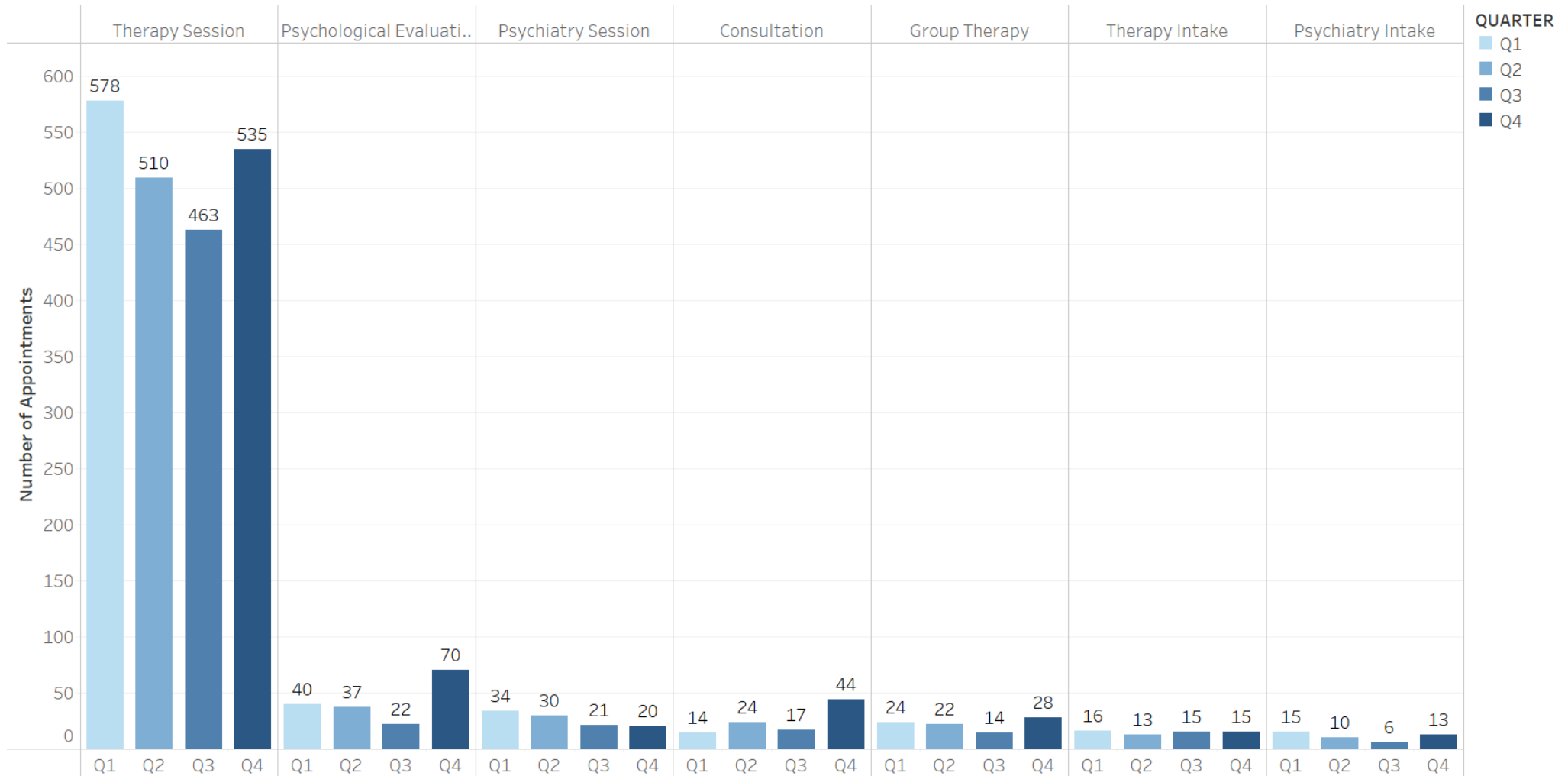


- In 2022, 78% of appointments were Therapy Sessions



Appointment Types (Quarterly)

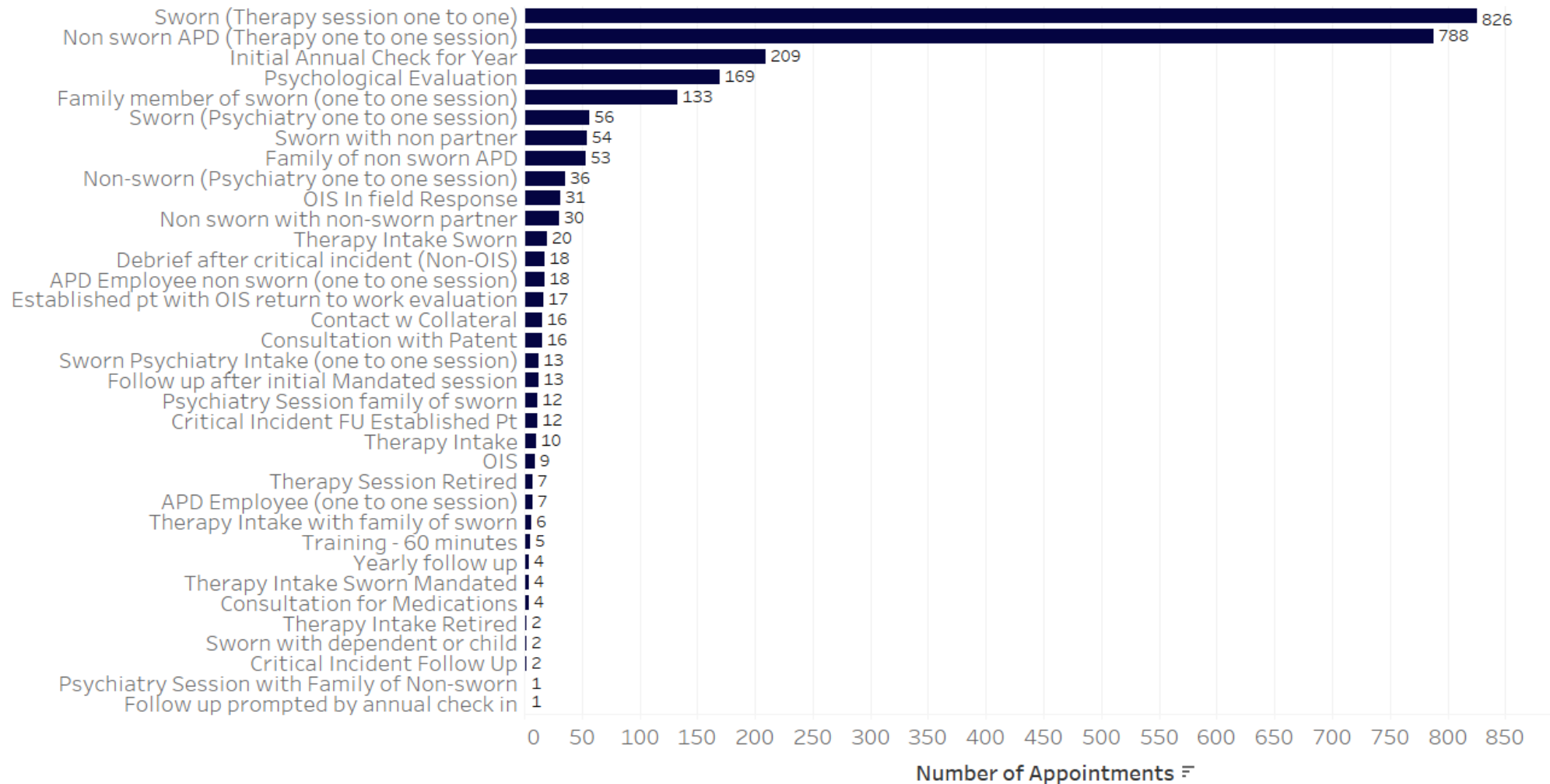
(2650 in Total)



- Q4 saw a peak in Psychological evaluations, Consultations, and Group Therapy



Appointments by Service Description (Annualized) (2621 in Total, 29 Null)

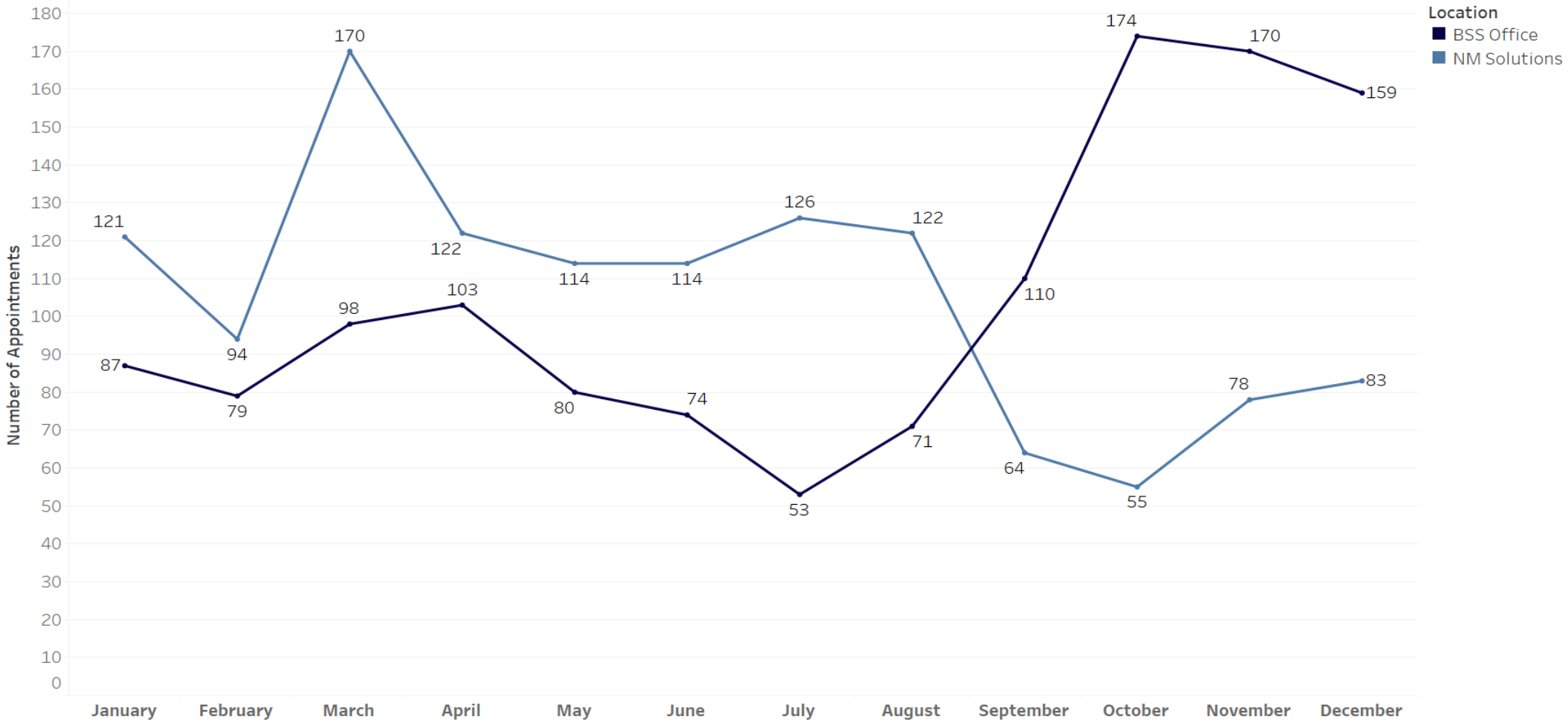


- In 2022, 61% of Service Descriptions were comprised of APD Sworn and Non Sworn (1-on-1 Therapy Sessions)



Appointment Locations

(2495 were associated with locations, 26 had missing location data, excluded 129 Other Locations)

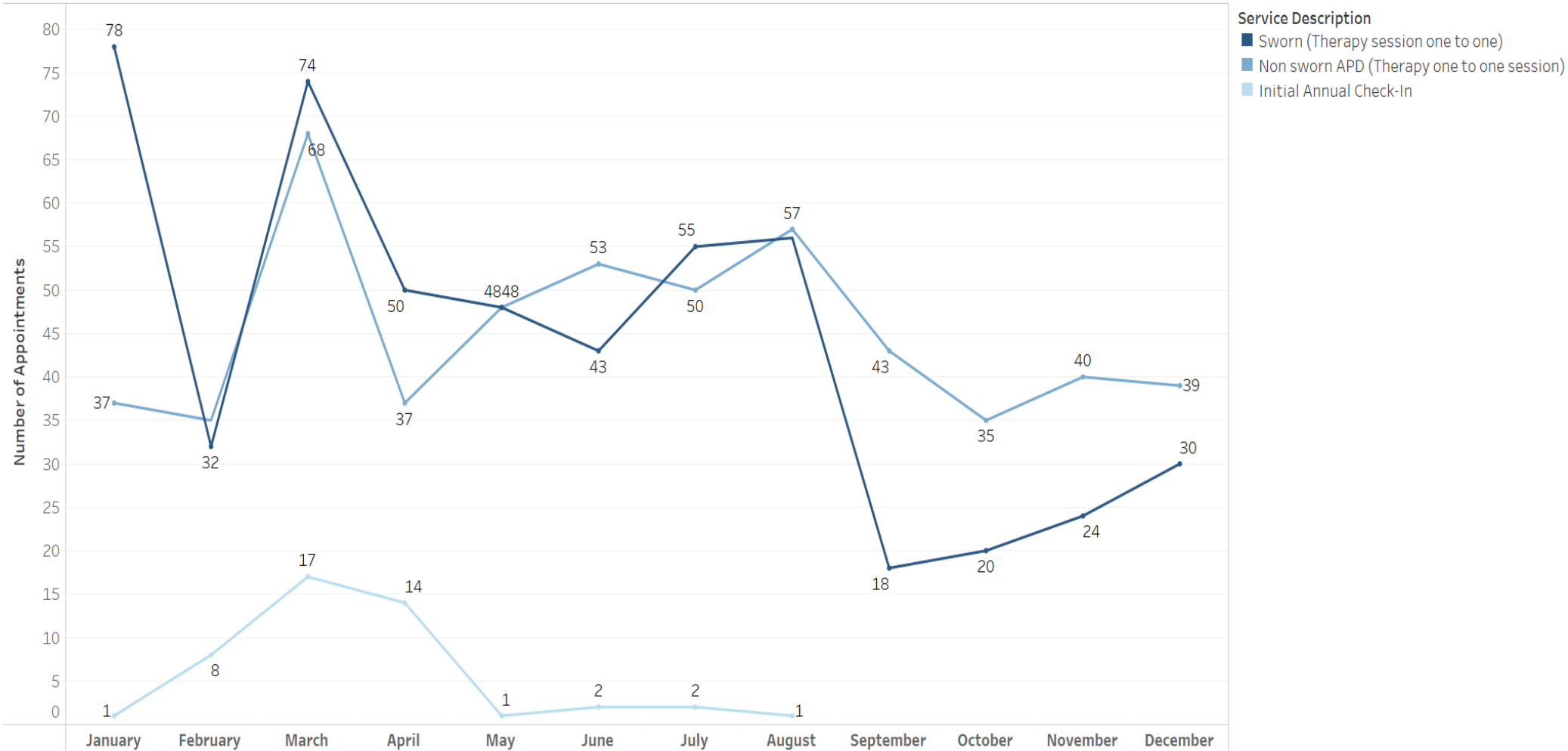


- Other Locations include: NW Sub, Pilgrim Behavioral, Police Academy, Telehealth, Text, Other and Valley Sub)
- In August 2022, NM Solutions had 122 appointments; In September NM solutions had 64 appointments, a 48% decline month-over-month
- NM Solutions averaged about 105 appointments per month in 2022. During 4Q, NM Solutions dropped by 34 to 71 appointments per month.



Contracted Services/Support

Top 3 Service Descriptions Handled by New Mexico Solutions (1116 in Total, 2 Null)





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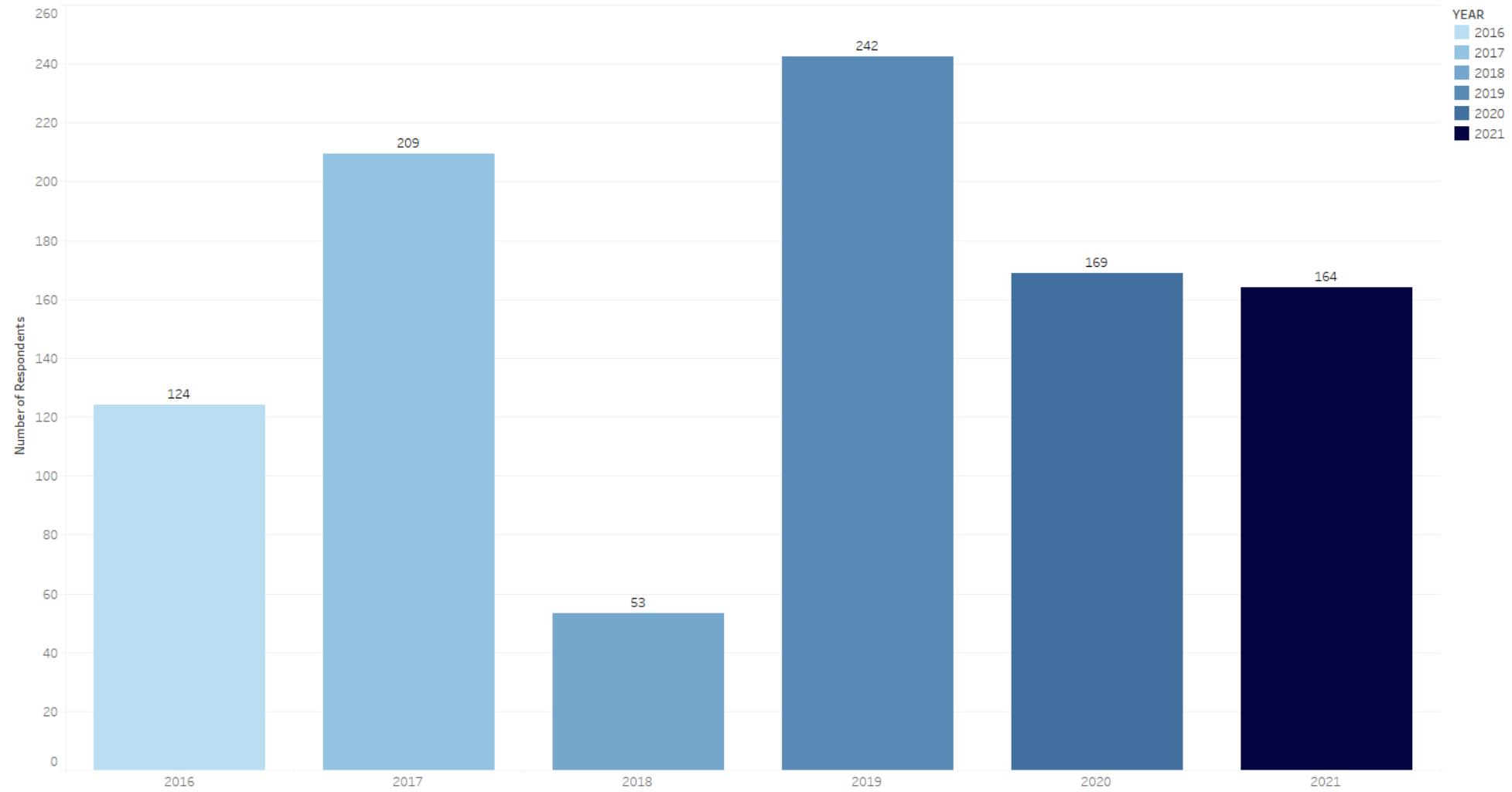
Officer Assistance and Support Survey

- APD has collected annual data on officer perception of behavioral health services offered by APD.
- The survey focuses on three measures:
 - The confidence that services will be confidential
 - The confidence that services will be easy to find in APD
 - The confidence that APD services will be high quality
- The most recent survey was completed in January 2022 for 2021 results.
- Data is collected on a 5-point confidence scale and recoded to create three groups: not confident, somewhat confident, and confident.



Behavioral Health Survey Responses Received, 2016-2021

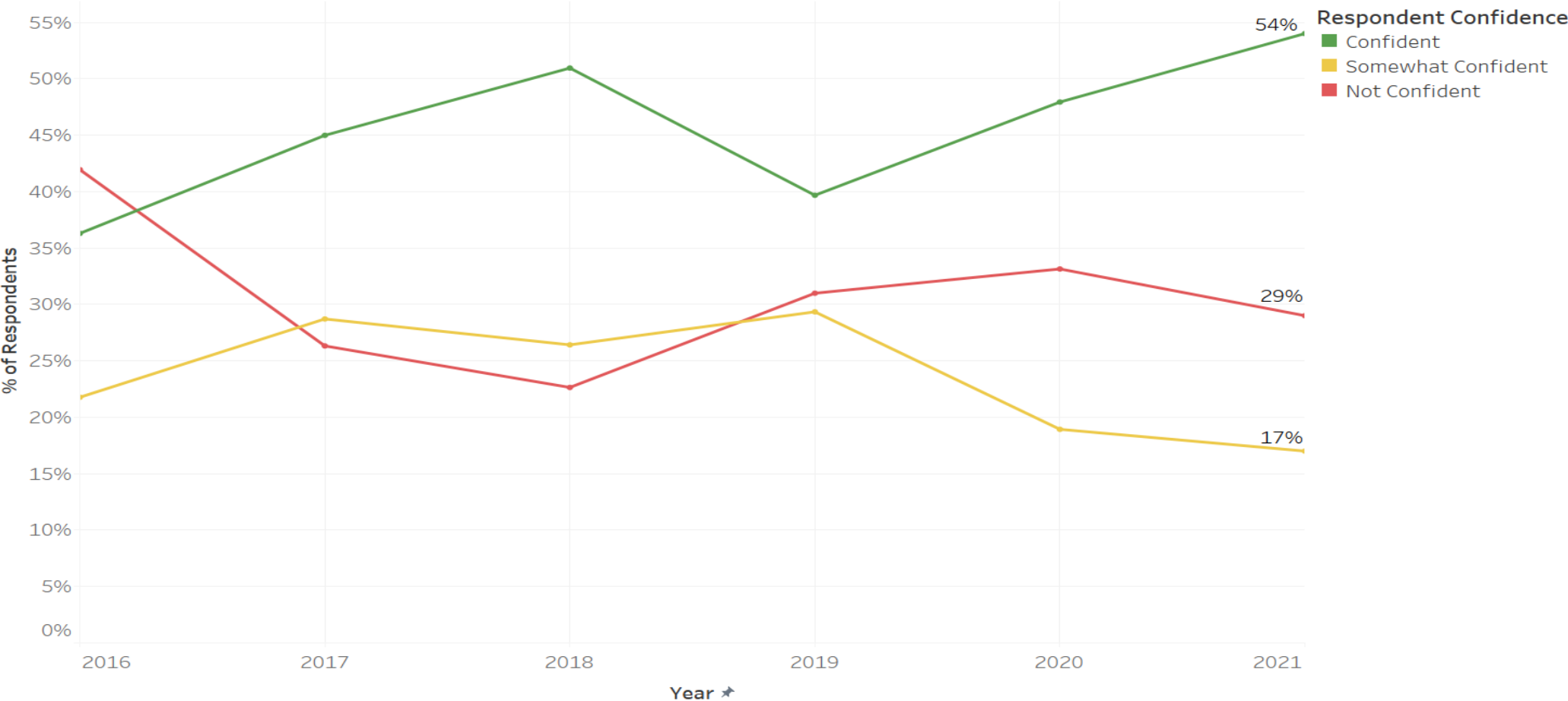
(962 in Total)





Officer Assistance and Support Survey: Confidentiality

Respondent Confidence that Services will be Confidential

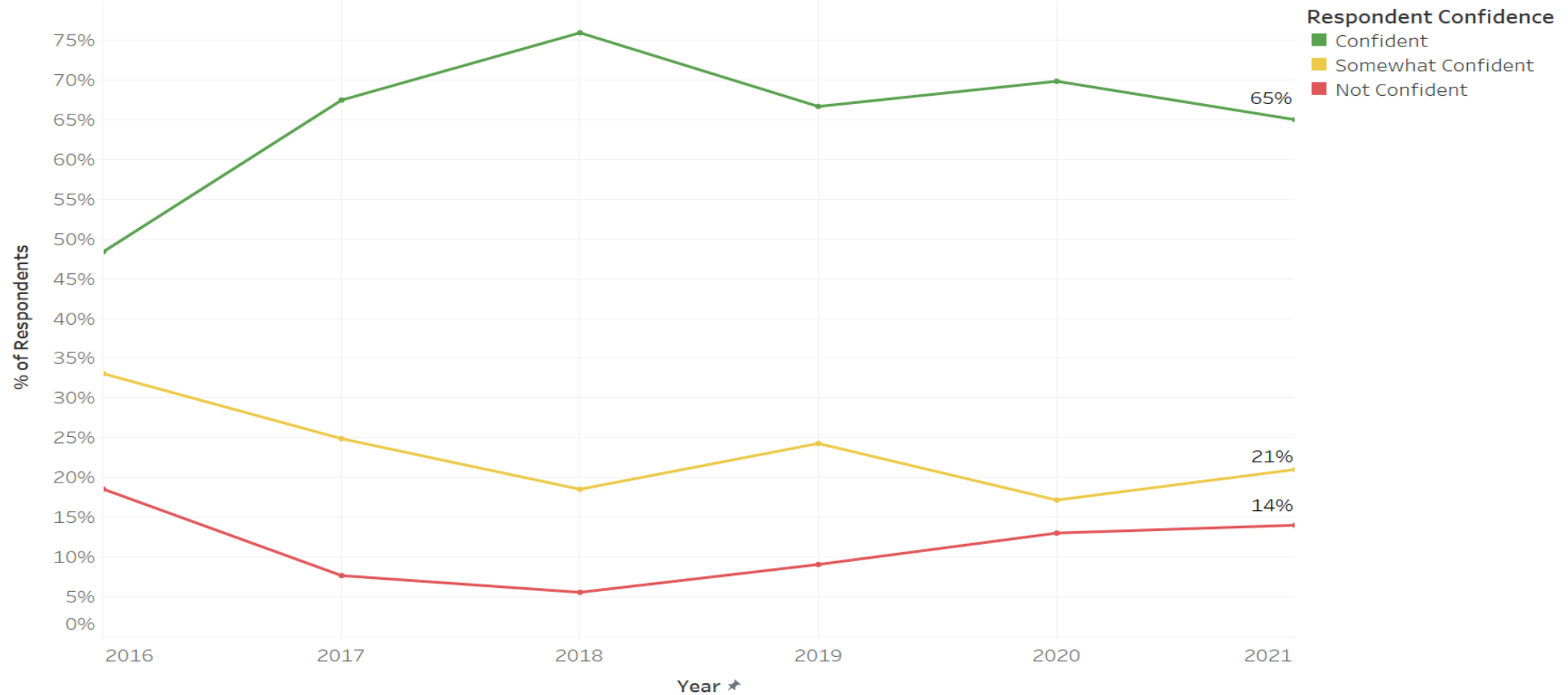


The trends of Confident, Somewhat Confident and Not Confident for Year. Color shows details about Confident, Somewhat Confident and Not Confident. The data is filtered on Question, which keeps Confidential.



Officer Assistance and Support Survey: Ease of Access

Respondent Confidence that Services will be Easy to Find in APD

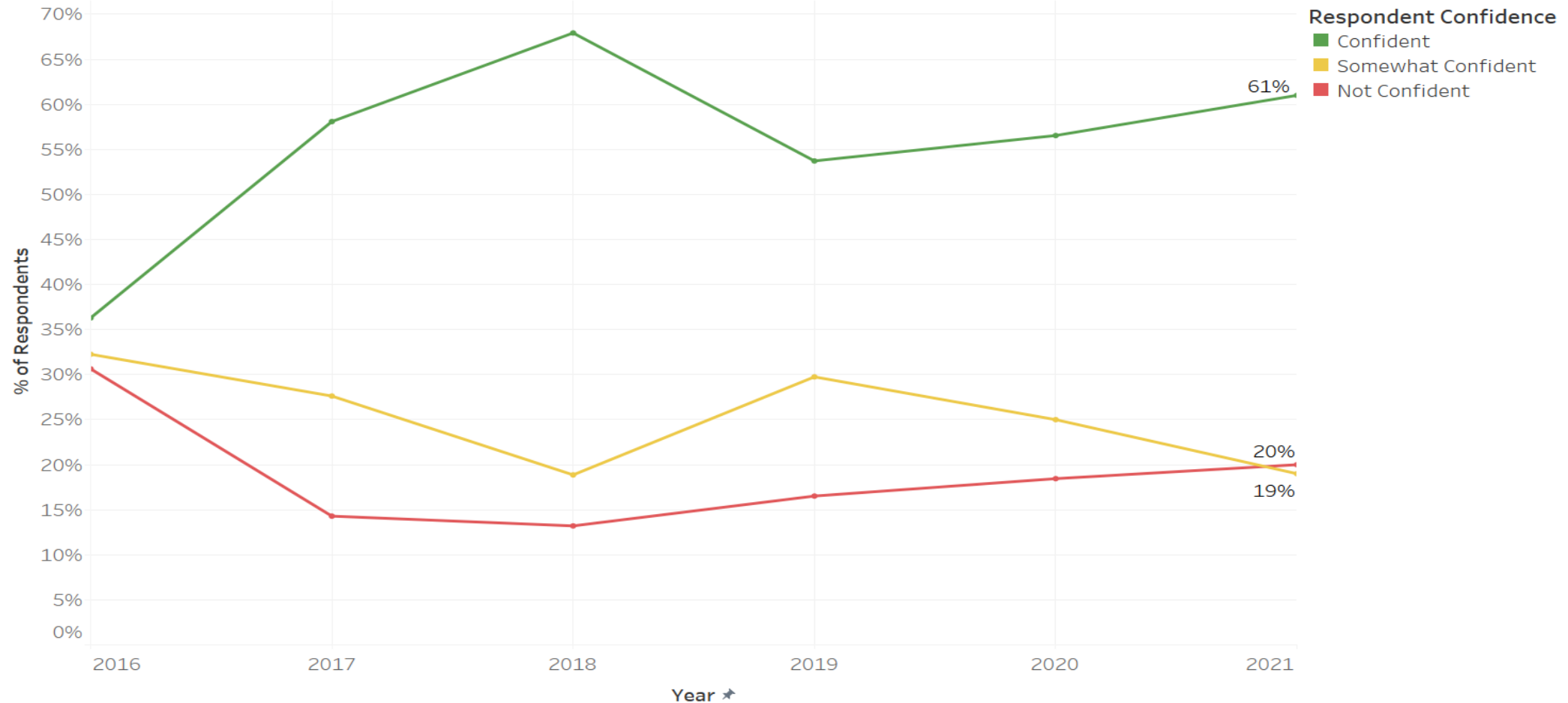


The trends of Confident, Somewhat Confident and Not Confident for Year. Color shows details about Confident, Somewhat Confident and Not Confident. The data is filtered on Question, which keeps Easy.



Officer Assistance and Support Survey: Quality

Respondent Confidence that Services will be High Quality



The trends of Confident, Somewhat Confident and Not Confident for Year. Color shows details about Confident, Somewhat Confident and Not Confident. The data is filtered on Question, which keeps Quality.



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Peer Support Referrals



Police Navigation
Documents Related to APD's Settlement Agreement
McClendon v. City of Albuquerque Settlement
File a Police Report Online
Online Services
Contact the Police
Media Inquiries & Public Information
Area Commands
Standard Operating Procedures
Police Upcoming Events

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.

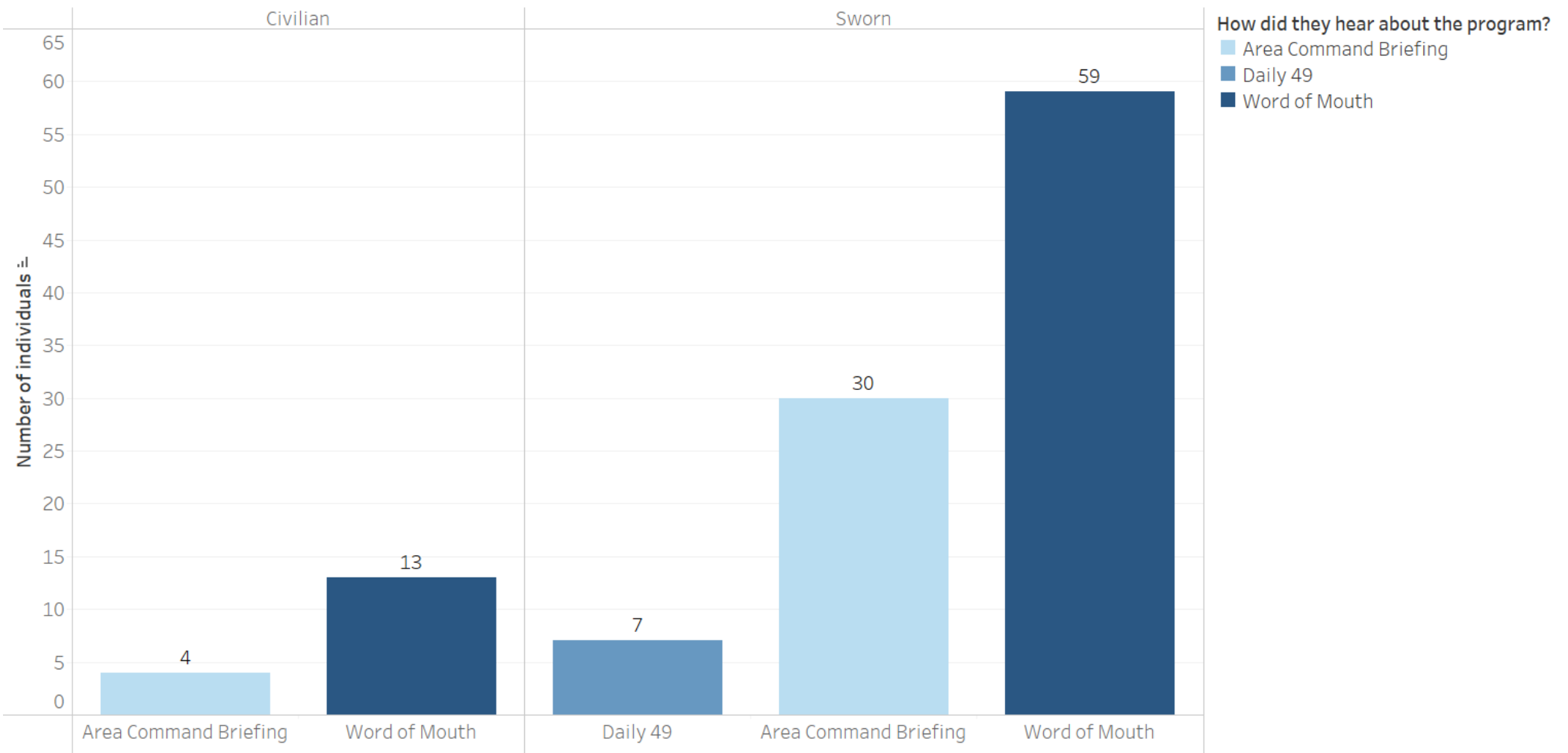
If you have questions, need answers, or have a suggestion, please email us at apdpeersupport@cabq.gov.





Peer Support Referrals

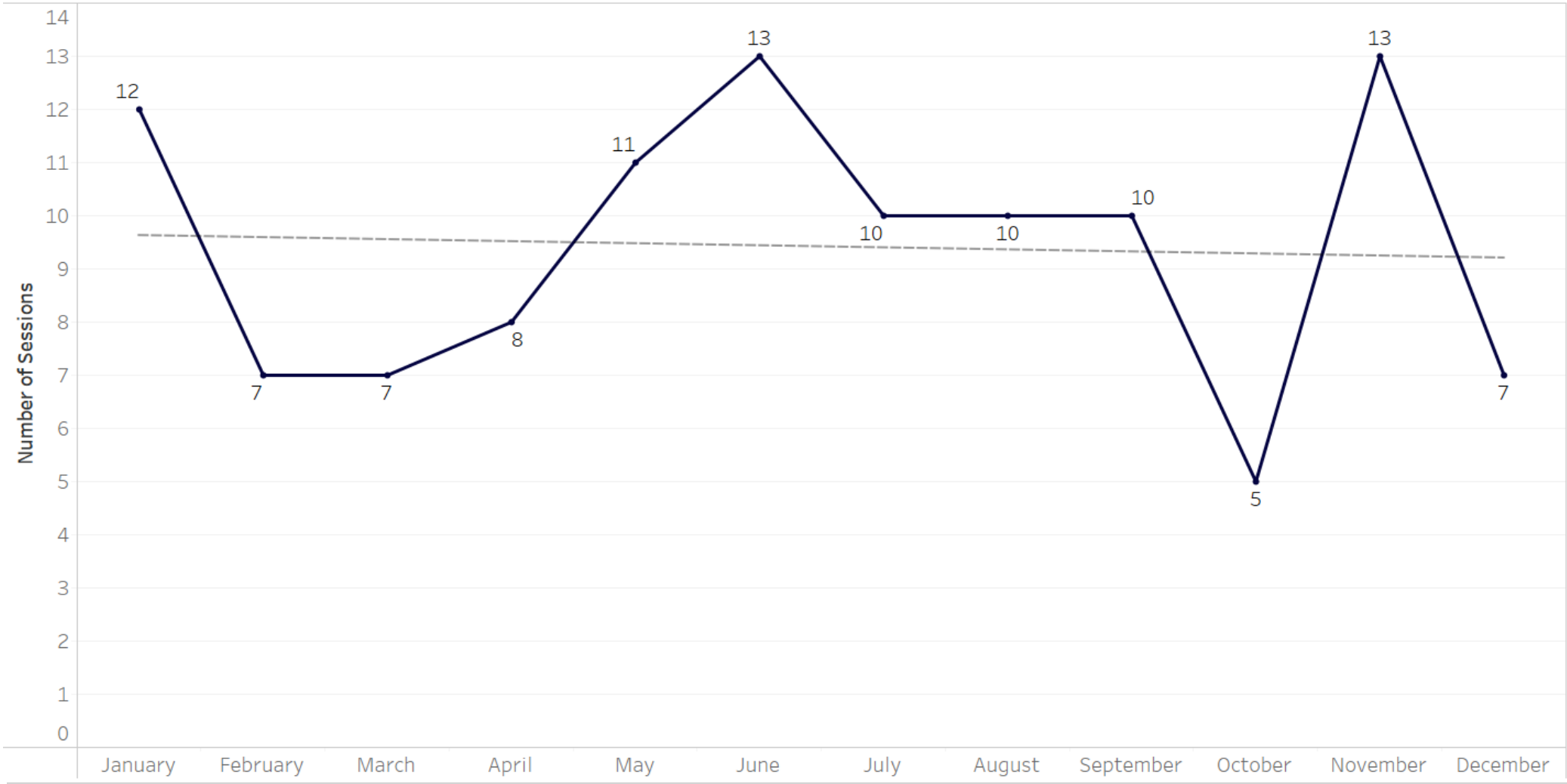
Source by which Informed About the Peer Support Program (113 in Total)





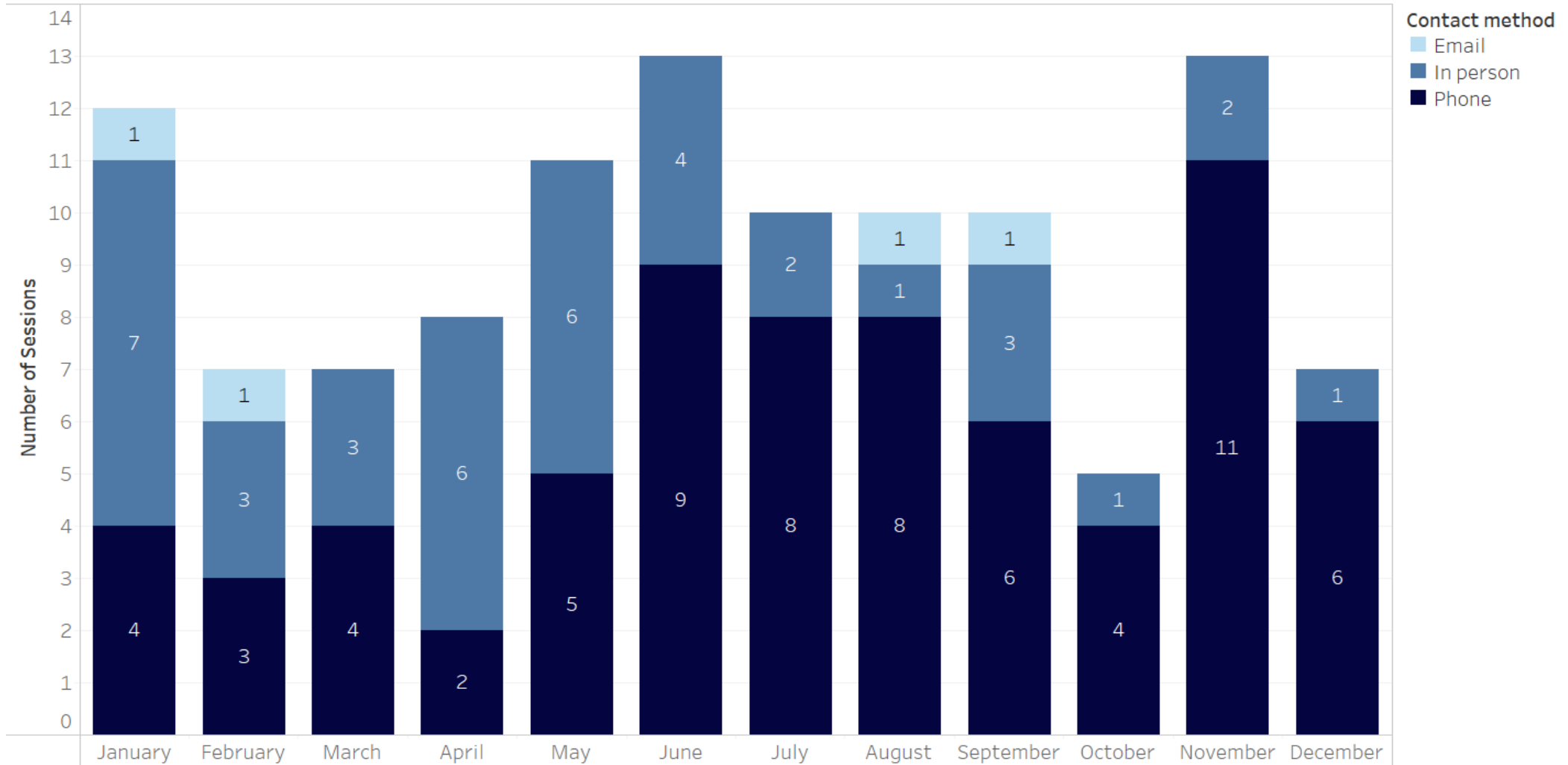
Peer Support Sessions (Monthly)

(113 in Total)



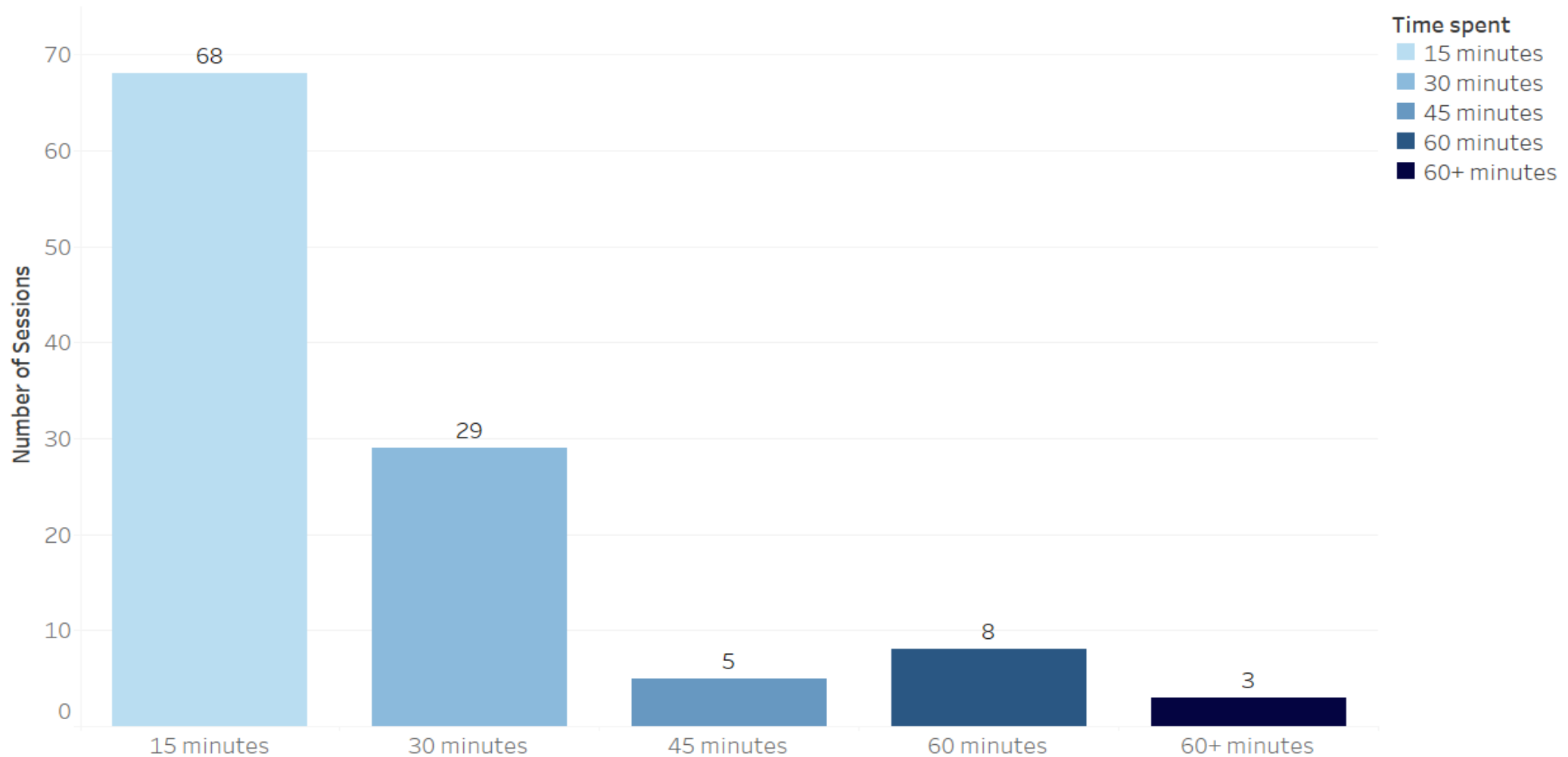
Peer Support Sessions (Monthly)

Contact Method (113 in Total)



Peer Support Sessions

Breakdown of Time Spent per Session (113 in Total)

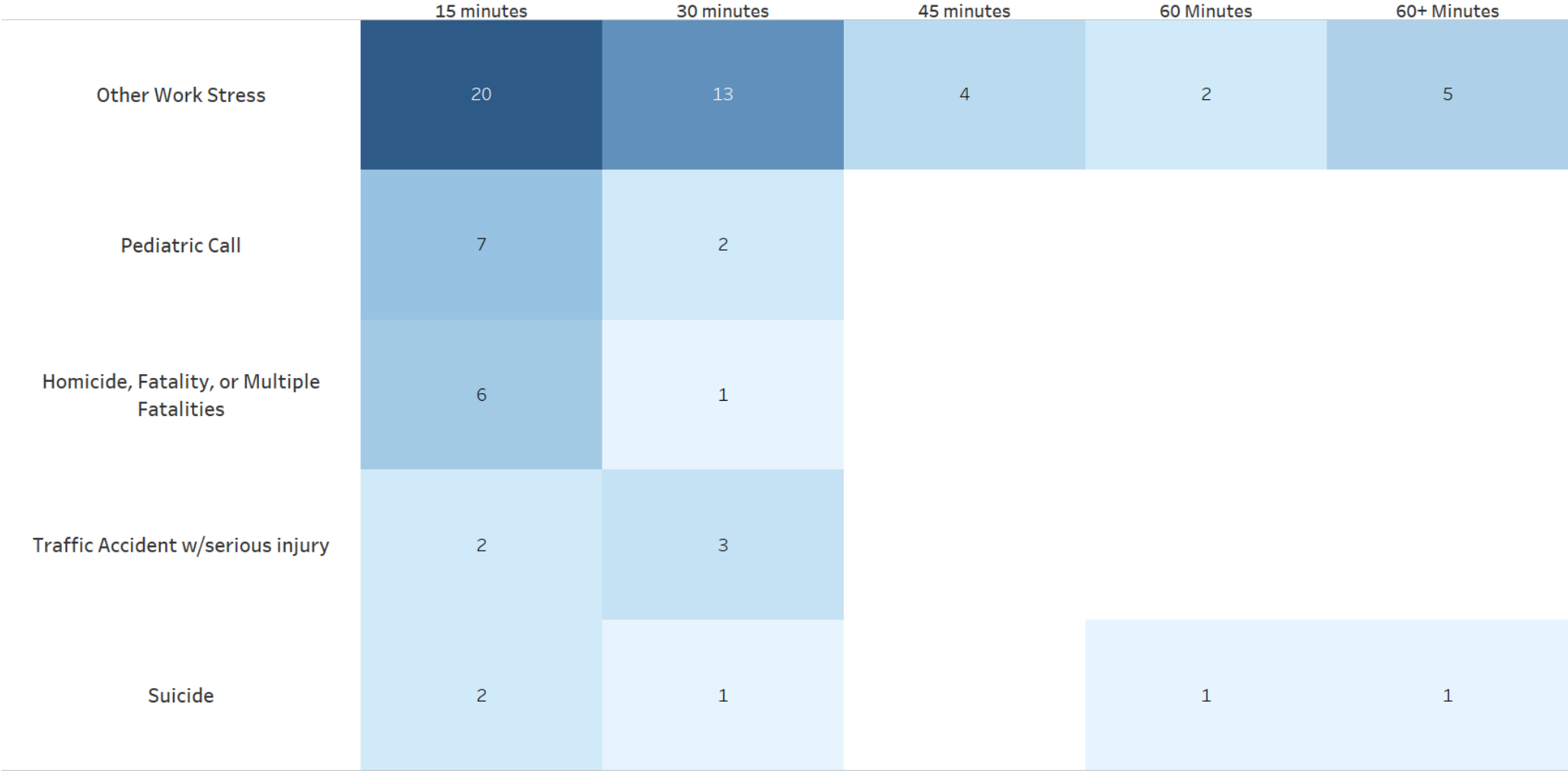




Peer Support Sessions

Time Spent (15min blocks) by Professional Categories

70 in Total, 32 Null





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Key Findings

- There were a total of 2650 appointments during 2022, compared to 2260 in 2021
- BSS averaged approximately 221 appointments per month in 2022
- In 2022, 78% of appointments were therapy sessions with a counselor, which is a 5% uptick from 2021
- Peak appointments (297) occurred during March, with the next highest peak coming in November (248). On November 21, 2022 BSS had its largest daily spike in the number of appointments (28). In 2021, BSS experienced similar peak months.
- APD Sworn and APD Non-Sworn (1-on-1 Therapy Sessions) made up 61% of the Service Descriptions for the year of 2022.
- NM Solutions saw 47% of all appointments in 2022, an increase by 7% over the prior year, and averaged 104.75 appointments per month. However, NM Solutions saw a 32% decline in appointments during 4Q, compared to their average.
- APD has made progress since 2016 in the perception of BSS services being confidential but additional progress could be made since 29% of respondents indicated low confidence that their treatment would be confidential.



1 Behavioral Health Resources for APD Employees

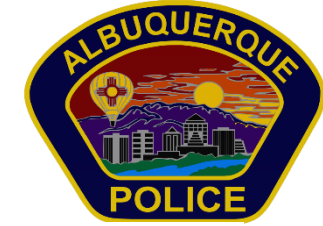
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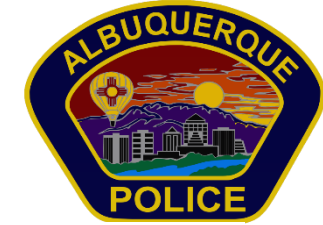


APD Behavioral Health Services

Last updated: December 2021



Service	Eligibility	Cost	Must be enrolled in Presbyterian Insurance	Anonymous	Hours	Address	Email or Website	For Appointment
Employee Assistance Program	<ul style="list-style-type: none"> Professional counselors Employee counseling Crisis intervention Referral services. Confidential, private, covered by HIPAA.	No Cost	No	Yes	On Call 24/7 & by appointment	400 Marquette Ave NW, Albuquerque, NM 87102	Eweb/EAP	Appointment 505-768-4613
COPLINE	National law enforcement hotline manned by retired law enforcement officers. Provides peer support for crisis intervention and referrals to mental health professionals.	No Cost	No	Yes	24/7	Phone Hotline	www.copline.org	800-267-5463
NM Crisis and Access Line	A professional mental health crisis line. Masters level clinicians provide mental health services to all persons experiencing any kind of emotional crisis, mental health or substance use concern.	No Cost	No	Yes	24/7	Phone Hotline	www.nmcrisline.com	855-662-7474
Behavioral Sciences	Provides access to psychological services, including consultation and treatment, needed by sworn and civilian personnel and their family members. Confidential, private, covered by HIPAA.	No Cost	No	Yes	On Call 24/7 & by appointment	1501 Broadway Blvd SE, Albuquerque, NM 87102	apdbsd@cabq.gov	505-764-1600
APD Chaplain	Provide a ministry of presence, support, and counsel to members of the Albuquerque Police Department and their families.	No Cost	No	Yes	On Call 24/7	400 Roma Ave NW, Albuquerque, NM 87102	apdchaplainunit@cabq.gov	768-2131 Primary Chaplain 235-0194 Backup Chaplain 270-9124 Head Chaplain 206-0449
NM Solutions	Provides access to psychological services, including consultation and treatment, needed by sworn and civilian personnel and their family members. Confidential, private, covered by HIPAA.	No Cost	No	Yes	By Appointment	Downtown 707 Broadway NE, Ste 500, Albuquerque, NM 87102	www.newmexicosolutions.com	Downtown 505-268-0701
						Westside 2551 Coors Blvd NW, Albuquerque, NM 87120		Westside 505-833-2300
Peer Support team	Private, safe, and supportive environment for law enforcement personnel. Volunteer law enforcement and civilian personnel provide emotional support for after crisis, serious illness, or injury, resources/referrals for professional assistance.	No Cost	No	Yes	On Call 24/7	400 Roma Ave NW, Albuquerque, NM 87102	apdpeersupport@cabq.gov	505-967-6587
Safe Call Now	Confidential, comprehensive, crisis referral service for all public safety employees and their family members.	No Cost	No	Yes	24/7	Phone Hotline	www.safecallnow.org	206-459-3020



APD Behavioral Health Services

Last updated: December 2021



Service	Eligibility	Cost	Must be enrolled in Presbyterian Insurance	Anonymous	Hours	Address	Email or Website	For Appointment
Presbyterian Talkspace Behavioral coaching app ages 18 and older. With Talkspace text therapy you can: <ul style="list-style-type: none"> Engage with a therapist the same day that help is needed, not weeks later Get matched to a therapist based on your unique needs Develop a one-on-one relationship with the same therapist throughout your engagement Live a happier, healthier life 	Available to employee and household family members with Presbyterian Health Plan	No Cost	Yes	Yes	24/7	Remote application and desktop	www.talkspace.com/php	Download on the App Store or Google play
Presbyterian Outpatient Behavioral Health Care <ul style="list-style-type: none"> Individual and group therapy Medication evaluation Medication management Psychological testing 	Available to employee and household family members with Presbyterian Health Plan	Applicable Copayment	Yes	Yes	Hours vary based on provider	Presbyterian 8312 Kaseman Ct NE Albuquerque, NM 87110	www.phs.org/doctors-services/services-centers/behavioral-health	505-291-5300
Presbyterian Inpatient Behavioral Health Services <ul style="list-style-type: none"> Acute psychiatric stabilization Diagnostic evaluation Medication management Group therapy Psychosocial evaluation Family engagement Inpatient care for child, adolescent, adult and geriatric patients. 	Available to employee and household family members with Presbyterian Health Plan	Applicable Copayment	Yes	Yes	M-F 6am-7pm, Weekends/ Holidays 3pm-5pm	Presbyterian Kaseman Hospital 8300 Constitution Blvd NE, Albuquerque NM 87110	www.phs.org/doctors-services/services-centers/behavioral-health	505-291-2560
Wellness at Work resources <ul style="list-style-type: none"> Online portal Create personalized health improvement plans Personal Health Assessment (PHA) Biometric screening results Workshops Articles and much more! 	Available to benefits-eligible employees, spouses and domestic partners	No Cost	Yes	Yes	24/7	Desktop application	www.mypres.org	Access through MyPres
On to Better Health <ul style="list-style-type: none"> Online programming for common challenges, such as trouble sleeping, feeling down, feeling tense or anxious. Helpful tips and videos based on your interests and needs. 	Available to employee and household family members with Presbyterian Health Plan	No Cost	Yes	Yes	24/7	Series of applications available remote and desktop	www.ontobetterhealth.com/php	Download on the App Store or Google play



Key Terms/Definitions

- **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.
- **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.

American Psychological Association. (2020). *APA Dictionary of Psychology*. American Psychological Association. Retrieved February 2, 2023, from <https://dictionary.apa.org/>



Key Terms/Definitions, Continued

- **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.
- **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 nonpsychiatric 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.
- **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. Each session is, essentially, a problem-solving session. You describe your current situation, and your feelings about it, and then the therapist uses their expertise to assist you in trying to resolve that problem so you can move closer to having the life you wish to have.
- **Psychiatry Session** - After the initial psychiatric intake, future psychiatry sessions will be shorter; on average between 15 and 20 minutes. You'll discuss how the medicines are working and give a concise overview of how you're doing. The doctor, NP or PA will decide whether to adjust your medications or not.

American Psychological Association. (2020). APA Dictionary of Psychology. American Psychological Association. Retrieved February 2, 2023, from <https://dictionary.apa.org/>



Key Terms/Definitions, Continued

- **BSS-** Behavioral Science Section
- **NM Solutions-** Approved Local Contractor, which mainly administers counseling services for APD's Behavioral Science Section
- **OIS-** Officer Involved Shooting- The police officer discharges a firearm in the line of duty when the officer fires upon a threat or attack upon their person or that of another. This does not include shooting at animals
- **Peer Support-** Team members are current law enforcement and civilian personnel who are familiar with, have experienced, or understand the pressures and stresses of law enforcement
- **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.
- **Therapy Intake-** an initial appointment to gather basic information about you and your background while you learn more about the services available to you. Potential topics of discussion include but are not limited to: Intake Forms, Review of Clients Background/Goals, Payment, Ethical Concerns, Therapeutic Relationship, Informed Consent Paperwork. Building a strong therapeutic relationship of starts at the intake session. They are often longer than your typical session: 90 minutes is fairly common.



References

- American Psychological Association. (2020). APA Dictionary of Psychology. American Psychological Association. Retrieved February 2, 2023, from <https://dictionary.apa.org/>
- Bryan-Podvin, L. (2022, June 16). *Average caseload for mental health therapists → what's the magic number?* mind money balance. Retrieved March 2, 2023, from <https://www.mindmoneybalance.com/blogandvideos/average-caseload-for-therapists>
- Case 1:14-cv-01025-JB-SMV Document 465 (IN THE UNITED STATES DISTRICT COURT FOR THE DISTRICT OF NEW MEXICO July 30, 2019).
- Team, G. T. E. (2019, October 7). *Tips for navigating intake sessions*. GoodTherapy. Retrieved March 2, 2023, from <https://www.goodtherapy.org/for-professionals/business-management/private-practices/article/tips-for-navigating-intakesessions>