

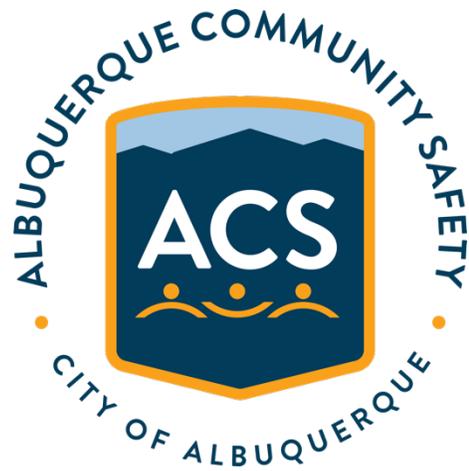


City of
Albuquerque
Community Safety
Department

FY24 Q4 Report

July 2024

Jodie Esquibel, Director



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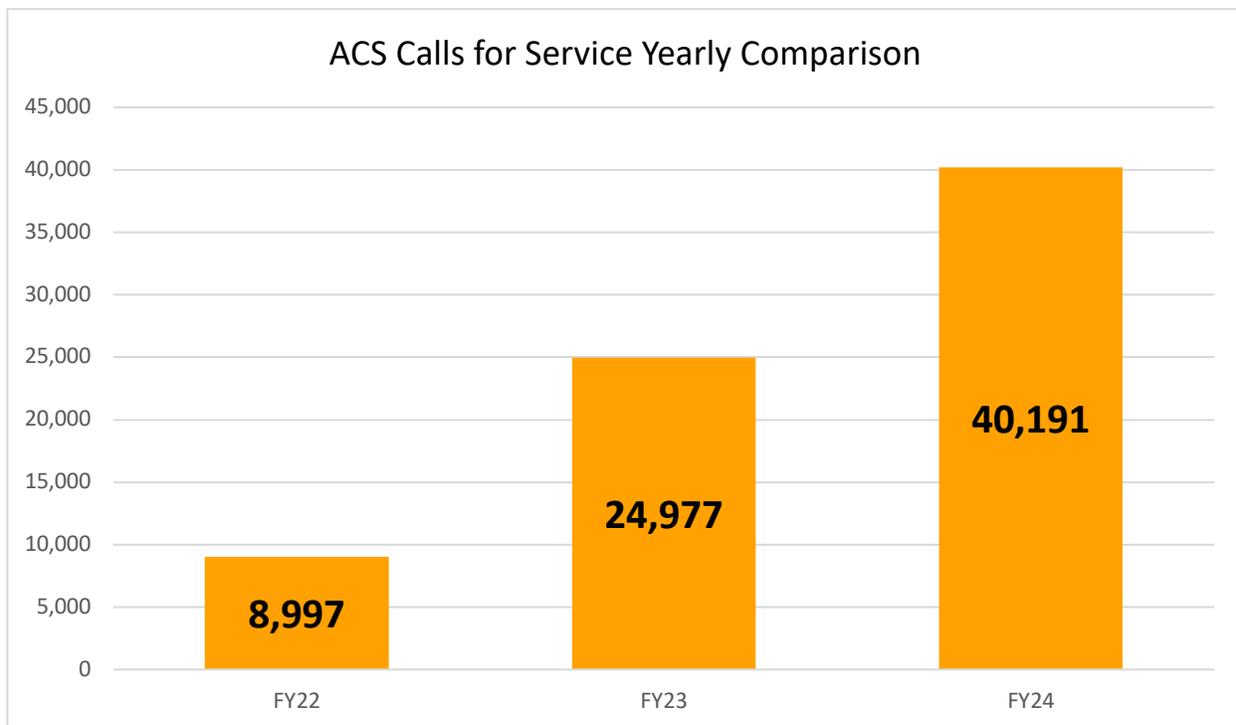
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Programmatic Updates and Insights

Through the entire 2024 fiscal year (July 1, 2023 - June 30, 2024), the Albuquerque Community Safety Department (ACS) responded to **40,191 calls for service (CFS)**. This is a 61% increase from FY2023, and a 347% increase from FY22. This three-year trend clearly illustrates the continued growth and capacity-building the department has strived for year after year.

In addition to continued hiring, two other factors played significant roles in the increase in total calls. First, ACS expanded to 24/7 coverage in October 2023. The major contributions in increased calls from FY2023 was ACS moving to Albuquerque Police Department dispatch from Albuquerque Fire Department dispatch in January and moving to 24/7 service in October of 2023. The addition of ACS Triage Specialists who help route 9-1-1 calls appropriately to ACS Responders at the Emergency Communications Center (ECC) also has played a significant role. These changes have allowed ACS to leverage experts at ECC 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.

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



Graveyard Shift Update

In FY24 Q4, 1,839 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. Table 1 shows when calls are coming in, and Table 2 shows when Responders are being dispatched to those calls. Consistent with Q3, each shift is showing the ability to clear the same number of calls that come in during their shift, and graveyard continues to respond to a higher proportion of behavioral health and suicidal ideation calls.



Table 1: ACS CAD Events by Call Create Time – FY24 Q4

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered Individual	1,366	1,113	771	3,250	39.2%
Wellness	725	731	290	1,746	21.0%
Welfare	457	558	275	1,290	15.5%
Behavioral Health	261	395	249	905	10.9%
Suicidal Ideation	178	222	171	571	6.9%
Disturbance	133	112	56	301	3.6%
Suspicious Individual	62	47	22	131	1.6%
Panhandling	53	34	7	94	1.1%
Other	2	1	0	3	0.0%
Community Engagement	0	0	1	1	0.0%
Needle Pick.	0	0	4	4	0.0%
Total	3,237	3,213	1,846	8,296	100%

Table 2: ACS CAD Events by Call Dispatch Time – FY24 Q4

Call Type	Day	Swing	Grave	Total	Percentage
Unsheltered I..	1,325	1,094	769	3,188	38.8%
Wellness	724	729	288	1,741	21.2%
Welfare	454	556	272	1,282	15.6%
Behavioral Health	260	396	250	906	11.0%
Suicidal Ideation	178	222	170	570	6.9%
Disturbance	133	111	56	300	3.7%
Suspicious Ind.	62	47	22	131	1.6%
Panhandling	53	34	7	94	1.1%
Other	1	1	0	2	0.0%
Com. Eng.	0	0	1	1	0.0%
Needle Pickup	0	0	4	4	0.0%
Total	3,190	3,190	1,839	8,219	100%

Table 3 below outlines the frequency of outcomes that occur during graveyard responses. Notably, ACS performed **371 transports** during the graveyard hours in Q4 – a 4.4% drop from Q3. This decline is likely do warmer weather in the spring and summer when people tend to be more comfortable being out in the elements.



Table 3: Frequency of Outcomes during ACS Graveyard Responses – FY24 Q4

Call Outcomes	FY24-Q4
No Person Found	29.25%
Performed Welfare Check	25.24%
Declined Services or Walked Away	11.89%
Transported	8.09%
Directly Met Need	7.46%
Made an Informational Referral	6.35%
Other	3.56%
No Action Required	2.64%
Warm Handoff to a Service/Resource	1.79%
AFR Call-out	0.89%
APD Call-out	0.76%
Responder Canceled for Safety Concerns	0.61%
Canceled En Route	0.59%
Repeat Consumer - No Additional Action	0.13%
Used Lifesaving Technique	0.02%

As always, Responder safety is a priority. In Q4, graveyard calls resulted in an APD call-out just under 1% of the time (slight decrease of 0.2% from Q3) and responders cancelled for safety concerns 1% of the time (comparable to Q3). This is consistent with calls at other times of the day.

Unsheltered Response Protocol

ACS continues to follow a protocol introduced in November 2023 to document an offer of personal item storage and transportation to shelter for any unsheltered individuals Responders encounter. Since then, only 2% of unsheltered individuals accepted storage, and 10% accepted both transportation and shelter.

Table 4: Frequency on Offer for 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	30%	60%	1%	87%	10%	77%	9%	9%
No	70%	40%	99%	13%	90%	23%	91%	91%
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 40%, 13%, and 23% “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.

ACS Headquarters Officially Opens

In May, ACS officially opened its 1210 San Mateo Blvd. SE headquarters. In doing so it became the first city behavioral response department to have its own standalone headquarters. The feat was honored by Mayor Tim Keller and other city/state dignitaries along with the general public at a June 29 grand opening ceremony.

New ACS Director

On June 29, Mayor Tim Keller officially announced the appointment of ACS Acting Director Jodie Esquibel to Director. Esquibel assumed the Acting Director role in March when former Director Mariela Ruiz-Angel was promoted to Associate Chief Administrative Officer. Director Esquibel previously also served as ACS Deputy Director of Field response. She comes with a 20+ year career in emergency response.

Street Outreach Connect to Care Events

ACS continues to create innovative programs to support unsheltered individuals with the goal of engagement and ultimately getting individuals into permanent housing. A new program meeting this need is ACS Connect to Care events. ACS Connect to Care is a proactive outreach model that connects unsheltered individuals with resources. 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. Community partners and feedback from subject matter experts, such as the Albuquerque Police Department (APD), also influence location choices.



ACS's Street Outreach team hosted its first Connect to Care at the tail end of Q2. ACS hosted a total of 13 Connect to Care events in FY24 and interacted with a total of 311 individuals during these events. ACS plans to continue these events and increase their frequency.

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. This led to a Q4 collaboration at many speaking forums and campaigns including a Gun Violence Awareness Month Public Service Announcement in June.

The division's efforts were also recognized in its participation in a Public Safety and Mental Health forum with Congressman Gabe Vasquez.

VIP's and Bernalillo County's **Summer of Nonviolence** officially kicked off and hosted several events across the city. The campaign is a collaborative effort by both the City of Albuquerque and Bernalillo County to promote a safe summer for youth and families. With the Summer of Nonviolence initiative, the City and County hosted numerous events throughout the community, providing safe havens for youth. These events encompassed a variety of activities, from sports to library programs, outdoor movie screenings, and educational workshops.

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.

Key Takeaways – Programmatic Updates

- ACS became the **first alternative response department with its own dedicated headquarters** in the country.
- Mayor Keller appointed **Jodie Esquibel as new Director** in late June
- ACS responded to **40,191 total calls for service (CFS)** in FY24, a **61% increase from FY23**.
- The graveyard shift responded to 1,839 CFS in Q4.
- For the second quarter in a row, each shift is clearing the same number of calls that are generated during their working hours.
- 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 hosted 13 Connect to Care events** in FY24 and engaged with **311 individuals** during those events.



Quarterly Metrics

Call Volume

Total call volume is up 31% 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: Q4 CFS Yearly Comparison

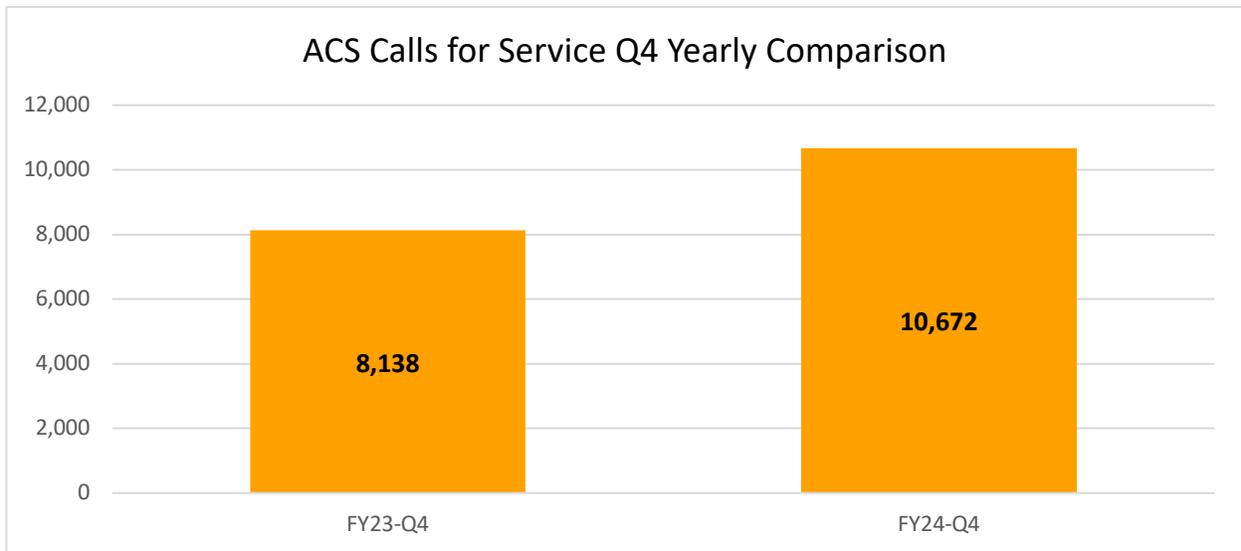


Figure 3: Q4 Call Sources Yearly Comparison

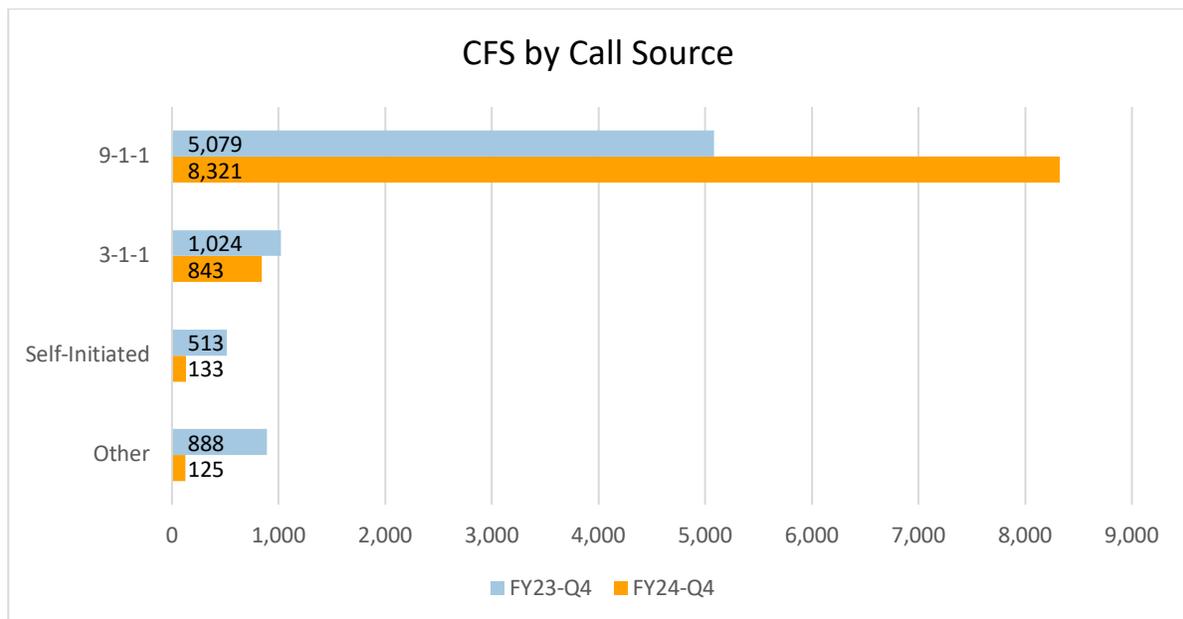


Table 5 below compares the types of calls taken by Behavioral Health Responders and both Community Responders and the Street Outreach team. While the quantity of unsheltered individual and wellness check calls continues to rise across the board, Behavioral Health Responders have been able to increase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

Table 5: ACS Call Types by Responder Type¹ – FY24 Q4

Call Type	Behavioral Health Responders		Community/Street Outreach Resp.	
	FY23-Q4	FY24-Q4	FY23-Q4	FY24-Q4
Wellness Check	179	1,620	16	126
Unsheltered Ind.	782	1,476	1,611	1,774
Welfare Check	2,077	1,280	99	10
Behavioral Health	652	902	1	3
Suicidal Ideation	165	570	0	1
Disturbance	37	285	1	16
Suspicious Ind.	131	125	5	6
Panhandling	46	73	14	21
Needle Pickup	1	4	4	0
Other	0	3	0	0
Com. Eng.	0	1	0	0
Abandoned Vehicle	3	0	0	0
Total	4,073	6,339	1,751	1,957

¹ 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 Q4

Call Type	Behavioral Health Responders		Community Responders	
	Time Pending	Time On-Scene	Time Pending	Time On-Scene
Behavioral Health	02:23:13	00:33:25	05:51:42	00:24:01
Com. Eng.	07:59:38	00:06:24		
Disturbance	03:42:41	00:07:33	04:22:00	00:07:02
Needle Pickup	00:57:10	00:20:16		
Panhandling	03:55:26	00:07:55	02:54:40	00:08:06
Suicidal Ideation	01:00:25	00:44:16	00:24:59	00:58:16
Suspicious Ind.	03:05:46	00:12:48	02:28:45	00:07:24
Unsheltered Ind.	06:04:34	00:14:36	05:35:08	00:13:22
Welfare	04:21:22	00:25:53	00:51:21	00:33:51
Wellness	02:22:40	00:13:31	02:45:30	00:11:30
Other	02:08:29	00:39:11		
Grand Total	03:36:35	00:21:25	05:12:31	00:13:13

After nearly six months of being dispatched by APD, demand for ACS responders has significantly increased which has led to a sharp increase in our response times. ACS is continuing to hire more responders, but the department is also working with APD to more sustainably manage the demand.

While 9-1-1 response times have increased, 3-1-1 response times continue to decrease. The average time to close an ACS 3-1-1 service request in Q4 was 37 hours, down from 42 hours in Q3 and 53 hours in Q2. The continued decrease can be largely attributed to ACS Triage Specialists at the Emergency Communications Center who quickly route calls and tickets appropriately for ACS.

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, about 1 in 16 calls result in transport to a service provider (822 total transports—56% more than this time last year) and 29.2% of calls result 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 Q4

Call Outcomes	% Of Calls w/this Outcome
No Person Found	29.20%
Performed Welfare Check	20.67%
Declined Services or Walked Away	14.08%
Made an Informational Referral	9.07%
Directly Met Need	8.52%
Transported	6.61%
Warm Handoff to a Service/Resource	2.76%
No Action Required	2.48%
Other	2.22%
AFR Call-out	1.14%
Responder Canceled for Safety Concerns	1.04%
APD Call-out	0.91%
Canceled En Route	0.45%
Repeat Consumer - No Additional Action	0.18%
Used Lifesaving Technique	0.03%

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 holds a 90% 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: Q4 VIP Custom Notifications Yearly Comparison

	FY23-Q4	FY24-Q4
Candidates for Customs Attempted	144	105
Custom Notifications Delivered	97	61
Clients Engaged in Services	26	10



Table 9: Q4 VIP Custom Notification Referrals by Area Command³ Yearly Comparison

Area Command	FY23-Q4	FY24-Q4
SW	20	17
SE	43	33
VA	13	13
NE	15	13
NW	11	12
FH	7	10
HVIP	10	4
TRC	6	3
Re-entry	5	0
Other/Unknown	10	3

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 Q4

Service	FY24-Q4
Peer Support	13
Resource Navigation	2
Basic Needs	3
Job Training	1
Job Placement	0
GED	2
Higher Education	0
Substance Use Treatment/Counseling	0
Shelter/Housing	5
Rental/Utility Assistance	0
Relocation	1
Trauma Recovery	5
Behavioral/Mental Health Services	5
Medicated Assisted Treatment - MAT	0
Family Counseling/Intervention	1
Transportation	0
Legal Interventions	3
Parenting Classes	0
Medical Services	1

³ 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.



Child Care	0
Personal Identifying Docs	0
Funeral and Burial Assistance	0
CVRC	6
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: Q4 CORA Referrals by Incident Type Yearly Comparison

Incident Type	FY23 Q4	FY24 Q4
DV/Sexual Assault	16	38
Gun/Other Violence	95	31
Homicide	16	16
Other	6	16
Other Deaths	18	10
Suicide	7	16

While CORA operates citywide, this quarter saw an increase in referrals from the NW Area Commands and a drop in all the other Area Commands.

Table 12: Q4 CORA Referrals by Area Command Yearly Comparison

Area Command	FY23 Q4	FY24 Q4
Southeast	47	43
Northeast	22	8
Southwest	30	23
Valley	13	8
Foothills	18	7
Northwest	26	31
Unknown	2	6
All Area Commands	0	1

This quarter, CORA assisted 192 individuals.



Table 13: Q4 CORA Impact Metrics Yearly Comparison

Impact Metric	FY23 Q3	FY24 Q4
Referred Incidents	158	128
Adults assisted	76	151
Children assisted	18	41
Outreach operations	81	88
Referrals Made	270	247
Community Engagements	0	0
Referred Incidents	158	128

Key Takeaways – Quarterly Metrics

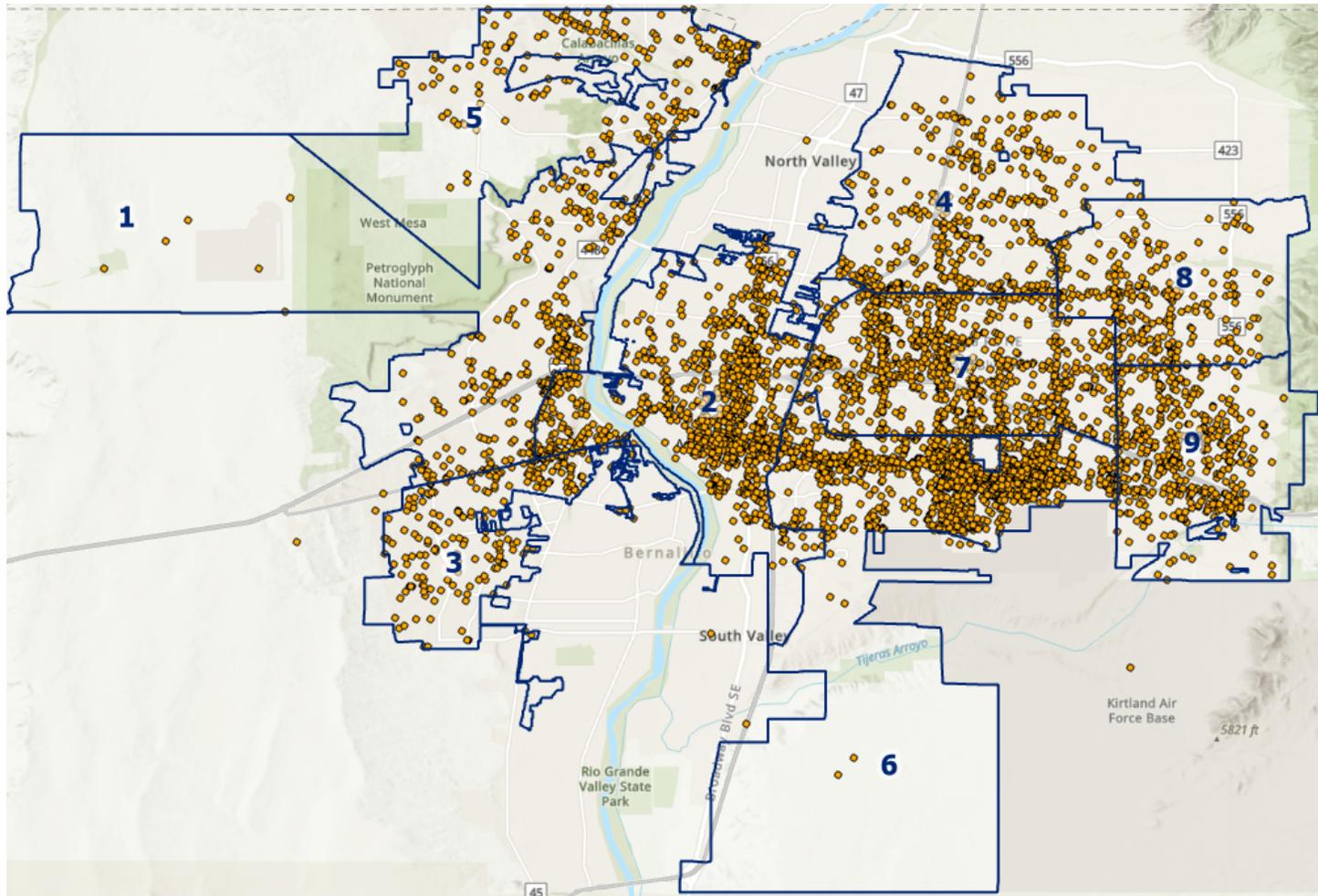
- Total call volume is up 31% compared to this time last year.
- 9-1-1 response times have increased. However, the average time to close an ACS 3-1-1 service request in Q4 was 37 hours, down from 42 hours in Q3 and 53 hours in Q2.
- 1 in 16 ACS responses result in a transport to service providers, totaling 822 transports this quarter.
- The Violence Intervention Program (VIP) is holding a 90% success rate.
- CORA Responders assisted 192 individuals.



Appendix A: Citywide Map of ACS Responses

Figure 4: Citywide ACS Responses during FY24-Q4

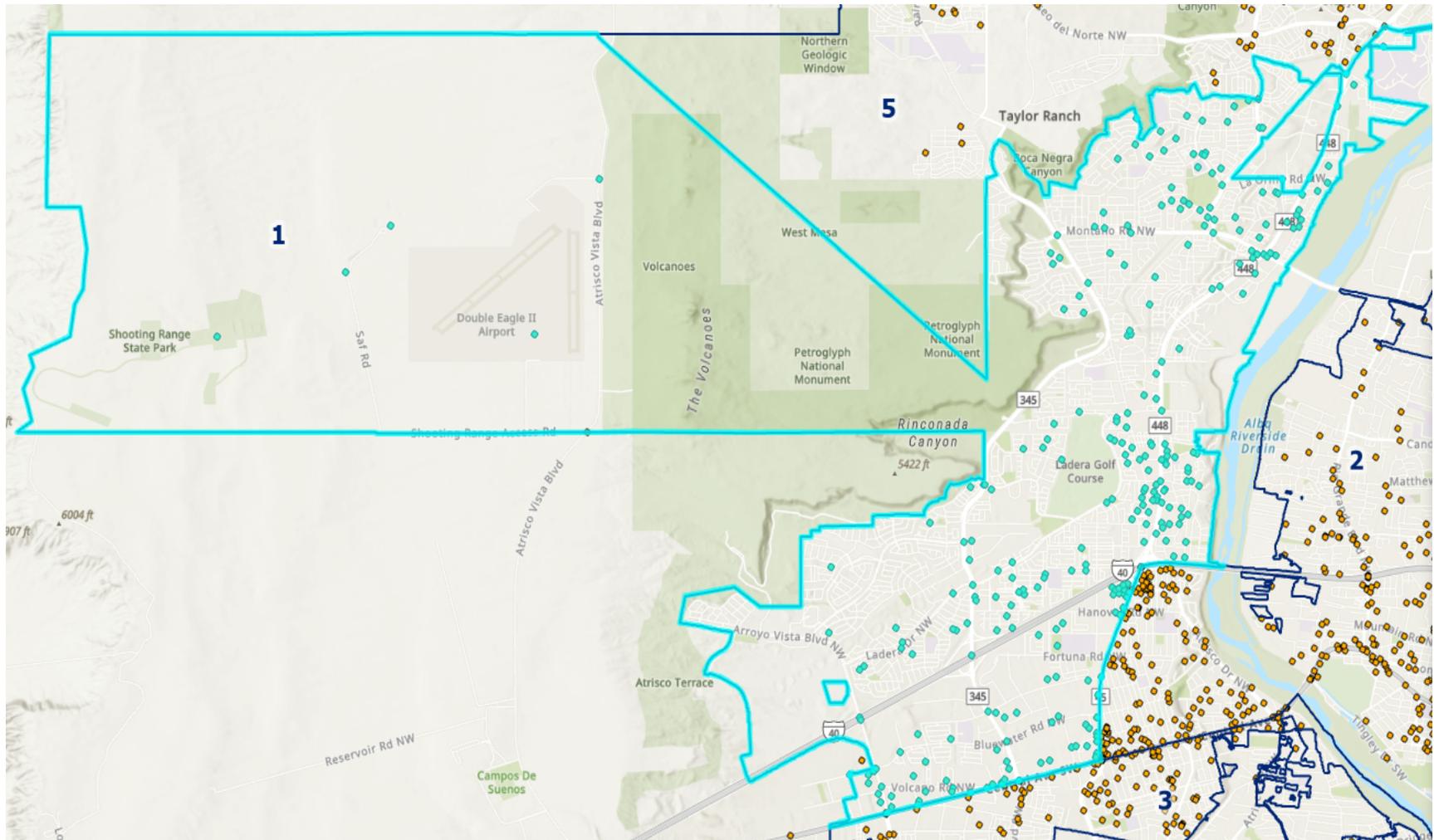
In FY24-Q4, ACS created 9,422 reports citywide, a 6.8% increase from FY24-Q3.



Appendix B: Council District 1 CFS Map

Figure 5: ACS Responses in CD1 during FY24-Q4

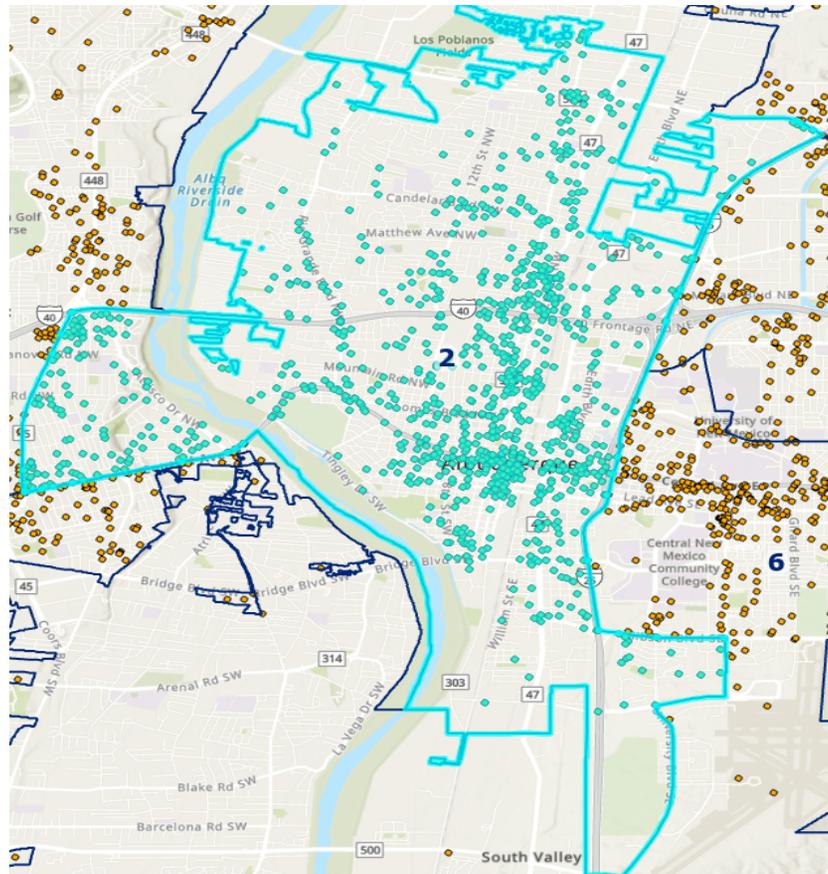
In FY24-Q4, ACS created 572 reports within Council District 1, a 1.2% decrease from FY24-Q3.



Appendix C: Council District 2 CFS Map

Figure 6: ACS Responses in CD2 during FY24-Q4

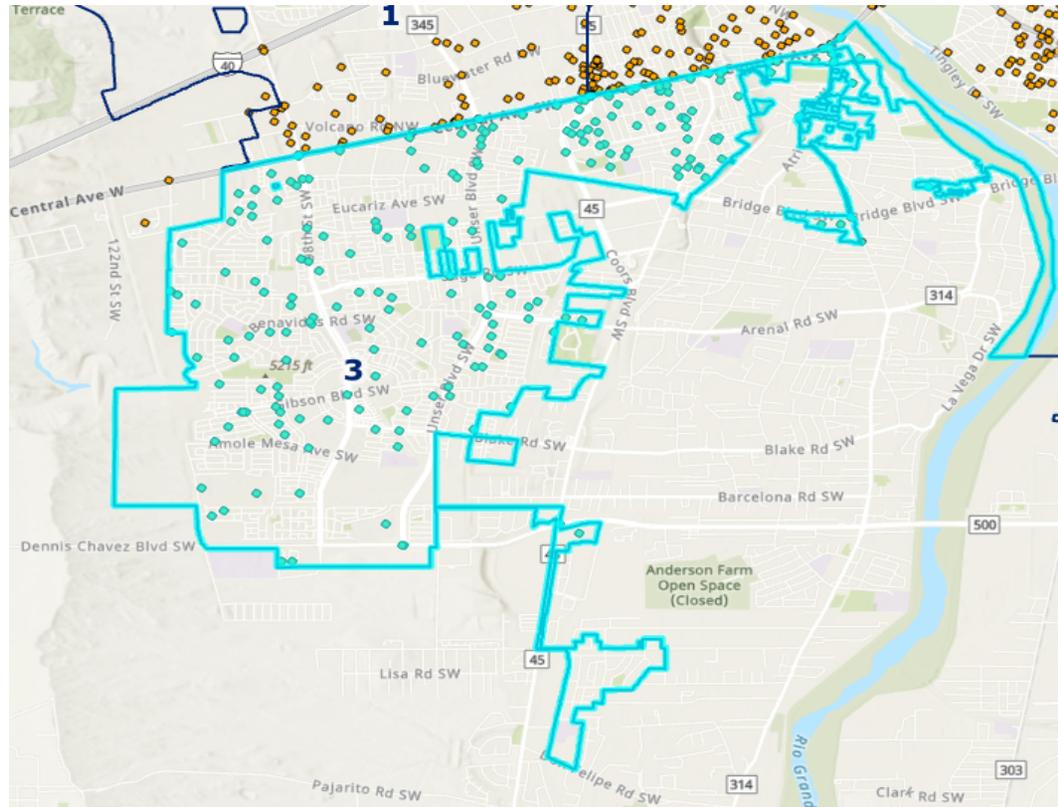
In FY24-Q4, ACS created 2,073 reports within Council District 2, a 13.4% decrease from FY24-Q3.



Appendix D: Council District 3 CFS Map

Figure 7: ACS Responses in CD3 during FY24-Q4

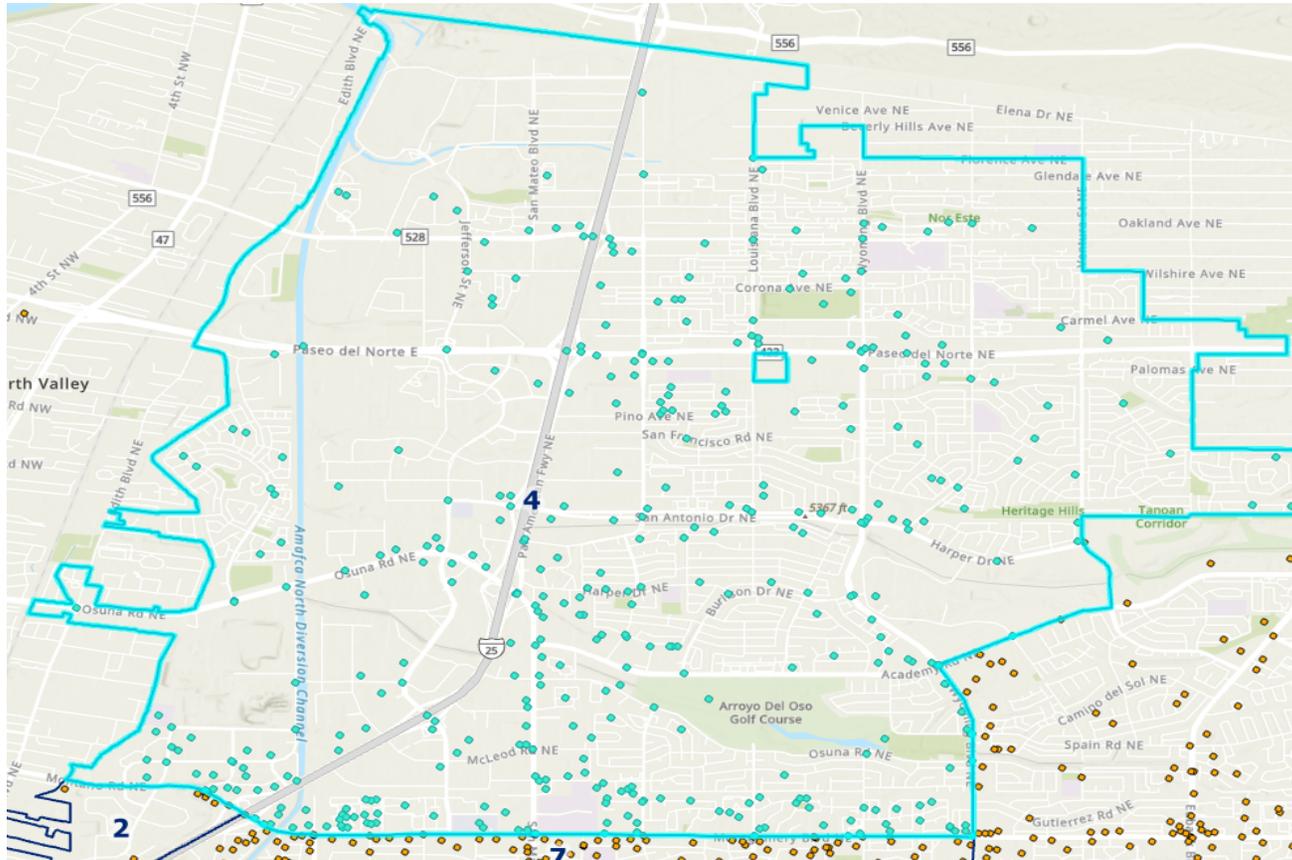
In FY24-Q4, ACS created 338 reports within Council District 3, a 16.7% increase from FY24-Q3.



Appendix E: Council District 4 CFS Map

Figure 8: ACS Responses in CD4 during FY24-Q4

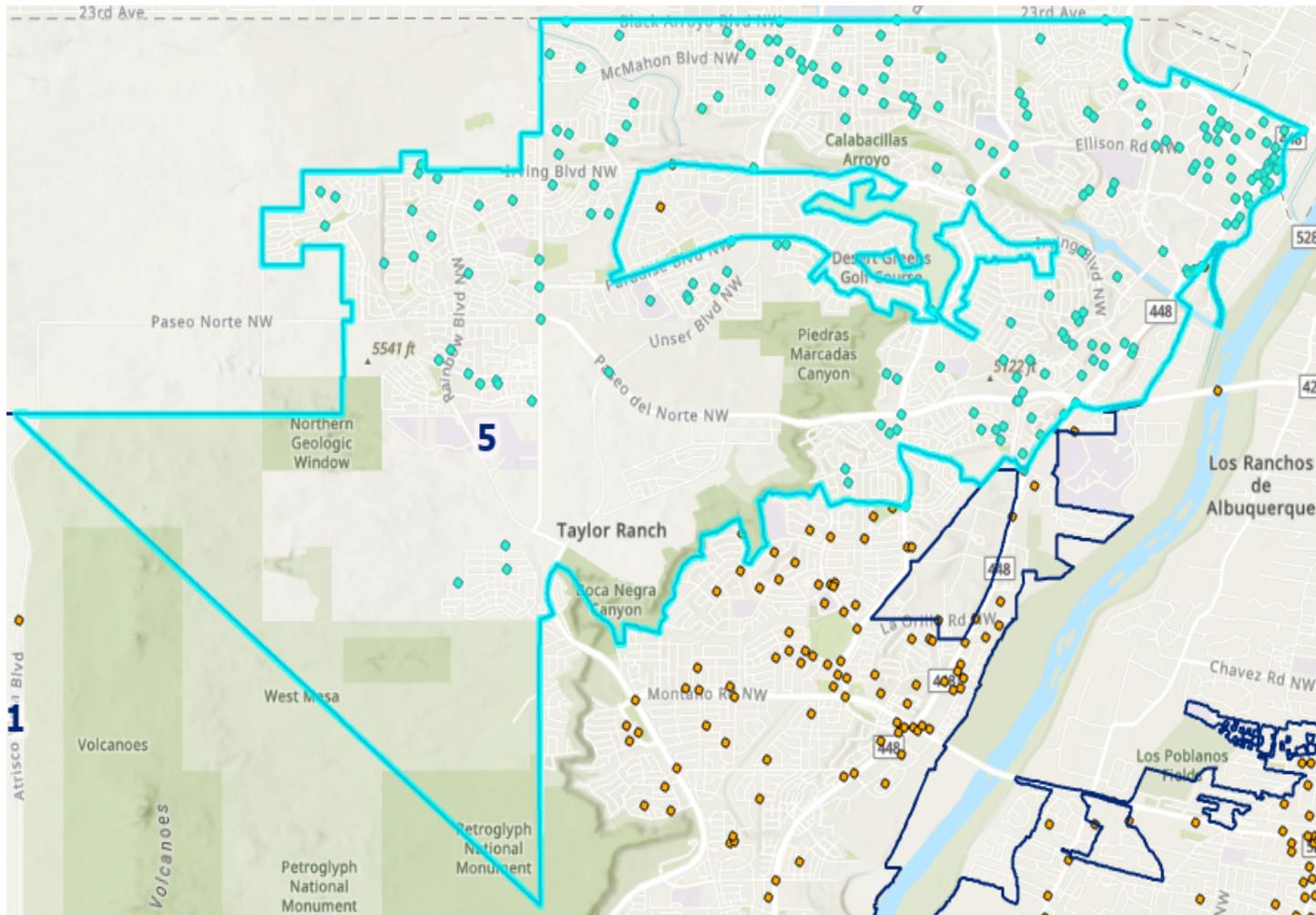
In FY24-Q4, ACS created 711 reports within Council District 4, a 11.1% increase from FY24-Q3.



Appendix F: Council District 5 CFS Map

Figure 9: ACS Responses in CD5 during FY24-Q4

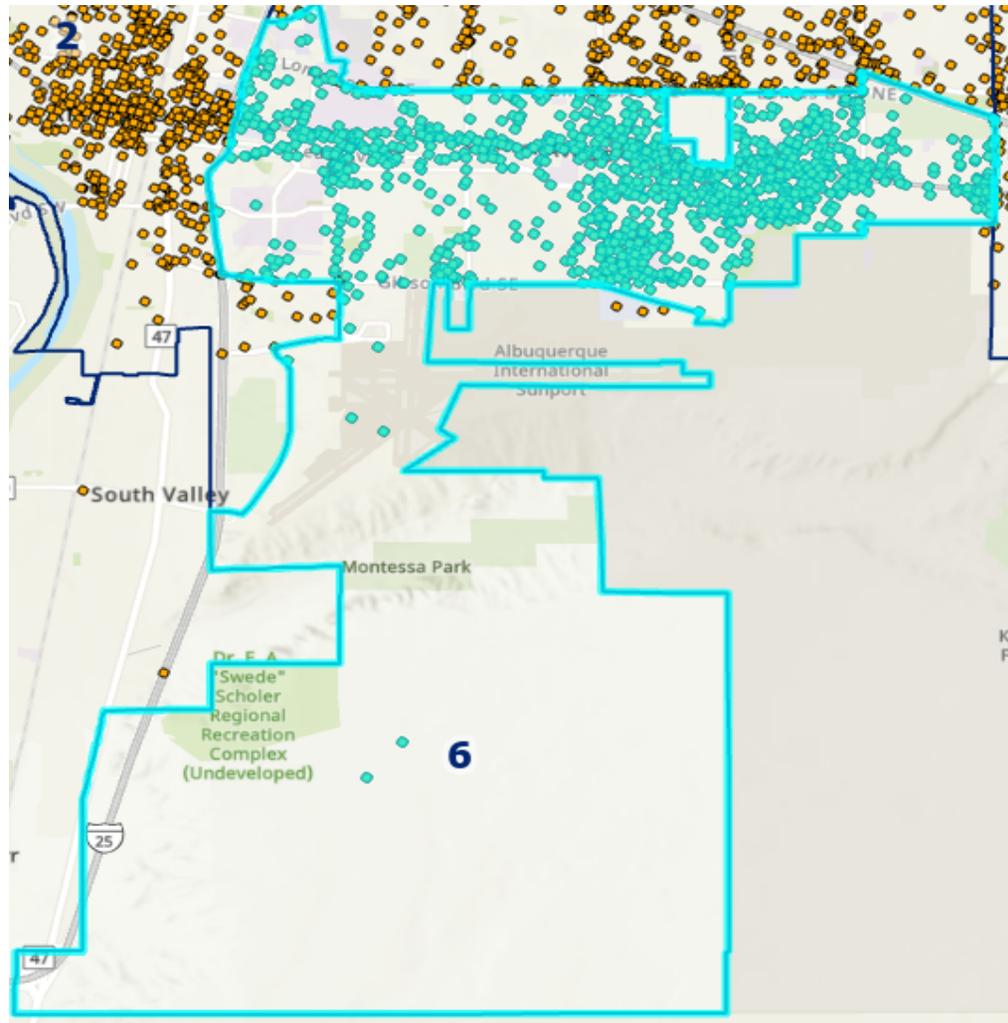
In FY24-Q4, ACS created 320 reports within Council District 5, an 13.9% decrease from FY24-Q3.



Appendix G: Council District 6 CFS Map

Figure 10: ACS Responses in CD6 during FY24-Q4

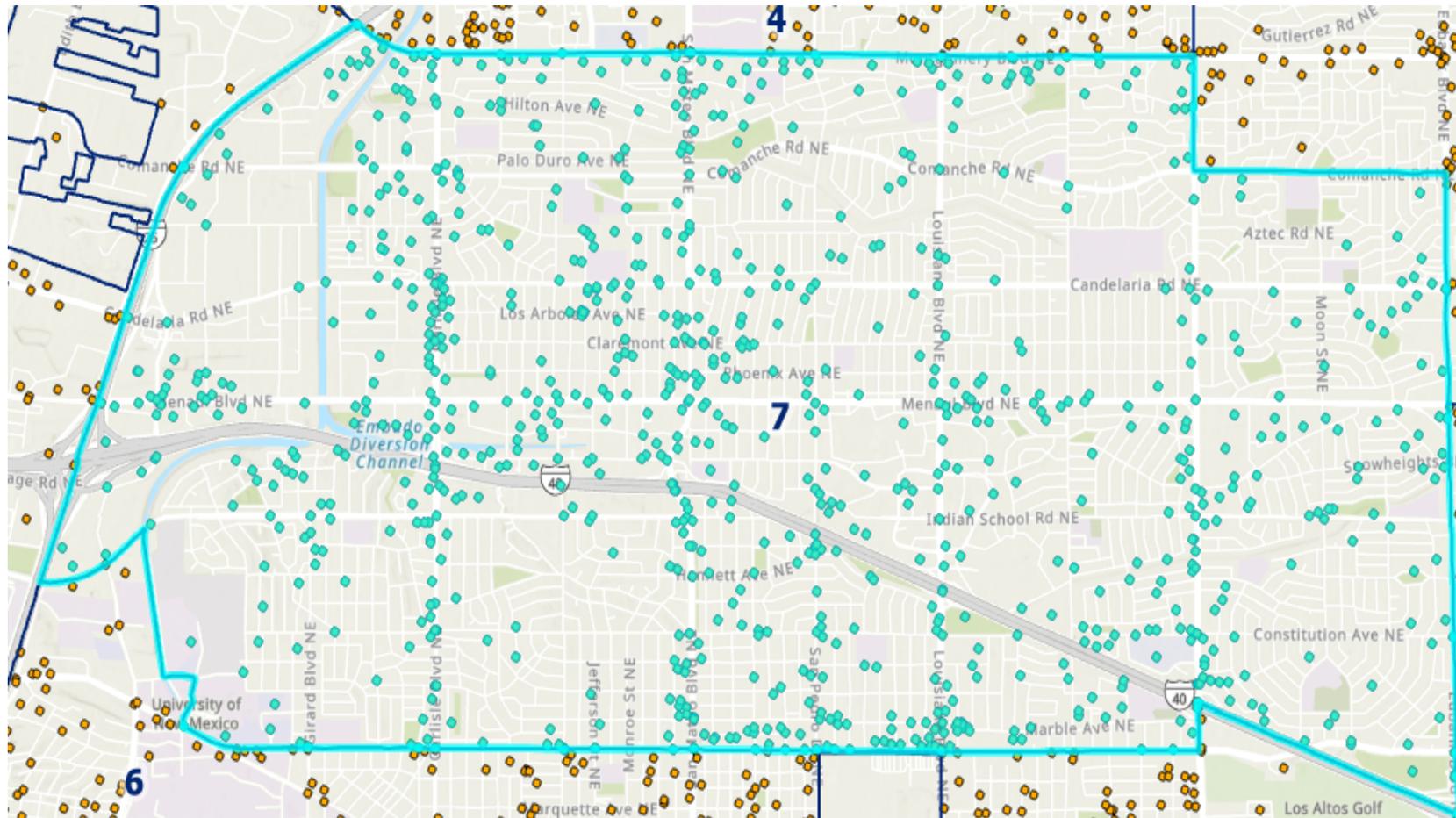
In FY24-Q4, ACS created 2,447 reports within Council District 6, a 3.1% increase from FY24-Q3.



Appendix H: Council District 7 CFS Map

Figure 11: ACS Responses in CD7 during FY24-Q4

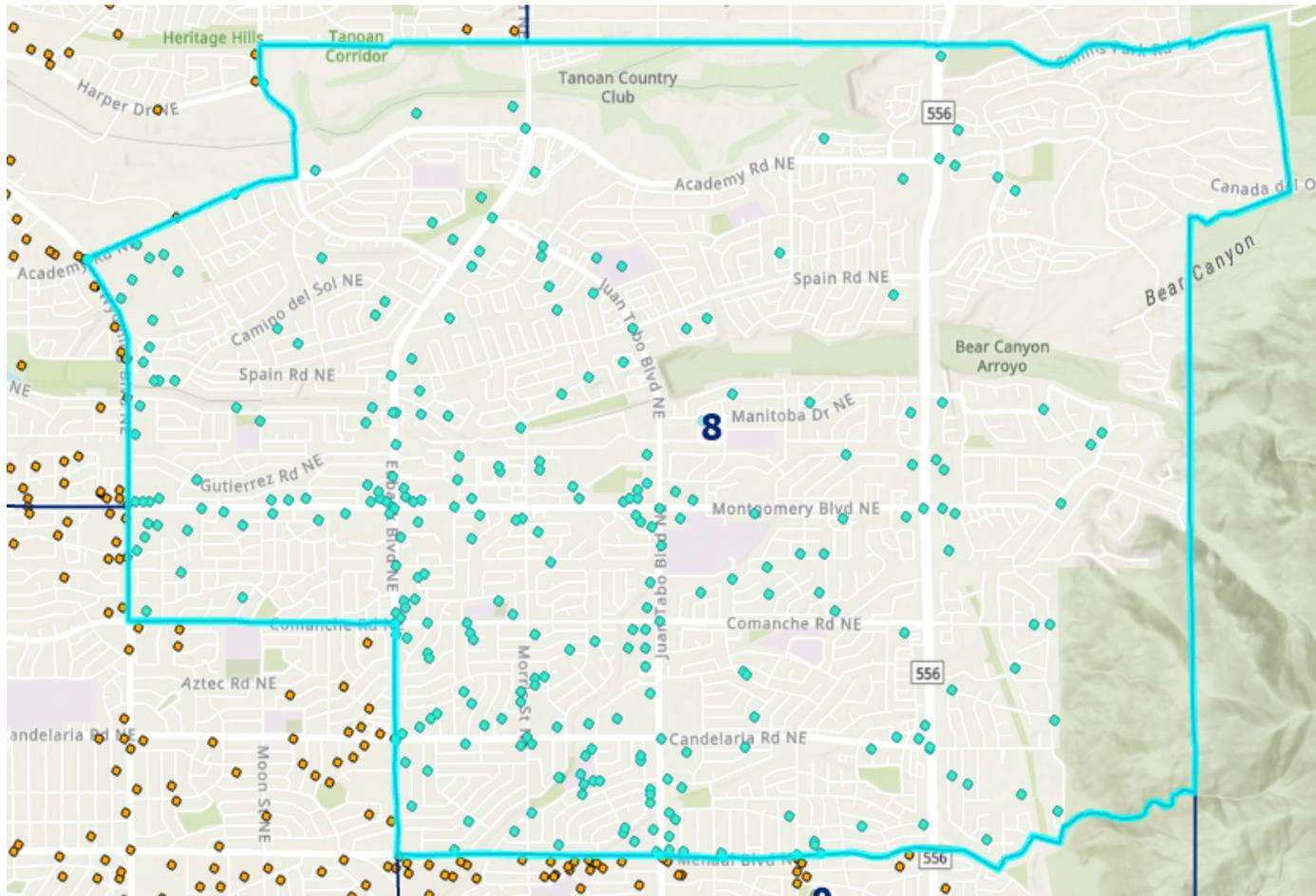
In FY24-Q4, ACS created 1,674 reports within Council District 7, a 3.2% increase from FY24-Q3.



Appendix I: Council District 8 CFS Map

Figure 12: ACS Responses in CD8 during FY24-Q4

In FY24-Q4 ACS created 476 reports within Council District 8, a 16.3% increase from FY24-Q3.



Appendix J: Council District 9 CFS Map

Figure 13: ACS Responses in CD9 during FY24-Q4

In FY24-Q4, ACS created 694 reports within Council District 9, a 3.2% decrease from FY24-Q3.

