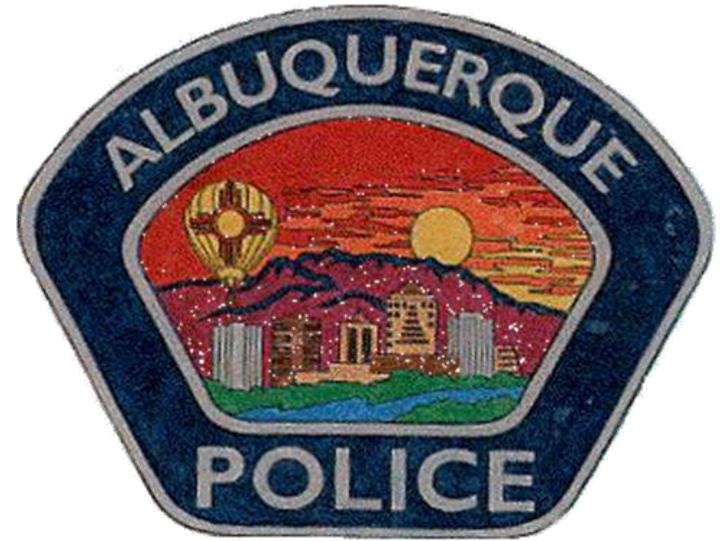


# **The Albuquerque Police Department Crisis Intervention Unit Data Book: A Working Compendium**



**Version Date: October 5, 2016**

**Dr. Peter Winograd, Policy Analyst, CIU, APD  
pwinograd@cabq.gov**

**Sarah Masek, Crime Analysis Unit Supervisor, RTCC, APD  
smasek@cabq.gov**

**Kylynn Brown, Data Analyses, CIU, APD  
kylynnbrown@cabq.gov**

# Table Of Contents

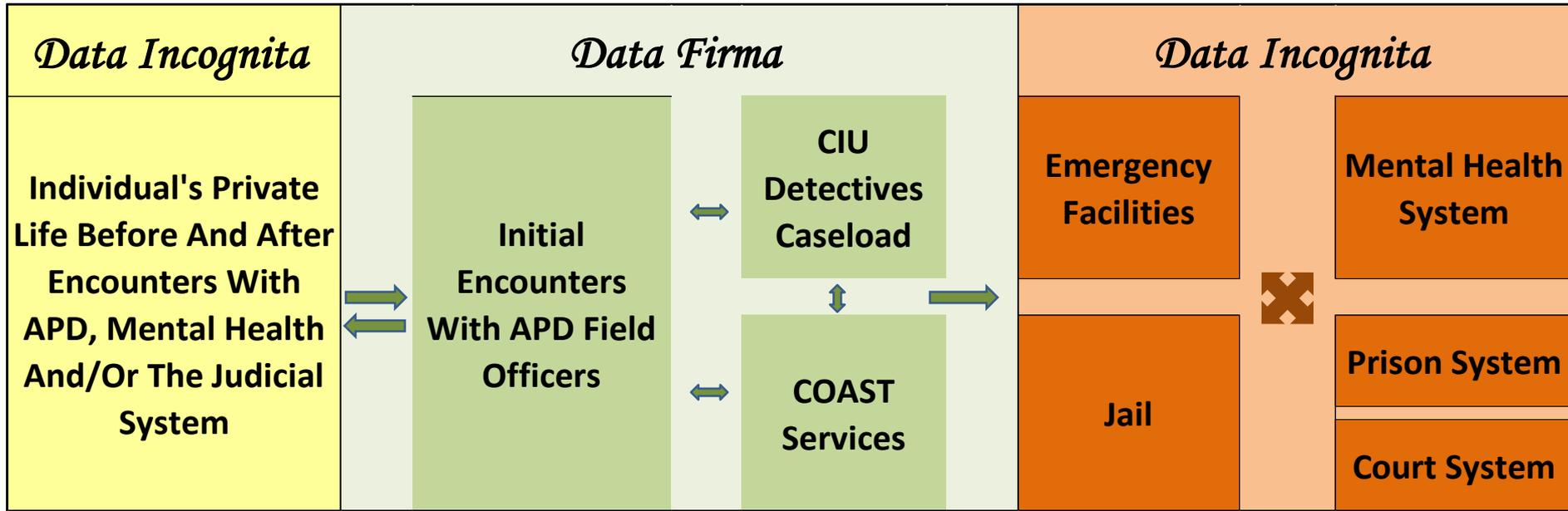
- 1. Introduction**
- 2. How Might We Think About Data?**
- 3. What Do We Know About CIT-Related Calls From 2010 to 2015?**
- 4. What Do We Know About The Initial CIT-Related Encounters With APD Field Officers In 2016?**
- 5. What Do We Know About The Individuals On The CIU Caseload?**
- 6. What Do We Know About The Individuals On The COAST Caseload?**
- 7. MHRAC Presentations**
- 8. The CIT International Conference Presentation**

# How We Think About Data

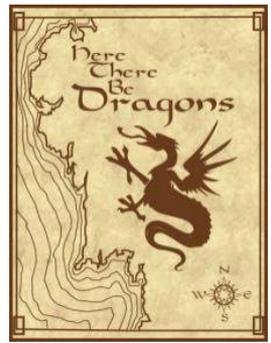
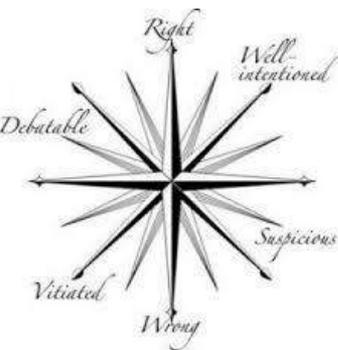
# Why Data Matter

- Data provide us with insight into the behavioral health and law enforcement issues facing our families, communities and agencies.
- Data provide us with a basis for advocacy and enable partnerships to come to consensus on pragmatic ways to address to improve law enforcement, the behavioral health system and other contentious issues that too often divide communities.
- Data enable us to ask better questions about the challenges we face; the laws, regulations, budgets, programs and policies we pass; and the barriers that keeps us from working collaboratively.
- Data help us prioritize limited resources by identifying where our citizens are most in need, how our sources of support are deployed, and where the gaps remain.
- Data help us hold each other accountable by tracking the outcomes that matter and by providing fair and independent information that people of good will can use to strengthen their efforts.

# Mapping The Data



## Legend

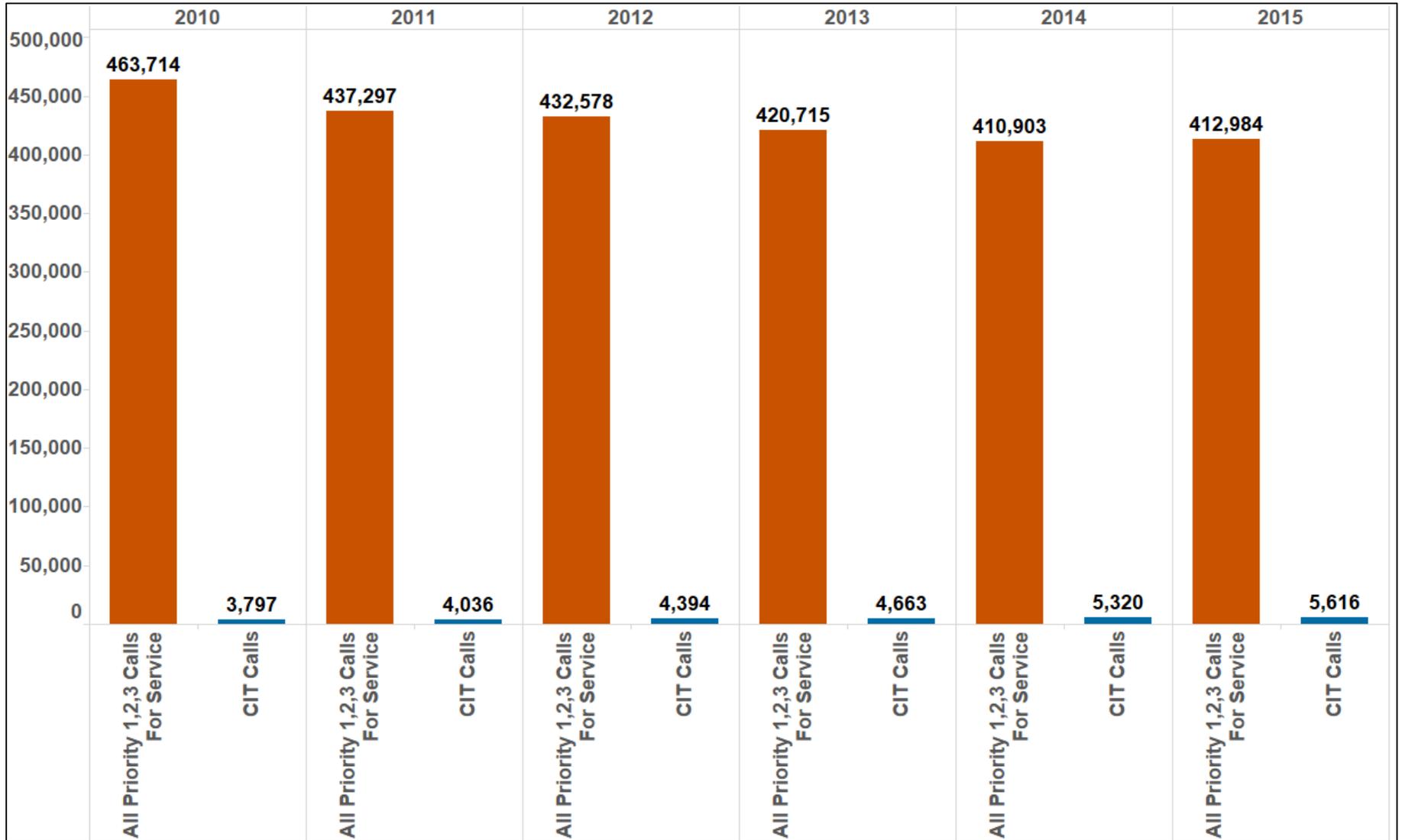


# These Are The Ways That Data Can Be Helpful

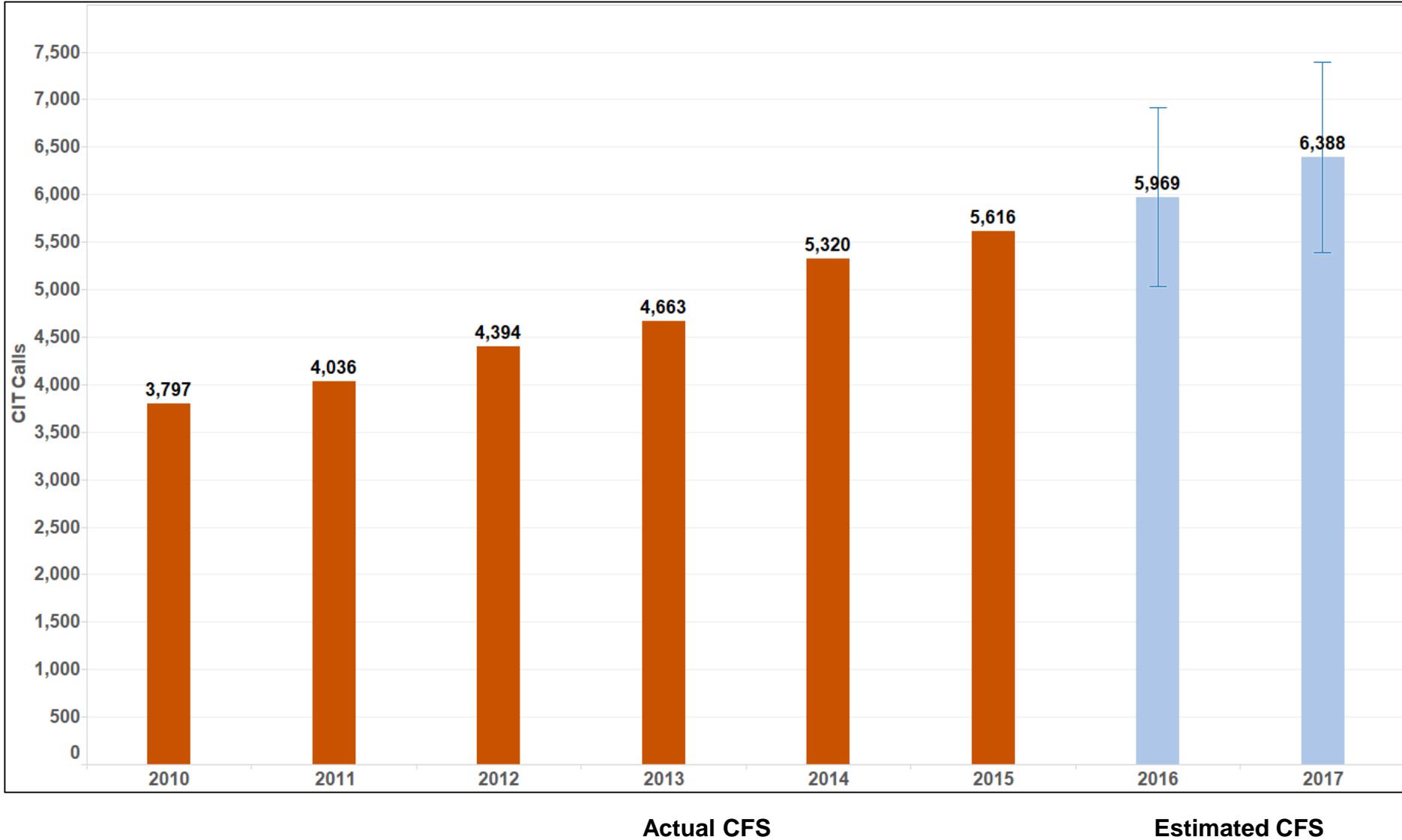
Policy Question	Data Questions	Practice & Policy Questions	Political Questions
<p><b>How Do We Minimize Police Use Of Force With People Living With Mental Illness?</b></p>	<ul style="list-style-type: none"> <li>• How many calls for service are related to people living with mental illness?</li> <li>• What are the demographics and other characteristics of the individuals with mental illness encountered by the police?</li> <li>• How was the encounter resolved?</li> <li>• Did the encounter result in the use of force?</li> </ul>	<ul style="list-style-type: none"> <li>• How do we learn the important lessons after difficult incidents?</li> <li>• How do we train police officers to handle encounters with people living with mental illness?</li> <li>• How do we improve the collaboration between the police and mental health system?</li> <li>• How do we make sure that enough money is available to address the issue we face?</li> </ul>	<ul style="list-style-type: none"> <li>• Who has the power to influence communities to take better care of people living with mental illness?</li> <li>• Who can change how funding resources are allocated?</li> <li>• Who has the influence to make sure that families, police, mental health providers, and others to work together?</li> </ul>

# **What Do We Know About CIT-Related Calls From 2010 To 2015?**

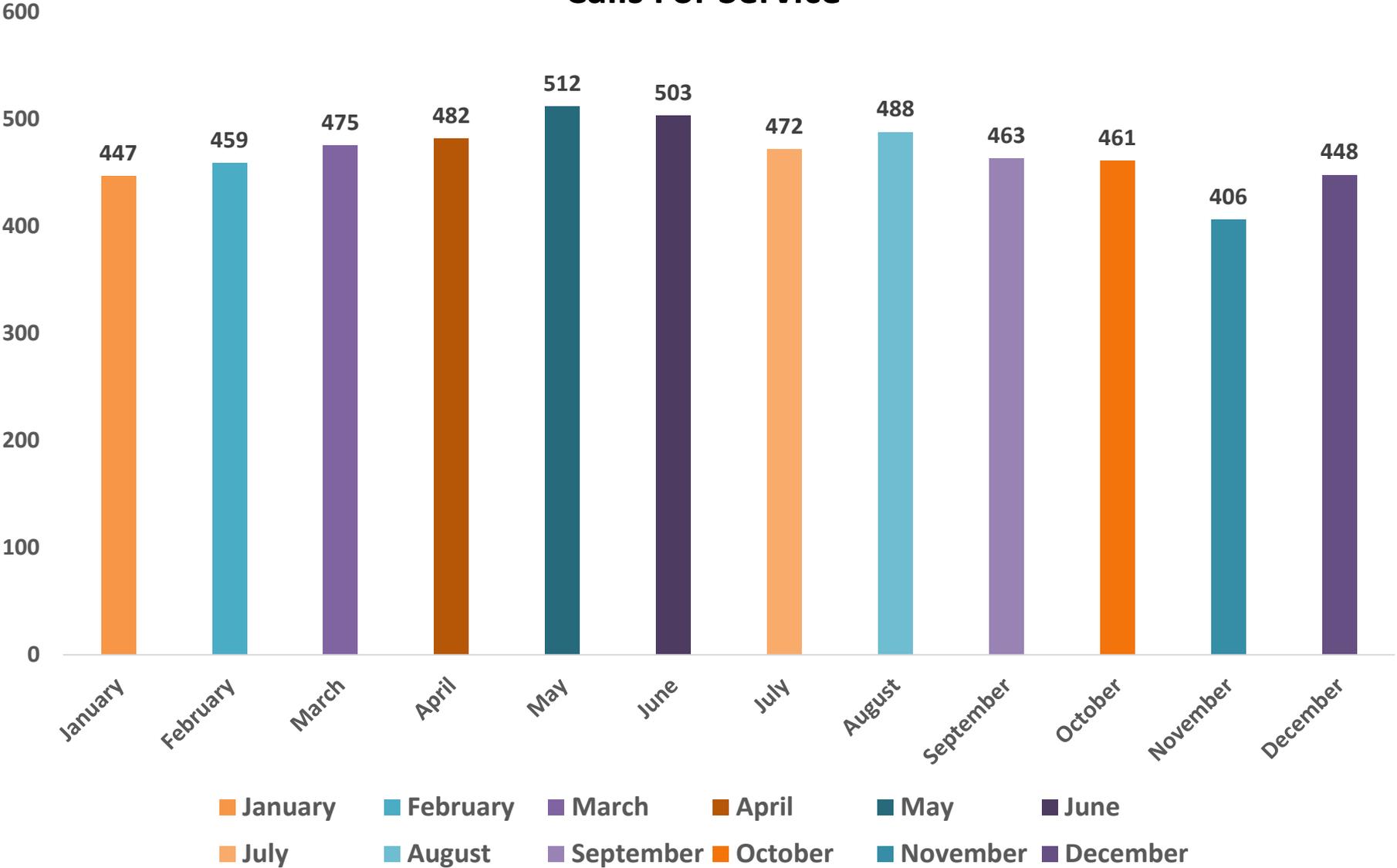
# The Number Of All Priority 1, 2, 3 Calls For Service Compared To Mental Patient and Suicide Calls For Service: 2010 To 2015



# The Number Of CIT-Related Calls For Service Has Increased 47.9% Since 2010. It Is Very Likely Those Calls Will Continue To Increase

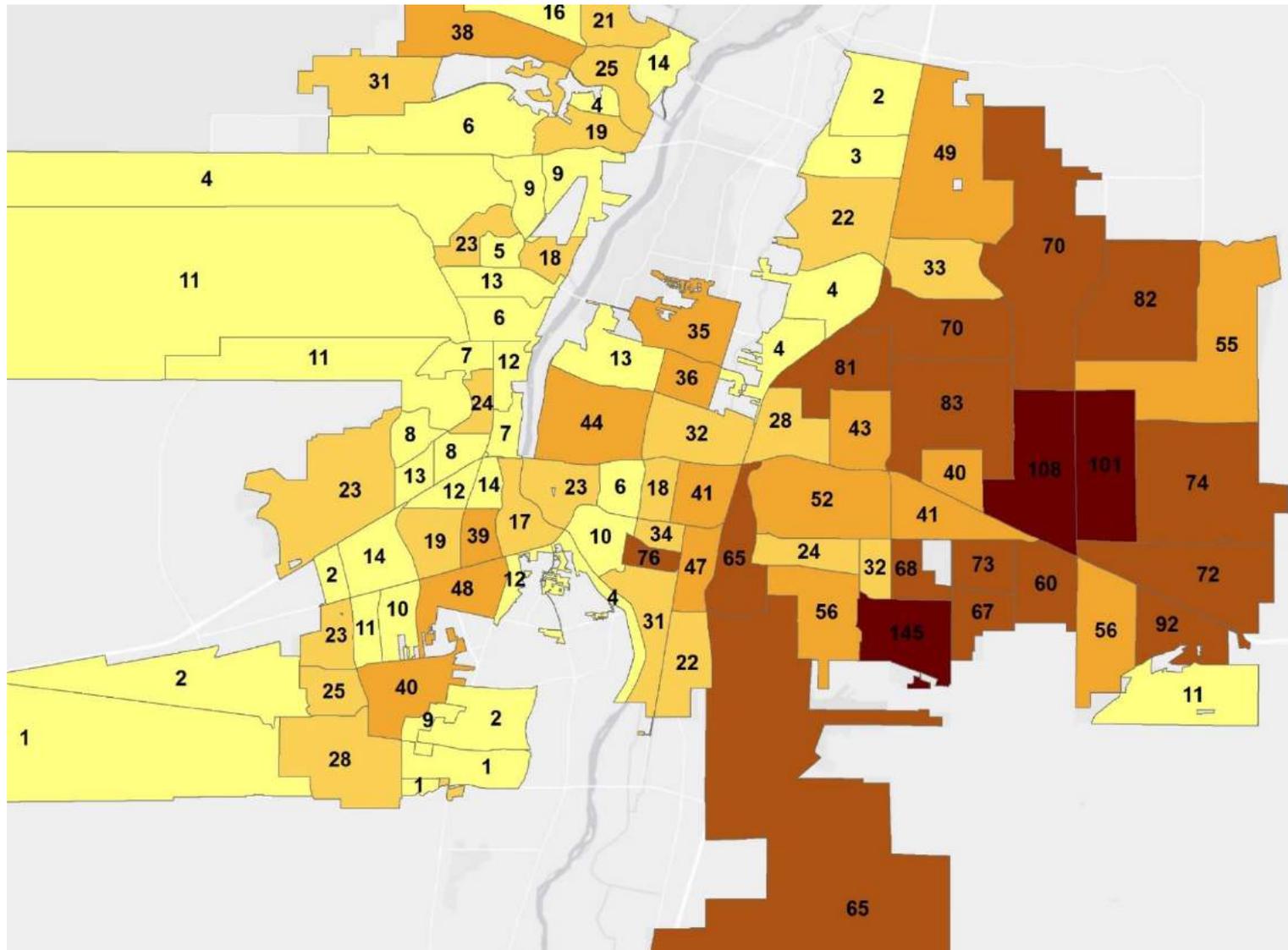


# In 2015, APD Field Officers Responded To 5,616 Mental Patient and Suicide Calls For Service

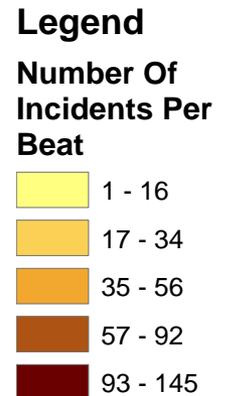


Source: APD Real Time Crime Center

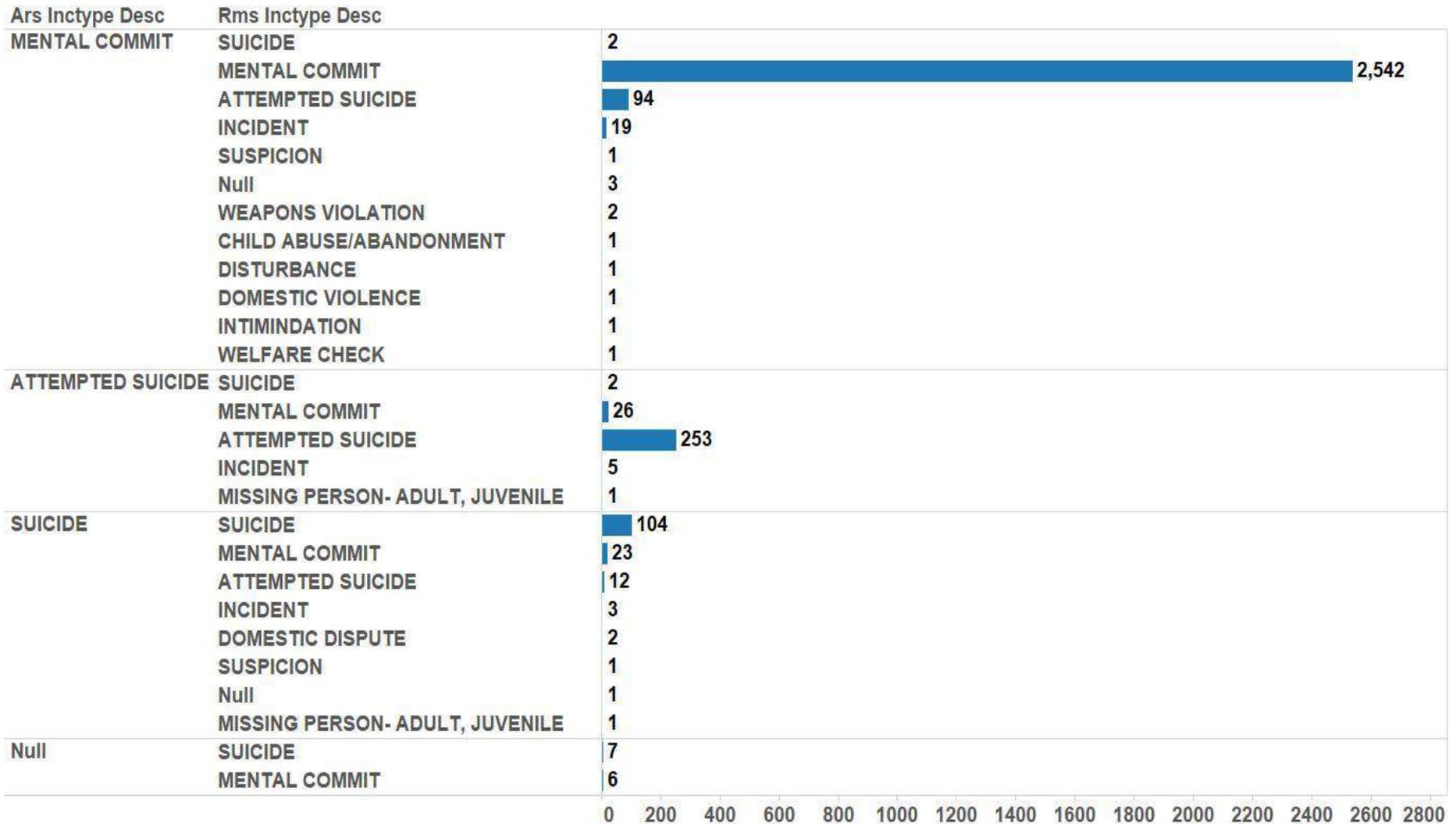
# In 2015, APD Field Officers Filed Reports On 3,114 Mental Commit, Suicide and Attempted Suicide Incidents



These incidents often are related to NM Statute 43-1-10: Emergency Mental Health Evaluation And Care.

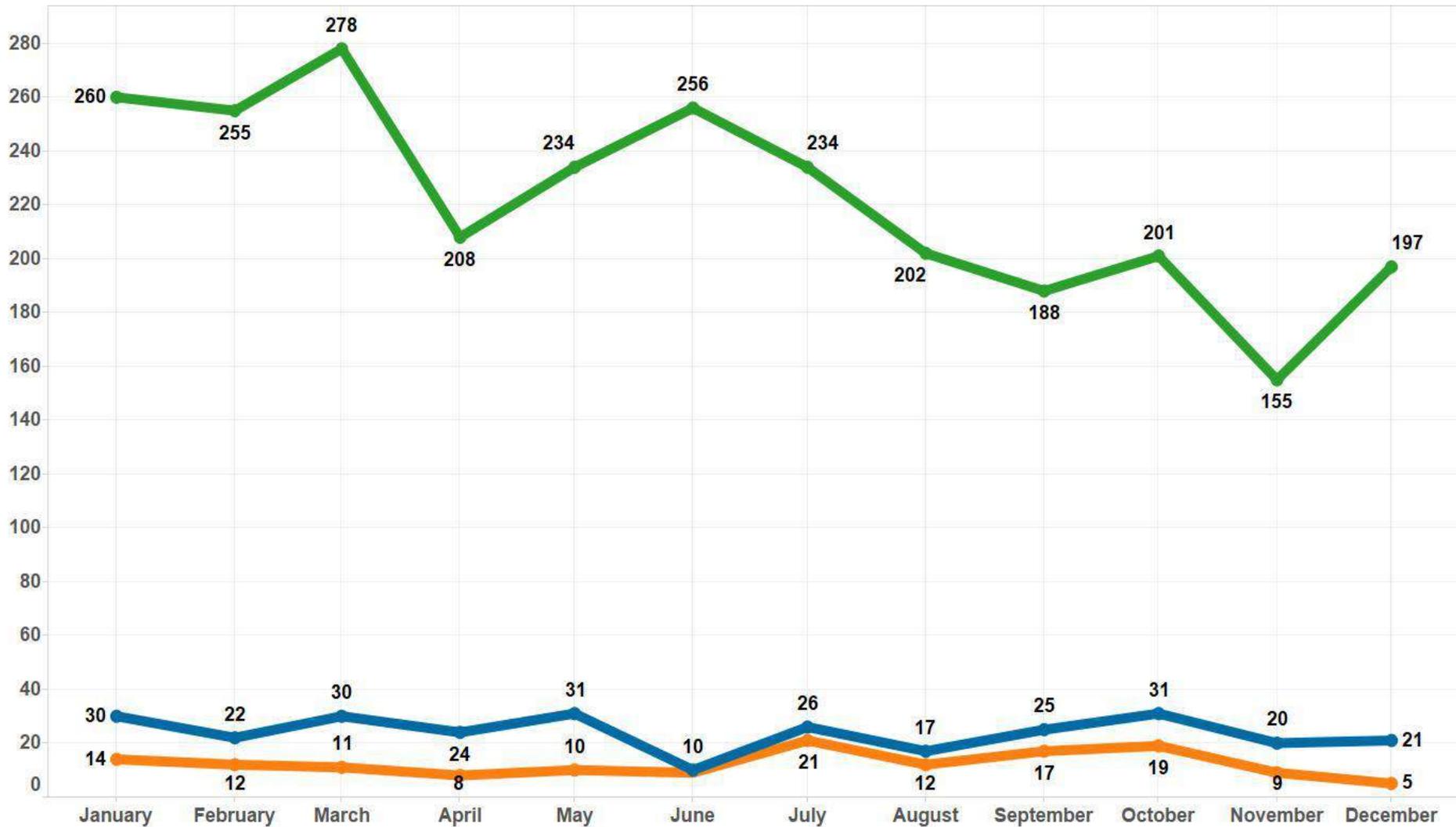


# The 3,115 CIT-Related Incidents In 2015 Were Classified In The Following Ways



Source: APD RTTC

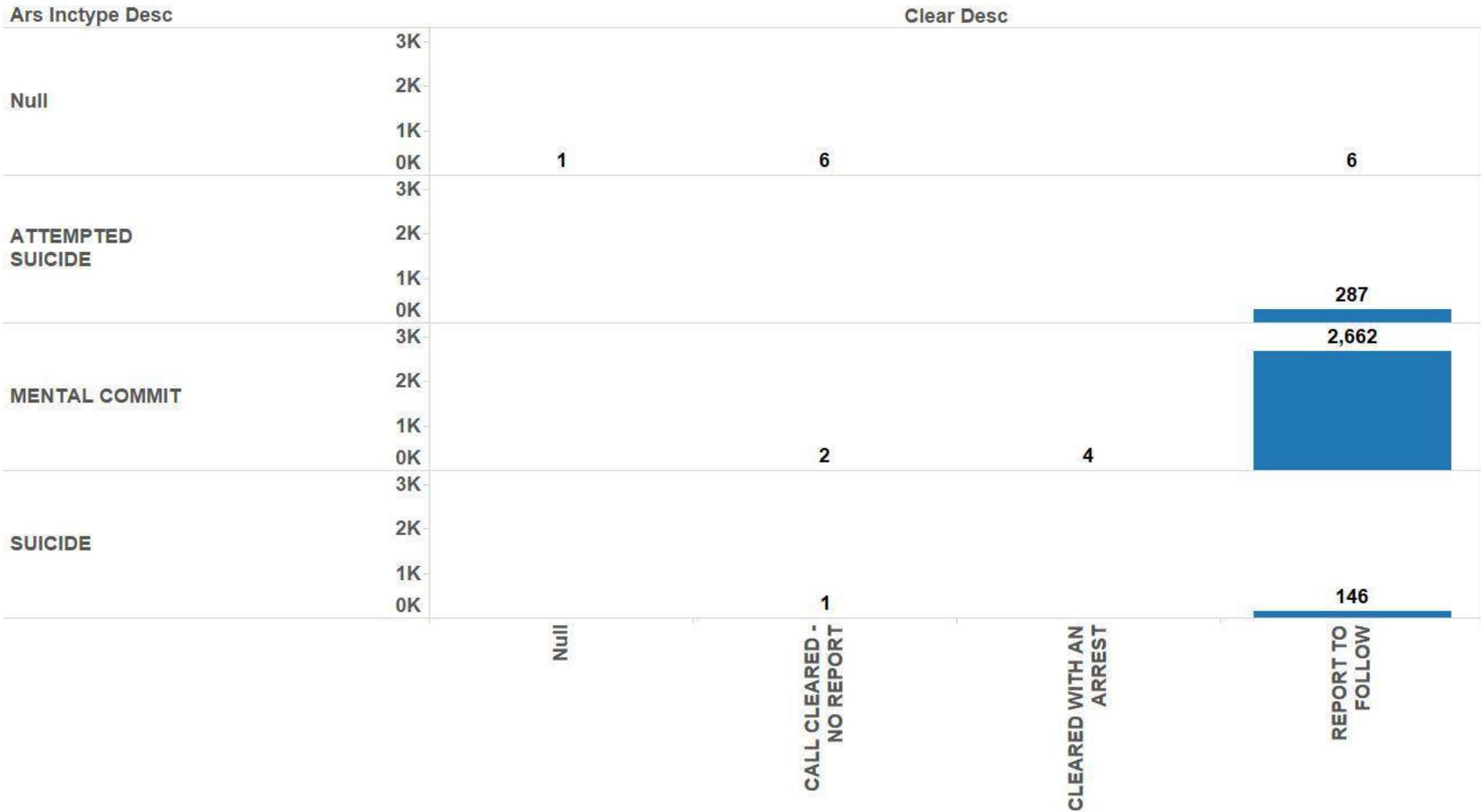
# The 2015 CIT-Related Incidents By ARS Type And By Month



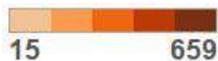
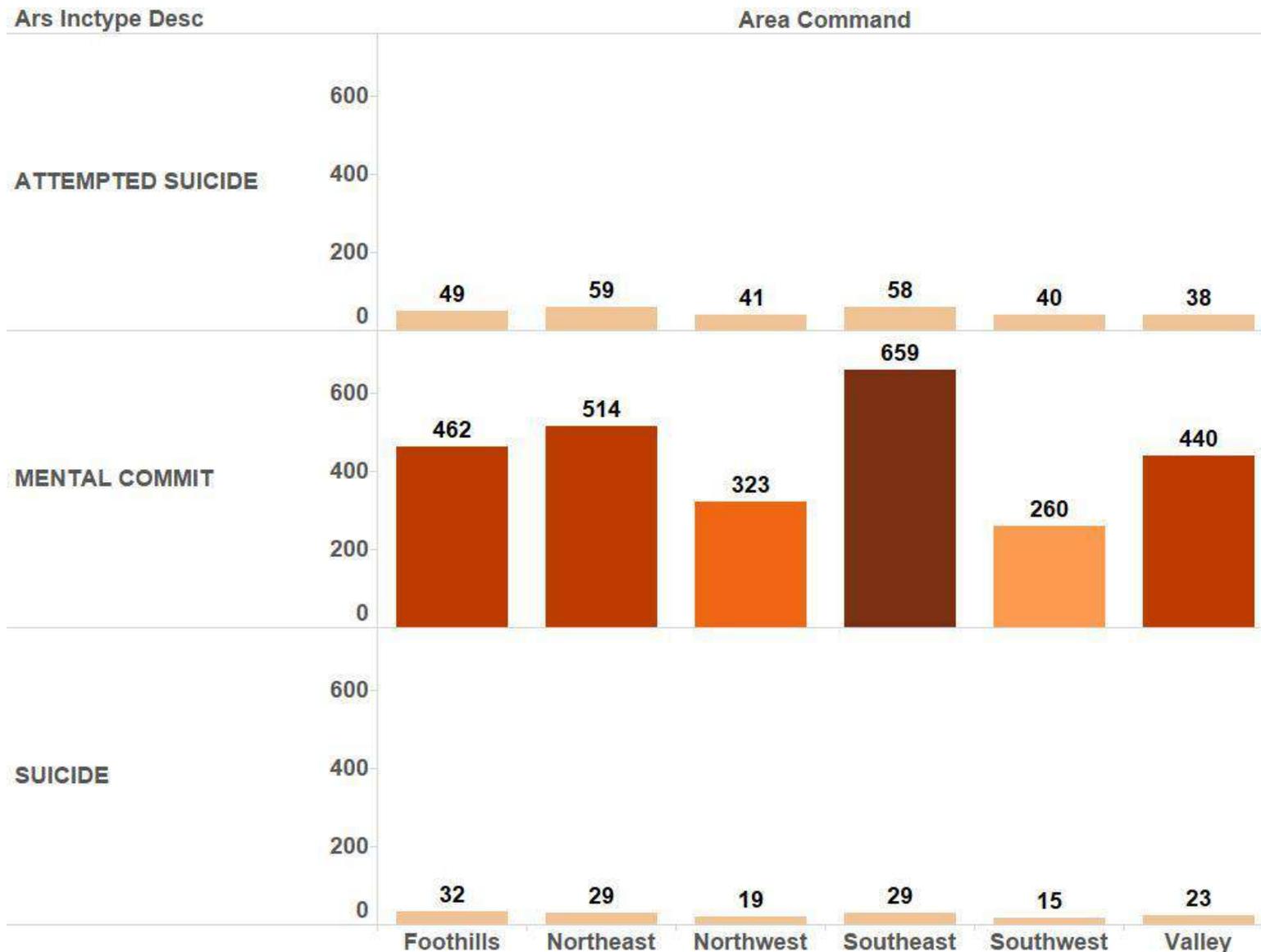
Ars Inctype Desc  
 ■ ATTEMPTED SUICIDE  
 ■ MENTAL COMMIT  
 ■ SUICIDE

Source: APD RTTC

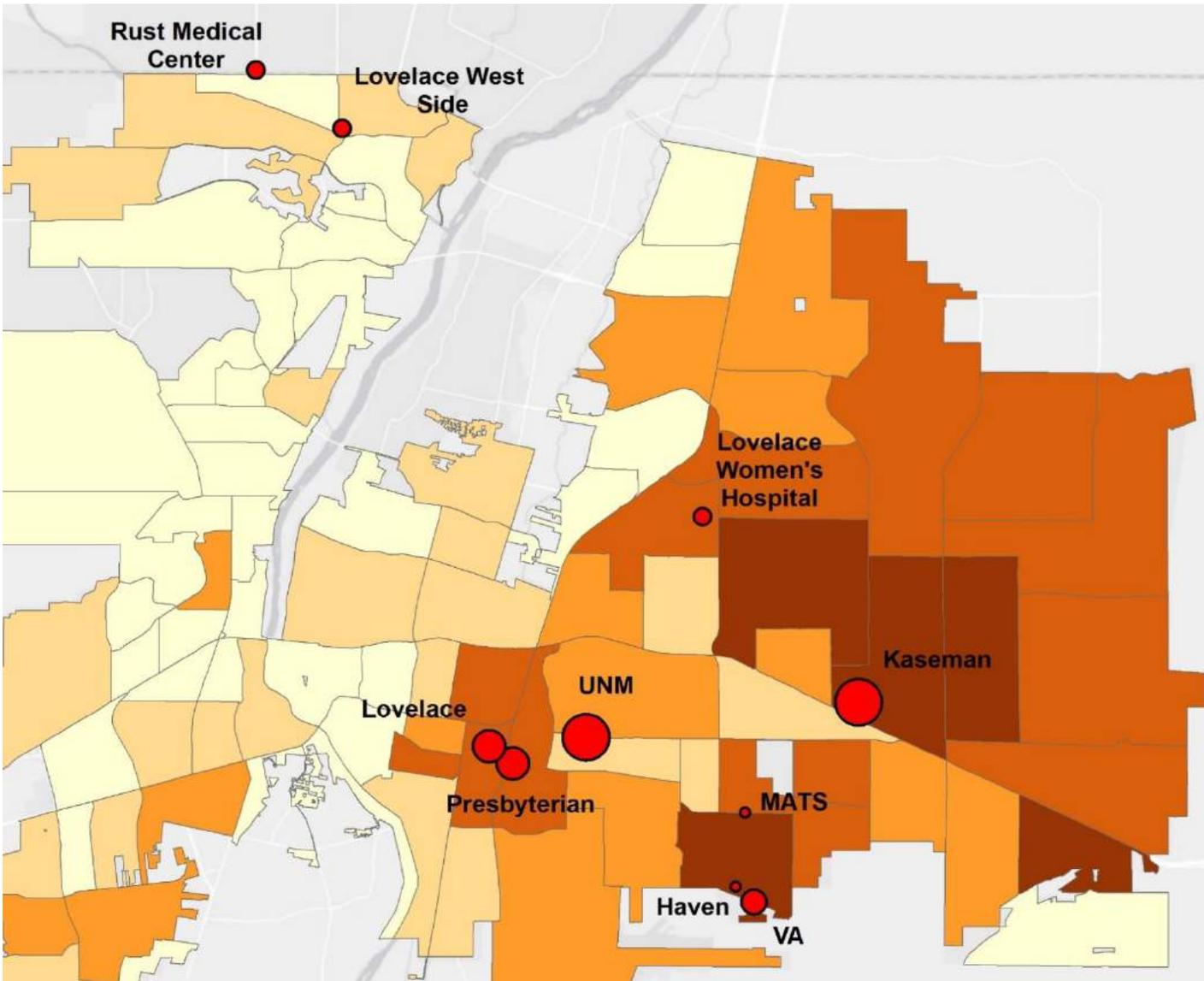
# The 2015 CIT-Related Incidents By ARS Type And By Clear Description



# The 2015 CIT-Related Incidents by ARS Type And Area Command



# APD Officers Transported Individuals In Crisis To These Emergency Facilities In 2015



## Legend

### Number Of Transports To Emergency Facilities

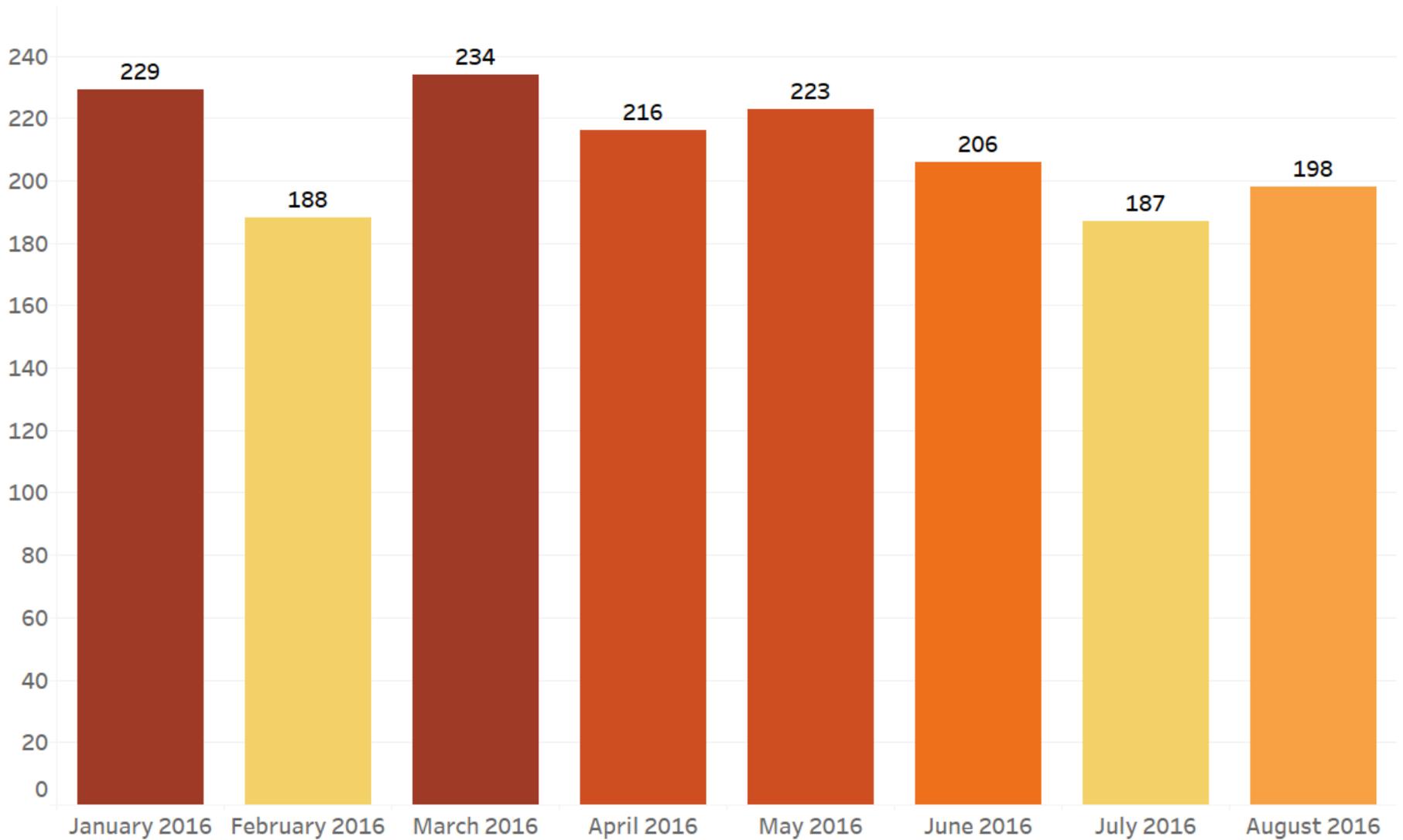
- 2 - 6
- 7 - 50
- 51 - 92
- 93 - 225
- 226 - 464
- 465 - 652

### Number Of Transports By Beat

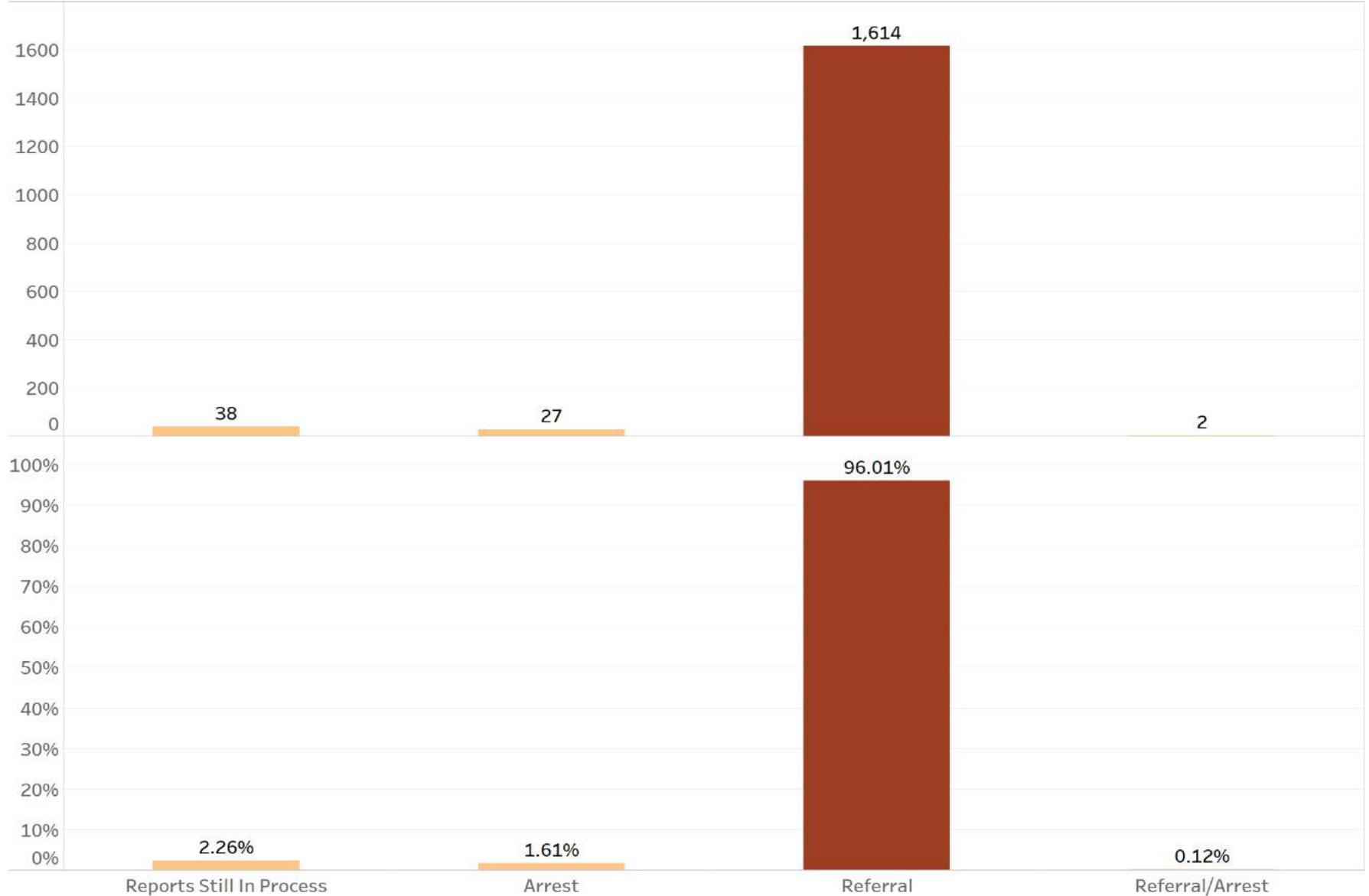
- 1 - 9
- 10 - 17
- 18 - 27
- 28 - 43
- 44 - 74

# **What Do We Know About The Initial CIT-Related Encounters With APD Field Officers in 2016?**

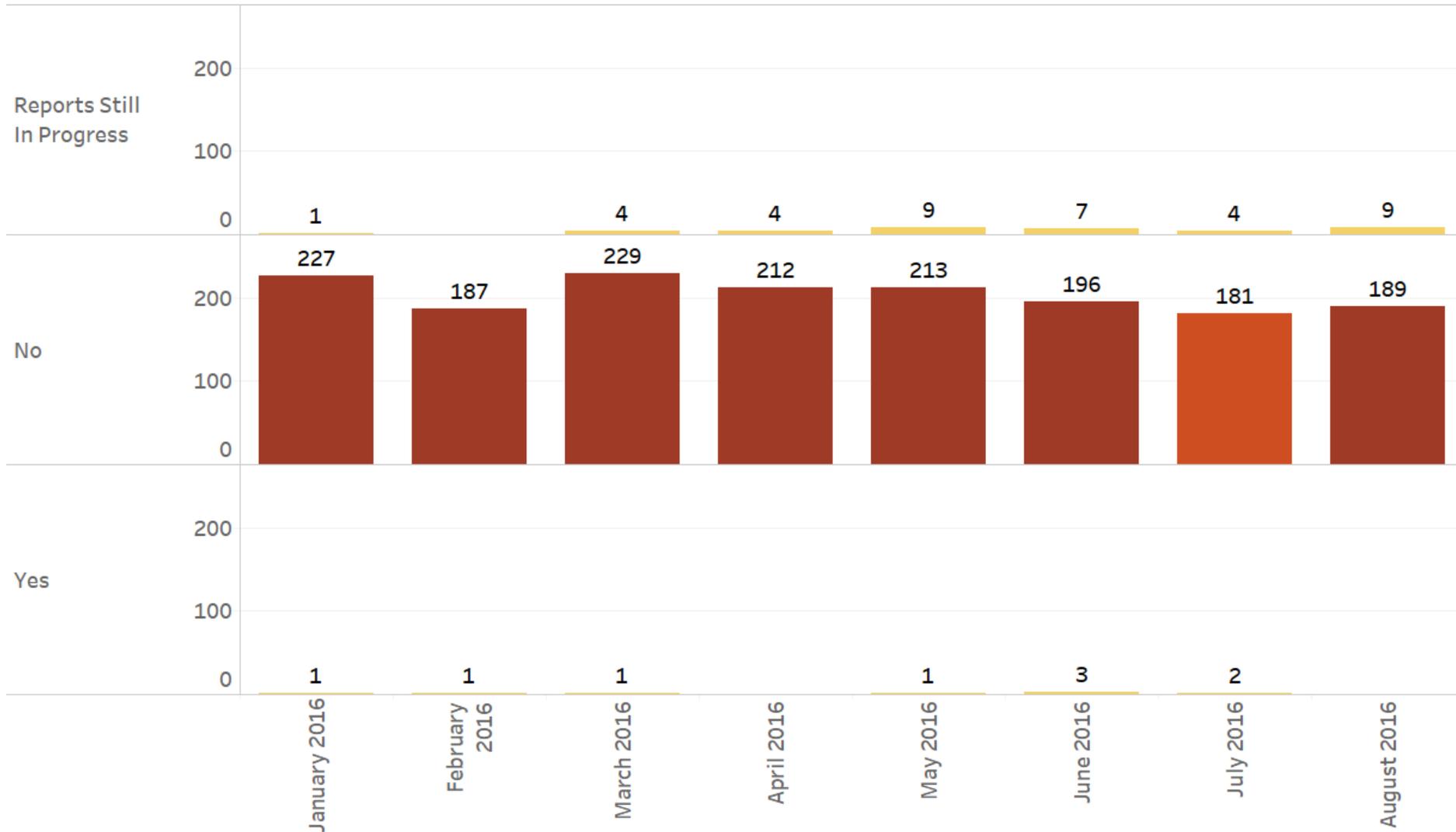
# APD Field Officers Filed Reports On 1,681 CIT Incidents From January To August, 2016



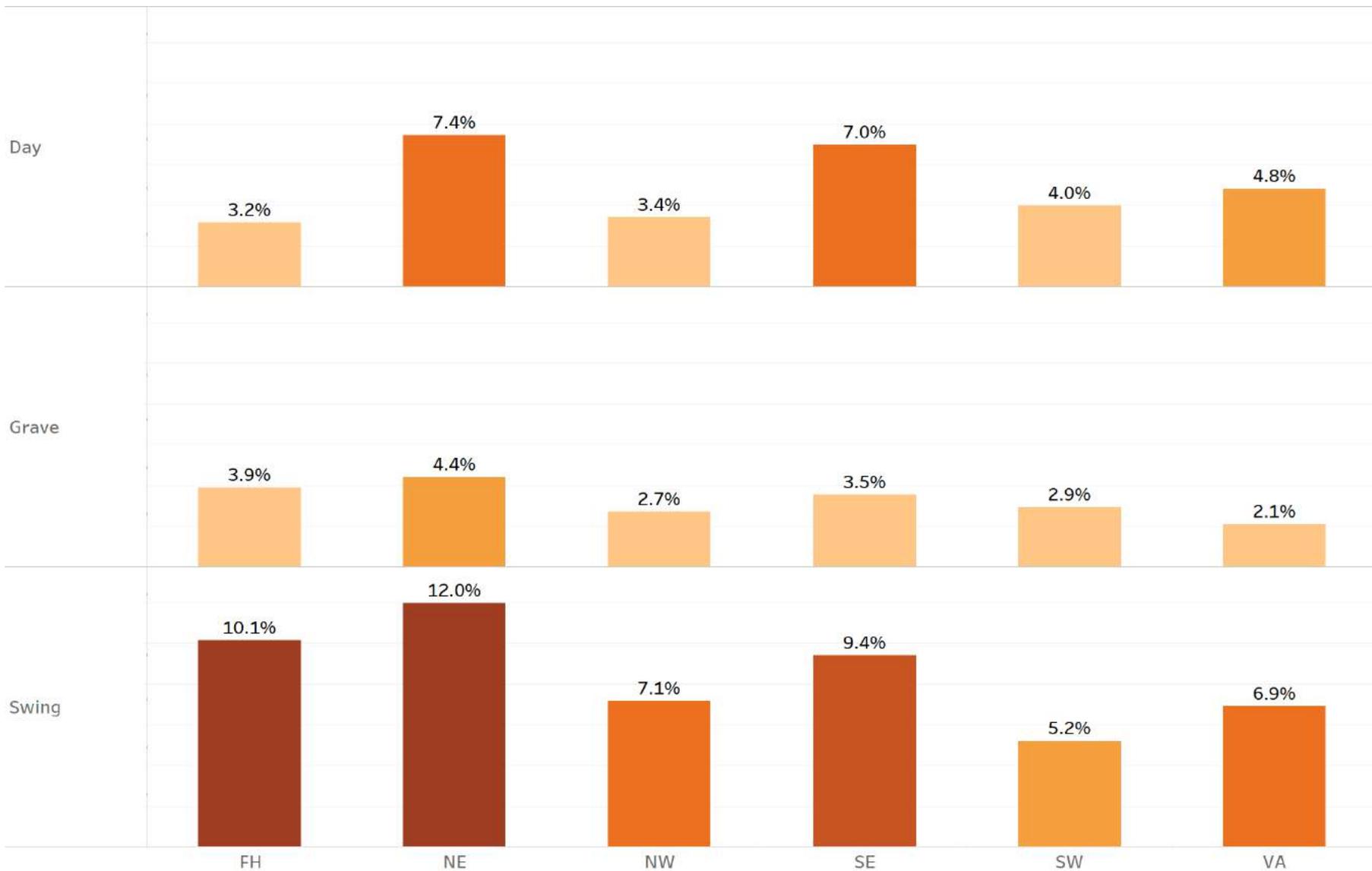
# The Number And Percentages Of Dispositions Of The 1,681 CIT Incidents From January To August, 2016



# Use Of Force During The 1,681 CIT Incidents From January To August 2016

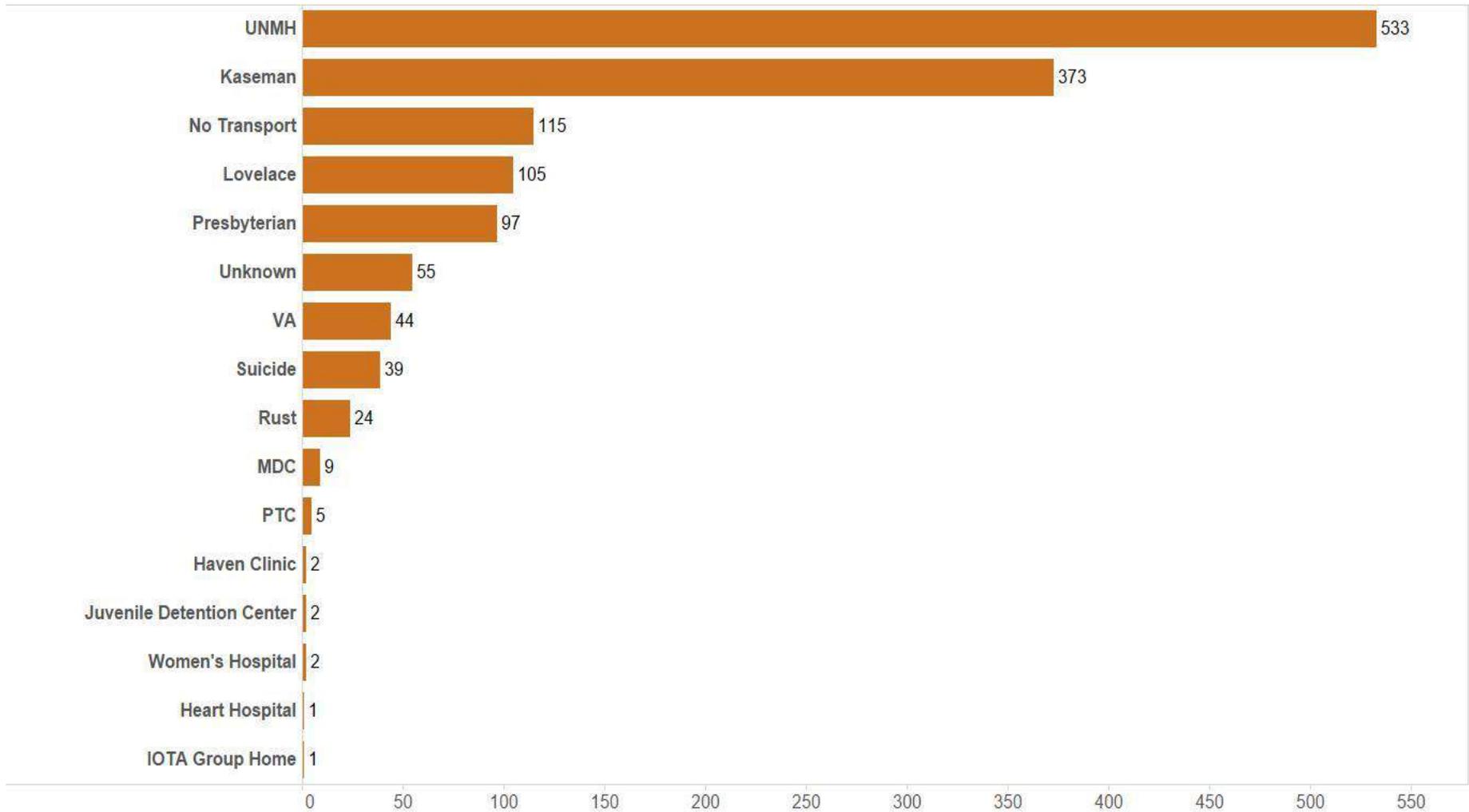


# The Percent Of The 1,681 CIT Incidents By Area Command And Shift



**Note: Cases do not sum to 1,681 because some reports are still in process.**

# Transport Data For The 1,681 CIT Incidents From January To August, 2016



**Note: Cases do not sum to 1,681 because some reports are still in process.**

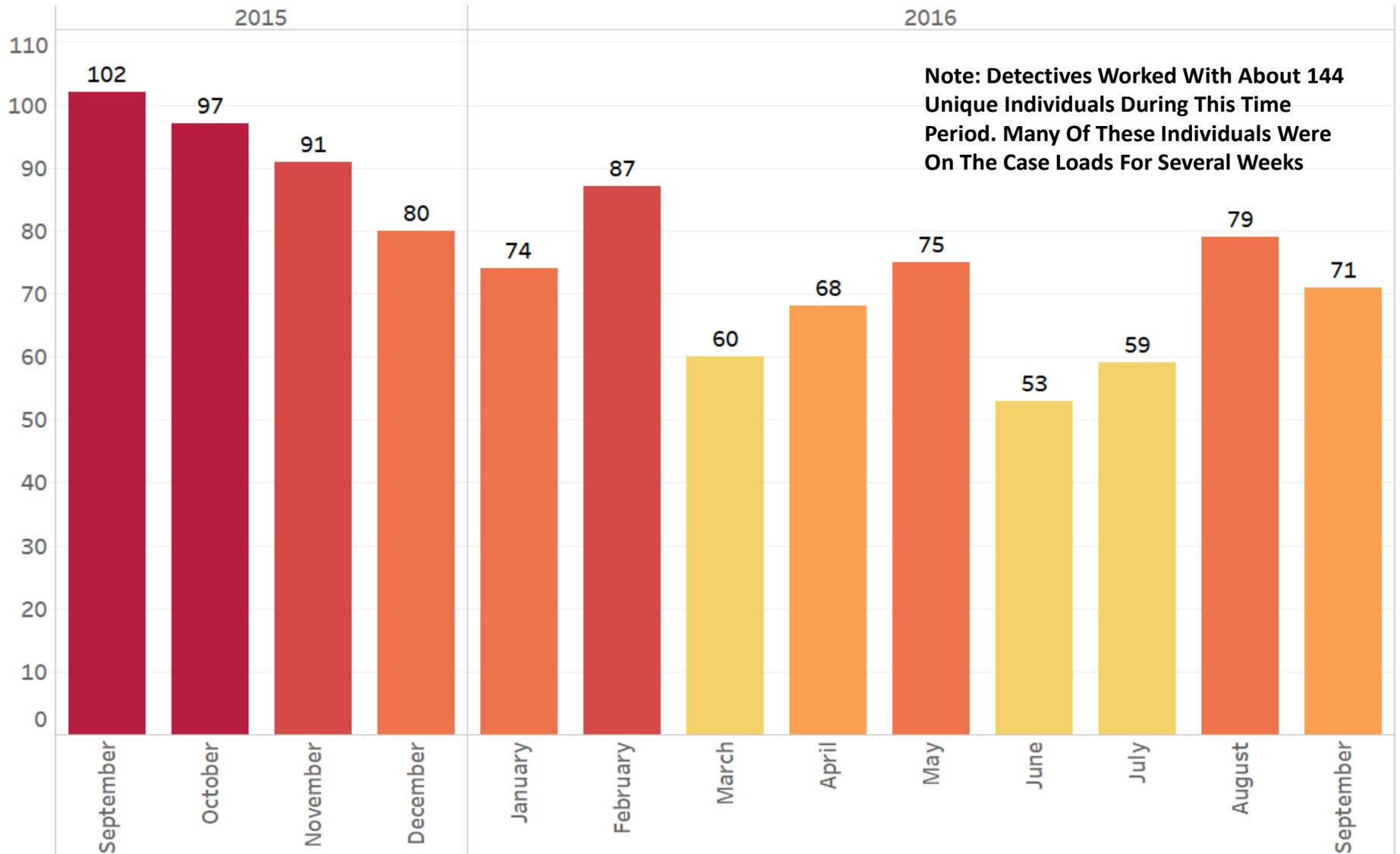
# **What Do We Know About The Individuals On The CIU Caseload?**

# Individuals On The CIU Detectives' Case Loads Meet These Criteria

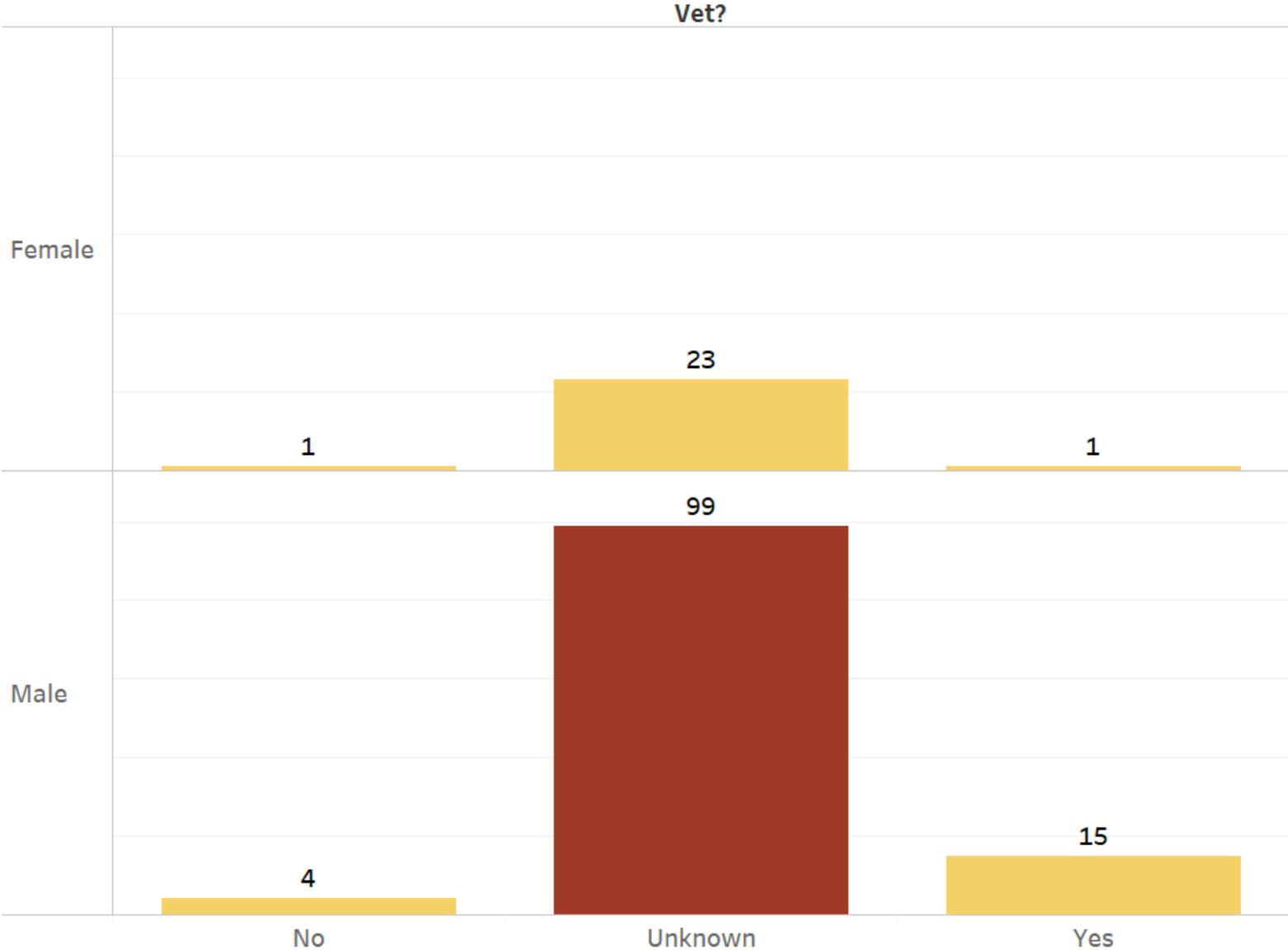
CIU detectives shall limit their intake to Police Referrals only, unless exigent circumstances exist. These referrals should have the following criteria:

- a. Availability of weapons
- b. Substantiated statements to commit, or the actual commitment of a violent or dangerous act
- c. Personal history, known or provided, that reflects prior violence under similar circumstances
- d. Any corroborating information that would lead a CIU detective to believe the individual to others or displays escalating behavior

# Number of Individuals On CIU Detectives' Cases Loads By Month From September, 2015 To September, 2016



# Gender And Veteran Status Of Individuals On CIU Detectives' Cases



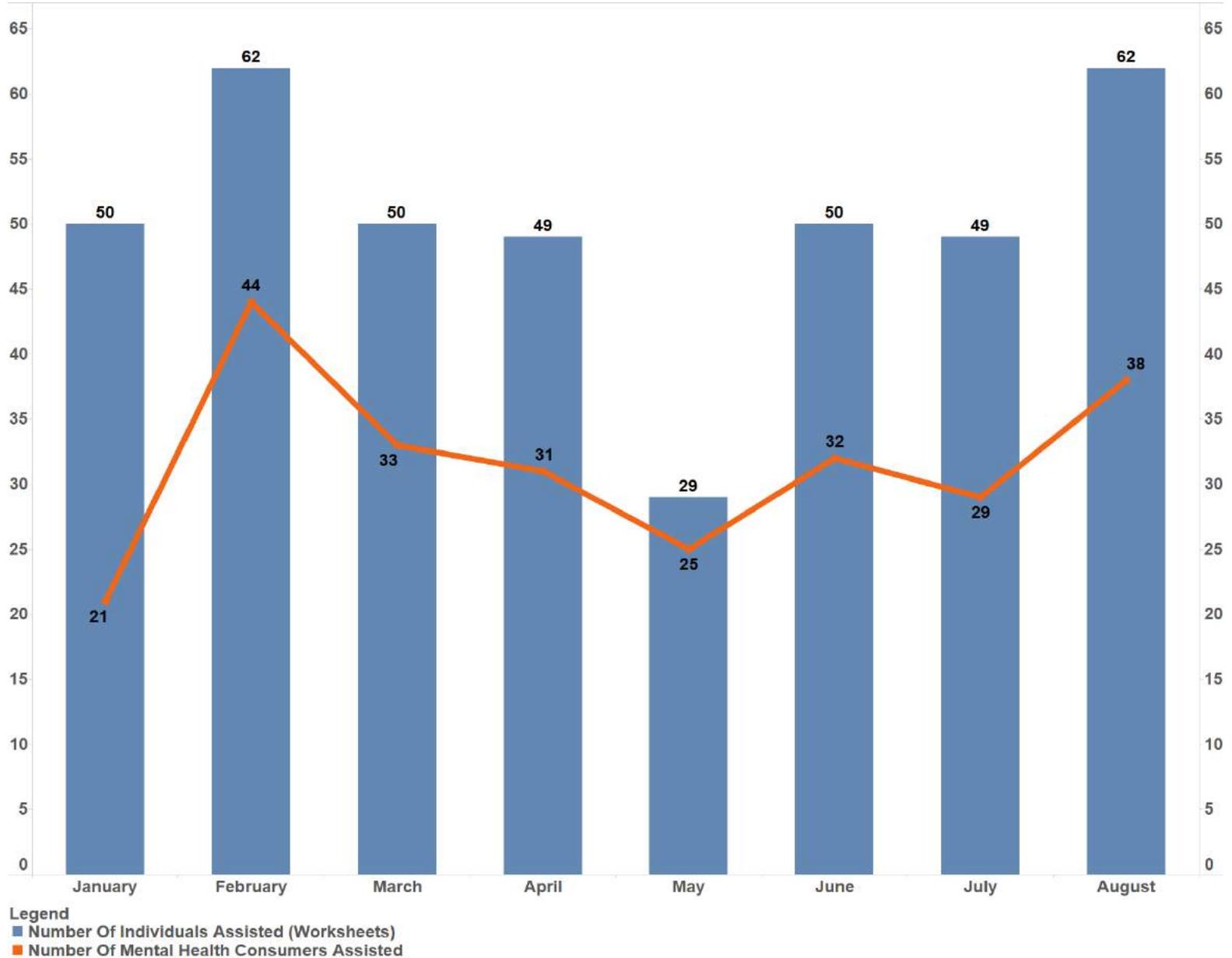
Source: APD Crisis Intervention Unit

# **What Do We Know About The Individuals On The COAST Caseload?**

# COAST Specialists Provide Their Services In These Circumstances

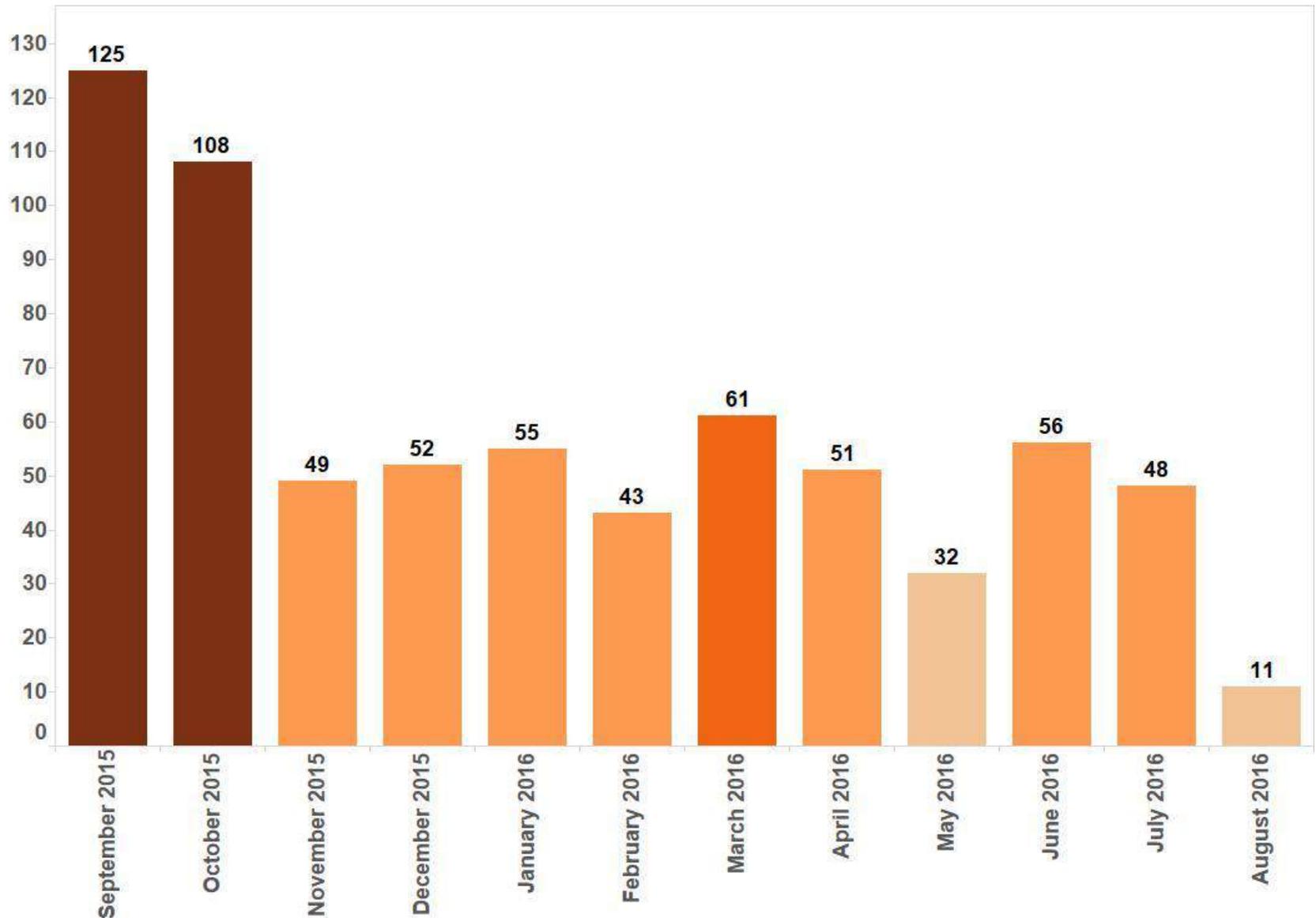
1. COAST will be utilized by officers to provide further crisis intervention, referrals to services, and education.
2. When an officer has determined the scene is safe and there is a need for COAST on scene, they will...request a COAST unit...
3. COAST shall provide a reasonable effort to resolve the crisis that created the call-out. This may include frequent contacts, as well as police that are having several interactions with the person due to their behavior which may include dispatched calls, unfounded reports of crimes or self-initiated stops.
4. Risk to self: The person is at risk of harming him/herself.
5. Be responsible for taking cases referred to COAST, which are in addition to on-scene referrals, and have been assigned to them by the CIU Sergeant.

# The Number Of Individuals Assisted By COAST



Source: APD CIU

# The Number Of Contacts Made By COAST Officers From September 2015 To August 10, 2016



Source: APD CIU Worksheet On SharePoint

# MHRAC Presentations

# **The Mental Health Response Advisory Committee Status Report: June 21, 2016**



## **Prepared For:**

**Dr. Nils Rosenbaum, Medical Director, Behavioral Health Division**

**Lt. Glenn St. Onge, Crisis Intervention Unit**

**Sgt. John Gonzales, Crisis Intervention Unit**

## **Prepared By:**

**The Albuquerque Police Department Crisis Intervention Unit**

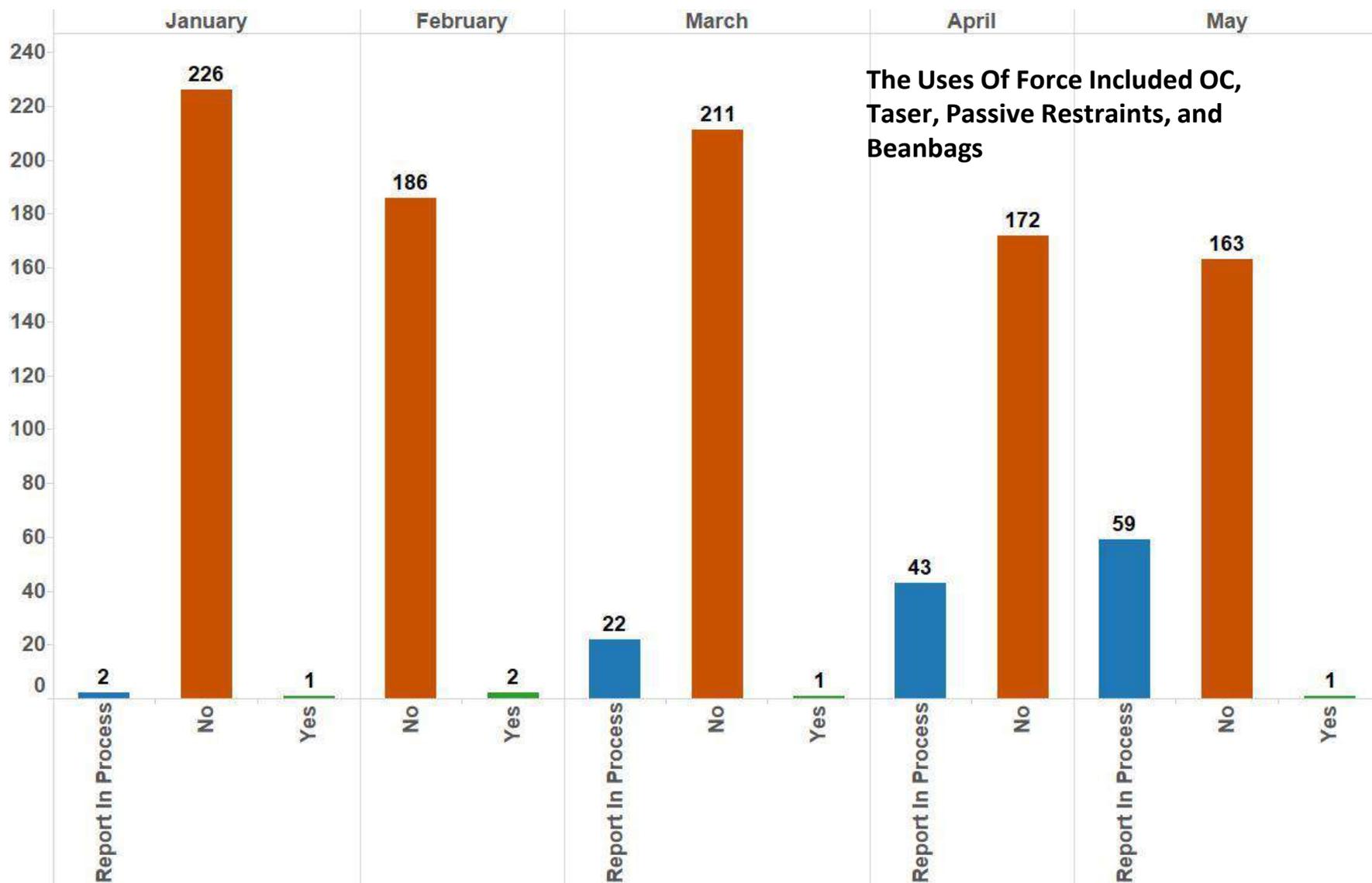
**The Albuquerque Police Department Real Time Crime Center**

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- 2. Descriptive Data**
  - **CIU Detectives**
  - **COAST**
  - **APD Field Officer CIT-Related Incidents For January To May 2016**
- 3. Exploratory Data Analyses: Findings To Consider**

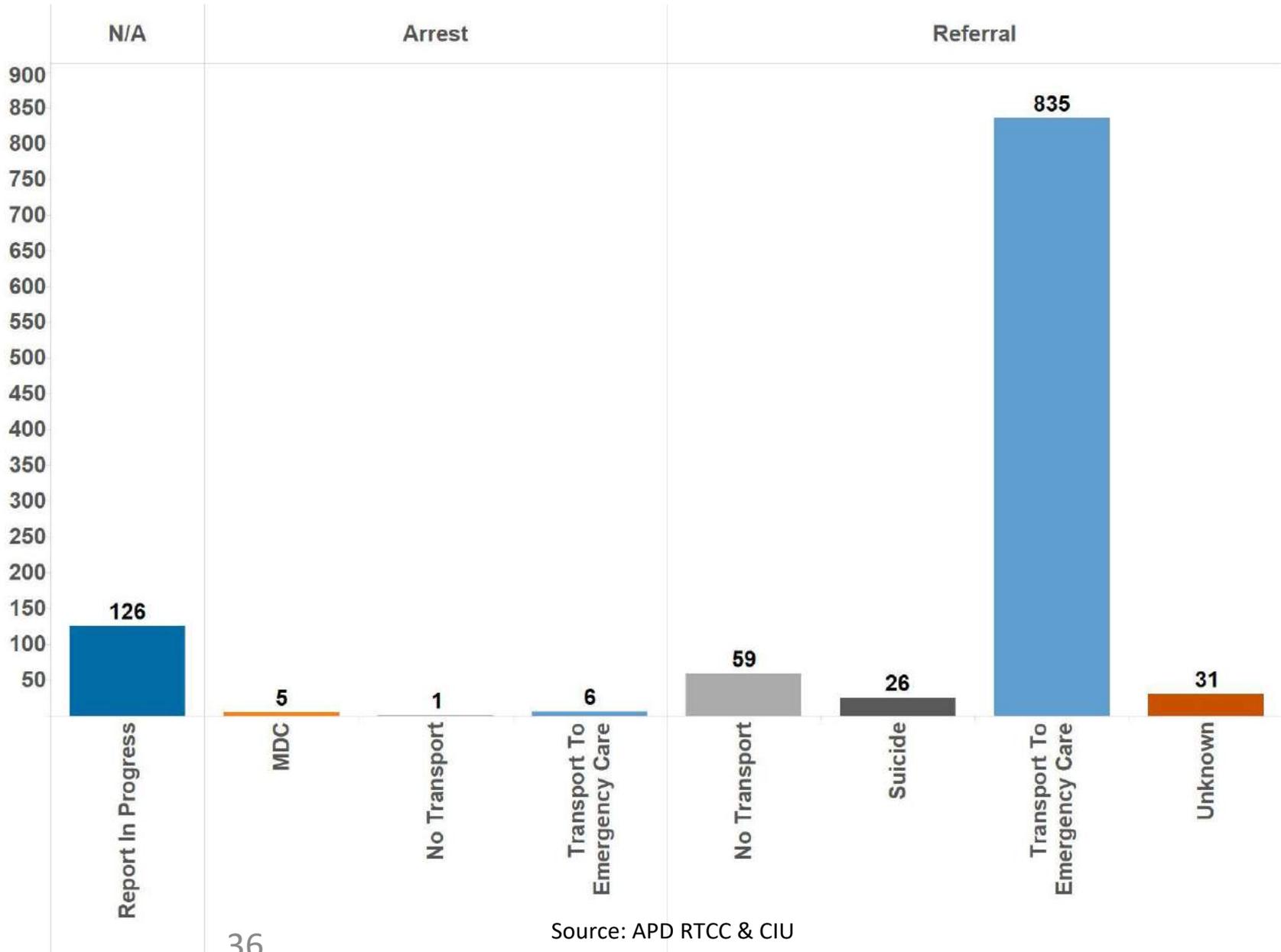
# Key Outcomes

# Use Of Force In CIU-Related Incidents Handled By APD Field Officers By Month



Use Of Force  
 Report In Process  
 No  
 Yes

# Disposition Of The CIU-Related Incidents Handled By APD Field Officers From January To May, 2016

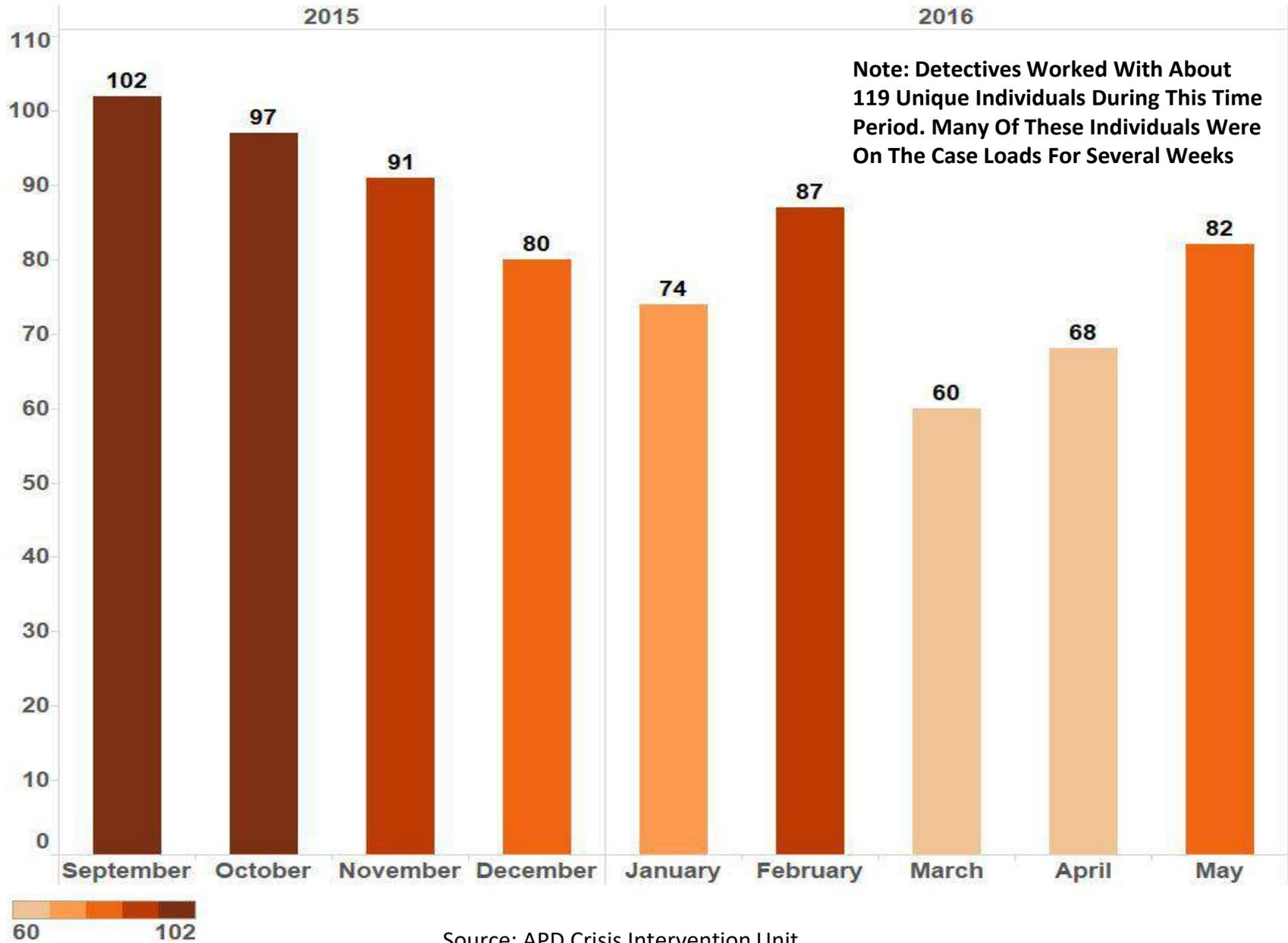


# Individuals On The CIU Detectives' Case Loads Meet These Criteria

CIU detectives shall limit their intake to Police Referrals only, unless exigent circumstances exist. These referrals should have the following criteria:

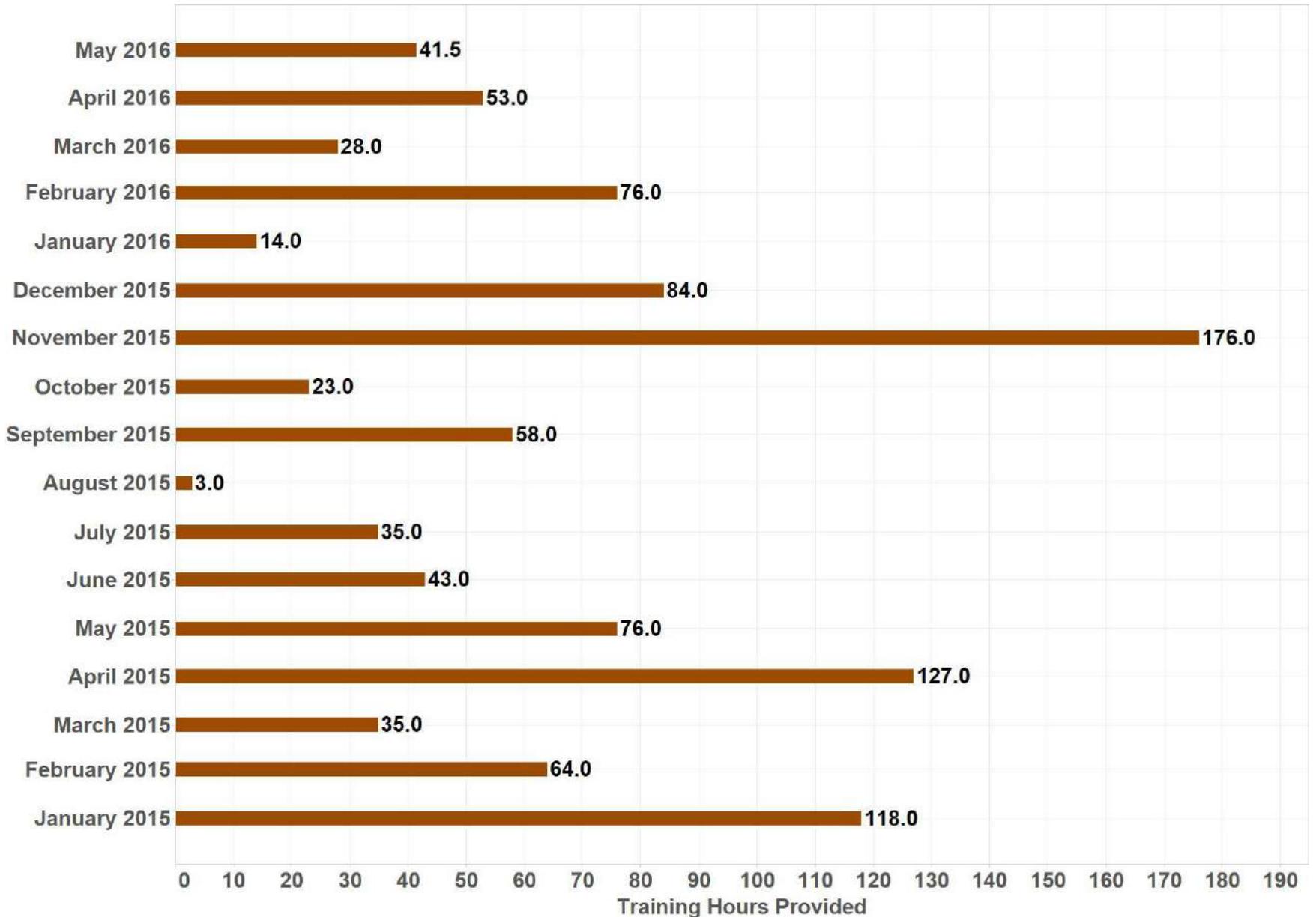
- a. Availability of weapons
- b. Substantiated statements to commit, or the actual commitment of a violent or dangerous act
- c. Personal history, known or provided, that reflects prior violence under similar circumstances
- d. Any corroborating information that would lead a CIU detective to believe the individual to others or displays escalating behavior

# Number of Individuals On CIU Detectives' Cases Loads By Month From September, 2015 To May, 2016



Source: APD Crisis Intervention Unit

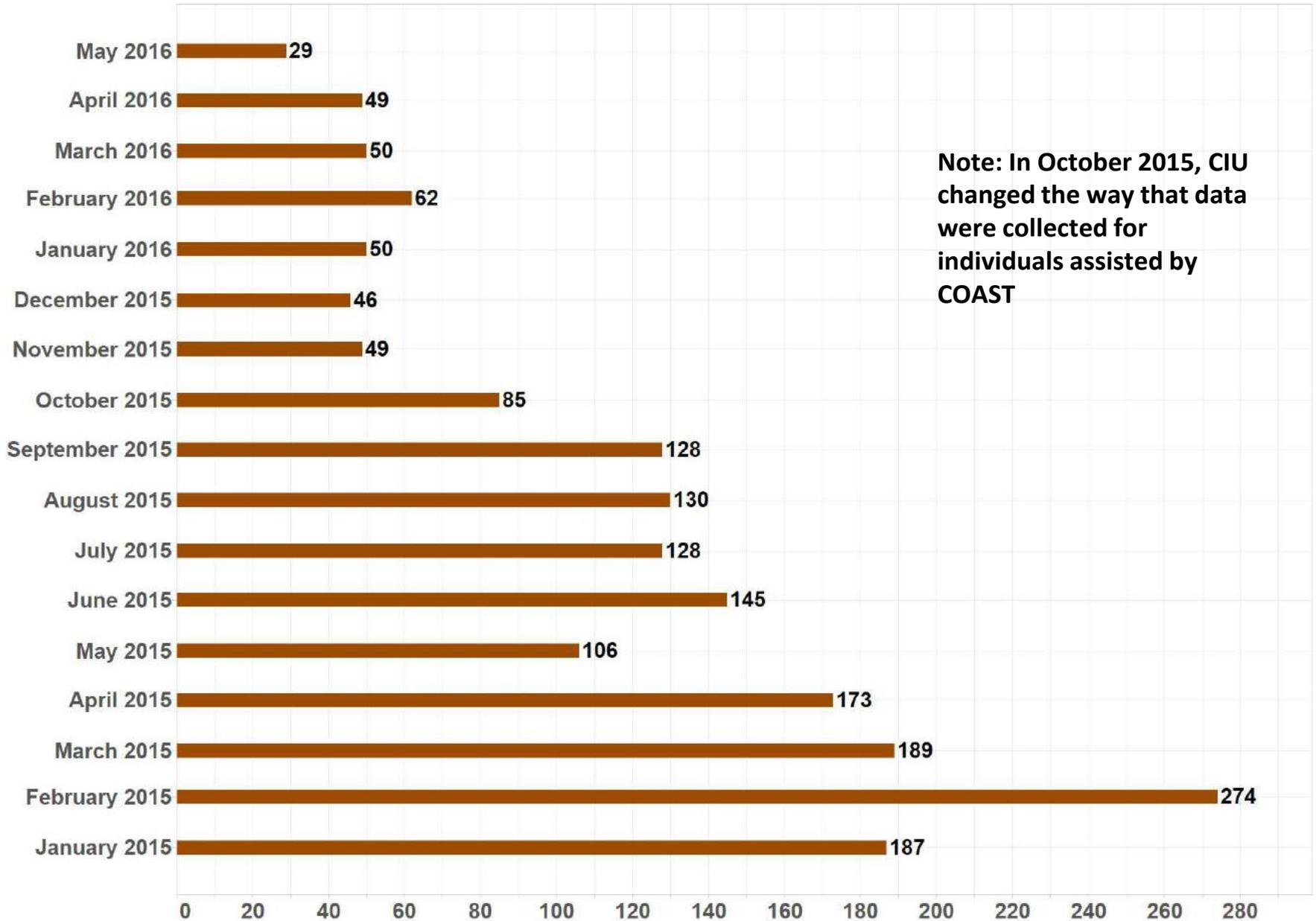
# The Training Hours Provide By CIU Detectives, January 2015 To May 2016



# COAST Specialists Provide Their Services In These Circumstances

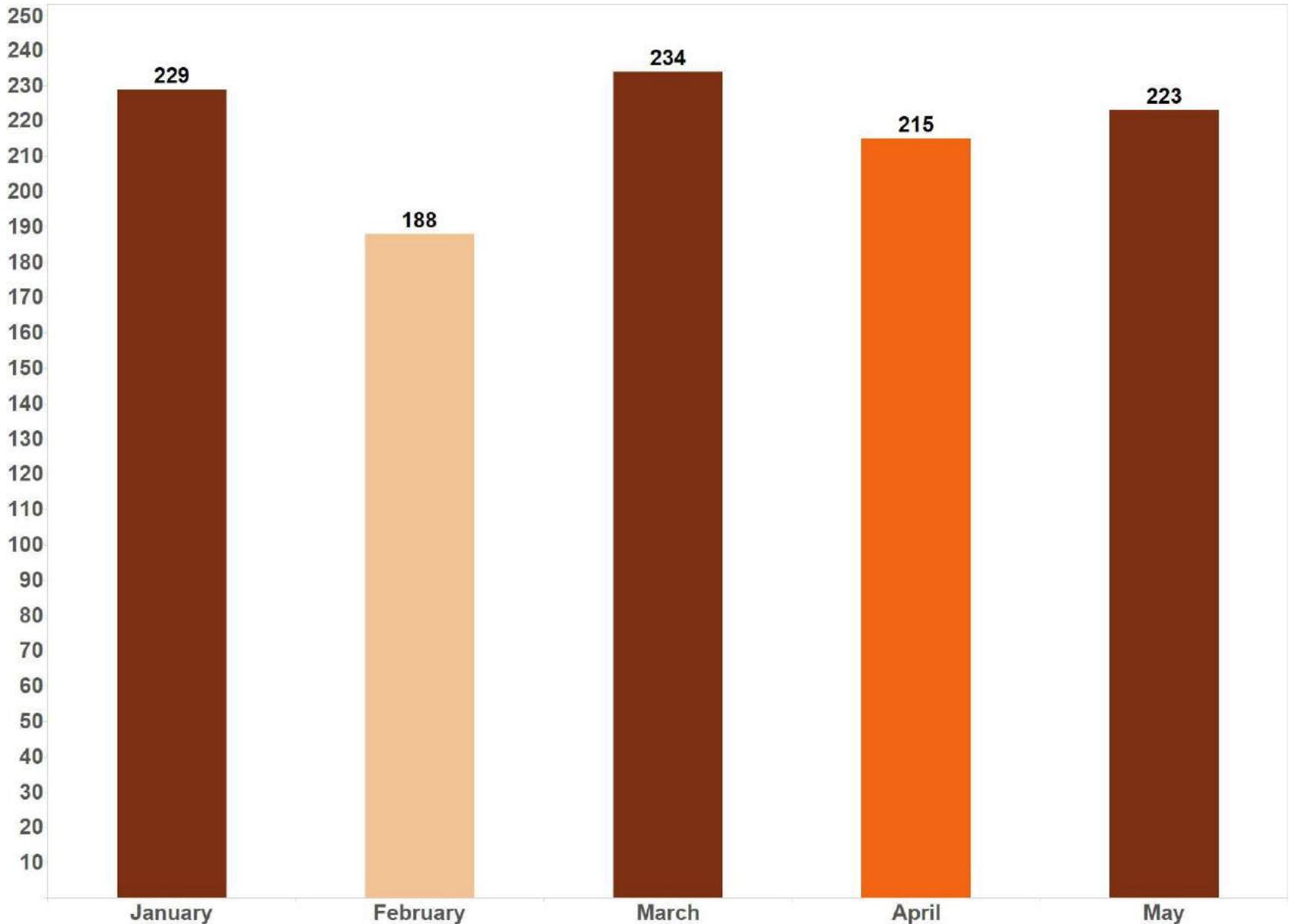
1. COAST will be utilized by officers to provide further crisis intervention, referrals to services, and education.
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3. COAST shall provide a reasonable effort to resolve the crisis that created the call-out. This may include frequent contacts, as well as police that are having several interactions with the person due to their behavior which may include dispatched calls, unfounded reports of crimes or self-initiated stops.
4. Risk to self: The person is at risk of harming him/herself.
5. Be responsible for taking cases referred to COAST, which are in addition to on-scene referrals, and have been assigned to them by the CIU Sergeant.

# The Number Of Individuals Assisted By COAST



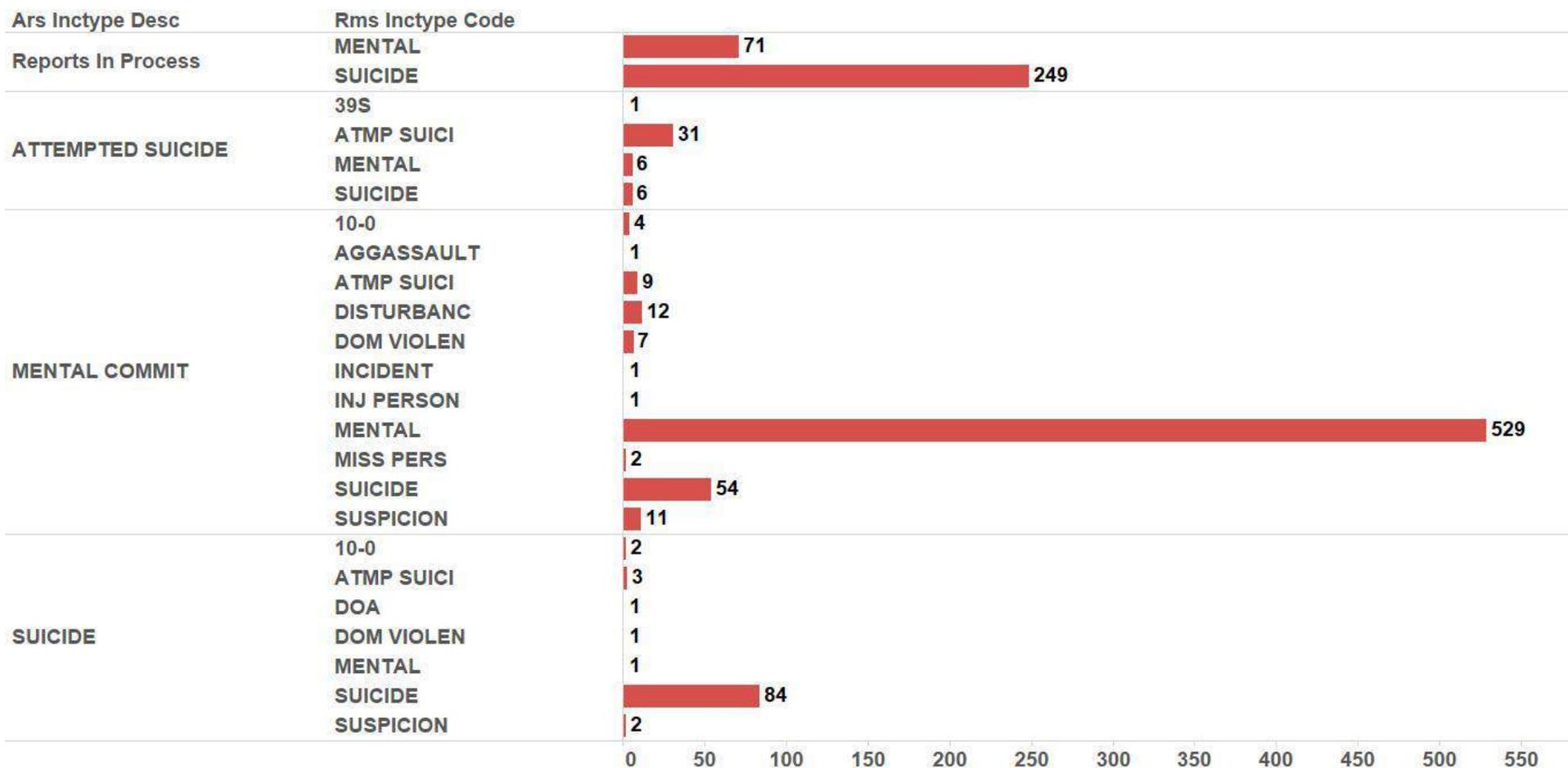
# **Field Officer CIT- Related Incidents For January To May 2016**

# CIU-Related Incidents Handled By APD Field Officers, January To May, 2016

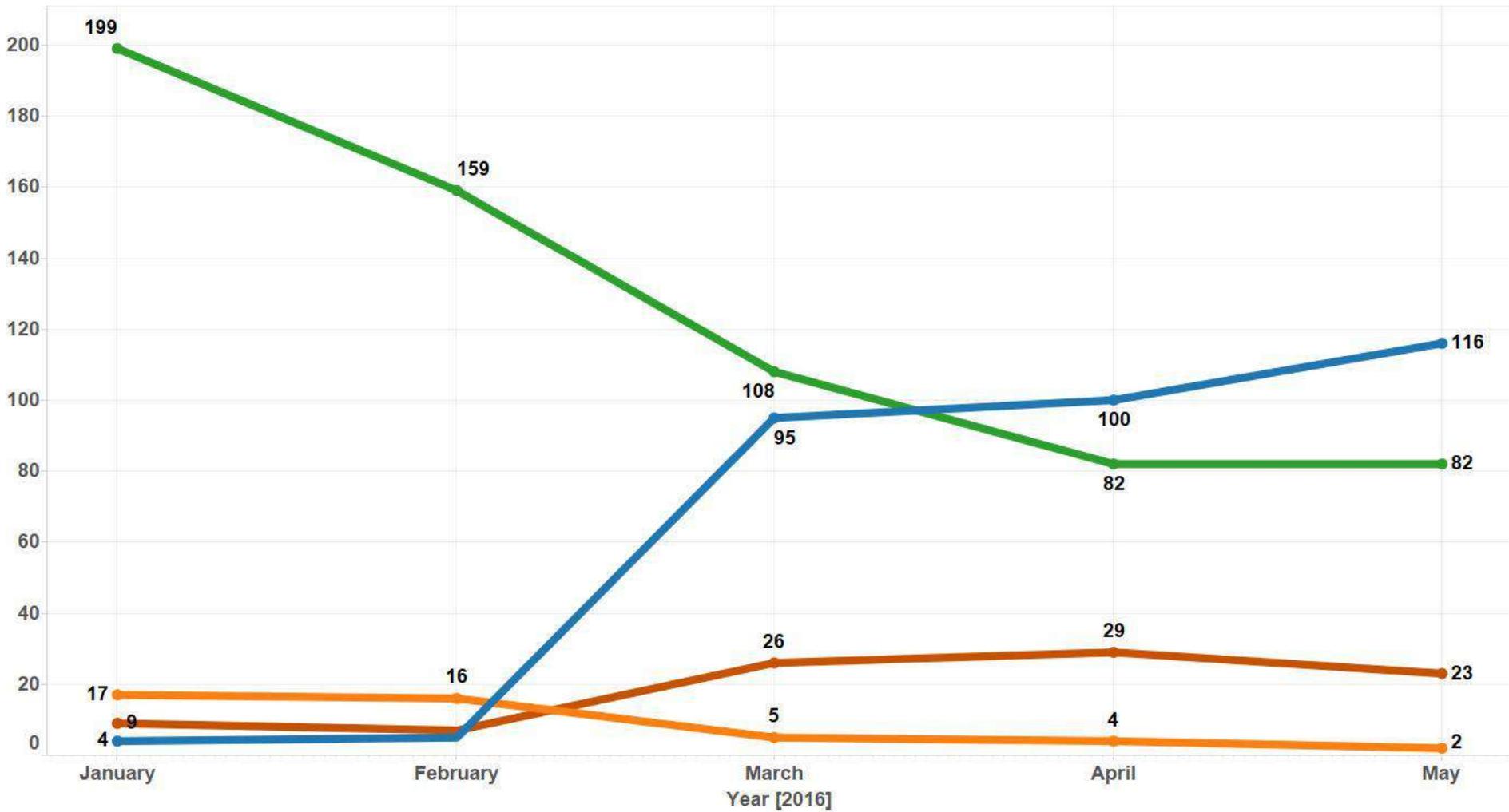


188 234

# The 1,089 CIT-Related Incidents From January To May, 2016 Were Classified In The Following Ways

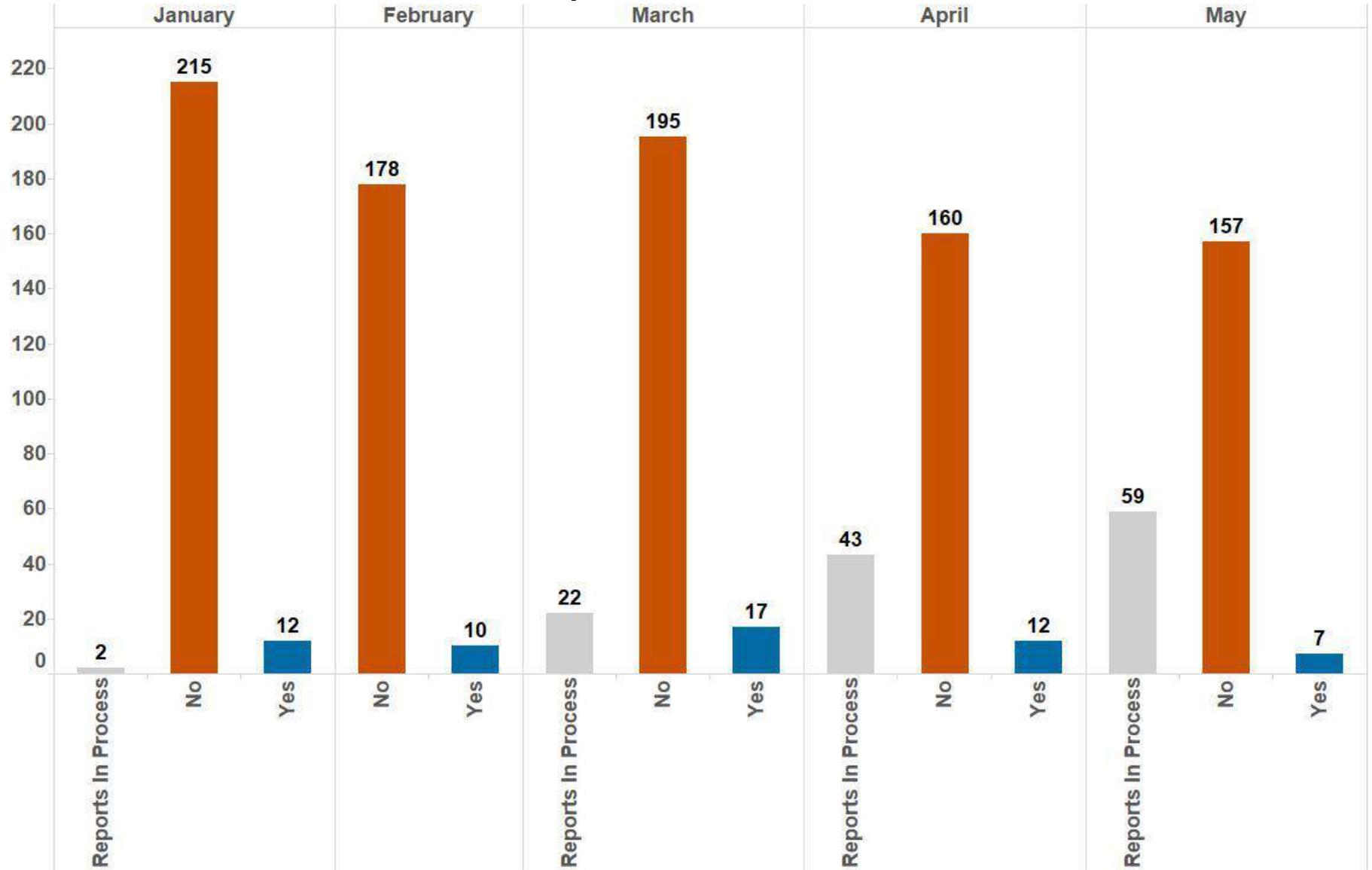


# The CIT-Related Incidents By ARS Type, January To May 2016



Ars Inctype Desc  
■ Reports In Process  
■ ATTEMPTED SUICIDE  
■ MENTAL COMMIT  
■ SUICIDE

# Did A Supervisor Respond To The Scene Of The CIT-Related Incidents Handled By APD Field Officers?



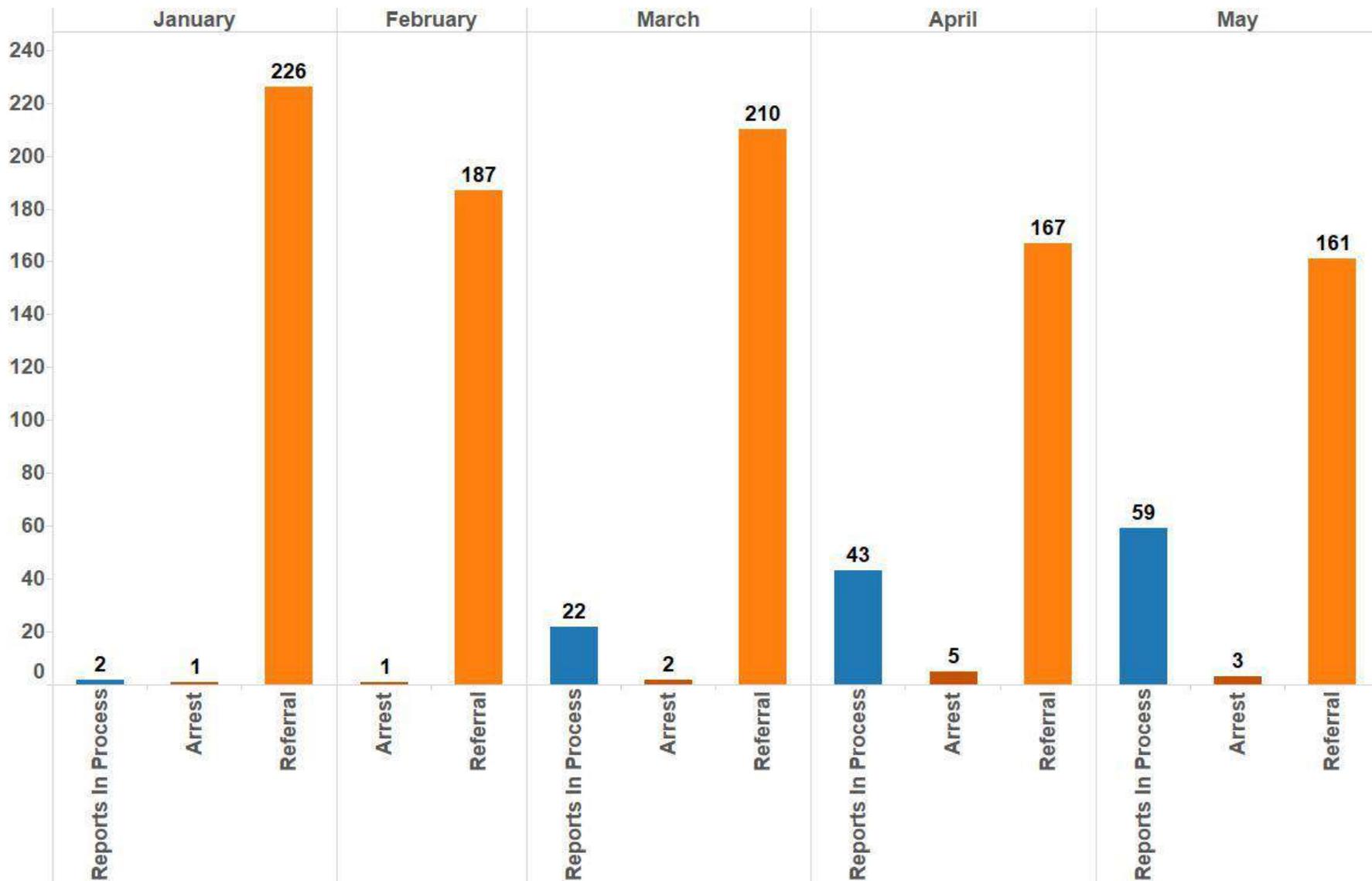
Did supervisor respond to scene  
 Reports In Process  
 No  
 Yes

# Was CIU On The Scene Of The CIT-Related Incidents Handled By APD Field Officers?



**CIU on Scene**  
■ Reports In Process  
■ No  
■ Yes

# Disposition Of CIU-Related Incidents Handled By APD Field Officers By Month

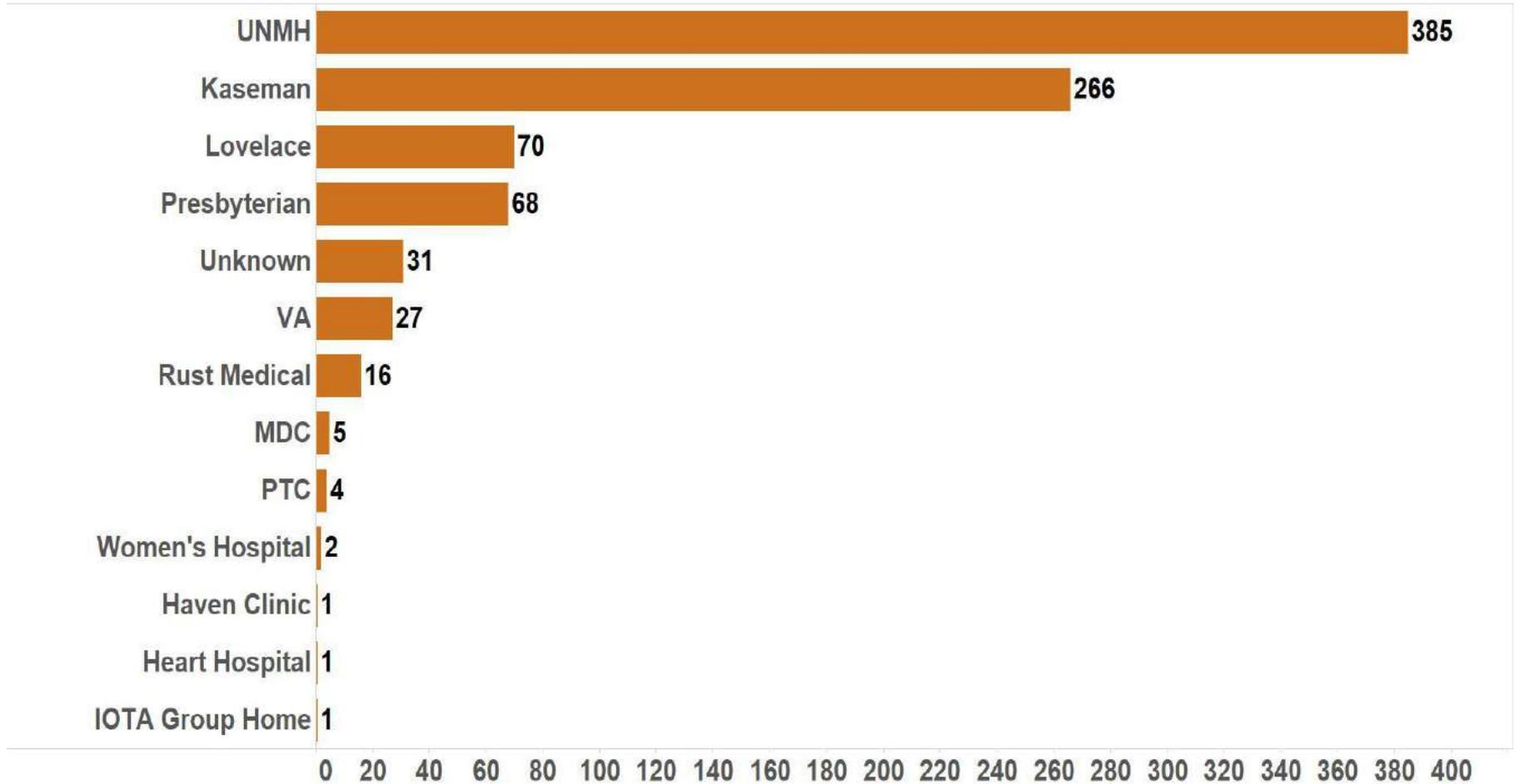


Disposition of the encounter (arrest, citation, referral)

- Reports In Process
- Arrest
- Referral

# Where Did Transports To Emergence Care Go?

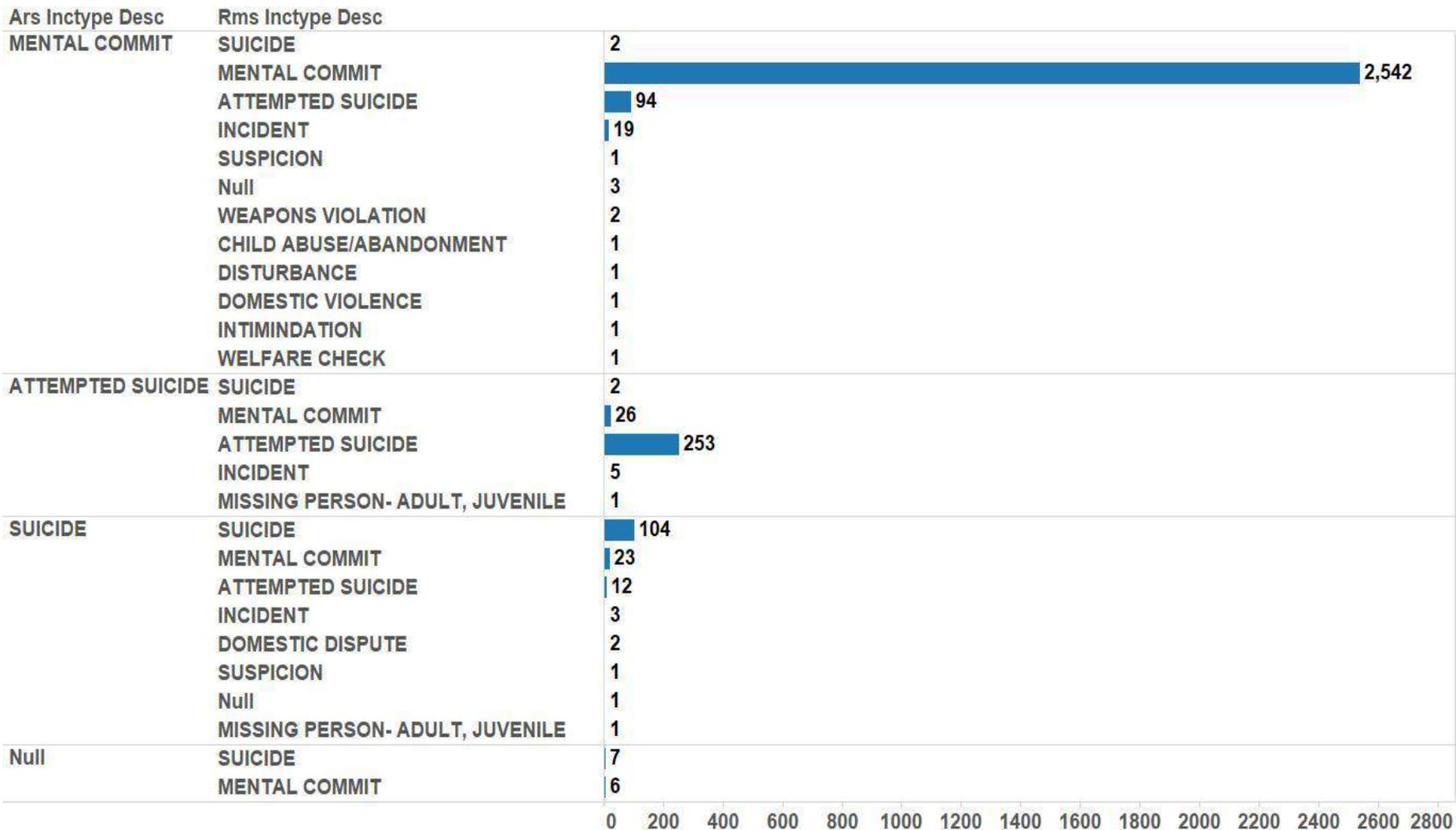
## Transports to Hospital



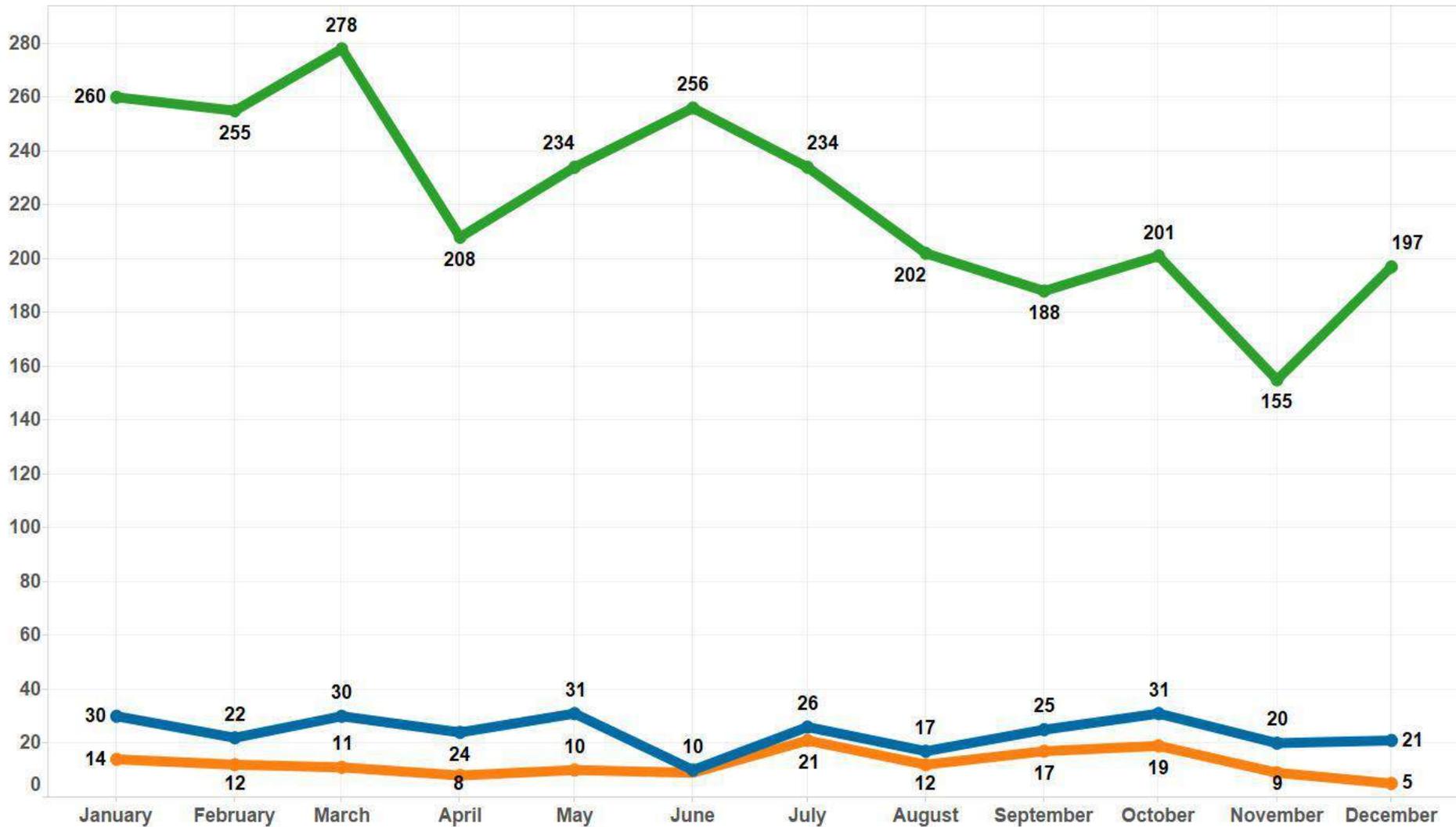
# **Exploratory Data Analyses: Findings To Consider**

# **What Do We Know About Field Officer CIT-Responses For 2015**

# The 3,115 CIT-Related Incidents In 2015 Were Classified In The Following Ways

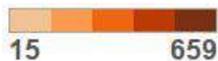
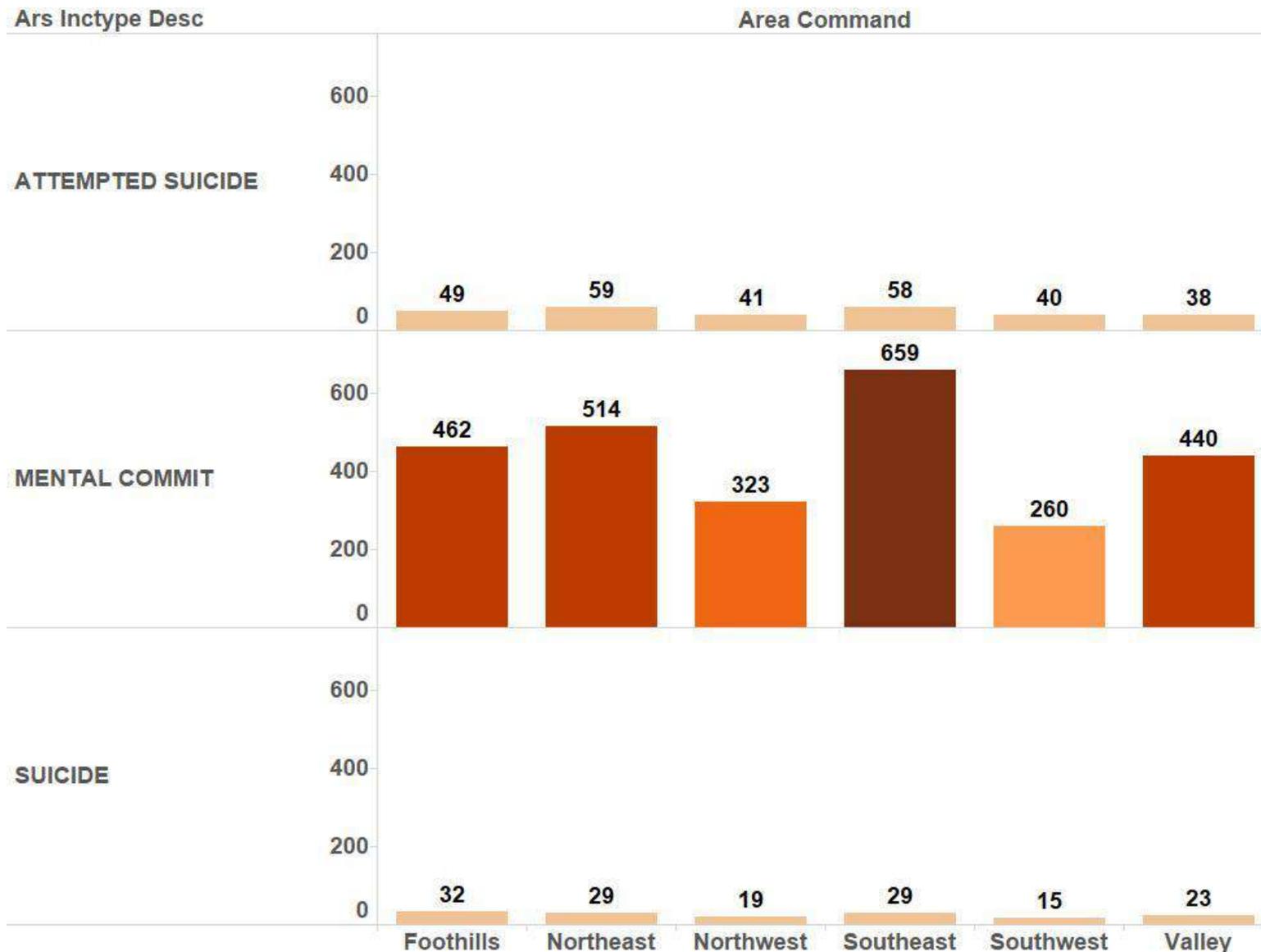


# The 2015 CIT-Related Incidents By ARS Type And By Month

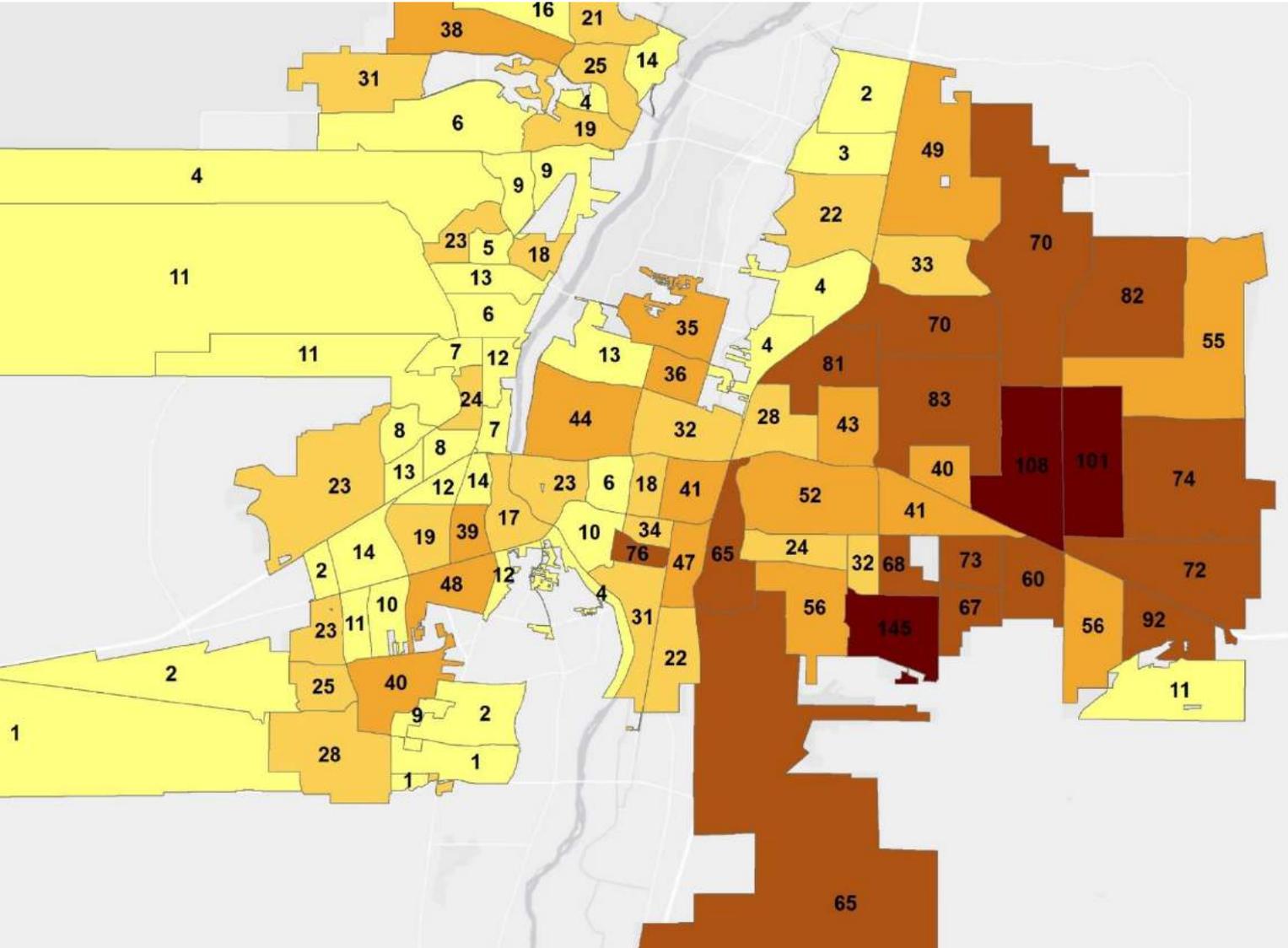


Ars Inctype Desc  
 ■ ATTEMPTED SUICIDE  
 ■ MENTAL COMMIT  
 ■ SUICIDE

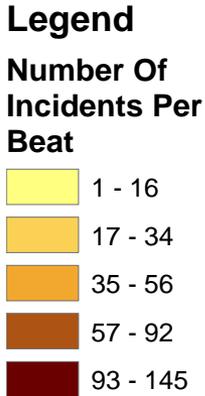
# The 2015 CIT-Related Incidents by ARS Type And Area Command



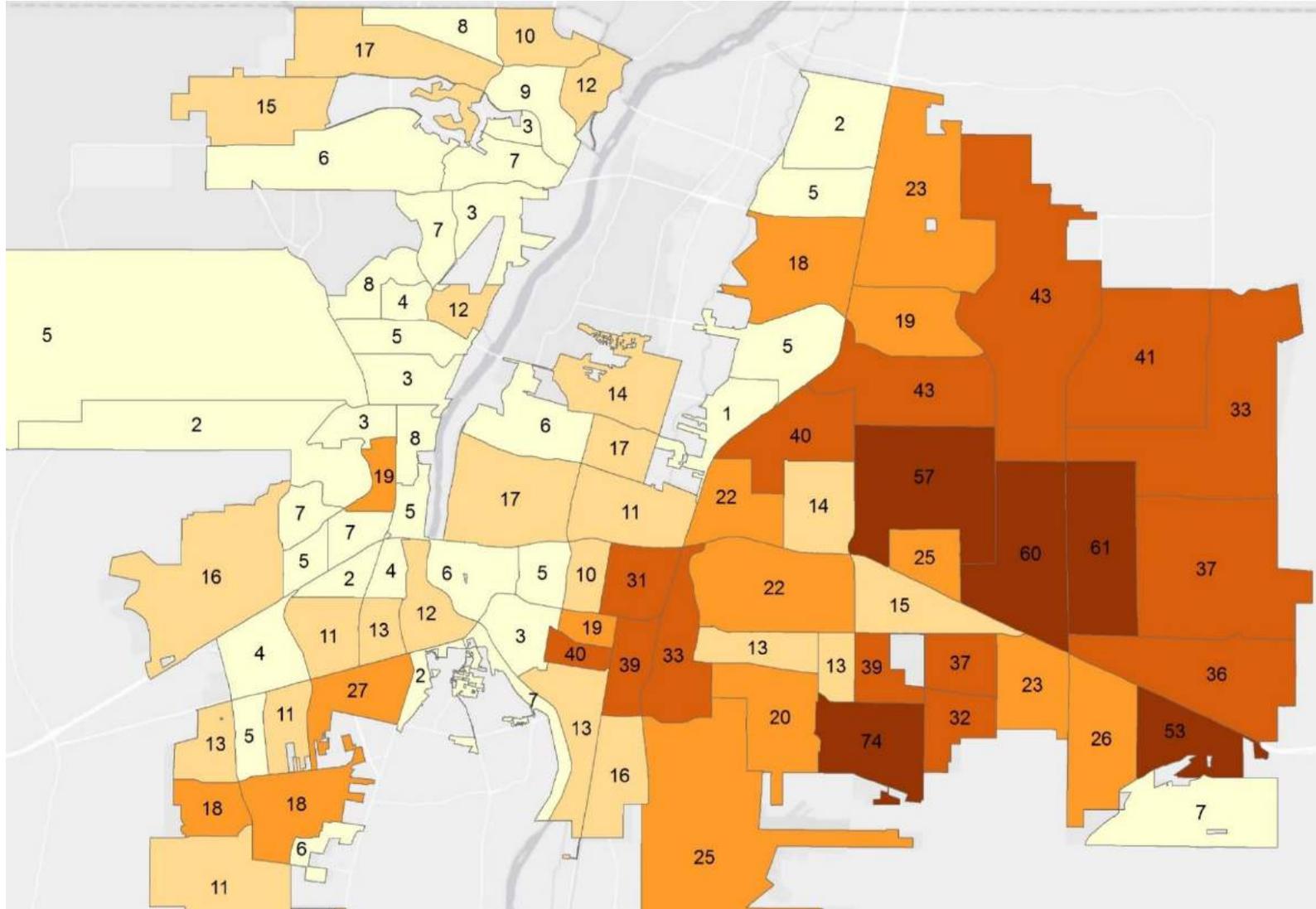
# The 2015 CIT-Related Incidents By Beat



The ARS Classification Includes Attempted Suicide, Suicide, and Mental Commit

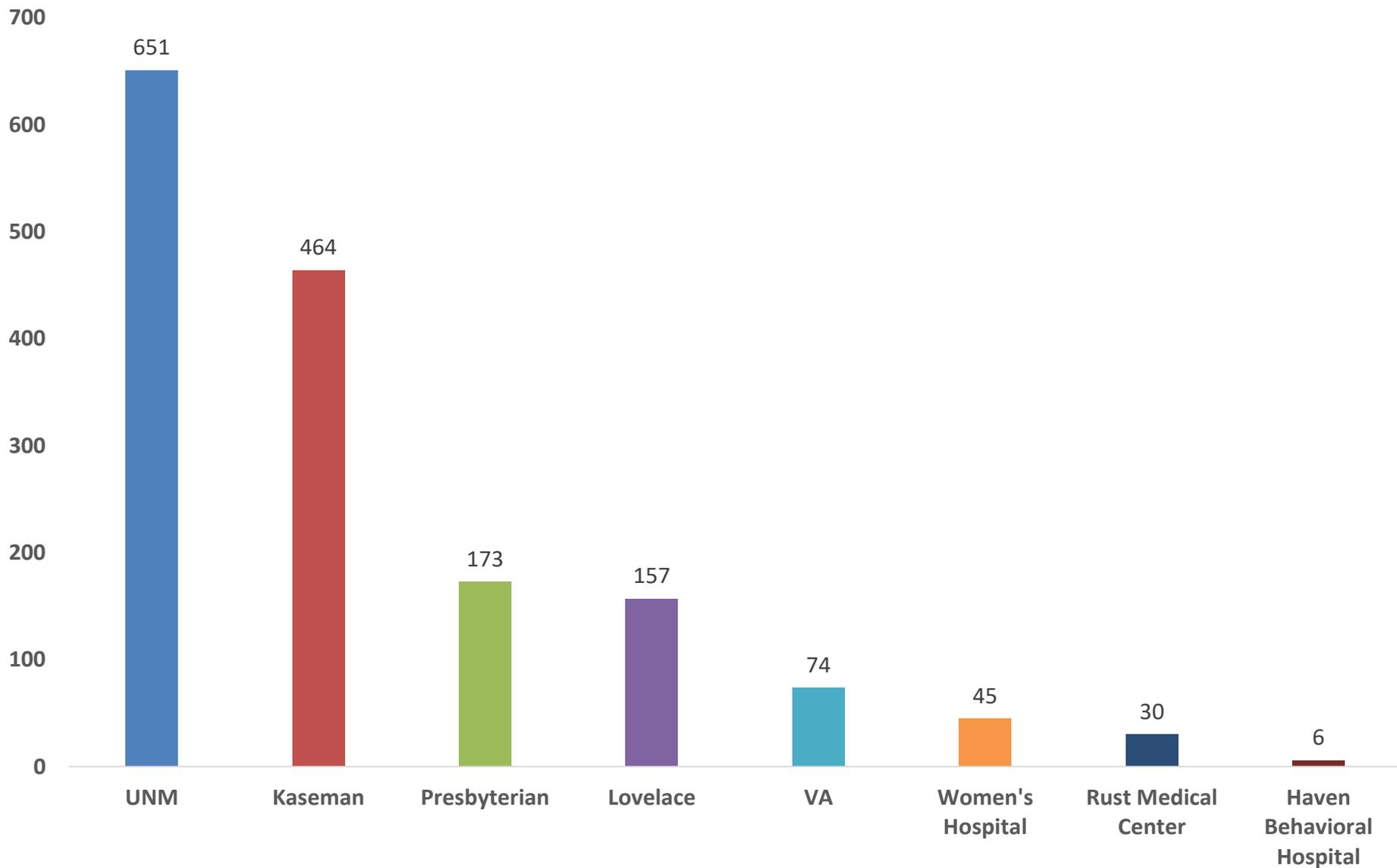


# In 2015, Field Officers In These Beats Provide 1,634 Transports To Emergency Facilities

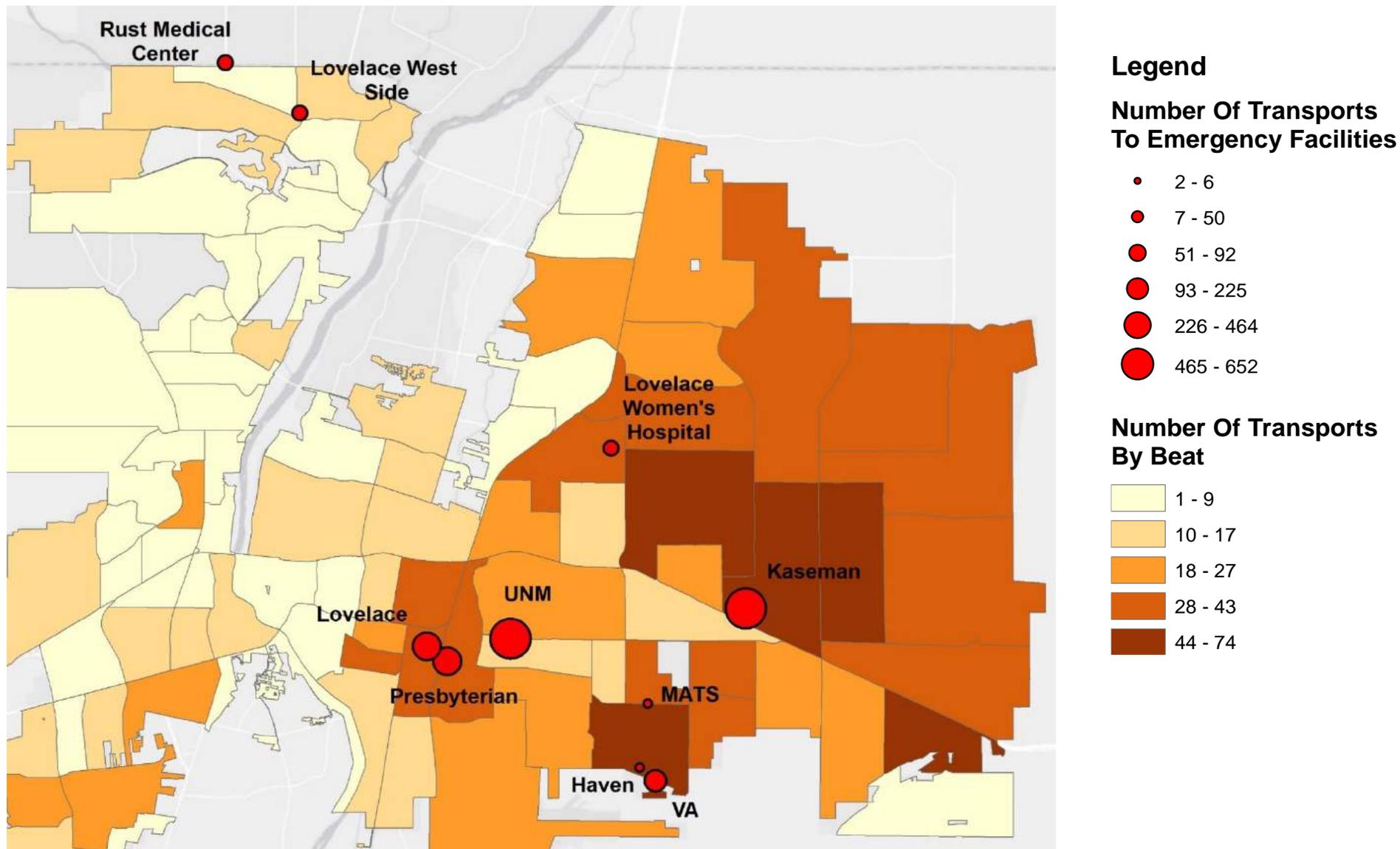


Source: APD Real Time Crime Center

# In 2015, These Emergency Facilities Received Most Of The Individuals Transported



# Transporting Individuals In Crisis To Emergency Facilities Rather Than Jail Is Critically Important



**Discussion?**

# The Mental Health Response Advisory Committee Status Report: May 17, 2016



## **Prepared By:**

**The Albuquerque Police Department Crisis Intervention Unit  
The Albuquerque Police Department Real Time Crime Center**

**Key Contact: Lt. Glenn St. Onge**

**505-924-6007**

**[gstonge@cabq.gov](mailto:gstonge@cabq.gov)**

## **Version 2.0**

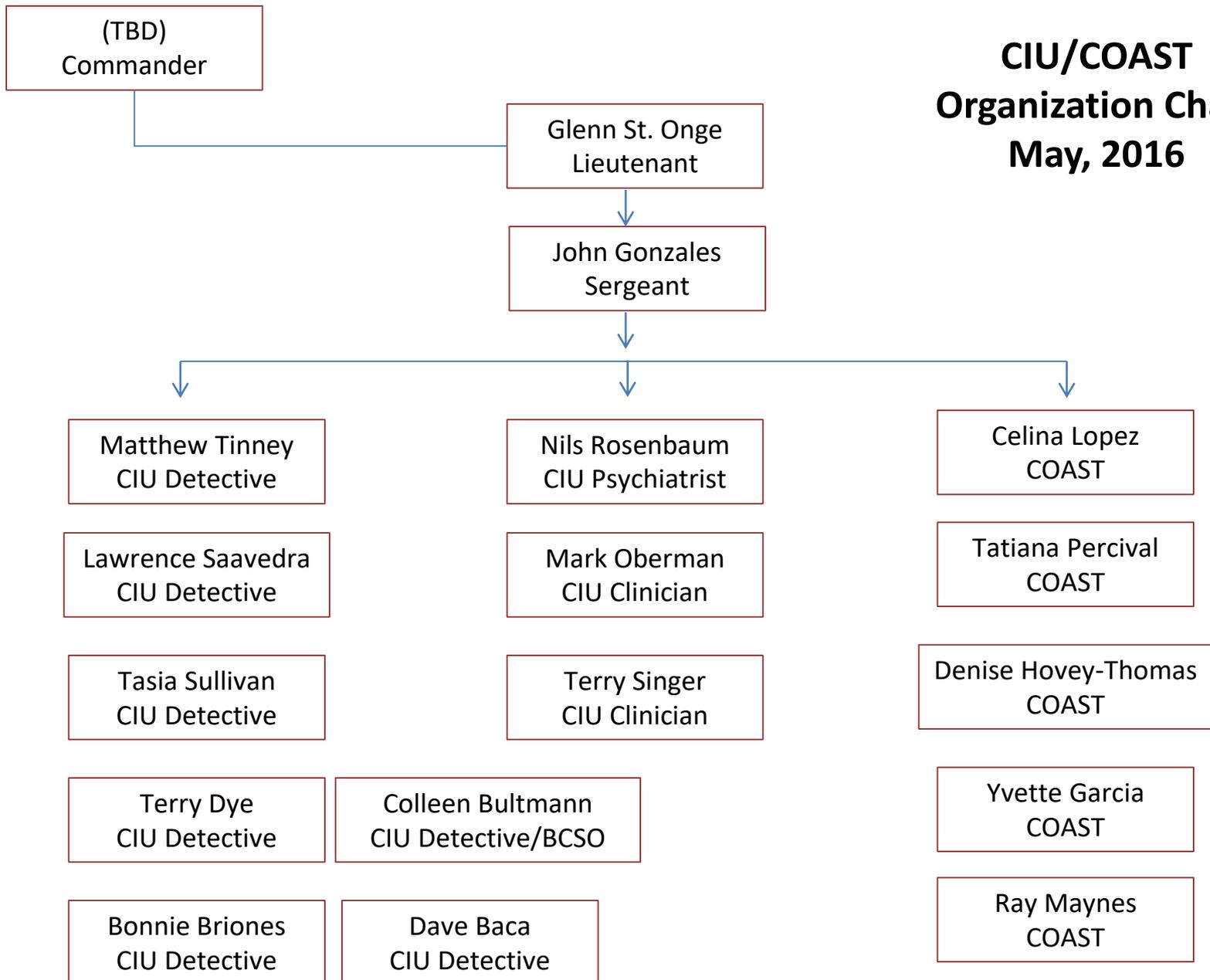
**Our Conversations With Others  
Always Lead To Better Data And  
Smarter Thinking.**

# **Mental Health Response Advisory Committee Monthly Report**

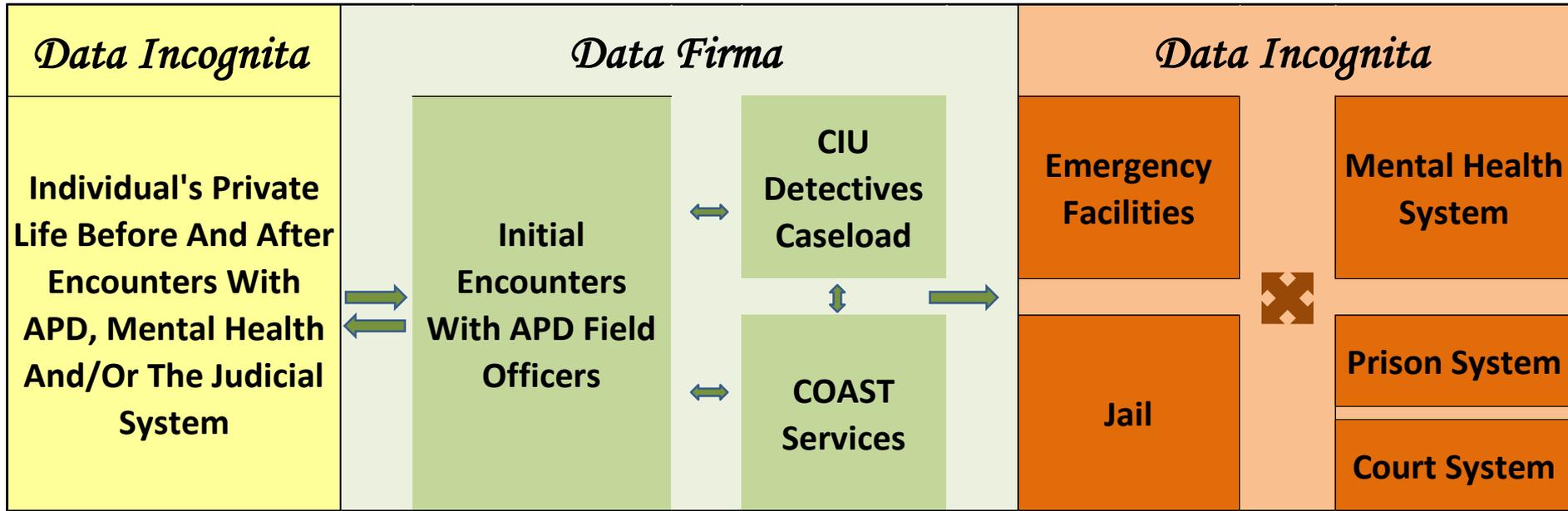
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- 4. Descriptive Data**
  - CIU Detectives' Case Loads**
  - COAST Case Loads**
  - Initial CIT-Related Encounters With APD Field Officers**
- 5. Exploratory Data Analyses: Findings To Consider**

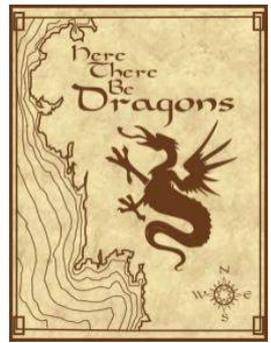
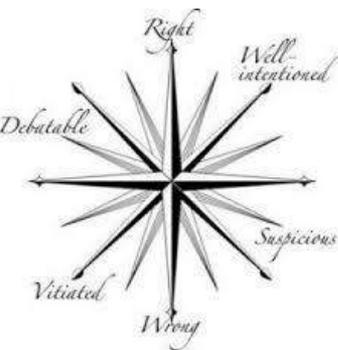
# CIU/COAST Organization Chart May, 2016



# Mapping The Data



## Legend



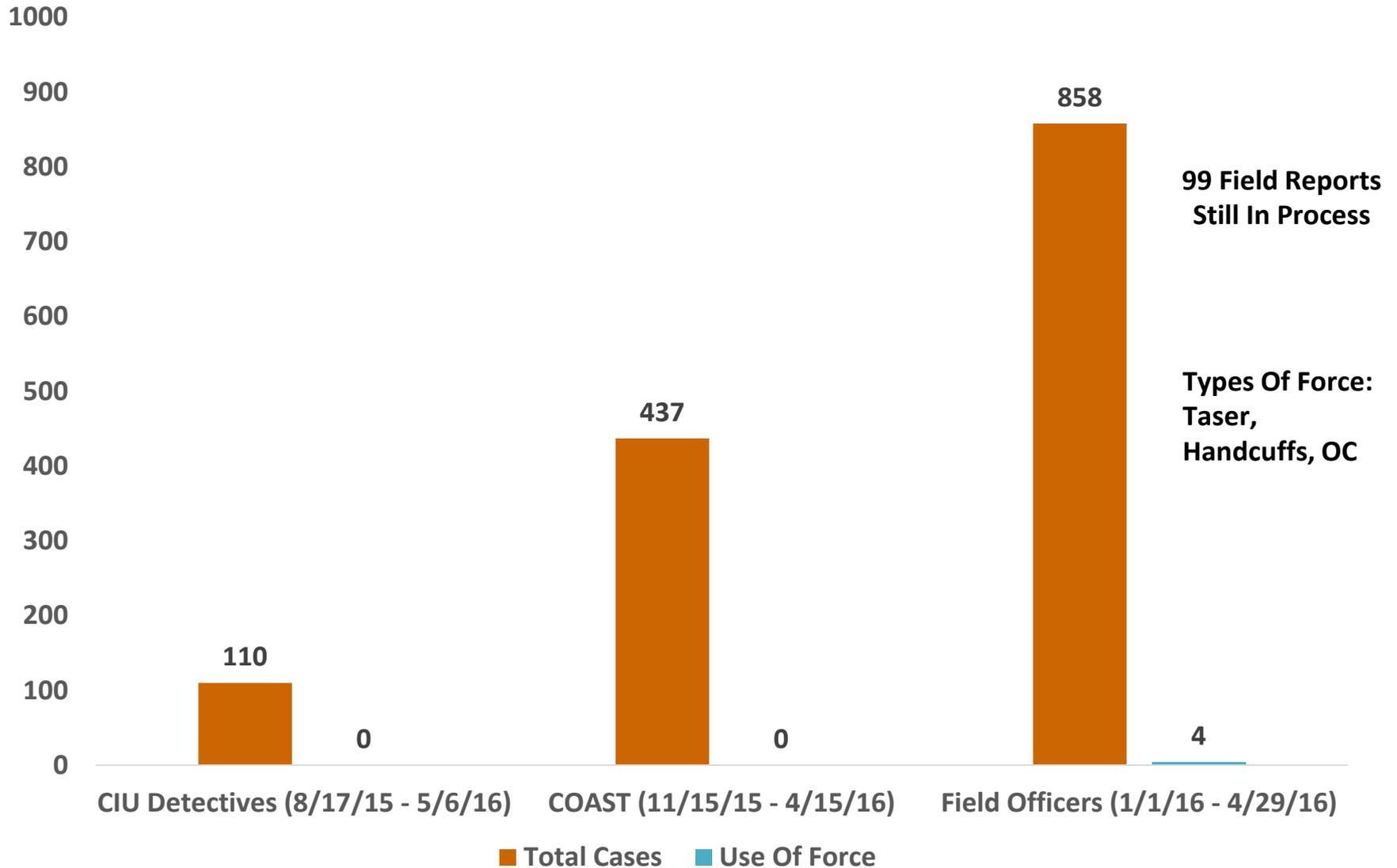
## Data Sets Included In This Report

APD	How Many Individuals	Dates Covered	Complete Reports	Reports In Process	Percent Complete Reports	Source
CIU Detectives	110	8/17/15 to 5/6/16	110	0	100%	CIU Cases Loads
COAST	437	9/1/15 to 4/15/16	437	0	100%	CIT Worksheets
Field Officers	858	1/1/16 to 4/29/16	759	99	89%	CAD, RMS & CIU

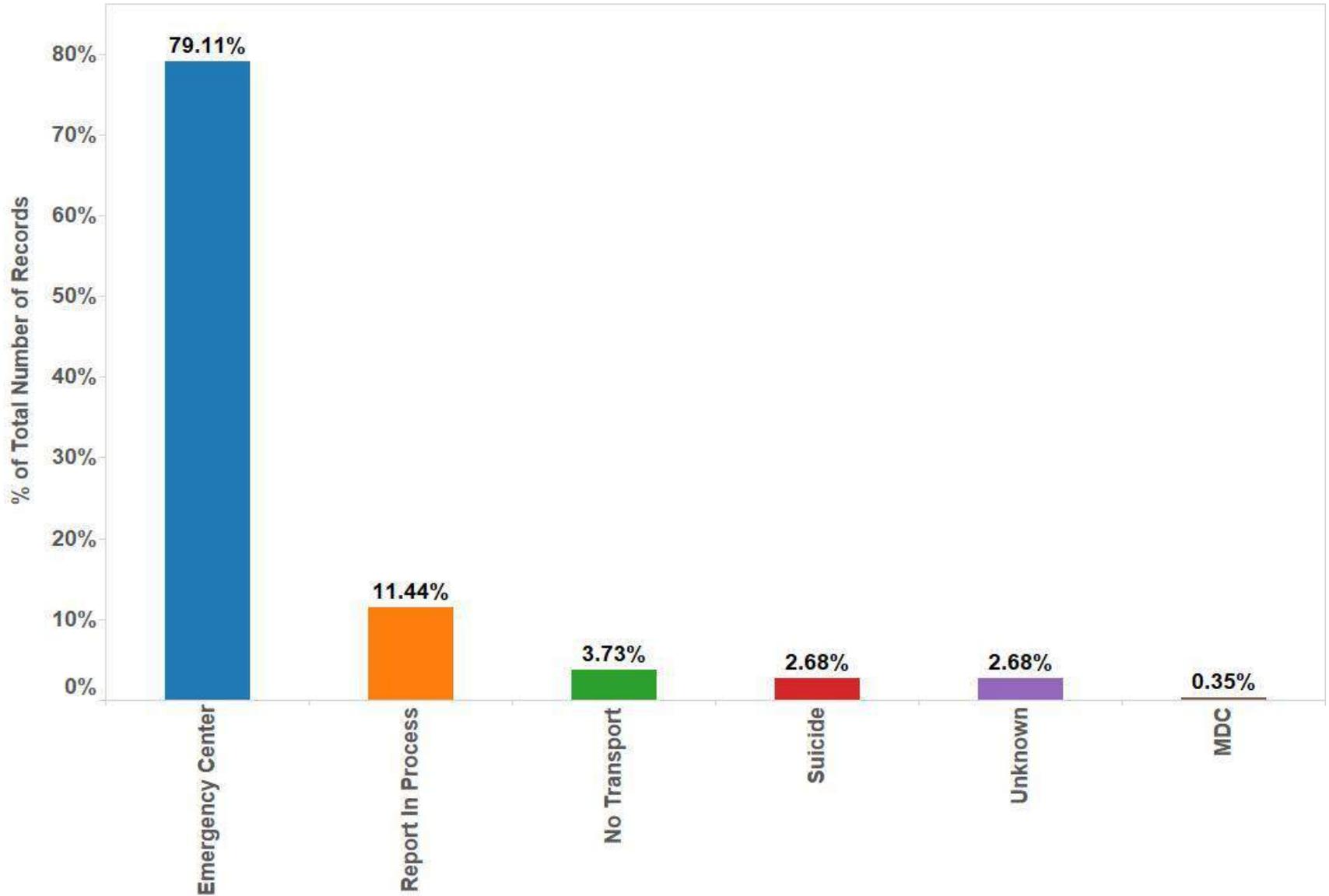
**Note: These data are subject to revision as we engage in continuous data cleanup.**

# Key Outcomes

# Total CIU-Related Cases & Encounters And Use Of Force



# 858 CIU-Related Initial Encounters With APD Field Officers And Transports To Emergency Centers



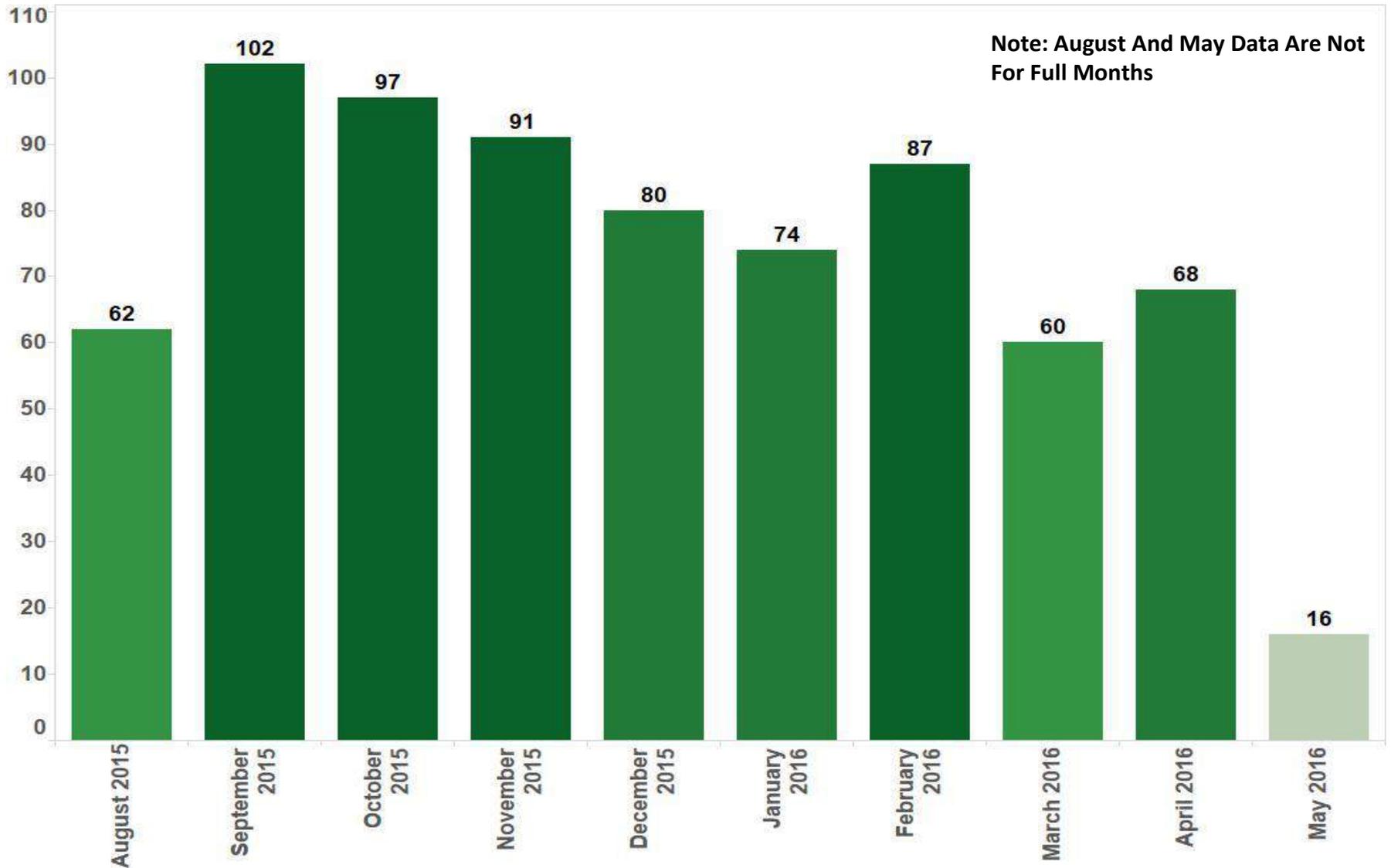
# **The Crisis Intervention Unit Detective's Case Load**

# Individuals On The CIU Detectives' Case Loads Meet These Criteria

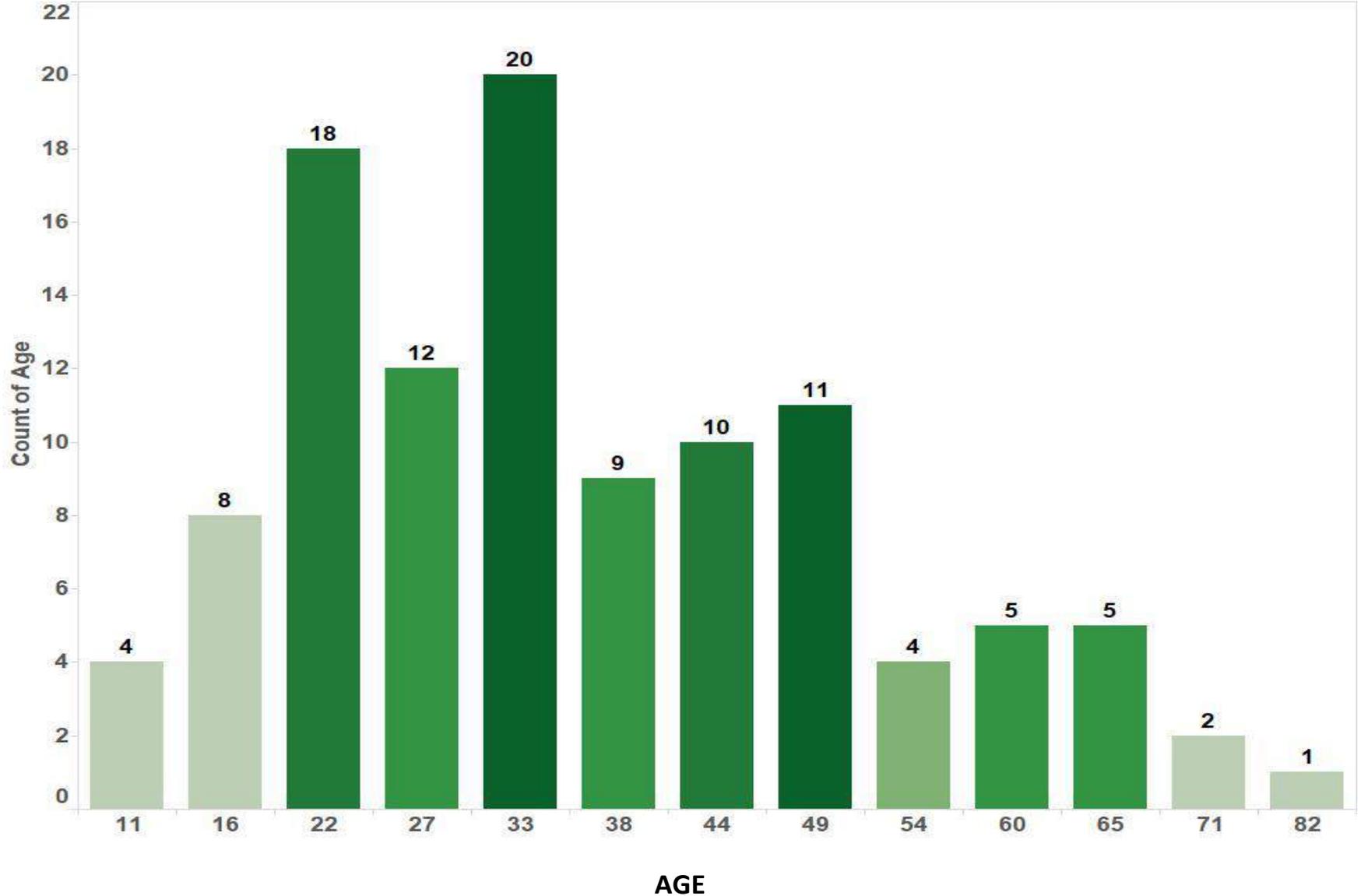
CIU detectives shall limit their intake to Police Referrals only, unless exigent circumstances exist. These referrals should have the following criteria:

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- d. Any corroborating information that would lead a CIU detective to believe the individual to others or displays escalating behavior

# Number of Individuals On CIU Detectives' Cases Loads By Month From August 17, 2015 To May 6, 2016

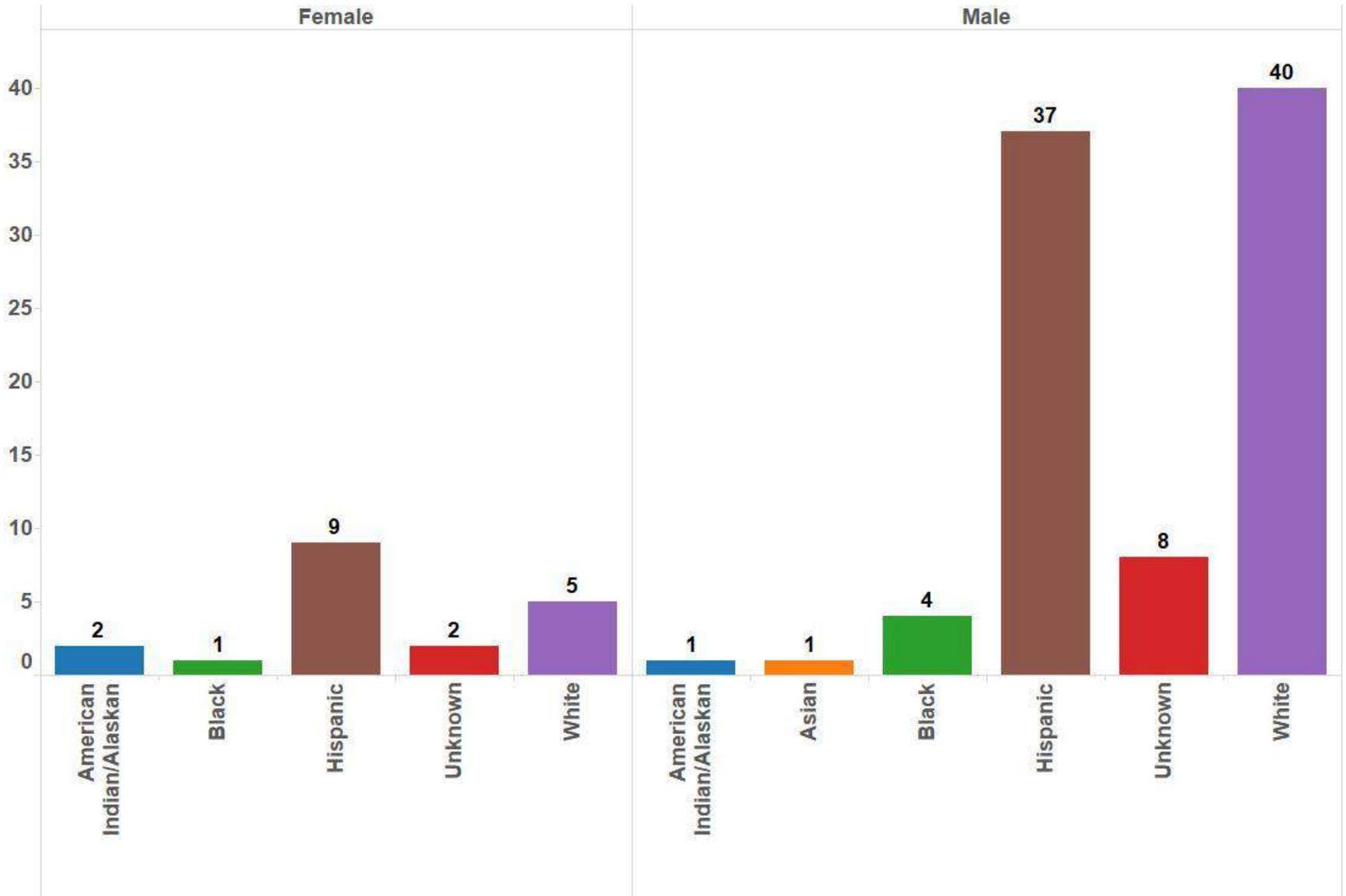


# The Ages Of The 110 Individuals On The CIU Detectives' Case Load (August 17, 2015 To May 6, 2016)



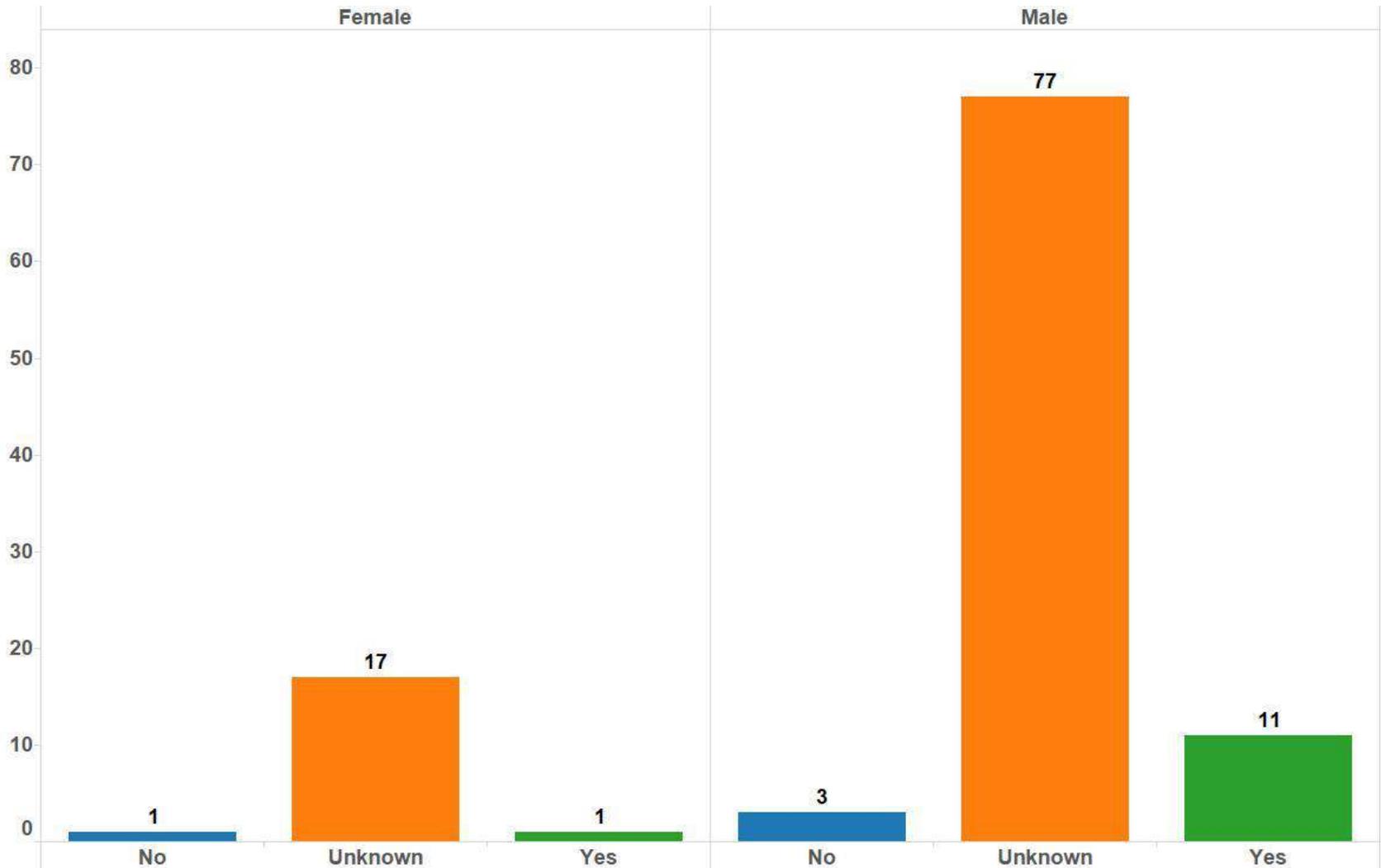
Source: APD Crisis Intervention Unit

# The Gender, Race/Ethnicity Of The 110 Individuals On The CIU Detectives' Case Load (August 17, 2015 To May 6, 2016)

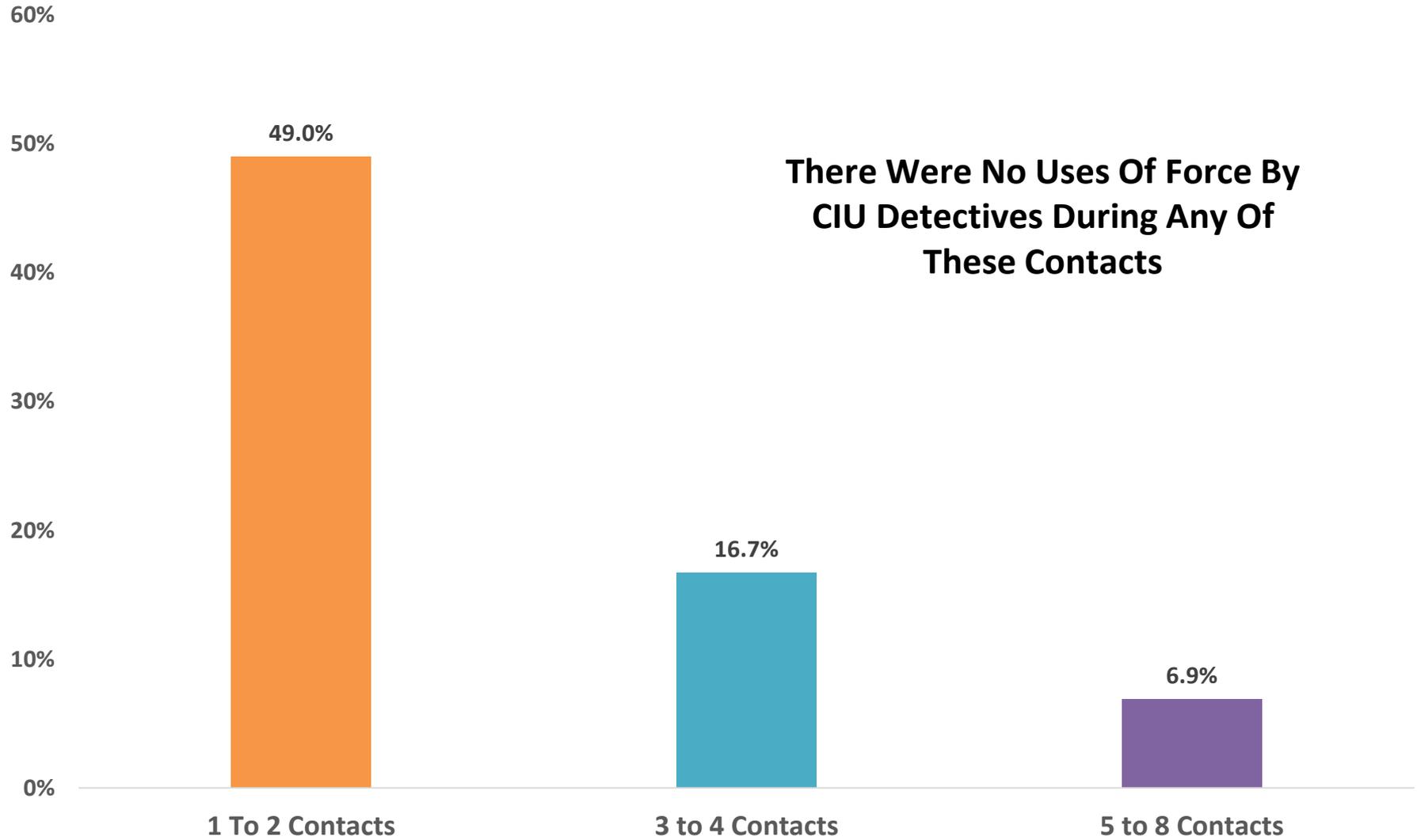


Source: APD Crisis Intervention Unit

# The Veteran Status By Gender Of The 110 Individuals On The CIU Detectives' Case Load (August 17, 2015 To May 6, 2016)



# Many Of The Individuals On The CIU Detective Case Loads Require Multiple Face-To-Face Contacts



# **The Crisis Intervention Unit COAST Case Load**

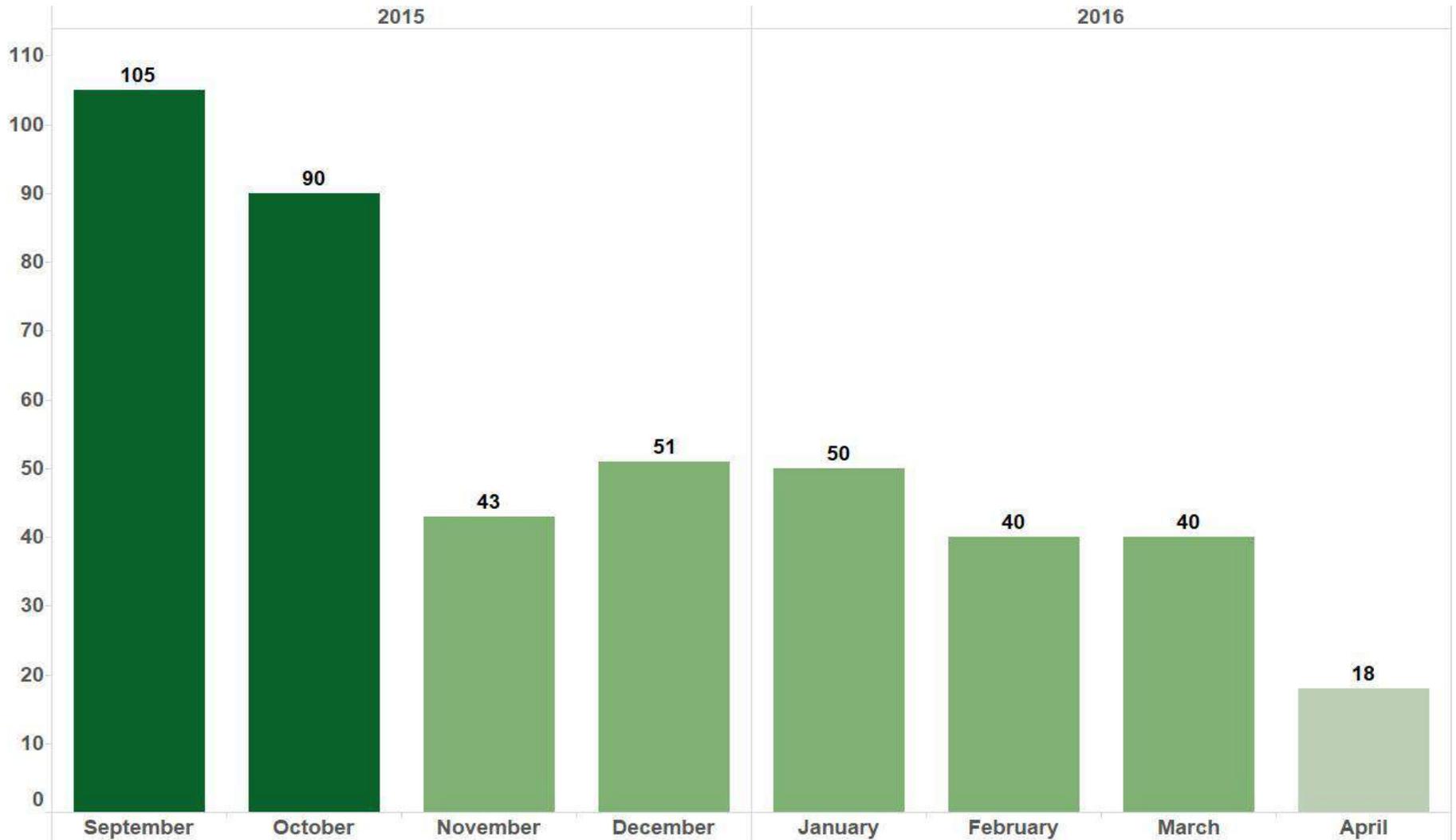
# COAST Specialists Provide Their Services In These Circumstances

1. COAST will be utilized by officers to provide further crisis intervention, referrals to services, and education.
2. When an officer has determined the scene is safe and there is a need for COAST on scene, they will...request a COAST unit...
3. COAST shall provide a reasonable effort to resolve the crisis that created the call-out. This may include frequent contacts, as well as police that are having several interactions with the person due to their behavior which may include dispatched calls, unfounded reports of crimes or self-initiated stops.
4. Risk to self: The person is at risk of harming him/herself.
5. Be responsible for taking cases referred to COAST, which are in addition to on-scene referrals, and have been assigned to them by the CIU Sergeant.

# COAST Specialists Focus On These Kinds Of Issues

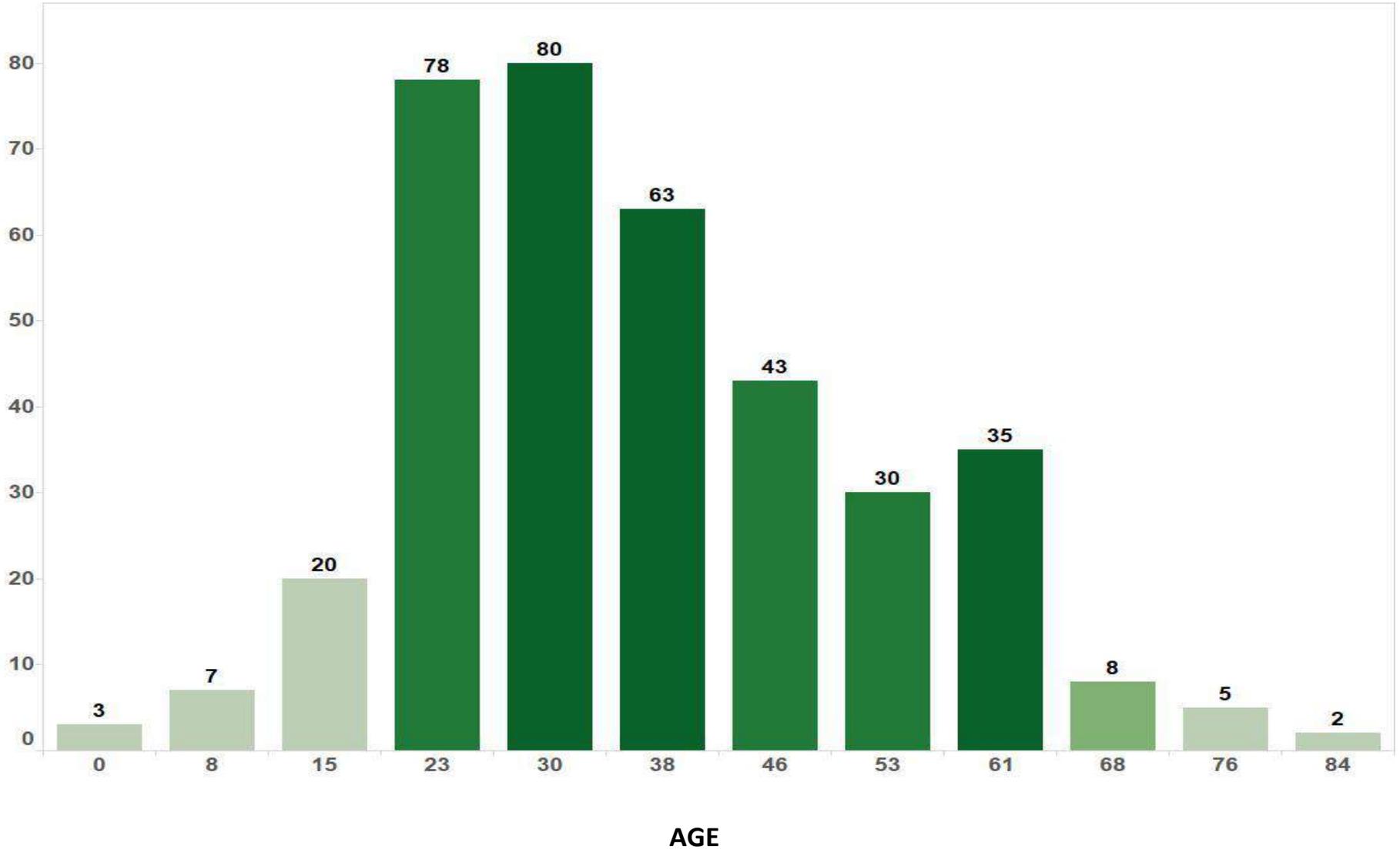
- Mental Health Issues
- Suicide Intervention
- Homeless
- Substance Abuse
- Basic Needs
- Elder Abuse and Neglect
- Crisis Intervention and Response
- Death Related Issues

# Coast Provided Services To 437 Individuals Between September, 2015 and April 15, 2016

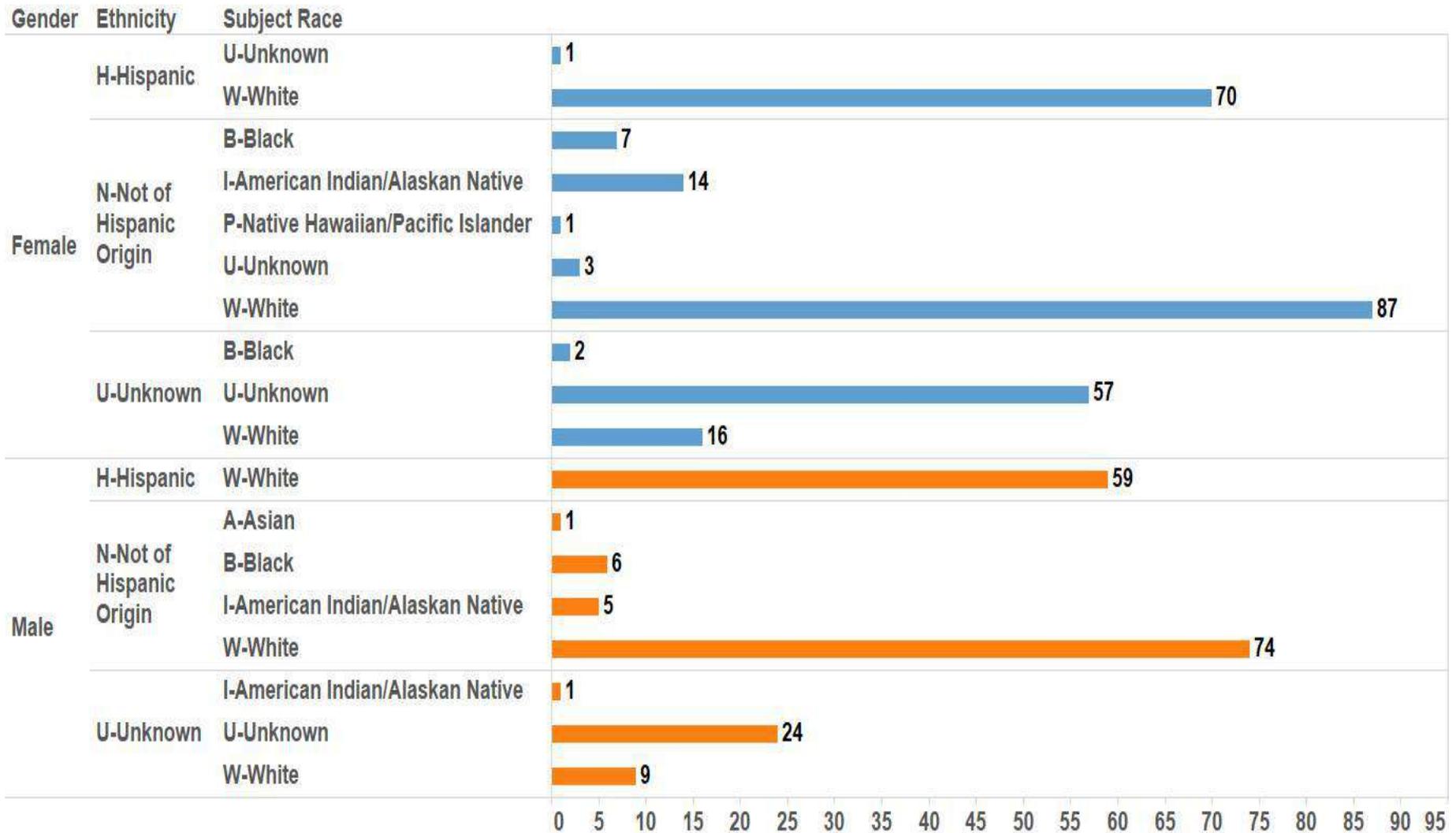


Source: APD Crisis Intervention Unit

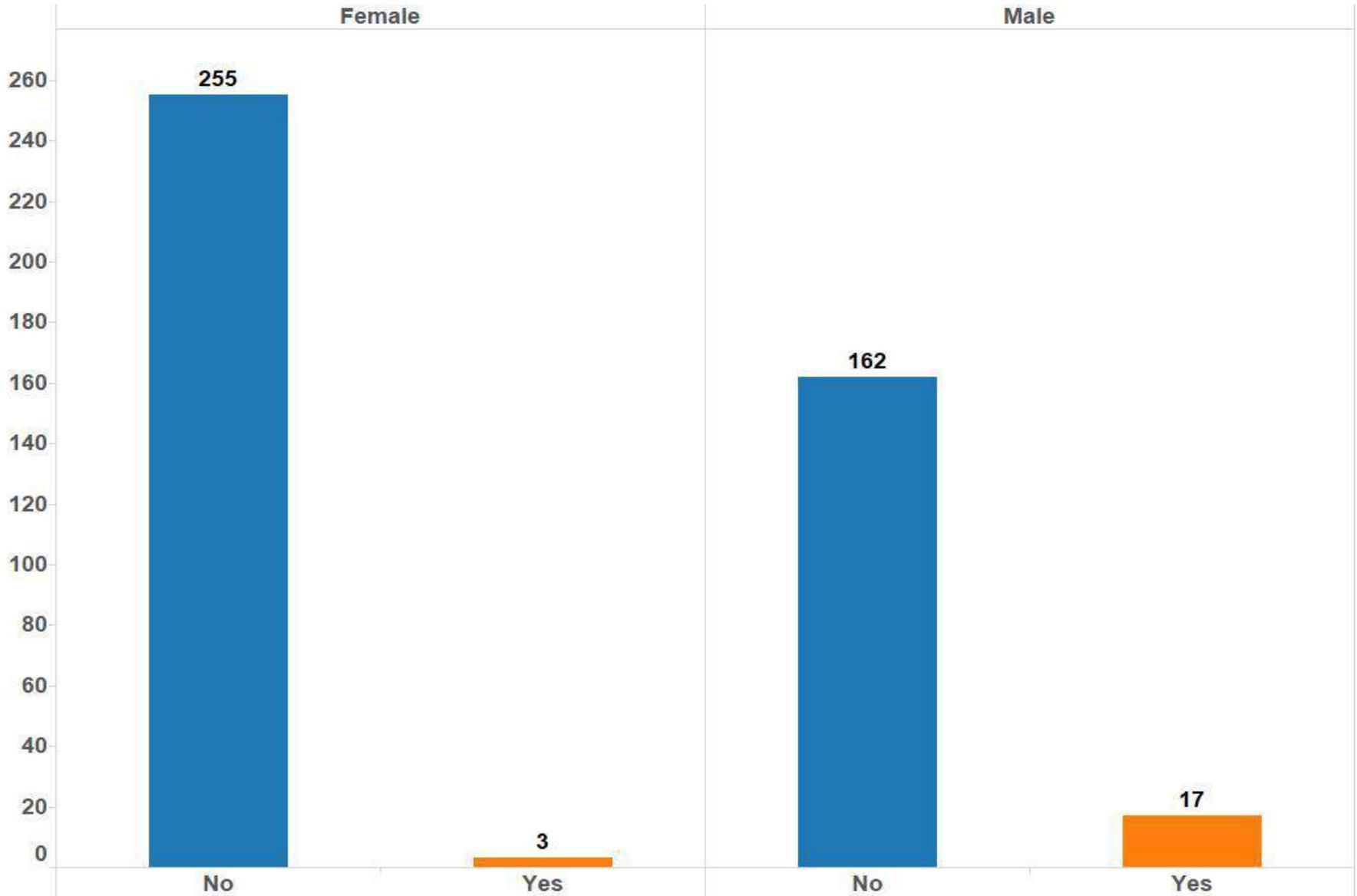
# The Age Of The Individuals Served By COAST



# The Gender & Race/Ethnicity Of The Individuals Served By COAST



# Did The Individuals Served By COAST Claim To Be Veterans?

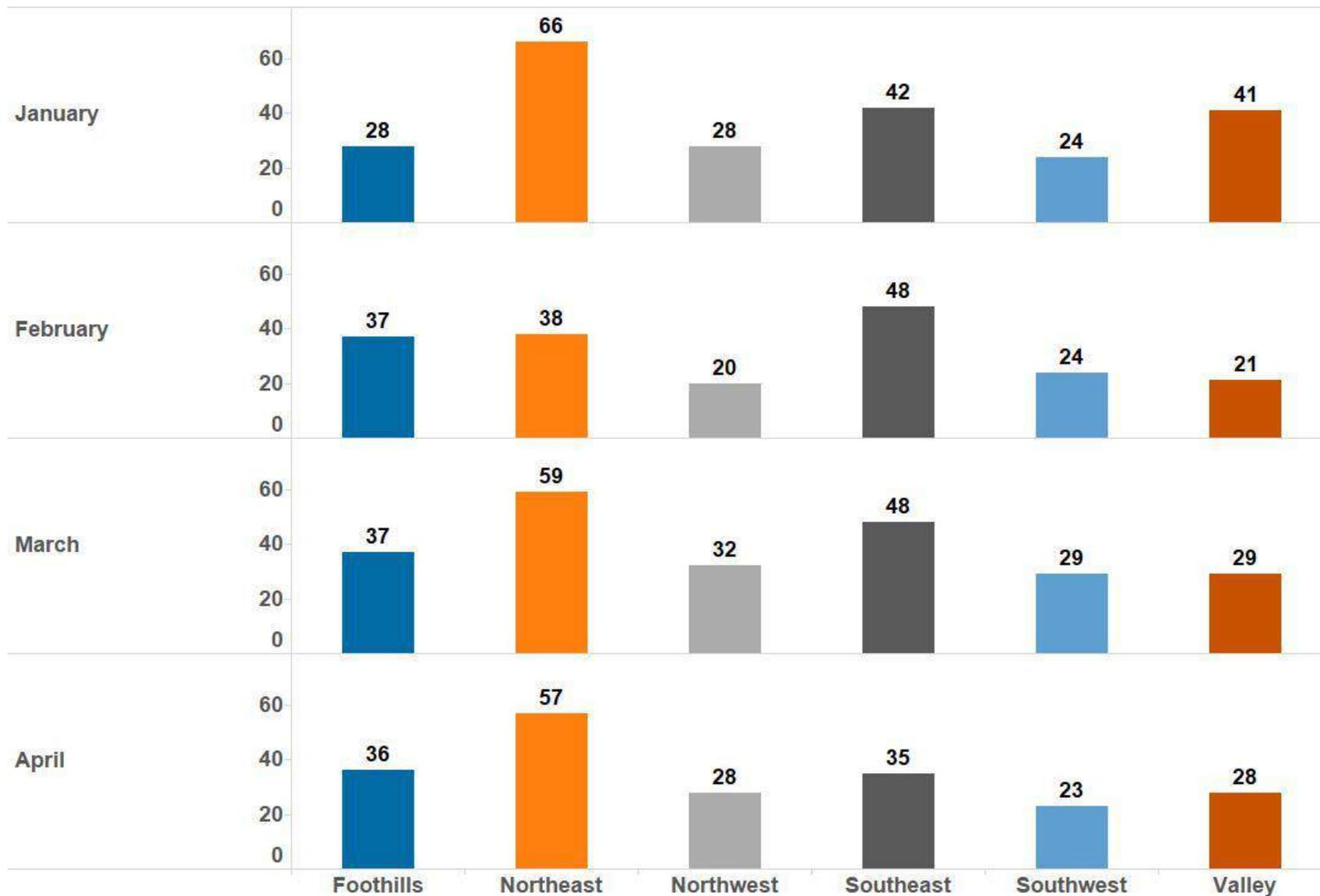


# **Initial CIT-Related Encounters With APD Field Officers**

# Use Of Force With Individuals In CIU-Related Incidents During Initial Encounter With Field Officers

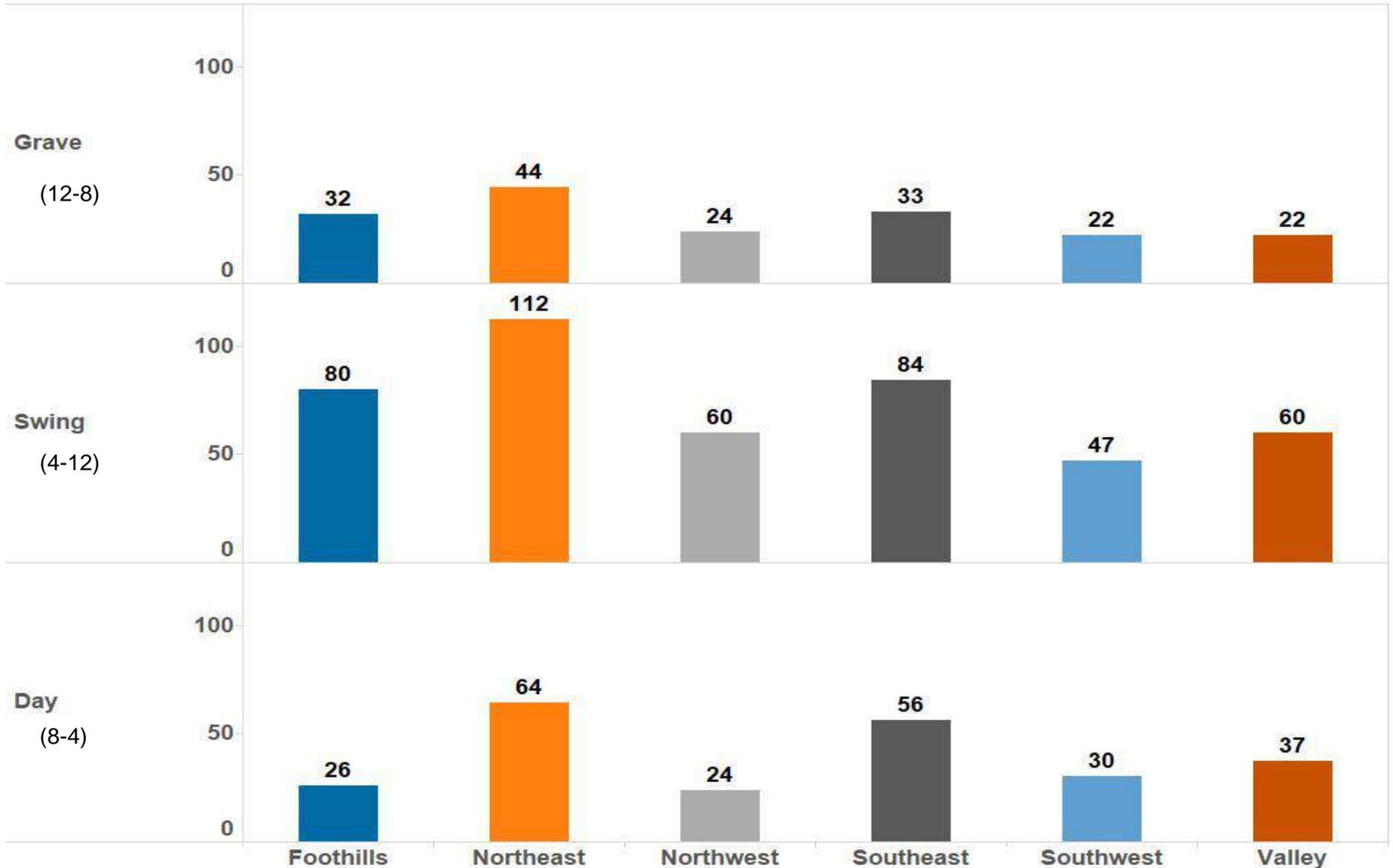


# Field Officers In The Six APD Area Commands Worked With 858 CIT-Related Incidents January, 2016 to April, 2016

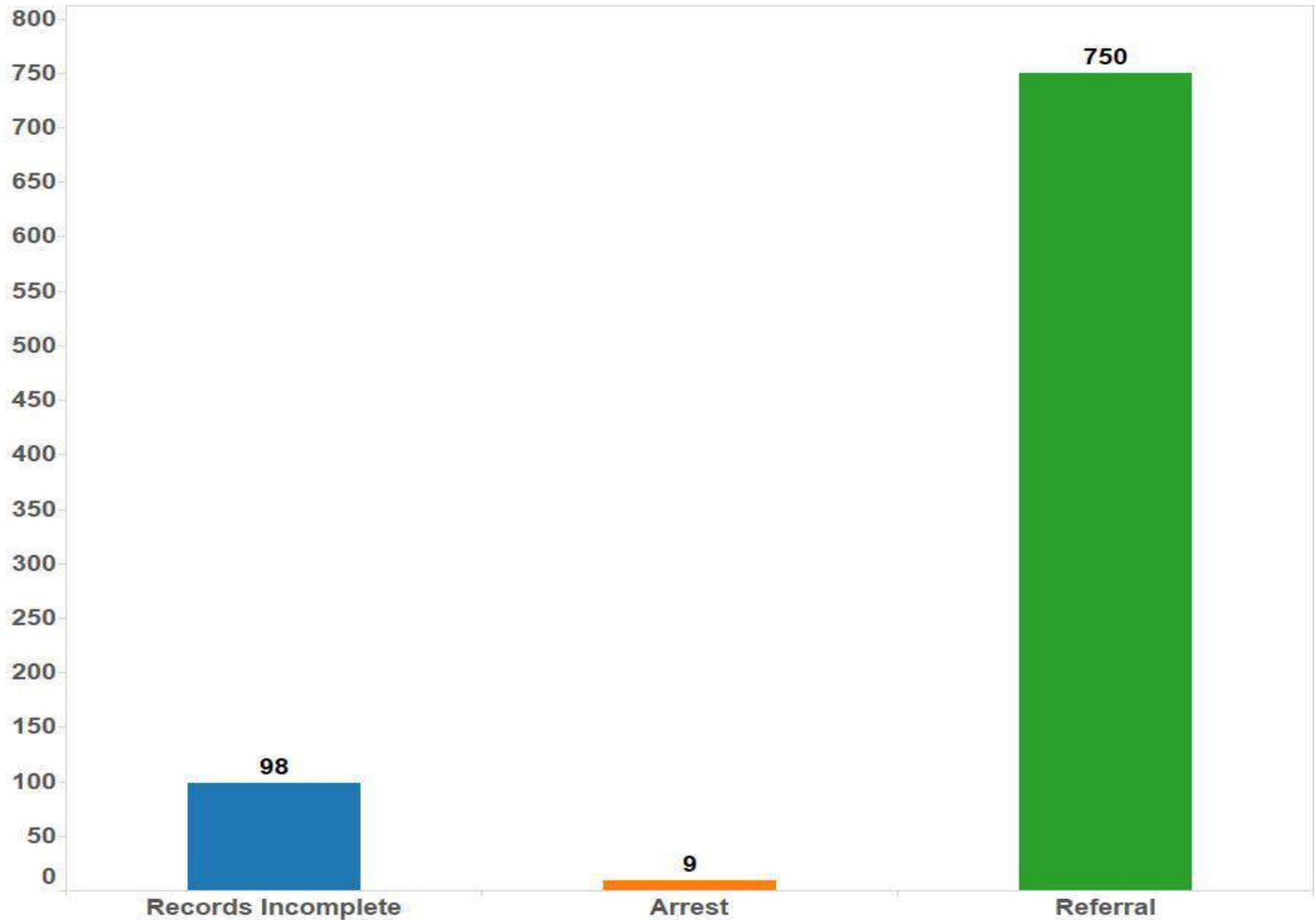


Source: APD Real Time Crime Center; Crisis Intervention Unit

## These 858 CIT-Related Incidents With Field Officers Took Place On The Following Shifts January, 2016 To April, 2016

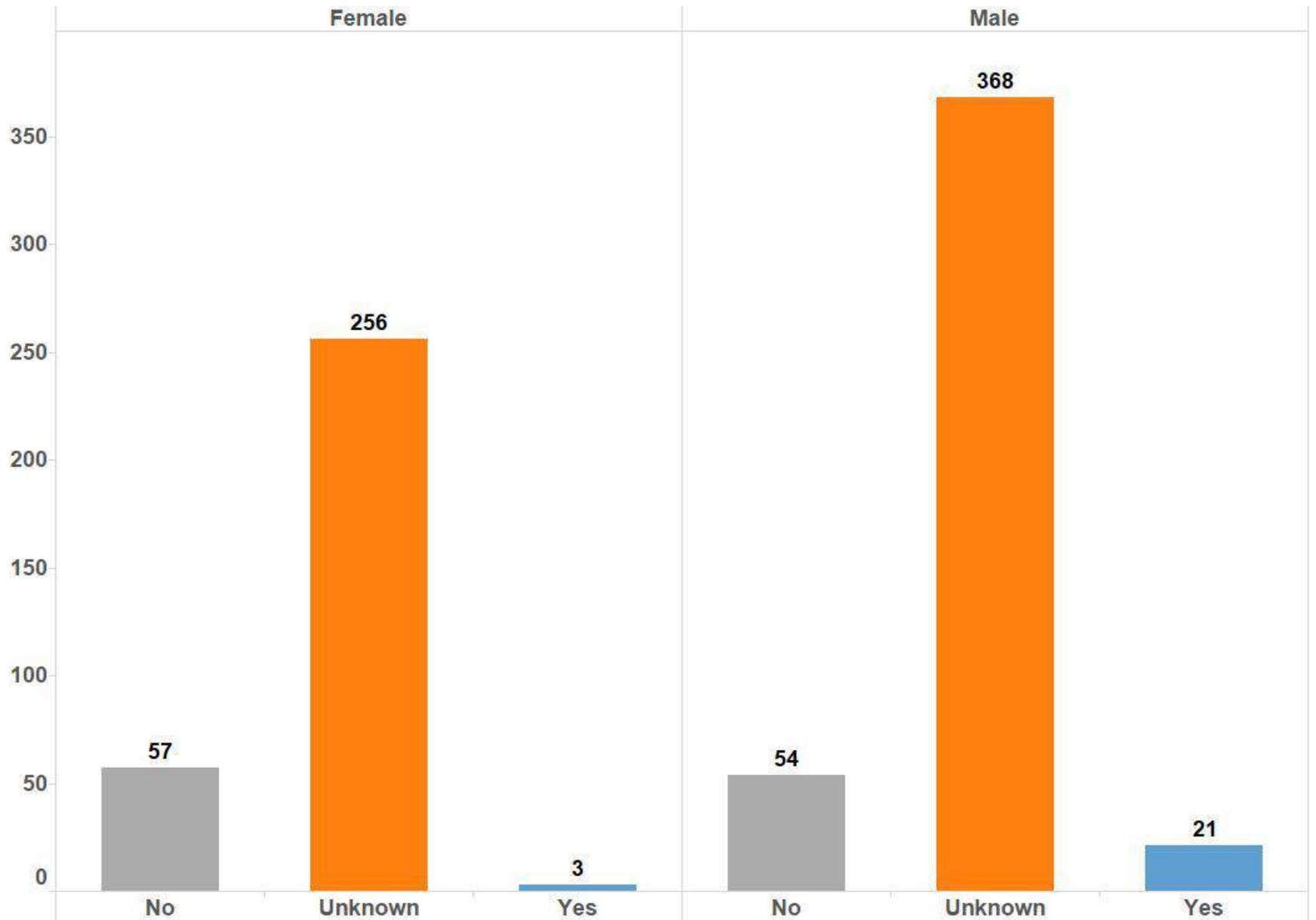


## The 858 CIT-Related Initial Incidents With Field Officers Resulted In The Following Dispositions, January, 2016 to April, 2016



Source: APD Real Time Crime Center; Crisis Intervention Unit

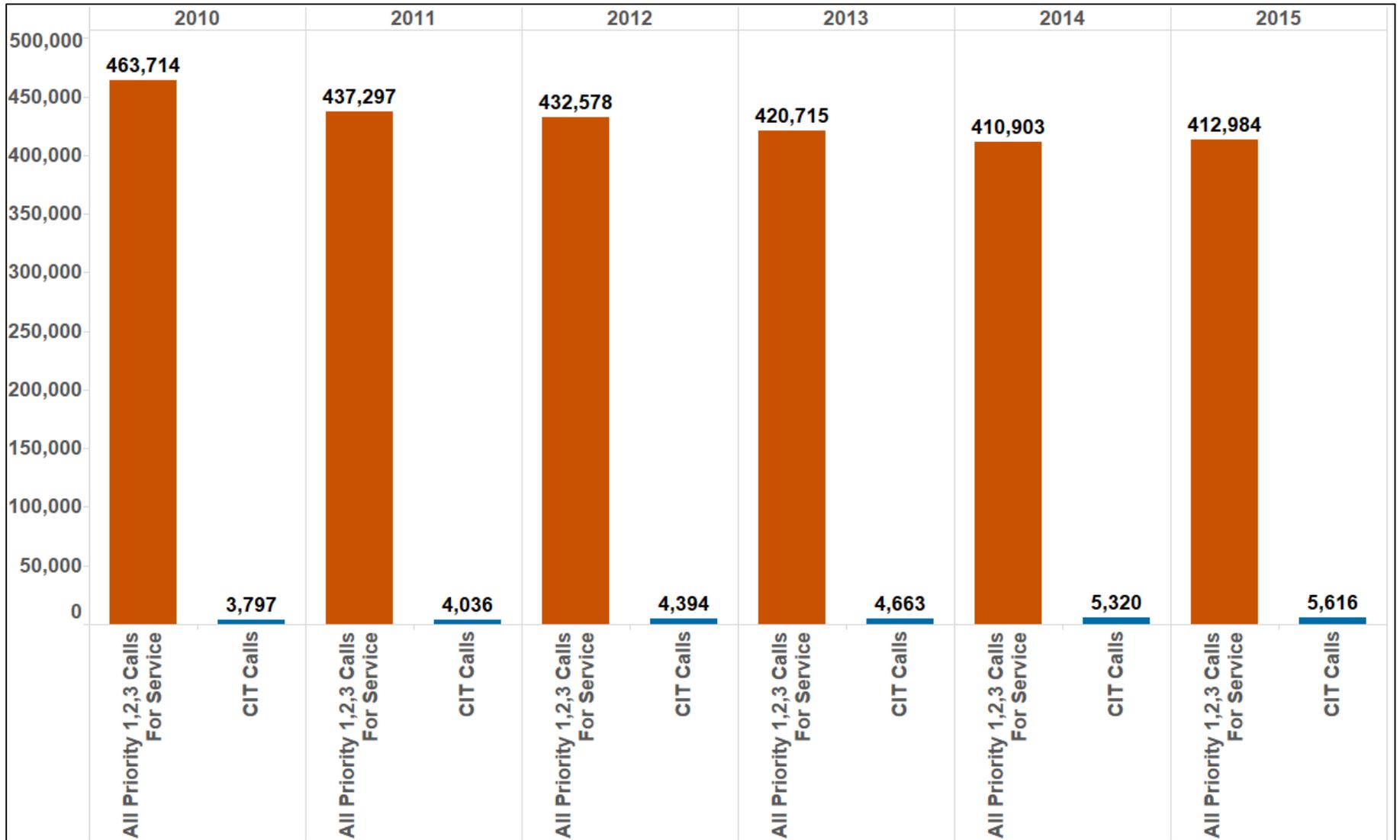
# The Gender & Veteran Status Of The Individuals Encounter By Field Officers



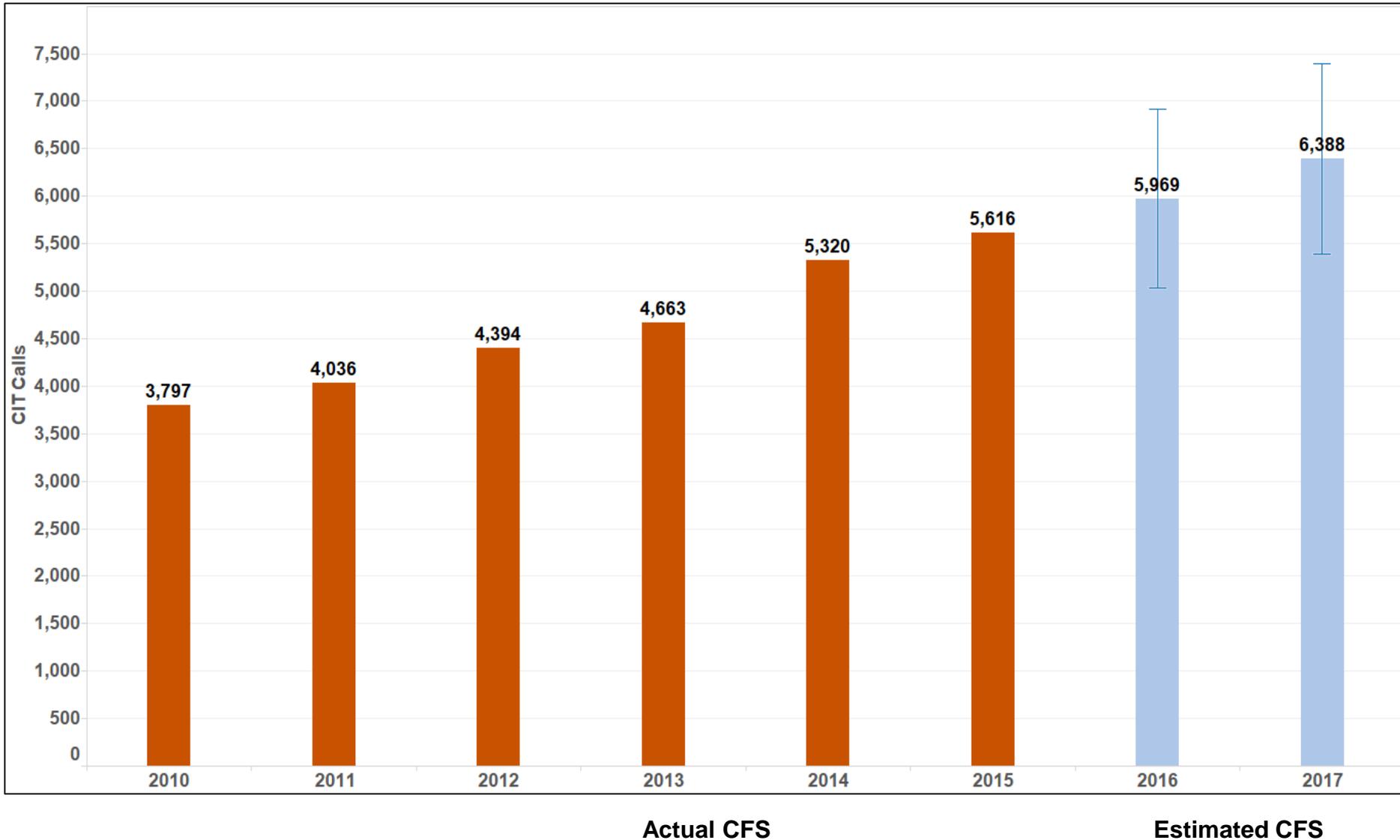
Source: APD Crisis Intervention Unit

# **Exploratory Data Analyses: Findings To Consider**

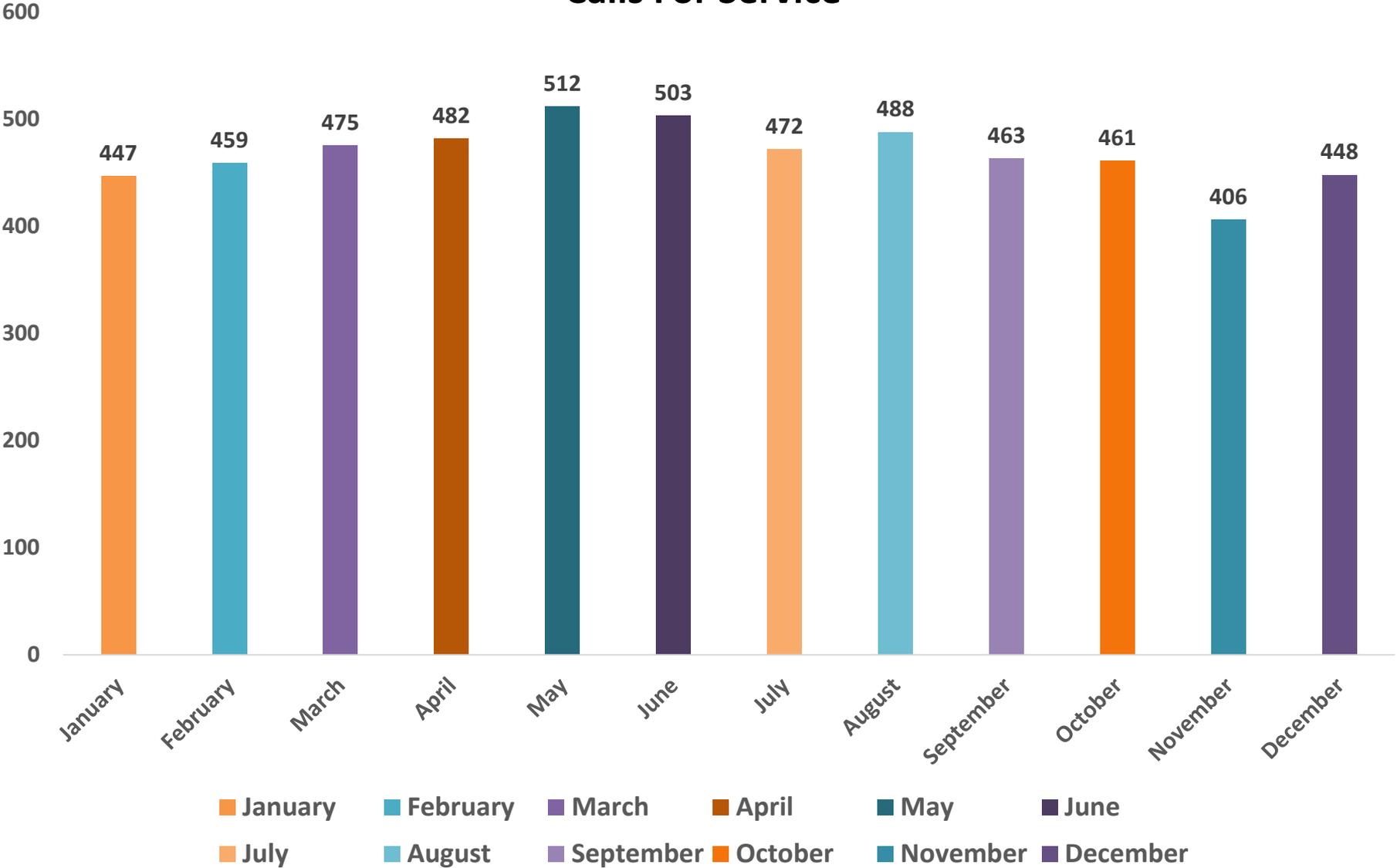
# The Number Of All Priority 1, 2, 3 Calls For Service Compared To Mental Patient and Suicide Calls For Service: 2010 To 2015



# The Number Of CIT-Related Calls For Service Has Increased 47.9% Since 2010. It Is Very Likely Those Calls Will Continue To Increase



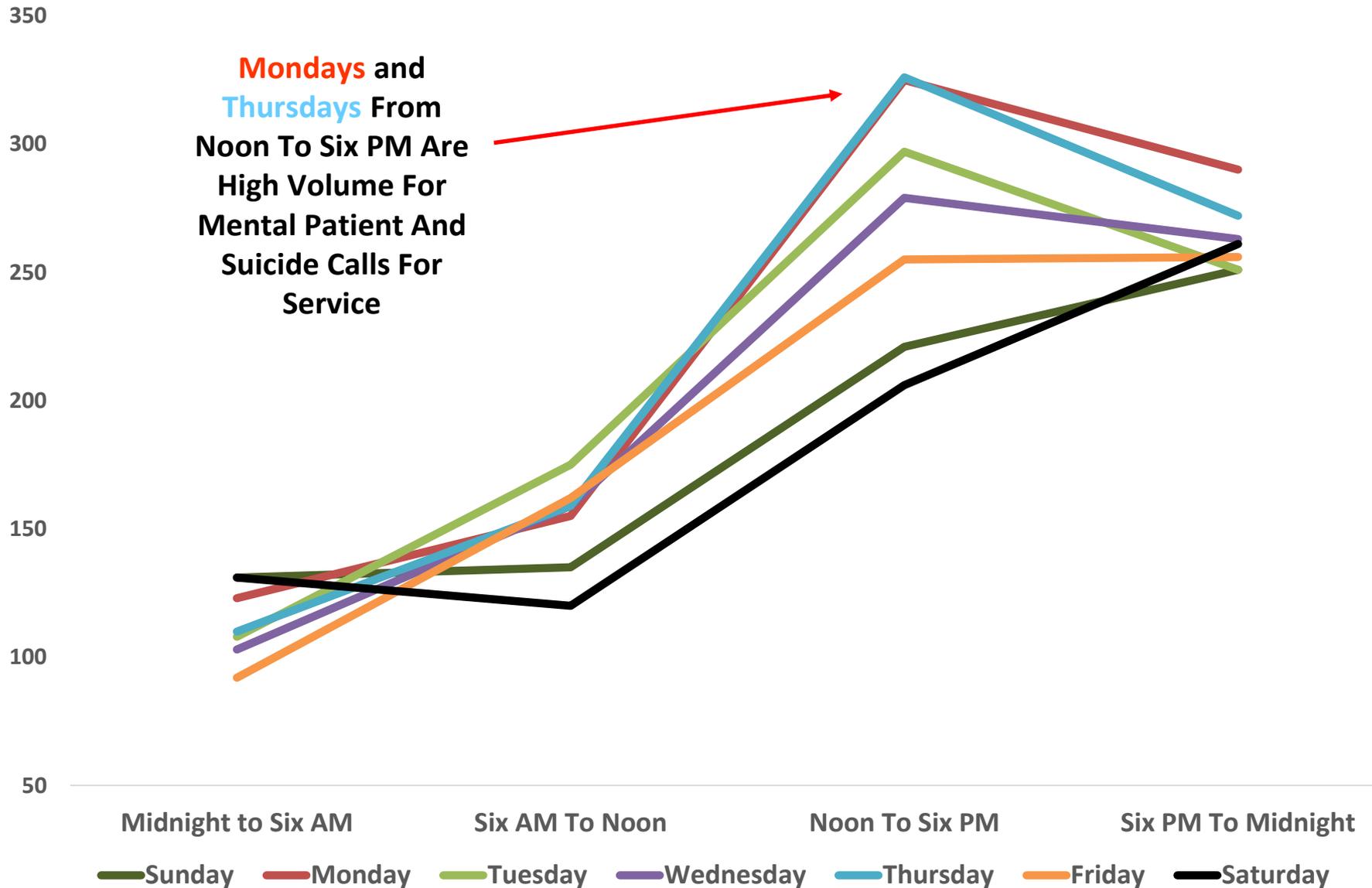
# In 2015, APD Field Officers Responded To 5,616 Mental Patient and Suicide Calls For Service



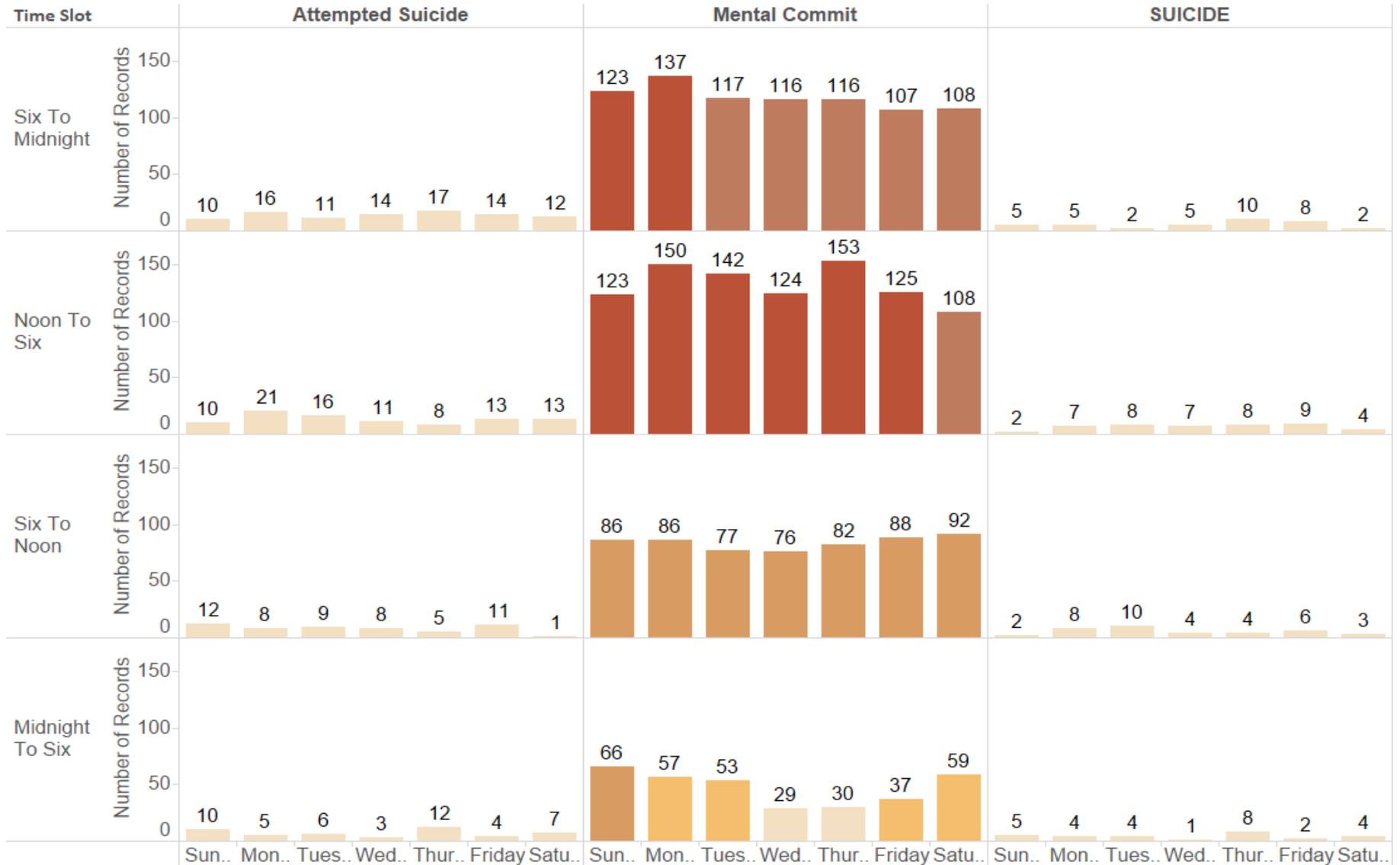
Source: APD Real Time Crime Center

# **What Do We Know About When These Calls Take Place?**

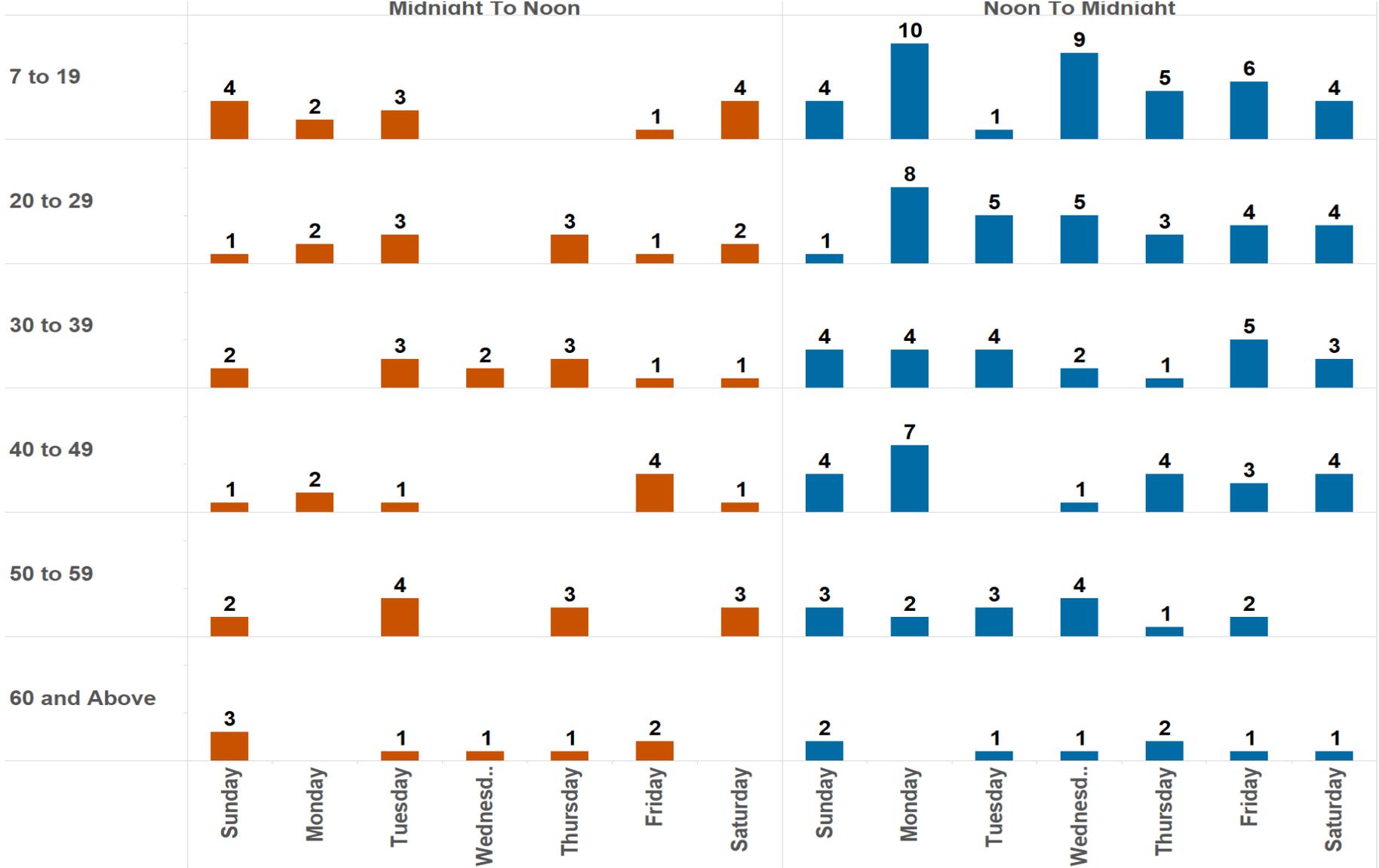
# The Number Of Calls Increase As The Day Goes On



# Type Of Call By Time Of Day and Day Of Week

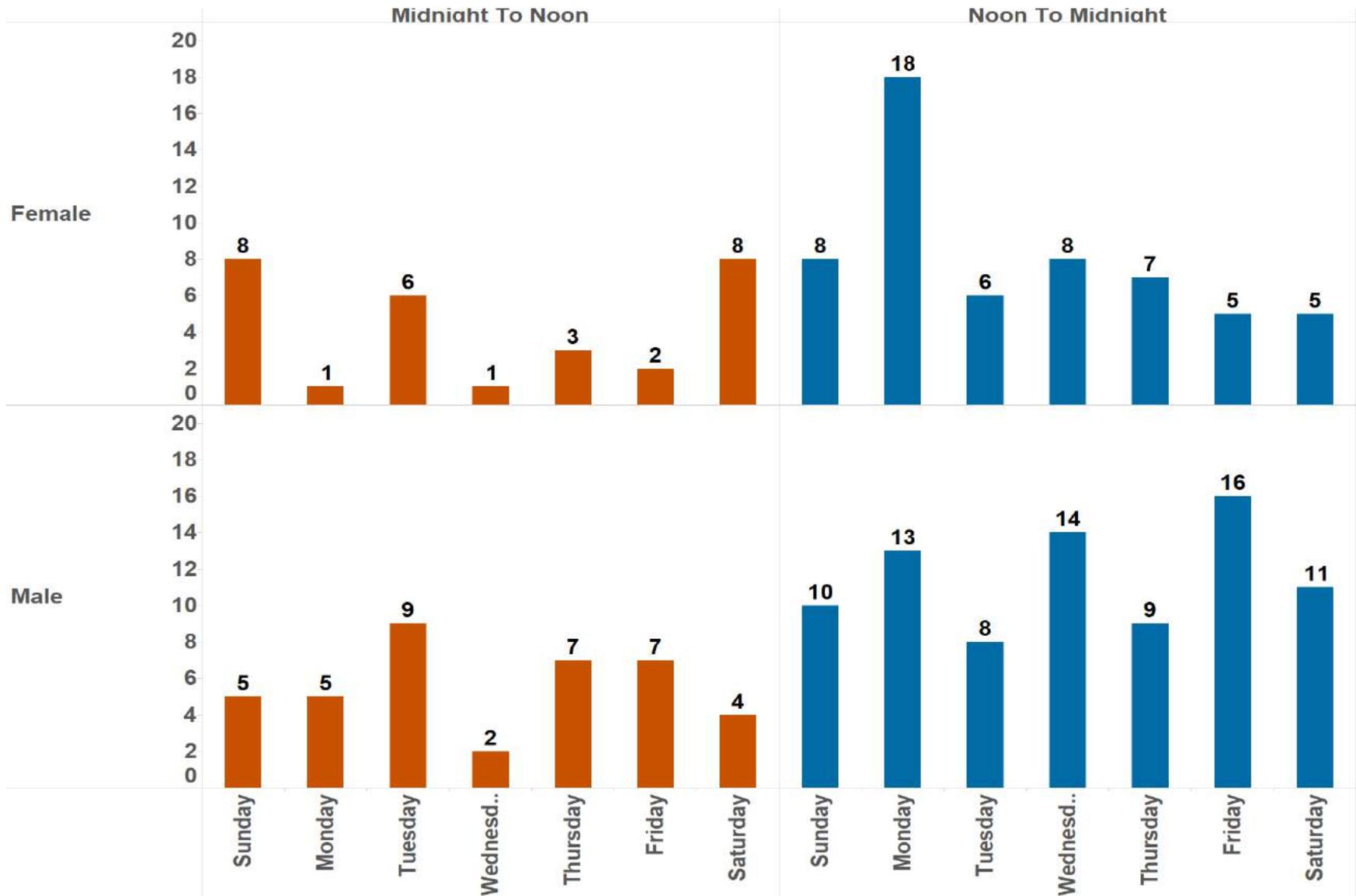


# An Exploratory Analyses Of Age And Time (206 CIU-Related Calls In February, 2016)

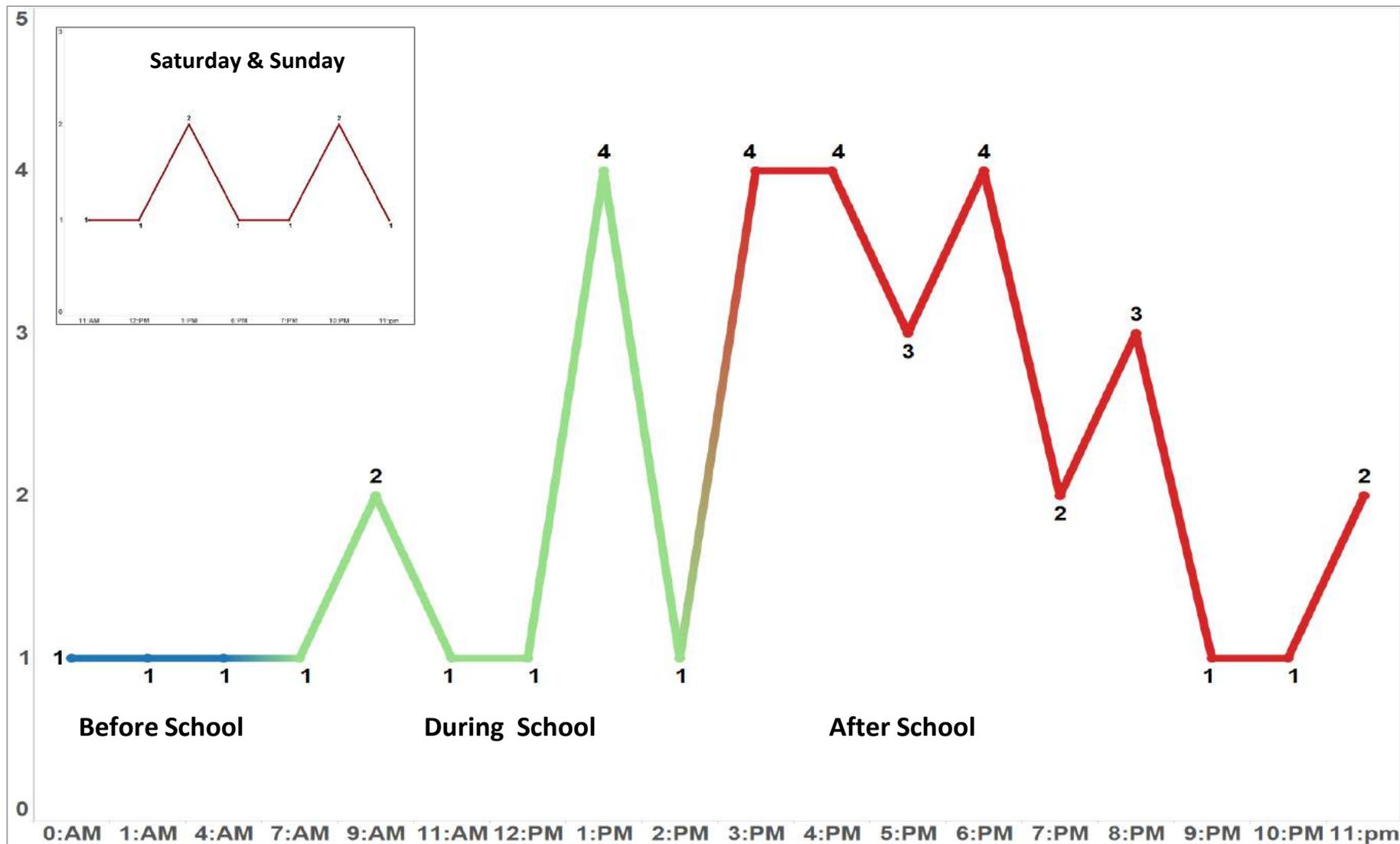


Source: APD Real Time Crime Center; Crisis Intervention Unit

# An Exploratory Analyses Of Gender And Time (206 CIU-Related Calls In February, 2016)



# An Exploratory Analysis Of 78 CIT-Related Calls For Youth Age 12-18 By Time And Weekday (Monday-Friday)



**Discussion?**

# The Mental Health Response Advisory Committee Status Report: April 19, 2016



**Working Draft Format For Future MHRAC Status  
Reports  
Data Checking Still In Progress**

**Prepared By:**

**The Albuquerque Police Department Crisis Intervention Unit  
The Albuquerque Police Department Real Time Crime Center**

**Key Contact: Lt. Glenn St. Onge**

**505-924-6007**

**gstonge@cabq.gov**

# **Version 1.1**

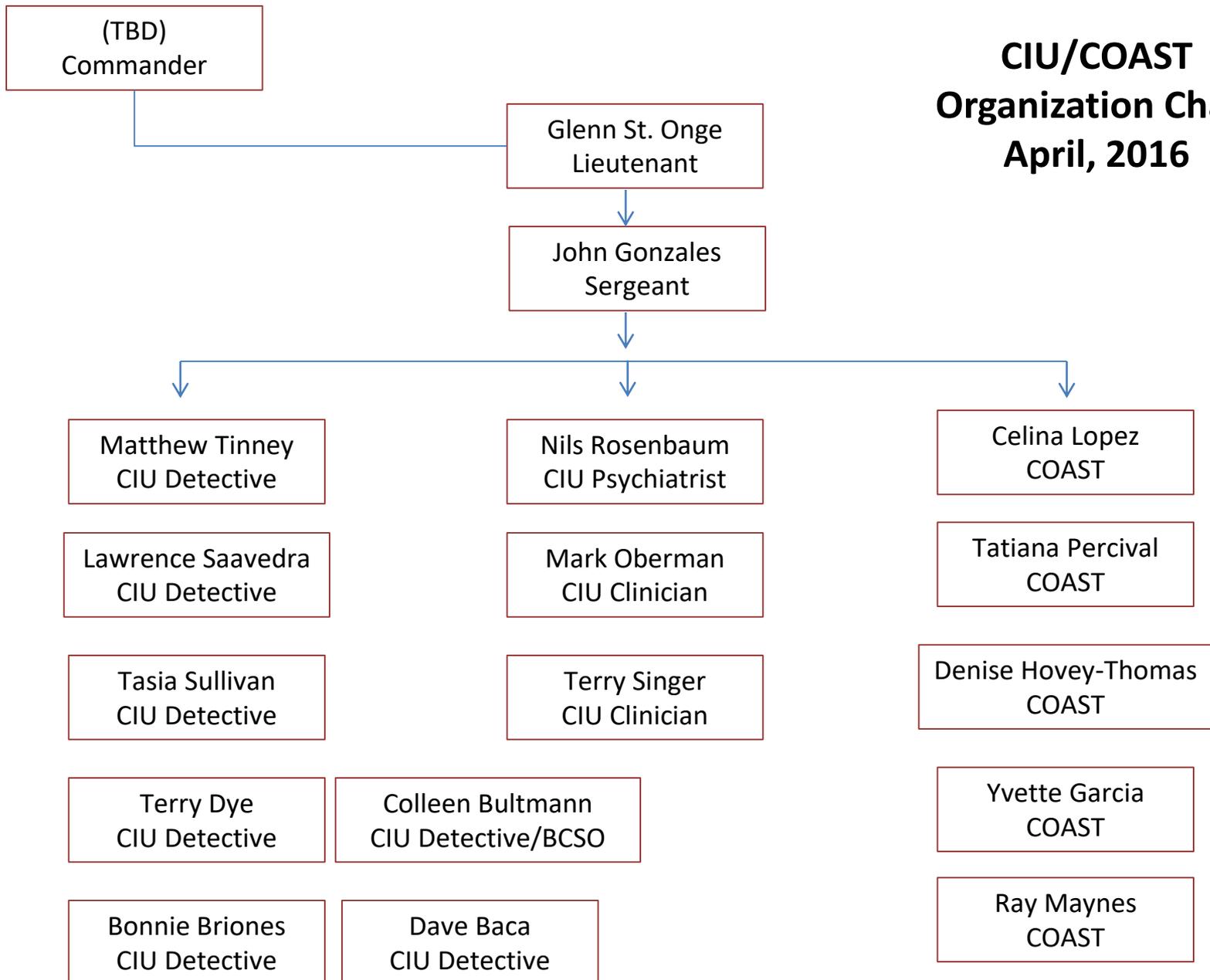
**Our Conversations With Others  
Always Lead To Better Data And  
Smarter Thinking**

# **Mental Health Response Advisory Committee Monthly Report**

## **Table Of Contents**

- 1. Crisis Intervention Unit Organizational Chart**
- 2. Key Data In This Report**
  - I. Number of Individuals On CIU case load.**
    - i. Individual's age, race/ethnicity, and gender.**
    - ii. Were Individuals U.S. military vets?**
    - iii. Use of force during follow-up encounters.**
  - II. Number of Individuals on the COAST case load.**
    - i. Individual's age, race/ethnicity, and gender.**
    - ii. Were Individuals U.S. military vets?**
    - iii. Use of force during follow-up encounters.**
  - III. Initial CIT-Related Encounters With APD Field Officers**
    - i. Date, shift and area command.**
    - ii. Disposition of initial encounter (e.g. arrest, resolution, referral).**
    - iii. Subject's age, race/ethnicity, and gender.**
    - iv. Was subject armed & type of weapon?**
    - v. Was subject U.S. military vet?**
    - vi. Did a supervisor respond to the initial scene?**
    - vii. Technique or equipment used during initial encounter.**
    - viii. Any injuries to officers, subjects or others during initial encounter.**
    - ix. Use of force during initial encounter.**
- 3. Exploratory Data Analyses: Findings To Consider**

# CIU/COAST Organization Chart April, 2016



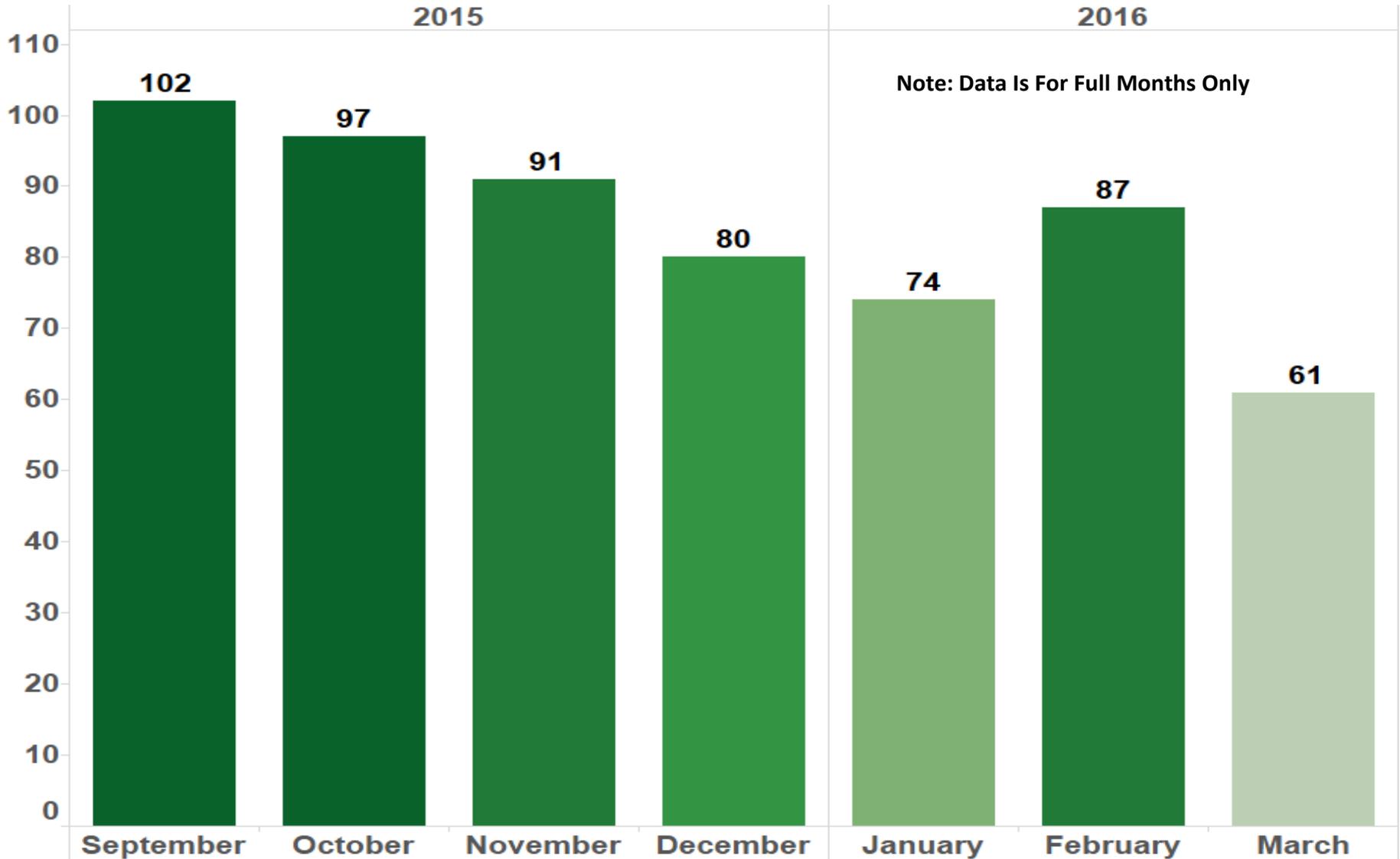
# **The Crisis Intervention Unit Detective's Case Load**

# Individuals On The CIU Detective's Case Loads Meet These Criteria

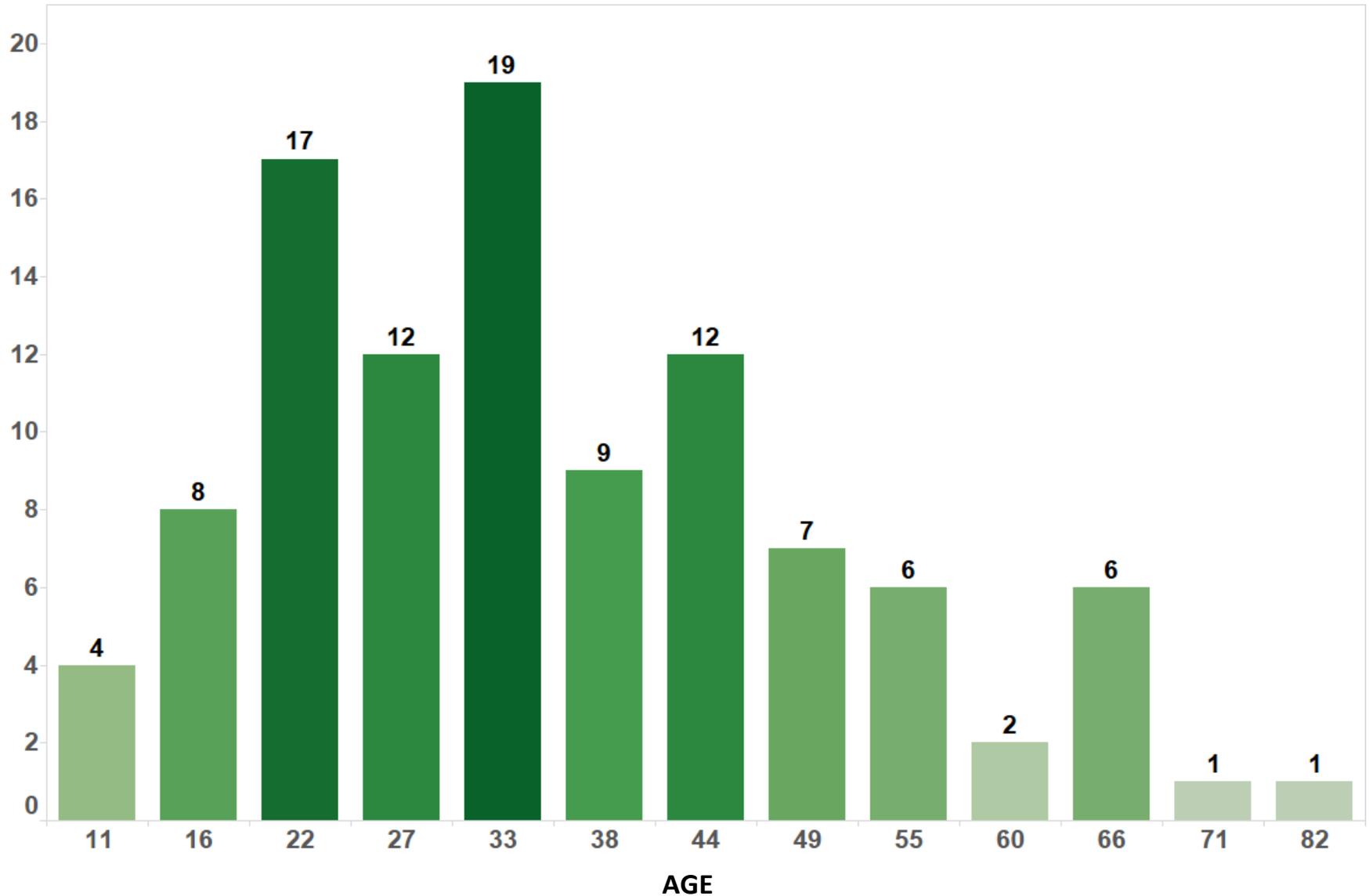
CIU detectives shall limit their intake to Police Referrals only, unless exigent circumstances exist. These referrals should have the following criteria:

- a. Availability of weapons
- b. Substantiated statements to commit, or the actual commitment of a violent or dangerous act
- c. Personal history, known or provided, that reflects prior violence under similar circumstances
- d. Any corroborating information that would lead a CIU detective to believe the individual to others or displays escalating behavior

# Number of Individuals On CIU Detective Cases Loads By Month From September, 2015 To March, 2016

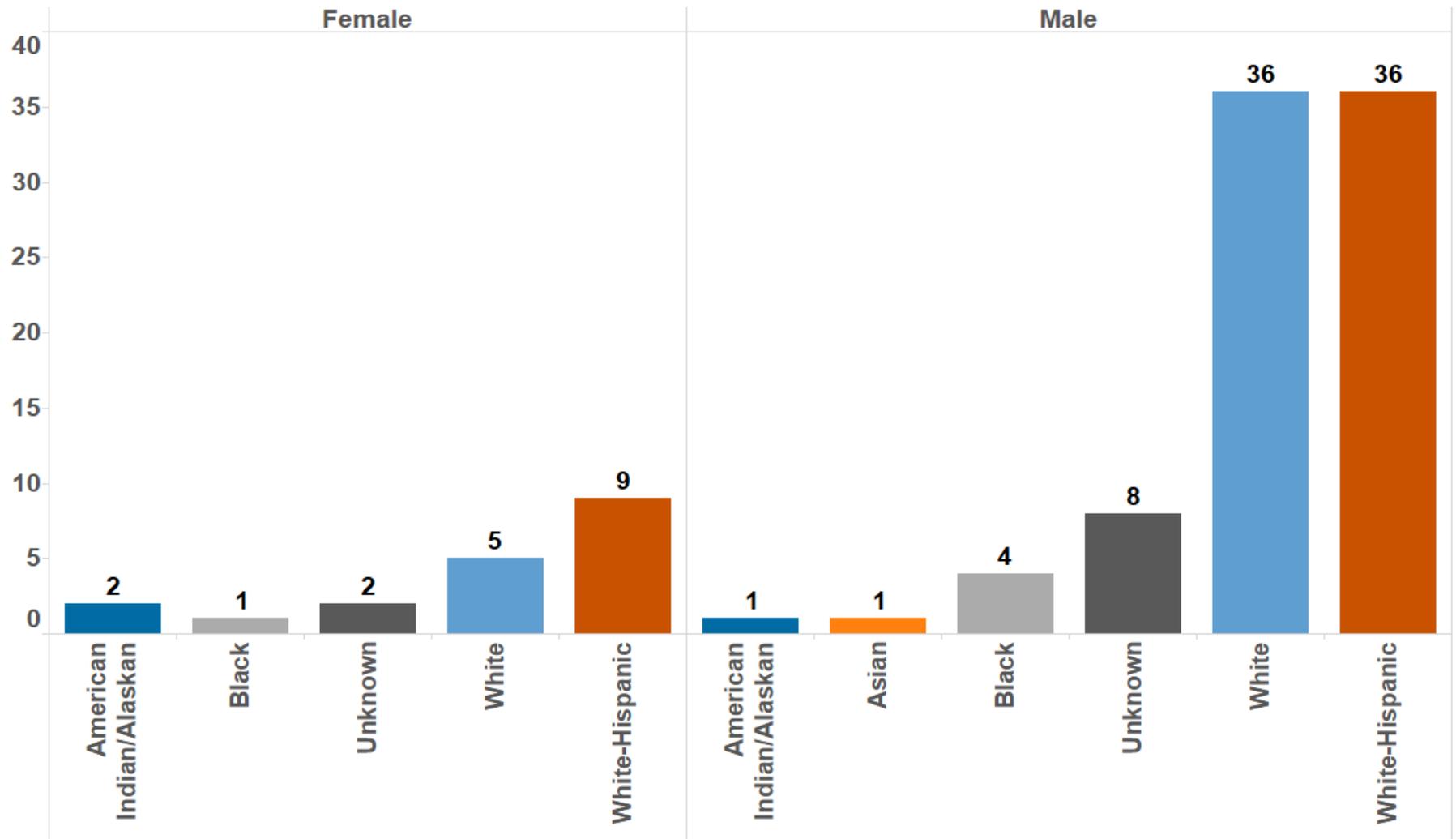


# CIU Detective Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Age

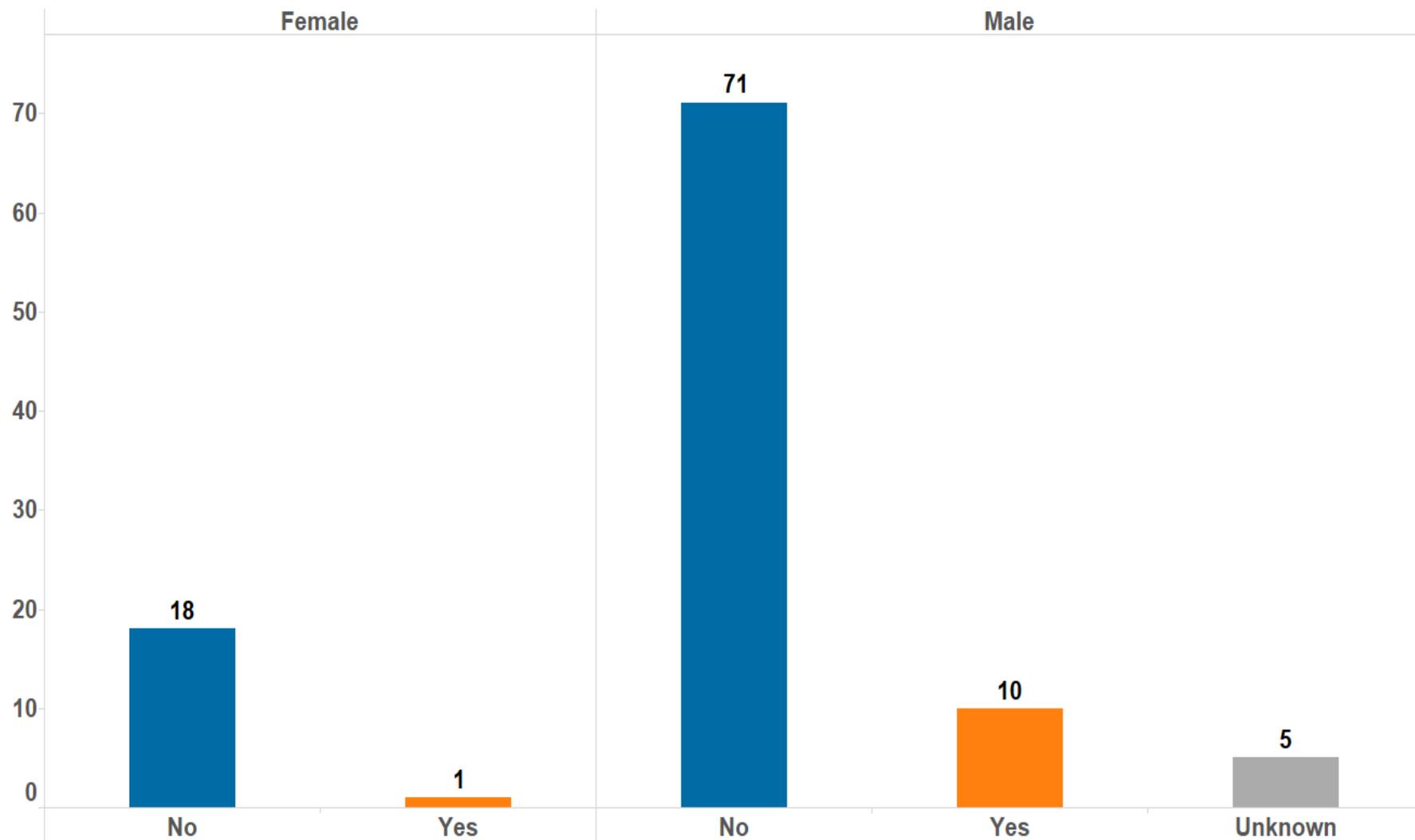


Source: APD Crisis Intervention Unit

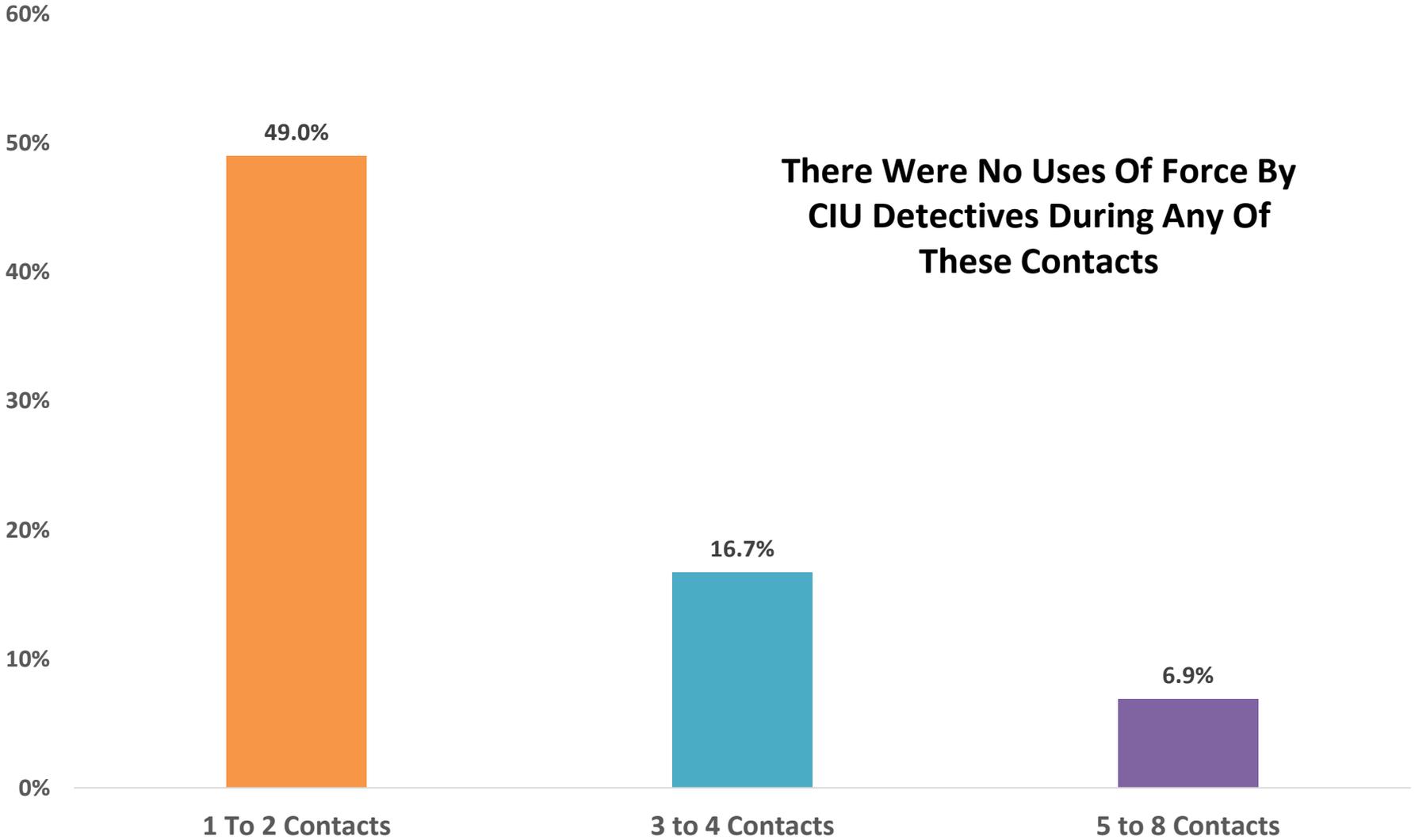
# CIU Detective Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Gender, Race/Ethnicity



# CIU Detective Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Veteran Status By Gender

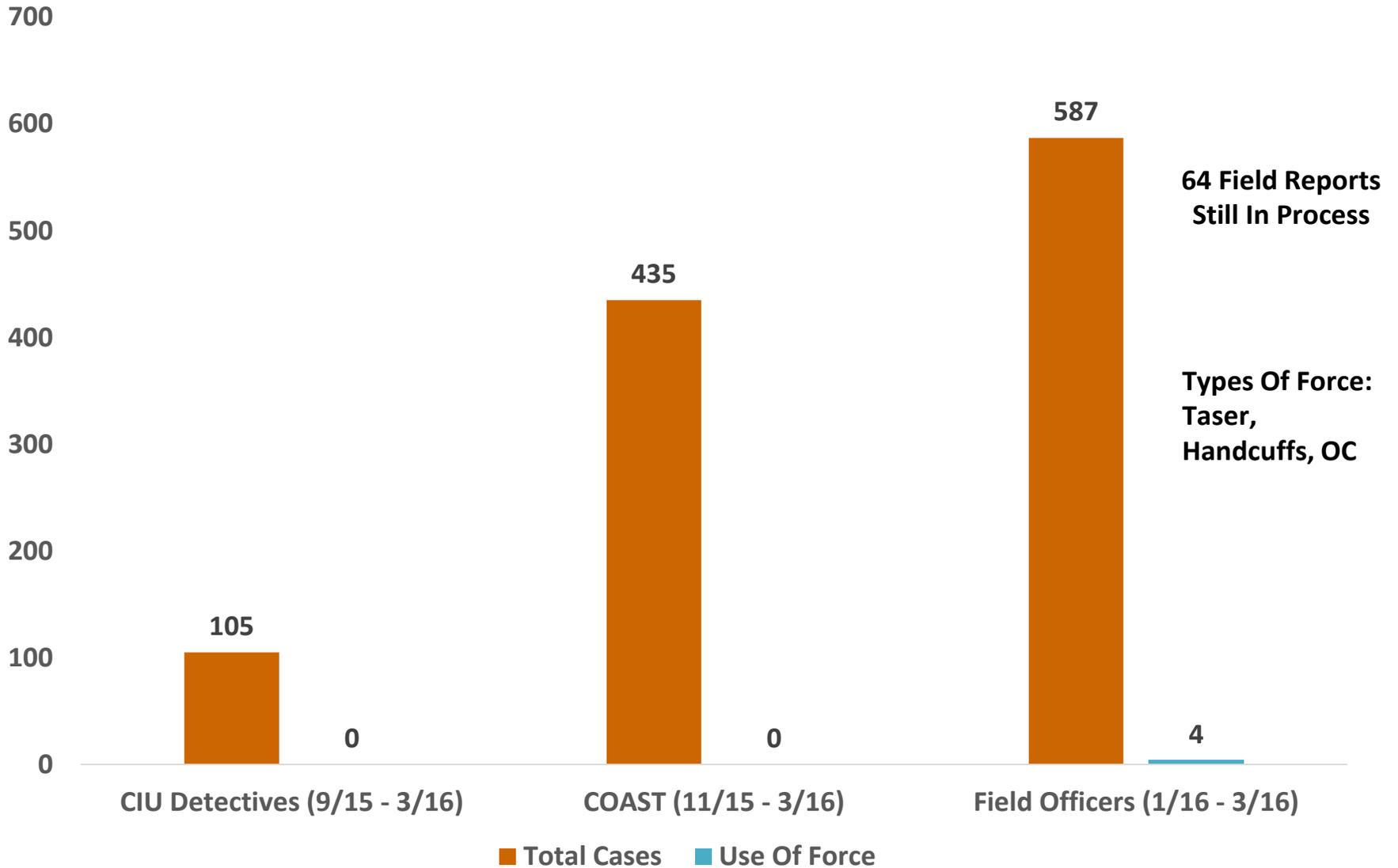


# Many Of The Individuals On The CIU Detective Case Loads Require Multiple Face-To-Face Contacts



**There Were No Uses Of Force By  
CIU Detectives During Any Of  
These Contacts**

# Total CIU-Related Cases & Encounters And Use Of Force



# **The Crisis Intervention Unit COAST Case Load**

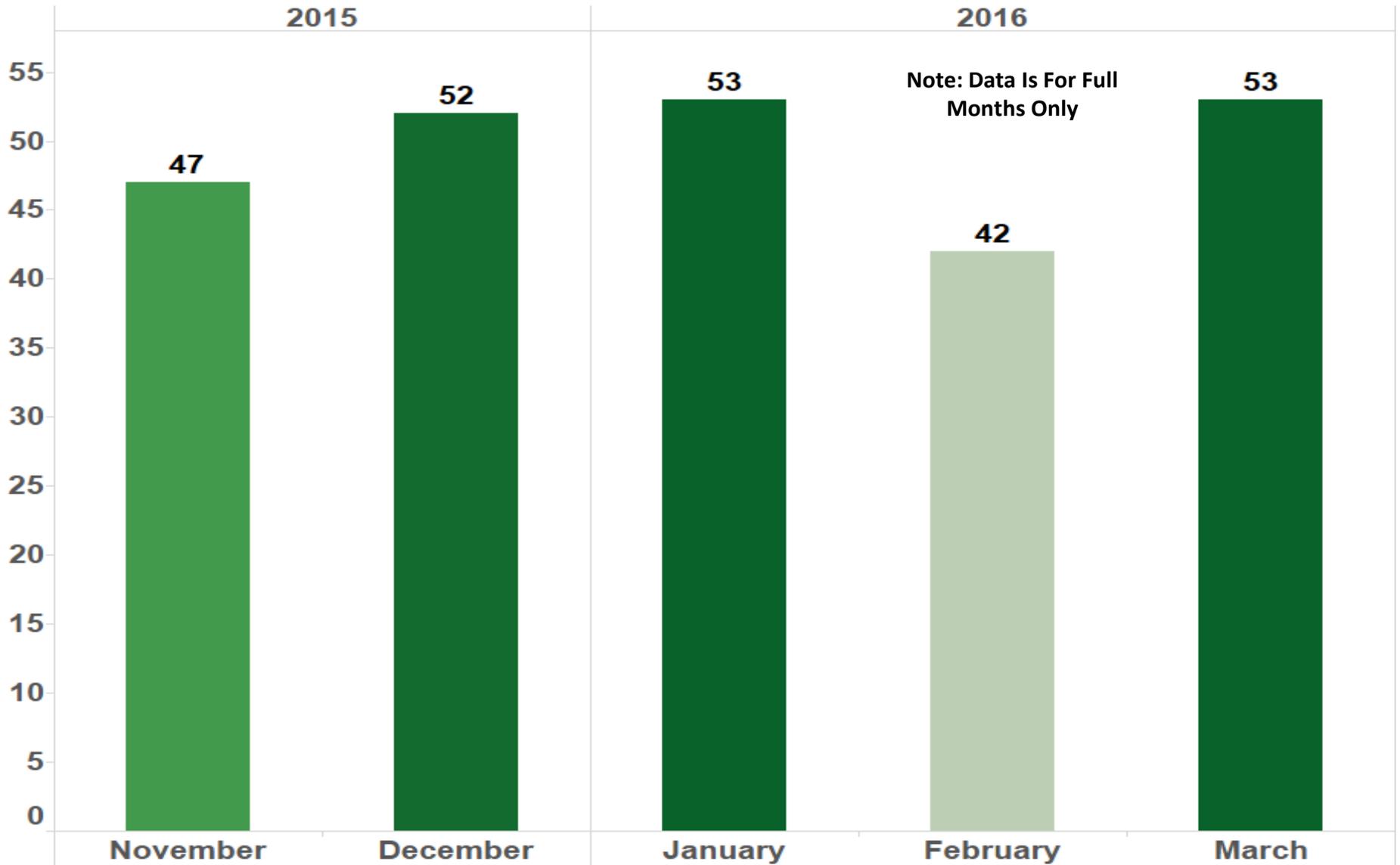
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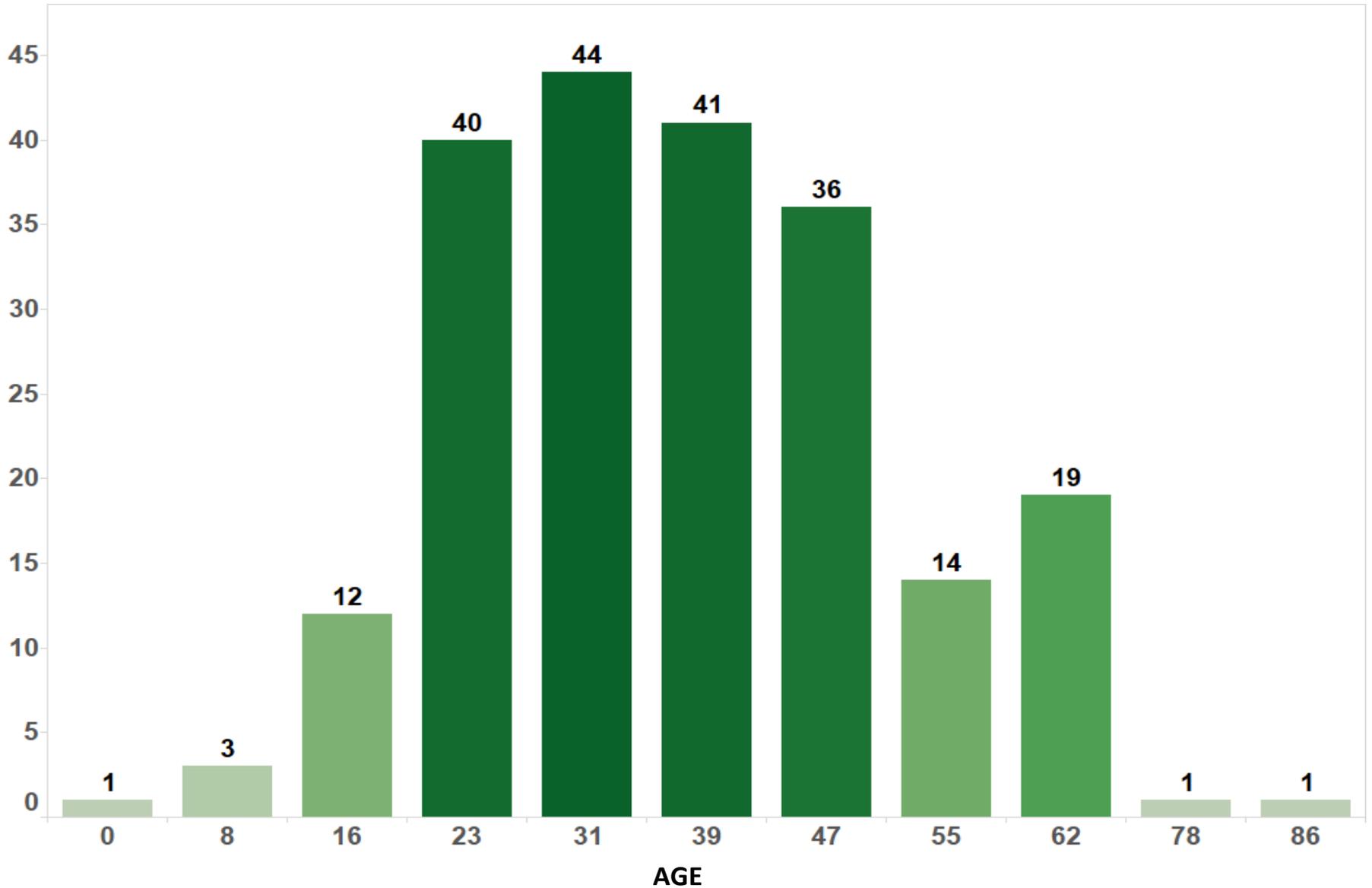
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- Elder Abuse and Neglect
- Crisis Intervention and Response
- Death Related Issues

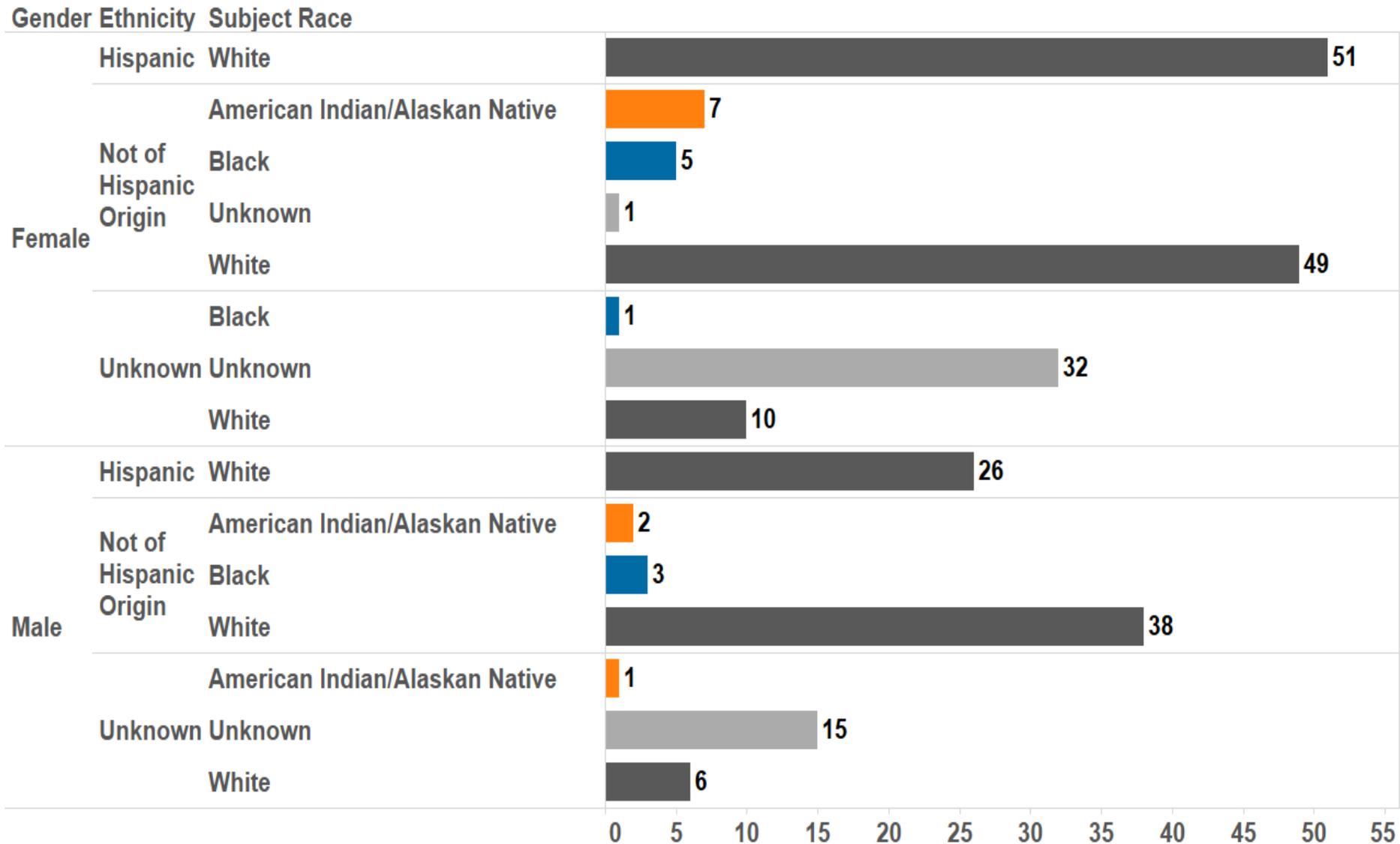
# Coast Provided Services To 247 Individuals Between November, 2015 and March, 2016



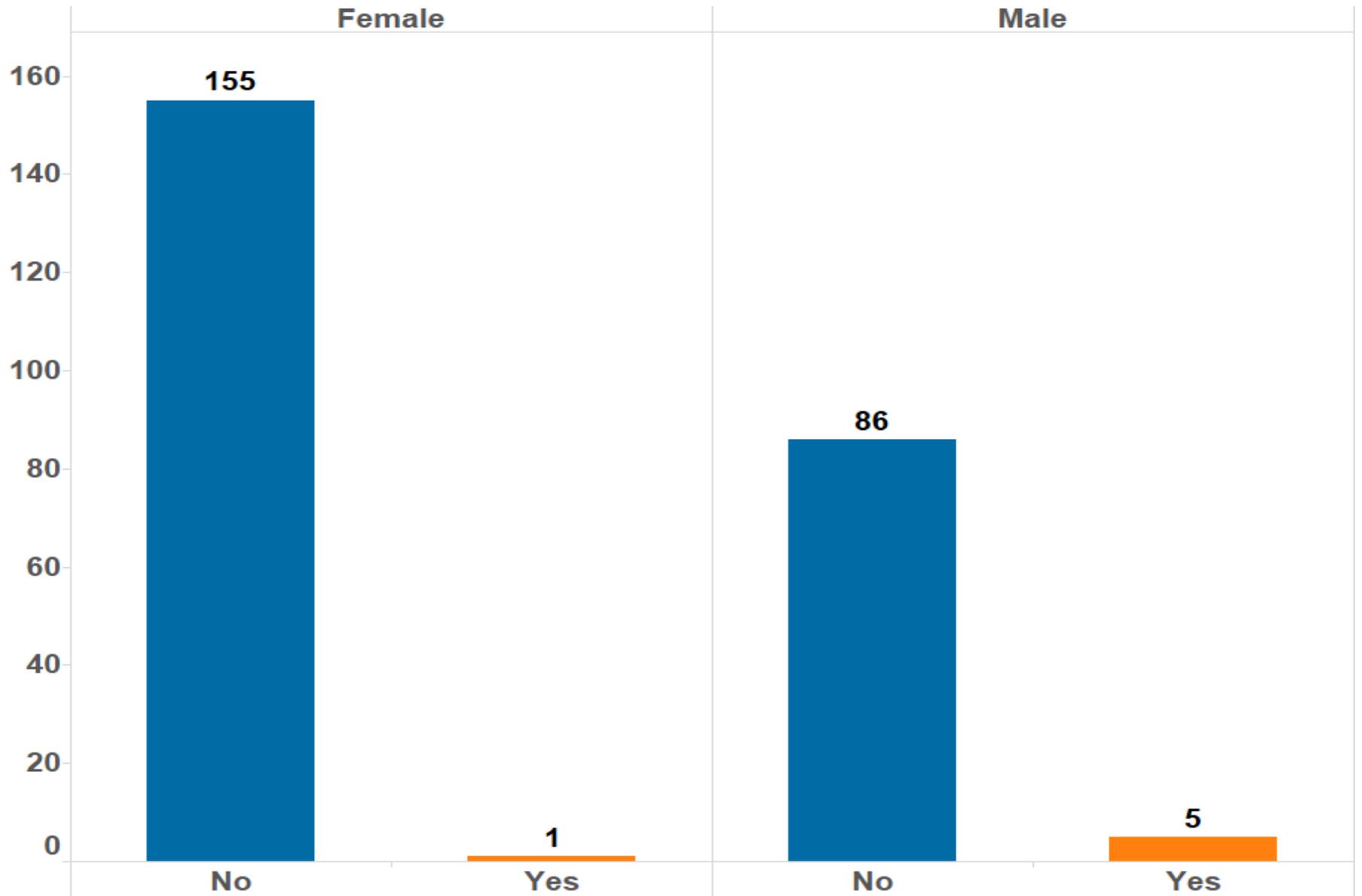
# The Age Of The Individuals Served By COAST



# The Gender & Race/Ethnicity Of The Individuals Served By COAST

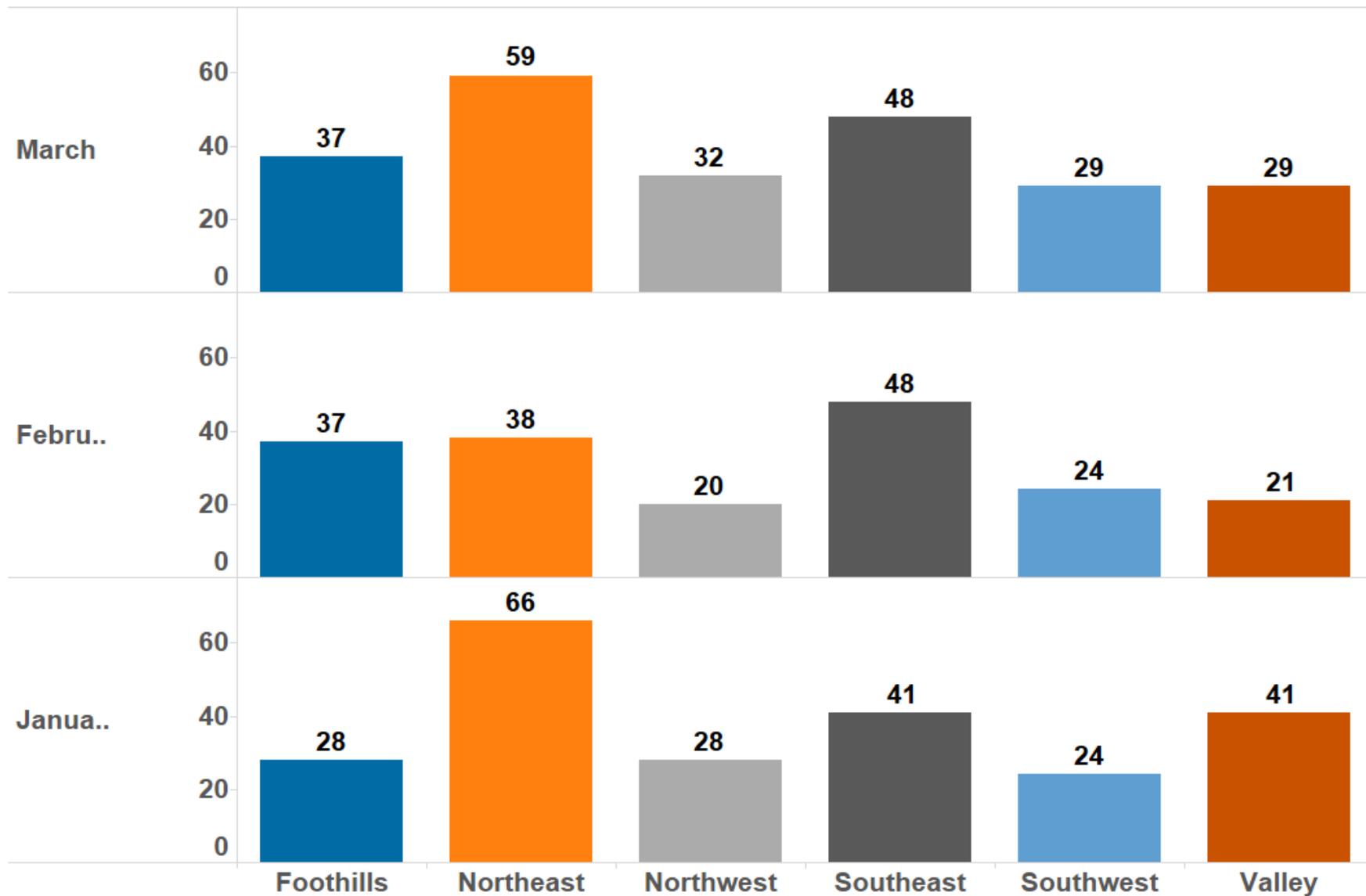


# Did The Individuals Served By COAST Claim To Be Veterans?

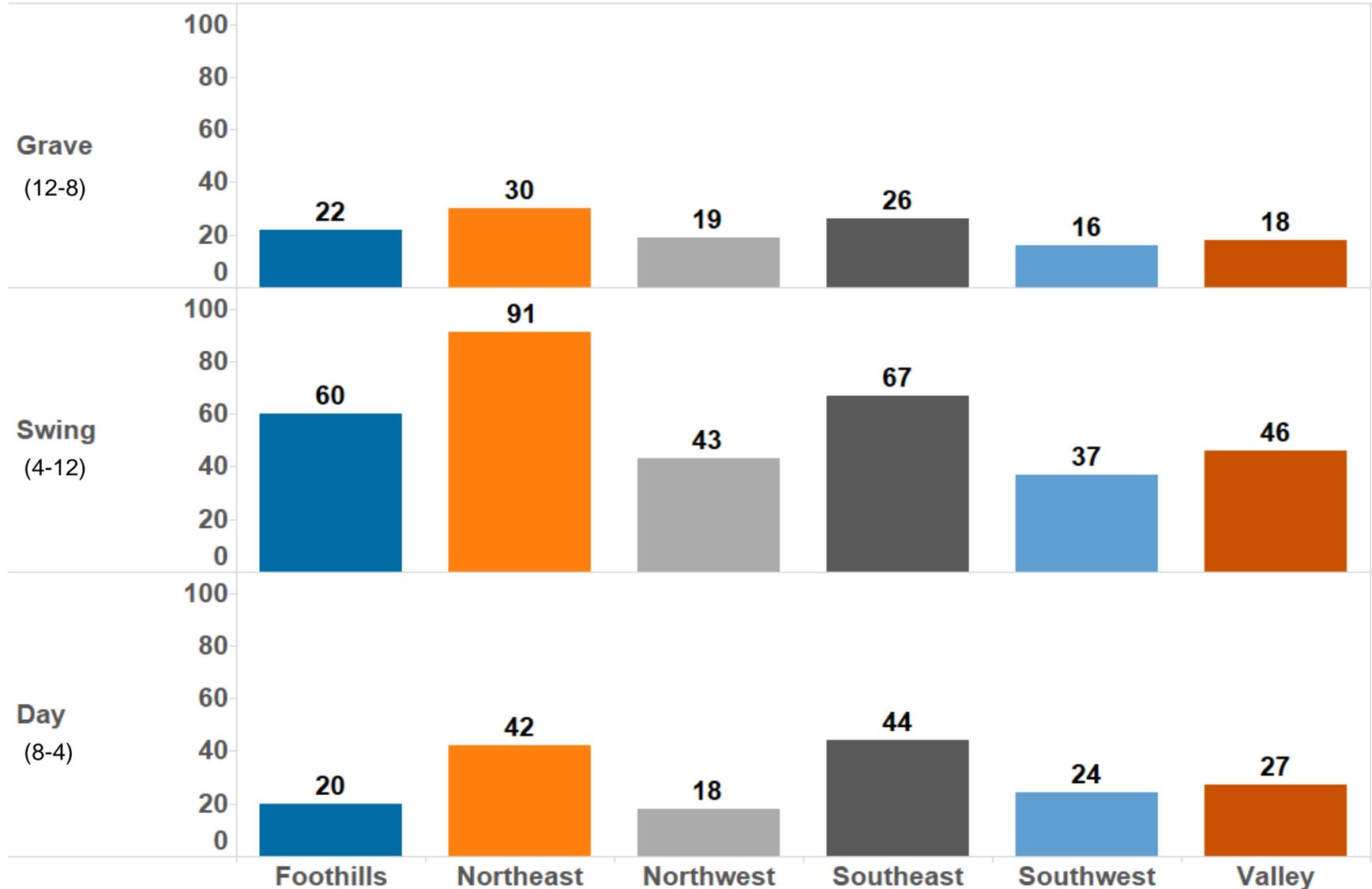


# **Intial CIT-Related Encounters With APD Field Officers**

## Field Officers In The Six APD Area Commands Worked With 651 CIT-Related Incidents January, 2016 to March, 2016

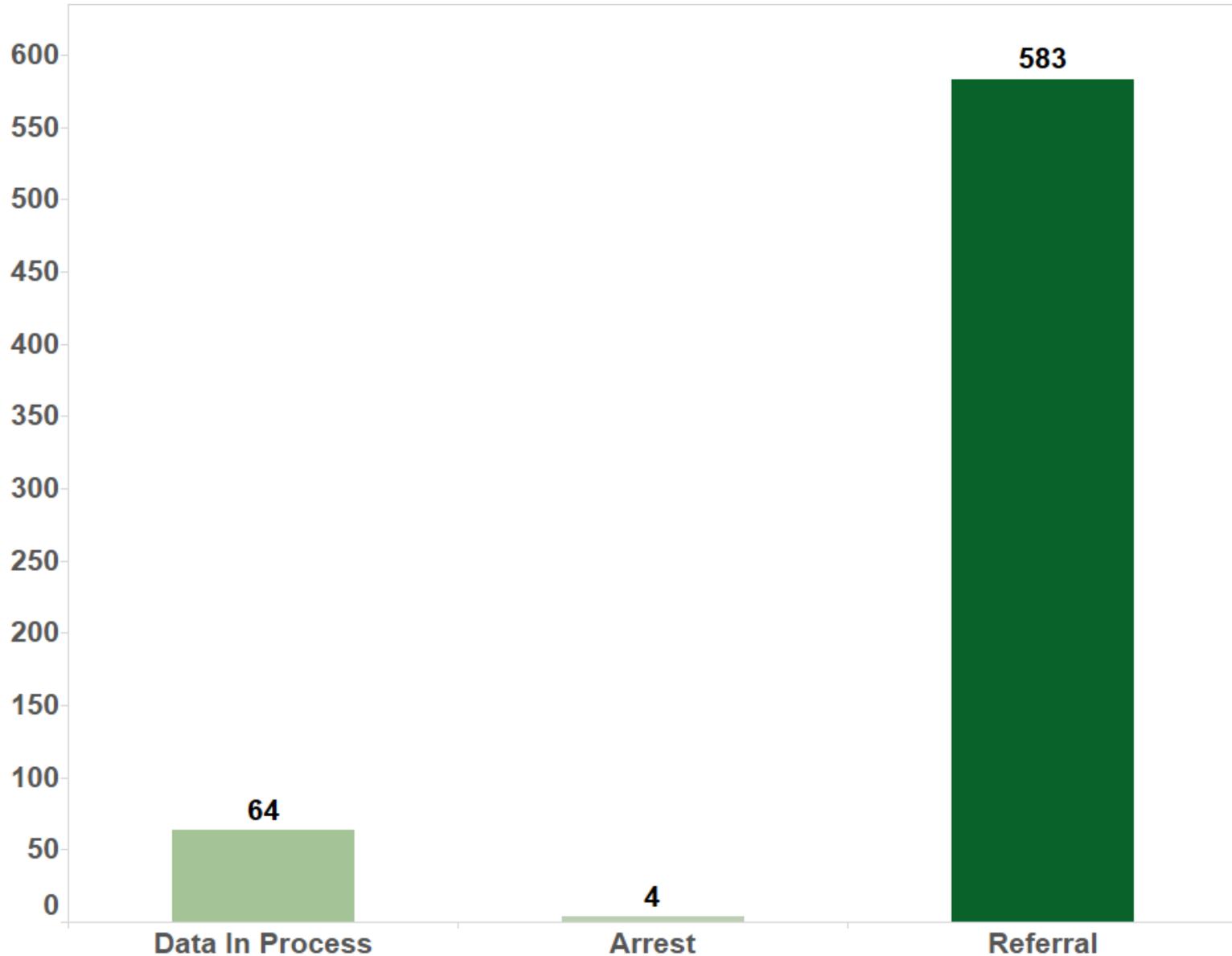


## These 651 CIT-Related Incidents With Field Officers Took Place On The Following Shifts November 1, 2015 to March 14, 2016



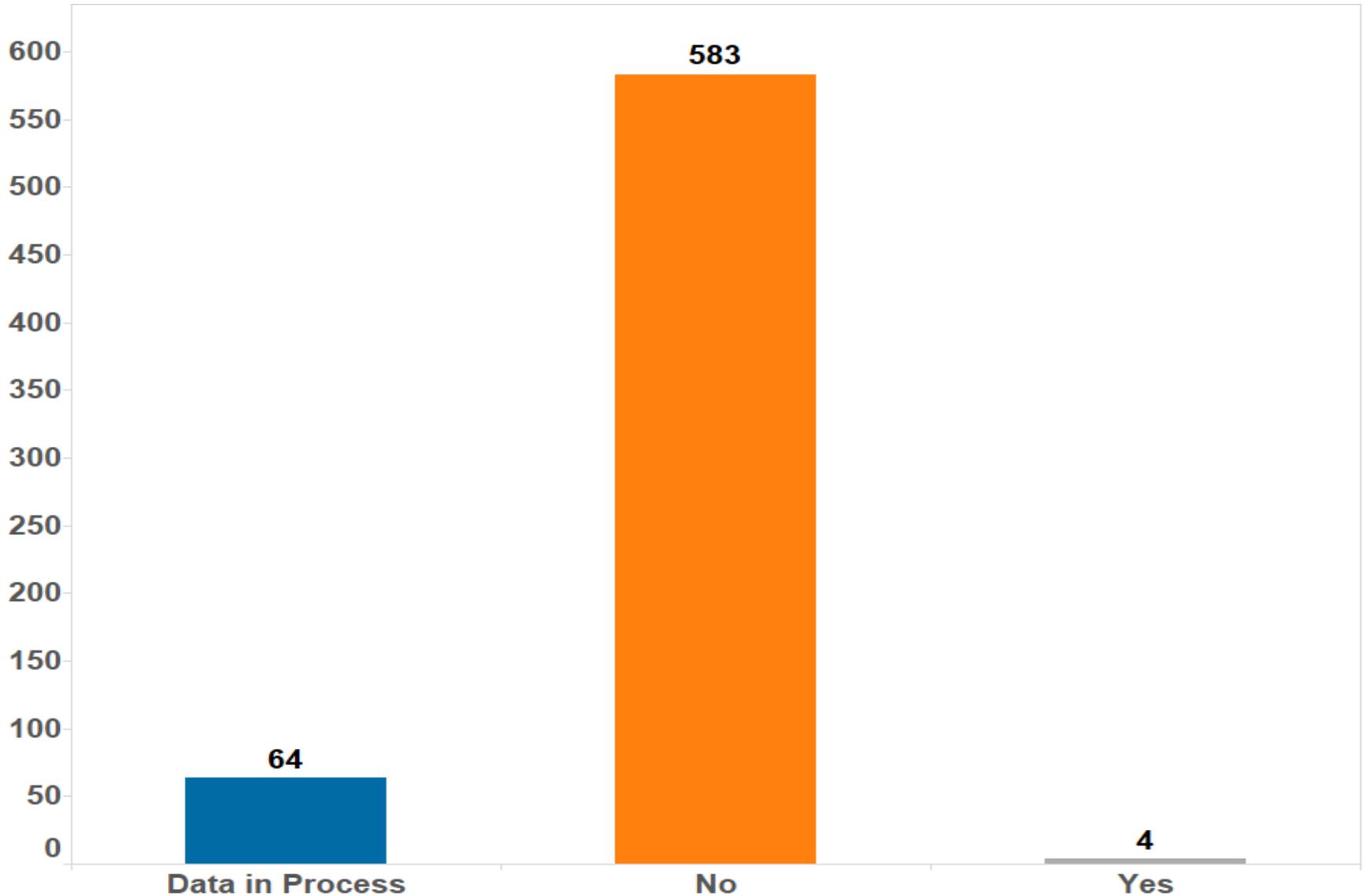
Source: APD Real Time Crime Center; Crisis Intervention Unit

## The 651 CIT-Related Initial Incidents With Field Officers Resulted In The Following Dispositions, January, 2016 to March, 2016

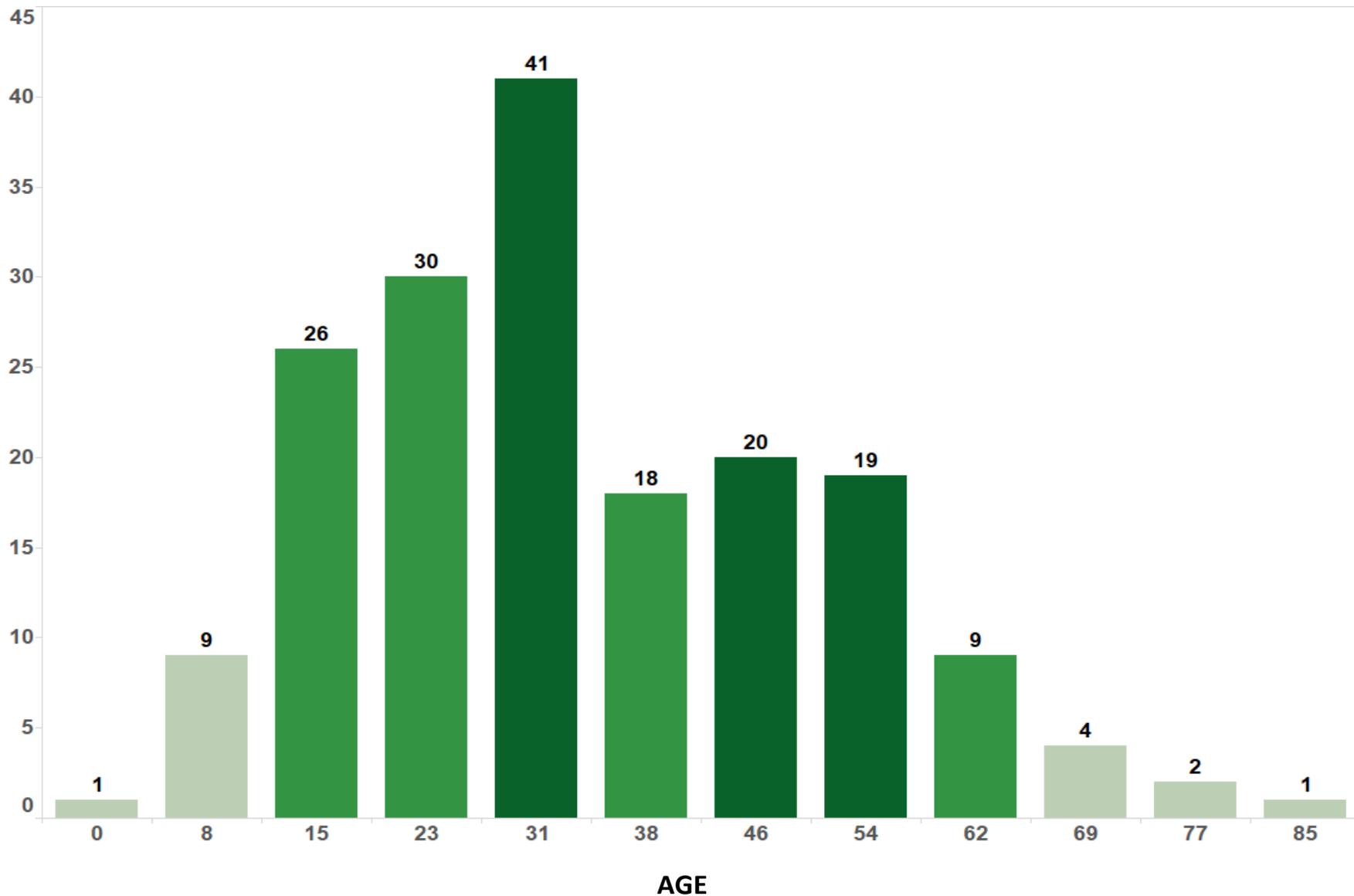


Source: APD Real Time Crime Center; Crisis Intervention Unit

# Use Of Force With Individuals On CIU Case Loads During Initial Encounter With Field Officers

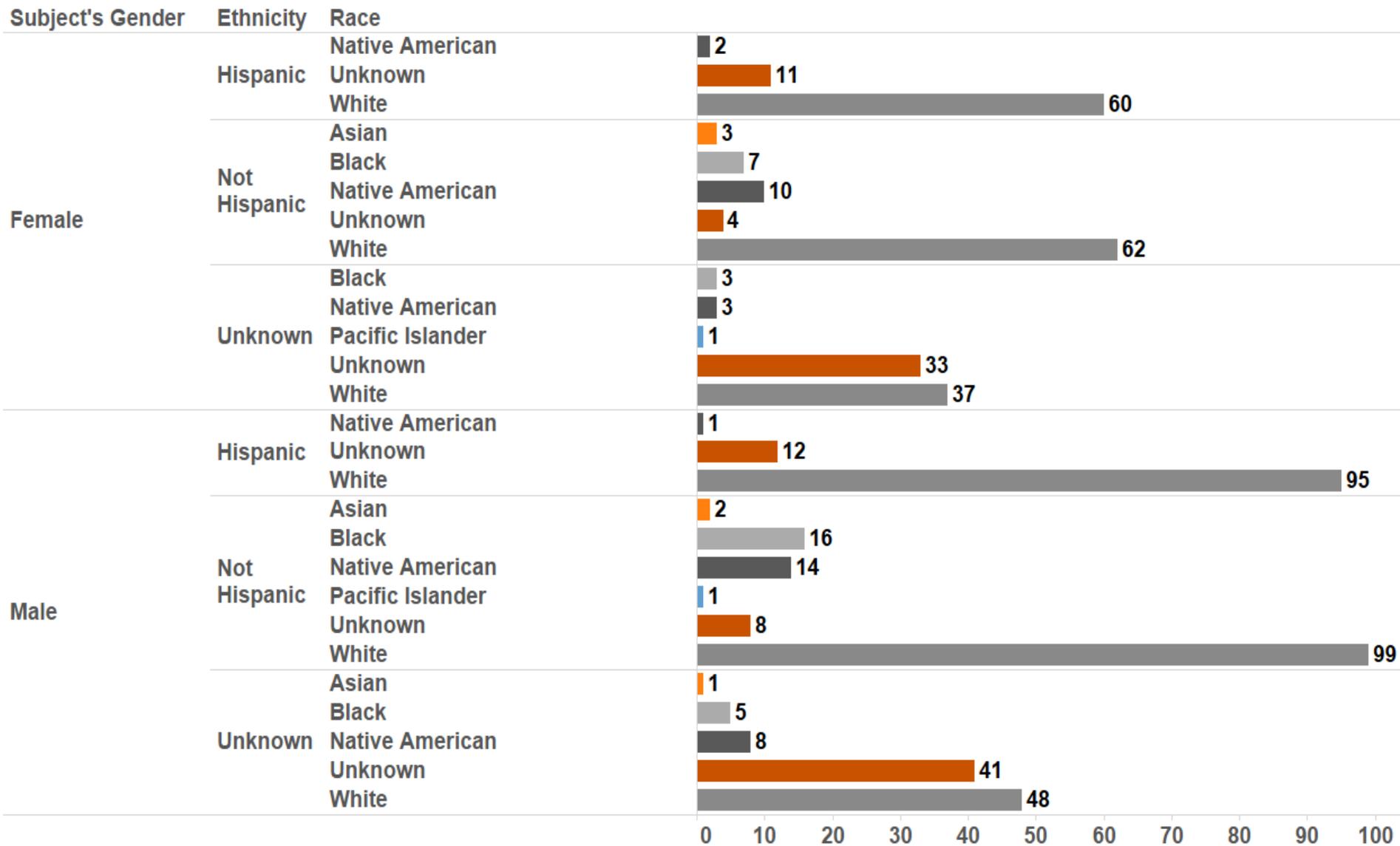


# The Age Of The Individuals In Initial Encounters With Field Officers



Source: APD Crisis Intervention Unit

# The Gender & Race/Ethnicity Of The Individuals Encounter By Field Officers



# **Summary APD Contact Demographics Compared To Albuquerque Demographics**

## People In Crisis By Gender By APD Contacts

	Total*	Males	Male Percent	Female	Female Percent
<b>Total Population</b>	<b>553,576</b>	<b>268,772</b>	<b>48.6%</b>	<b>284,804</b>	<b>51.4%</b>
<b>Field Officer Reports</b>	<b>587</b>	<b>351</b>	<b>59.8%</b>	<b>236</b>	<b>40.2%</b>
<b>CIU Detective Case Loads</b>	<b>105</b>	<b>86</b>	<b>81.9%</b>	<b>19</b>	<b>18.1%</b>
<b>COAST Clients</b>	<b>247</b>	<b>91</b>	<b>36.8%</b>	<b>156</b>	<b>63.2%</b>

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center. \*Note: Cases Are From Different Time Periods And Those Cases Missing Gender Information Excluded From These Analyses

# People In Crisis By Age By APD Contacts

Age	Total Population	Percent	Field Officer Reports	CIU Detectives	COAST
Under 5	37,448	6.80%			.8%
5 to 9 years	36,300	6.60%	0.4%%		
10 to 14 years	36,437	6.60%	8.0%	2.0%	1.4%
15-19 years	34,697	6.30%	14.0%	4.0%	5.2%
20 to 24 years	41,467	7.50%	12.8%	9.9%	6.0%
25 to 34 years	86,575	15.60%	22.7%	31.7%	26.1%
35 to 44 years	70,882	12.80%	16.8%	19.8%	26.9%
45 to 54 years	73,429	13.30%	12.5%	17.8%	13.9%
55 to 59 years	34,021	6.10%	6.2%	3%	4.9%
60 to 64 years	31,270	5.60%	3.8%	3%	5.4%
65 to 74 years	39,083	7.10%	2.1%	6.9%	6.3%
75 to 84 years	22,372	4.00%	.03%	2.0%	1.9%
85 years and older	9,595	1.70%	.03%		1,4%

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center; Crisis Intervention Unit.

\*Note: Cases Are From Different Time Periods And Those Cases Missing Age Information Excluded From These Analyses

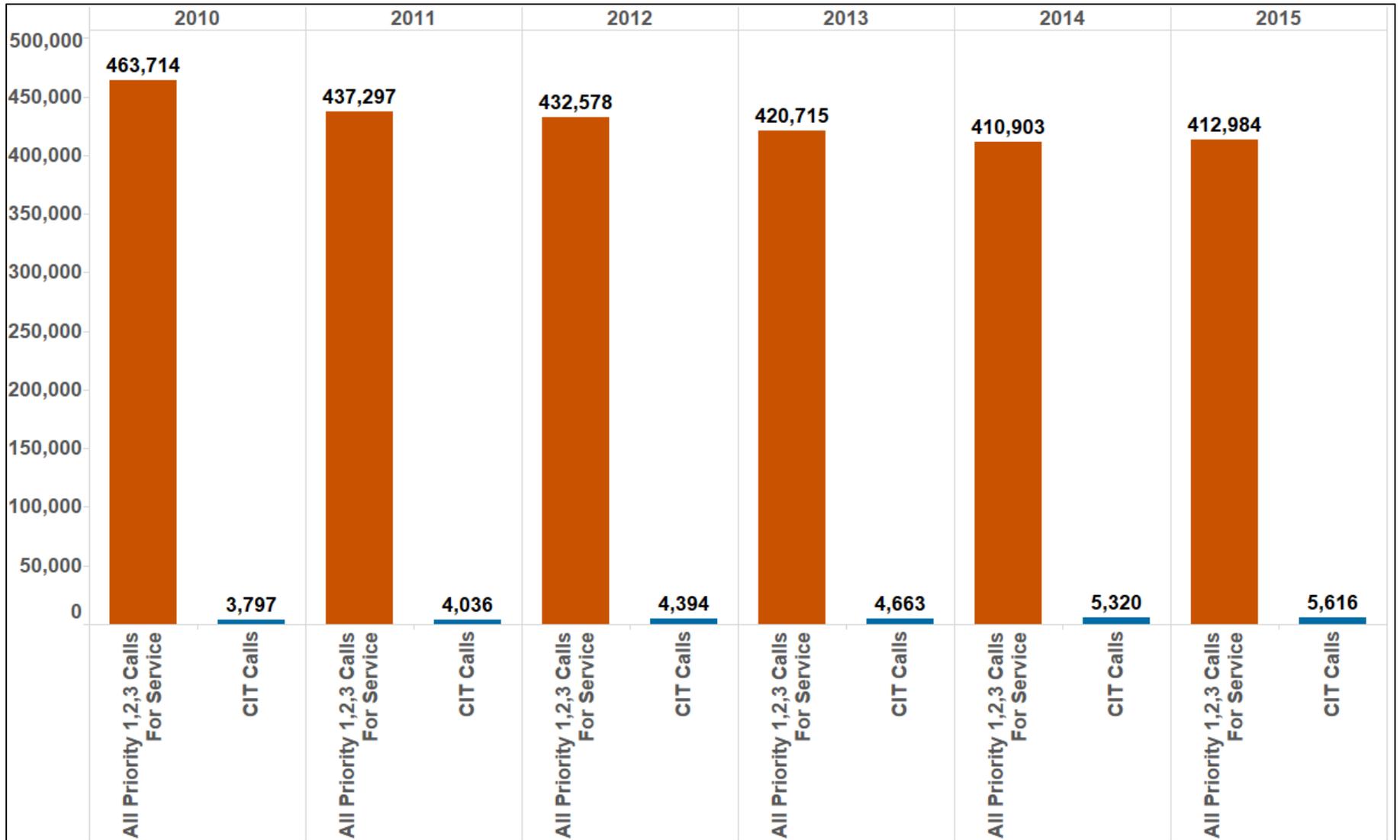
# People In Crisis By Race & Ethnicity By APD Contact

	Total	White	Hispanic	Black Or African American	American Indian and Alaskan Native	Asian	Other Races Alone or Together
<b>Total Population</b>	553,576	228,881 (41.3%)	262,070 (47.3%)	15,956 (2.9%)	20,742 (3.7%)	13,771 (2.5%)	22,348 (4.1%)
<b>CIU Detective Cases</b>	105	41 (39.0%)	45 (42.9%)	5 (4.8%)	3 (2.9%)	1 (1.0%)	N/A
<b>COAST</b>	247	103 (41.7%)	77 (31.2%)	9 (3.6%)	10 (4.0%)	0 (0%)	N/A
<b>Field Officers</b>	587	246 (41.9%)	178 (30.3%)	31 (5.3%)	38 (6.5%)	6 (1.0%)	N/A

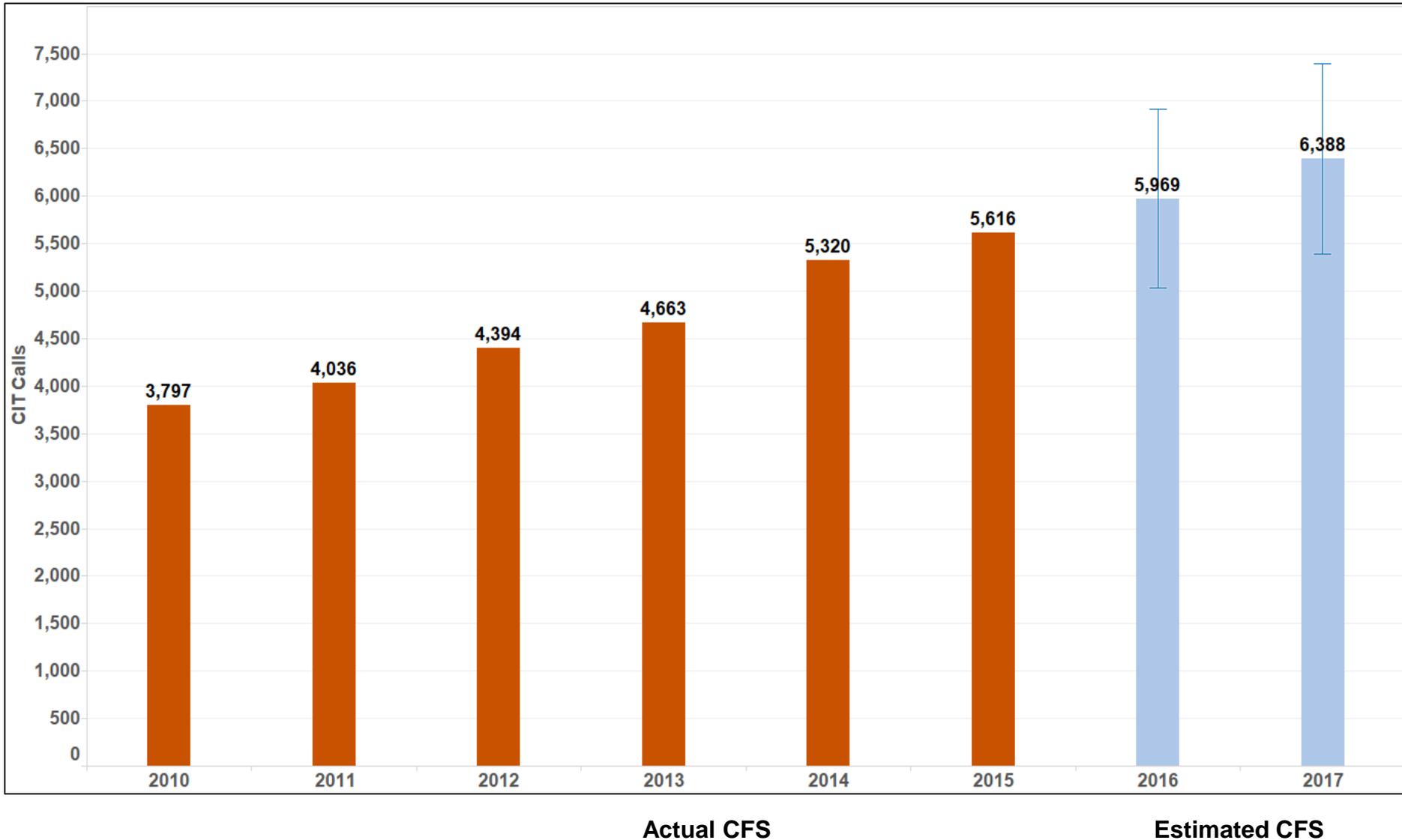
Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center & Crisis Intervention Unit. \*Note: Cases Are From Different Time Periods And Those Cases Missing Race/Ethnicity Information Excluded From These Analyses

# **Exploratory Data Analyses: Findings To Consider**

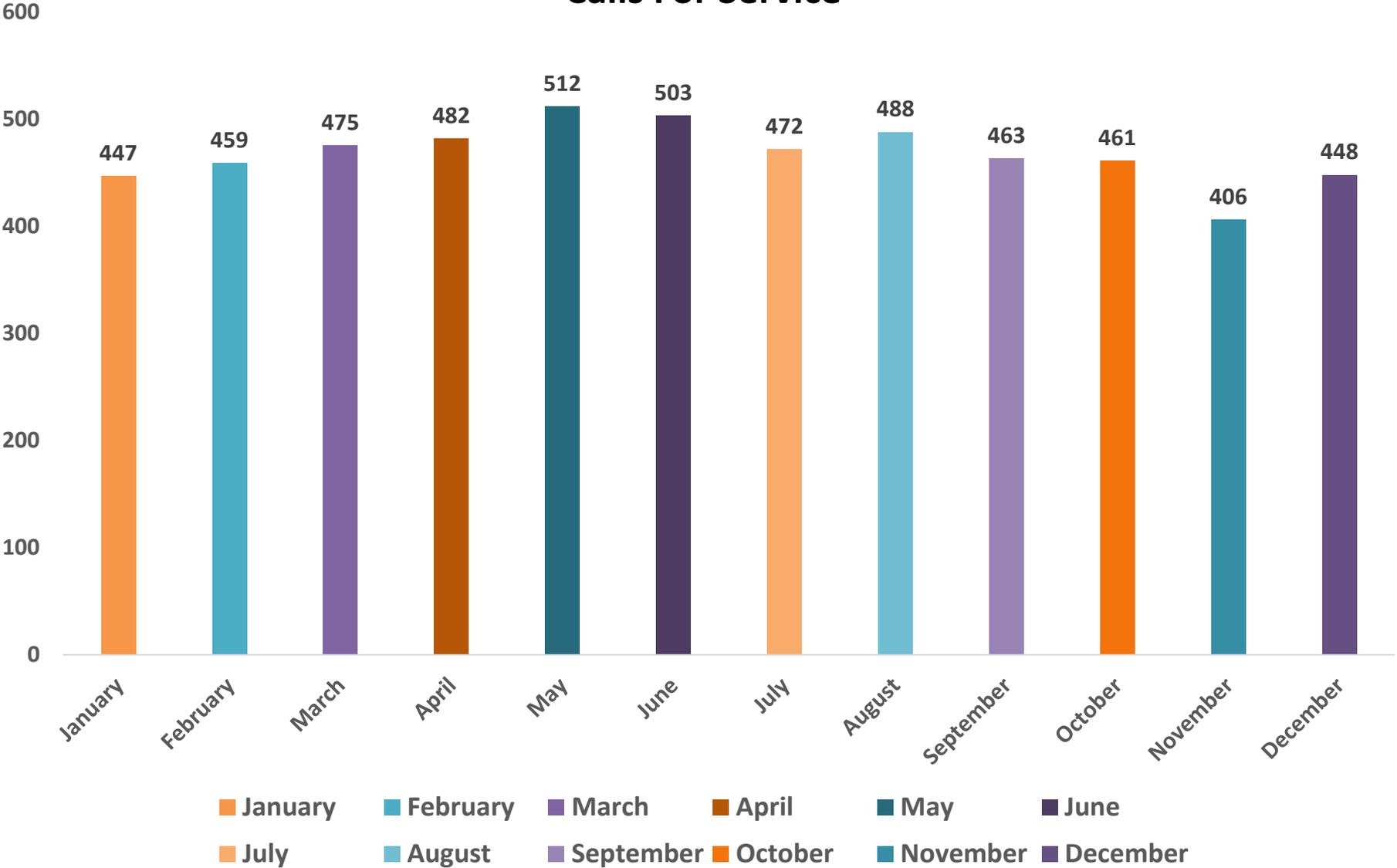
# The Number Of All Priority 1, 2, 3 Calls For Service Compared To Mental Patient and Suicide Calls For Service: 2010 To 2015



# The Number Of CIT-Related Calls For Service Has Increased 47.9% Since 2010. It Is Very Likely Those Calls Will Continue To Increase

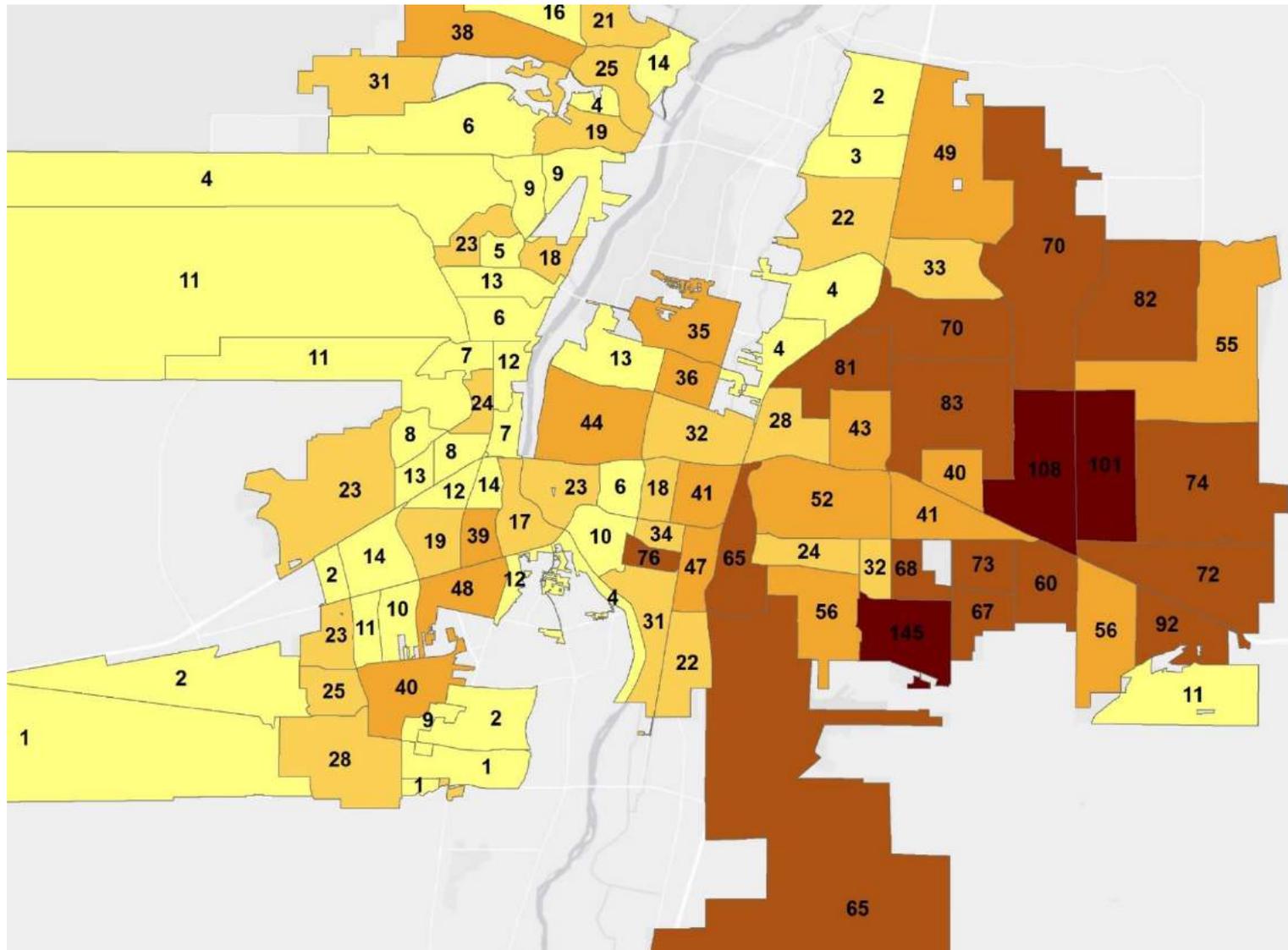


# In 2015, APD Field Officers Responded To 5,616 Mental Patient and Suicide Calls For Service

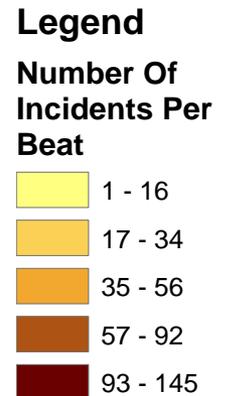


Source: APD Real Time Crime Center

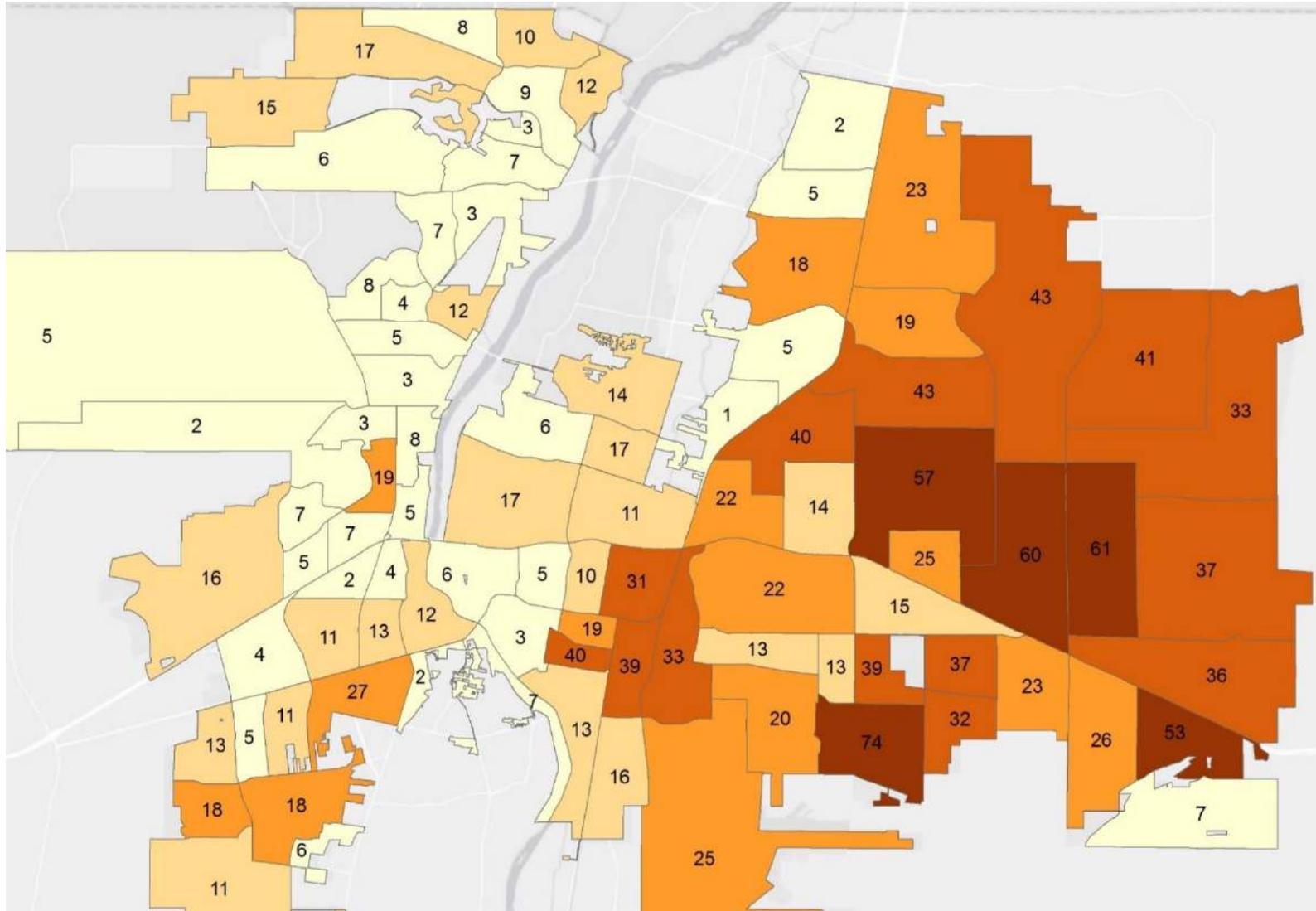
# In 2015, APD Field Officers Filed Reports On 3,114 Mental Commit, Suicide and Attempted Suicide Incidents



These incidents often are related to NM Statute 43-1-10: Emergency Mental Health Evaluation And Care.

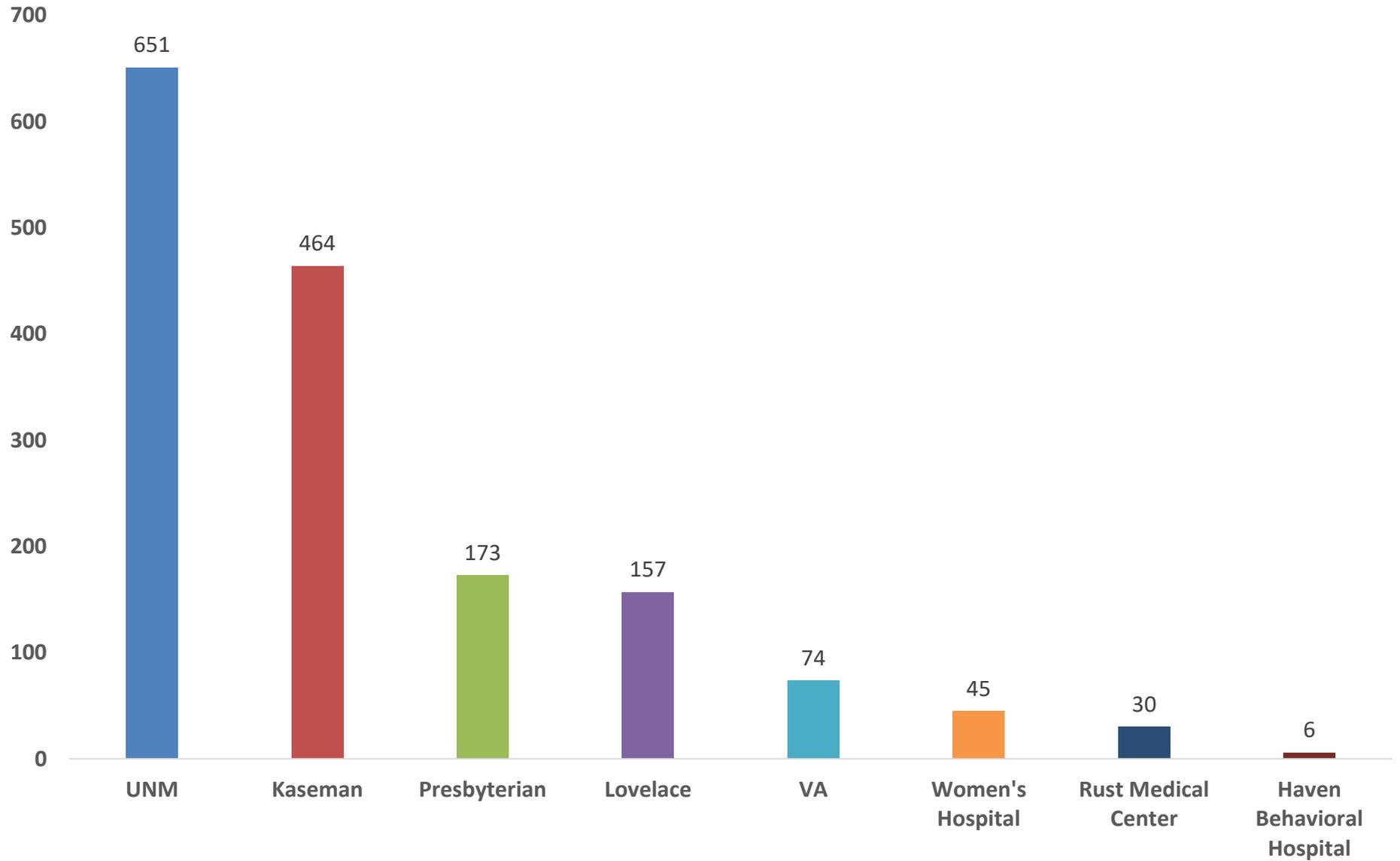


# In 2015, Field Officers In These Beats Provide 1,634 Transports To Emergency Facilities

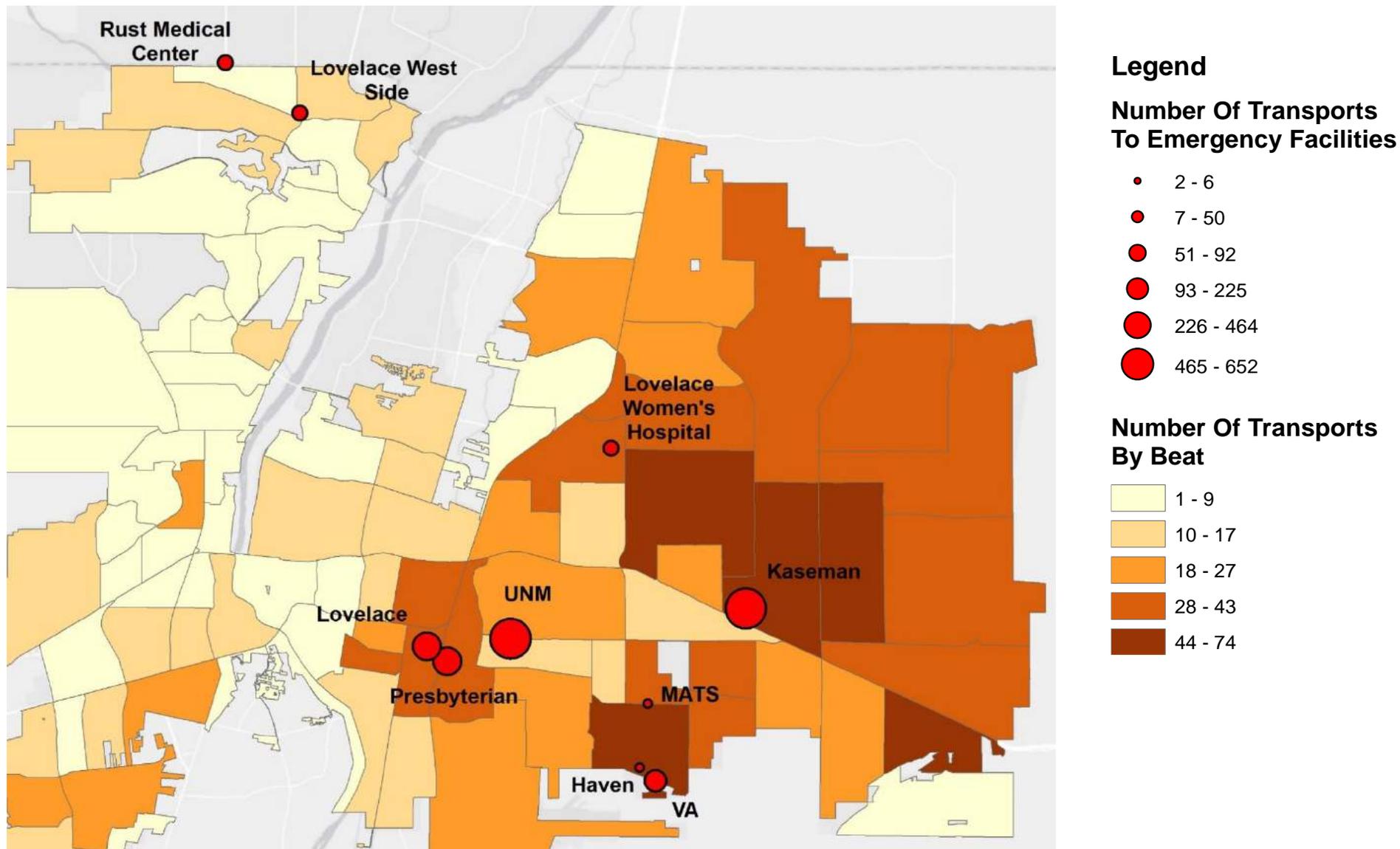


Source: APD Real Time Crime Center

# In 2015, These Emergency Facilities Received Most Of The Individuals Transported

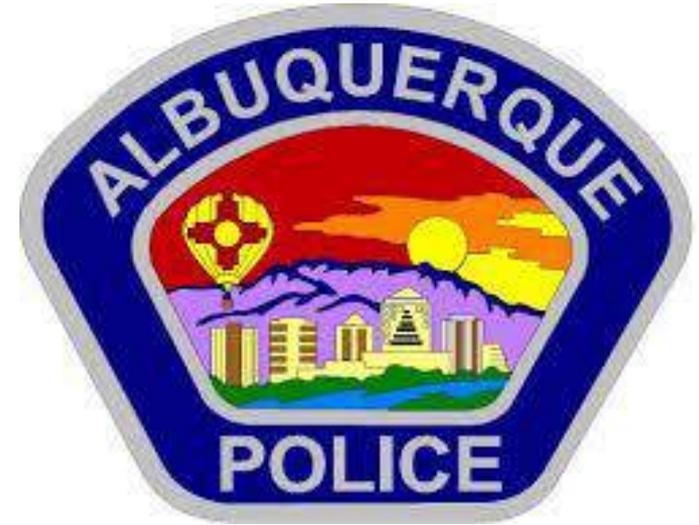


# Transporting Individuals In Crisis To Emergency Facilities Rather Than Jail Is Critically Important



**Discussion?**

# The Albuquerque Police Department Crisis Intervention Unit: Using Data To Make A Difference



**Prepared For:**  
**Mental Health Response Advisory Committee**  
**January 19, 2016**  
**Albuquerque, New Mexico**

**Prepared By:**  
**Lieutenant Glenn St. Onge, Crisis Intervention Section/Juvenile Section, APD**  
**Sarah Masek, Crime Analysis Unit Supervisor, Real Time Crime Center, APD**  
**Dr. Peter Winograd, Professor Emeritus, UNM**  
**Kylynn Brown, Crisis Intervention Unit, APD**

**THIS IS A WORKING  
DOCUMENT. DATA  
ANALYSES ARE  
PRELIMINARY**

## Version 1.1

This presentation focuses on an exploratory study of current and developing data sets that can be used to help the Albuquerque Police Department's Crisis Intervention Unit strengthen its efforts in working with individuals in crisis.

One of the most useful functions of collecting data and conducting analyses is that better data and more thoughtful analyses always show up later. Better data and smarter interpretations are always welcome. We look forward to the conversations ahead and how they will help make our community a better place for all of our citizens, including those individuals living with mental illness.

# The Critical Need For Crisis Intervention In Our Community



The City of Albuquerque commissioned this report in order to identify the volume, types, and levels of behavioral health services available to residents of the city and Bernalillo County. In this context, "behavioral health" refers to mental health and substance use conditions. This report highlights expected and unmet need, and suggests next steps for collaborative continued improvement. We hope to integrate these findings within the broader work of the Task Force on Behavioral Health which includes elected officials from the City of Albuquerque, Bernalillo County and the State of New Mexico and the voices of consumers, families, providers, first responders, and other important stakeholders.

## Project Goals

3

- Provide an inventory of behavioral health services in Bernalillo County emphasizing treatment services available to those relying on public funds or with limited income.
- Characterize gaps in the current system and need for behavioral health services.

## Complexities in Behavioral Health Planning

Many factors influence the gap between need and availability of behavioral health services in a community. Best practices indicate an array of interventions including inpatient treatment, crisis care, outpatient therapy and medical care, as well as a number of evidenced-based psychosocial supports, such as supported housing and supported employment. Use of these services within a community varies depending on accessibility, coordination across services and whether there is an adequate system for early detection, diagnosis and treatment planning. In a system with inadequate community based services, individuals and families with behavioral health conditions can go without care for far too long. This may result in crises which could have been averted with prevention.

Given the complexity of these factors and in order to aid behavioral health planning, data has been integrated from several resources: an in-depth survey of providers in the city and databases from county, state, federal, and health agencies.

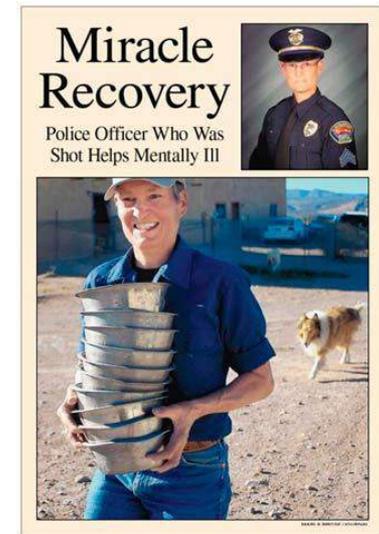
The data shared here are aimed at helping the City, County and State, residents, and public servants collaborate to create a coordinated response to unmet behavioral health needs in our community.



**John Hyde Killed Five People, 2005**

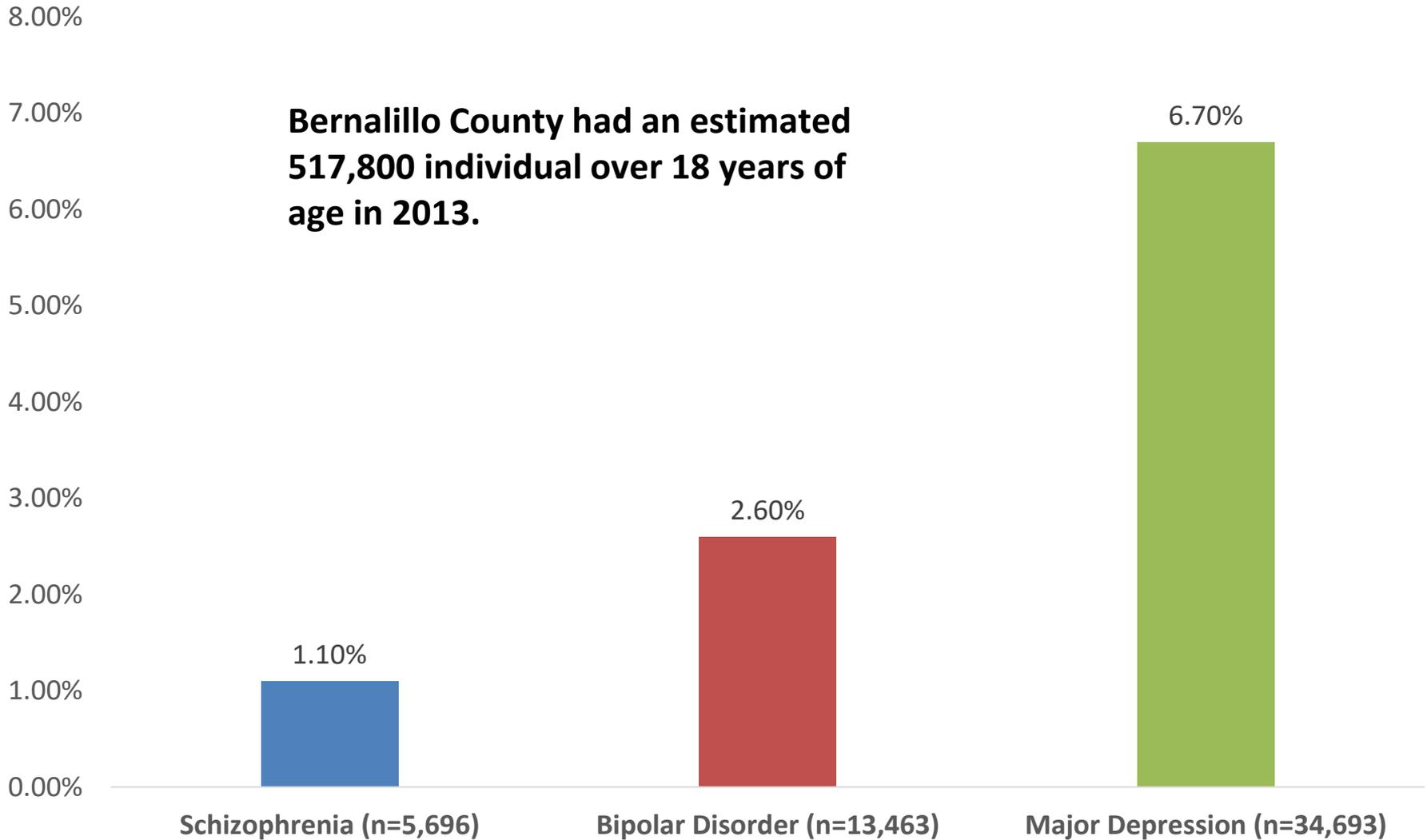


**John Boyd Shot By Police, 2014**



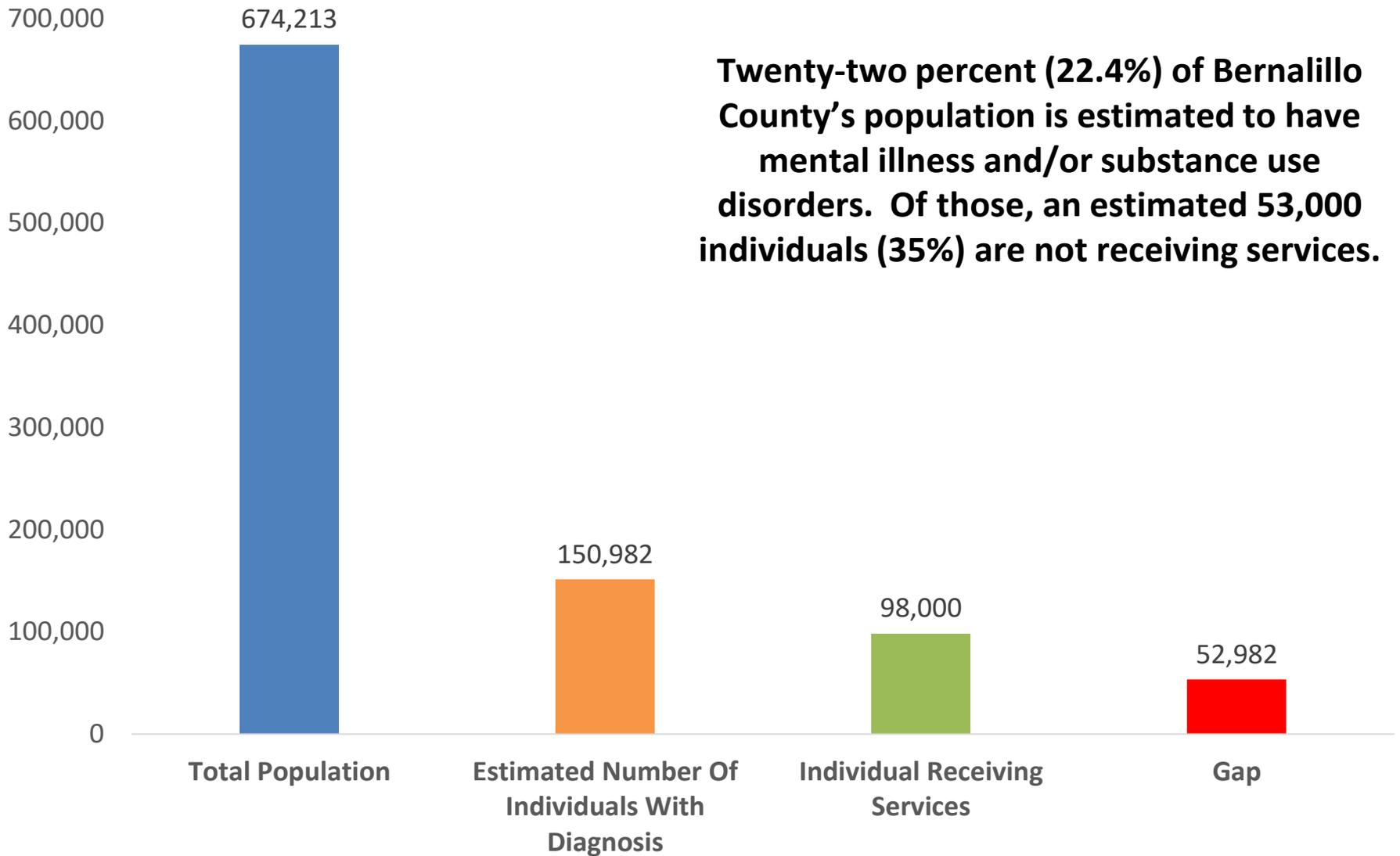
**Officer Carol Oleksak Shot By Duc Mihn Pham, 2003**

# The Number And Percentage Of Adults Over 18 With Serious Mental Illness



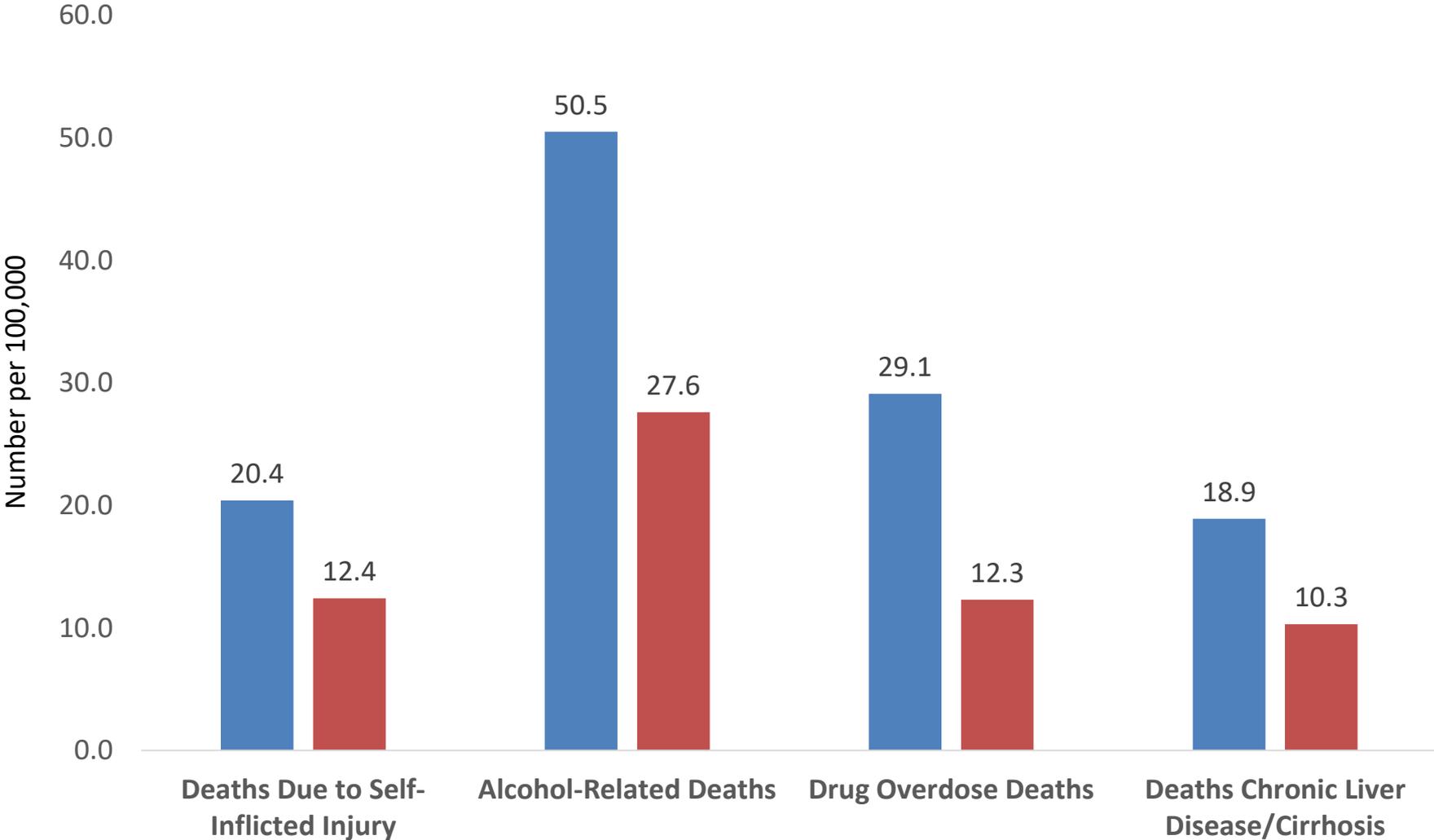
Source: Landscape of Behavioral Health In Albuquerque (2014). UNM Department of Psychiatry and Behavioral Sciences, UNM Center For Educational Policy, and RWJF Center for Health Policy, UNM

# The Landscape Of Behavioral Health In Bernalillo County, New Mexico



Source: Landscape of Behavioral Health In Albuquerque (2014). UNM Department of Psychiatry and Behavioral Sciences, UNM Center For Educational Policy, and RWJF Center for Health Policy, UNM

# How Bernalillo County Compares To The Nation



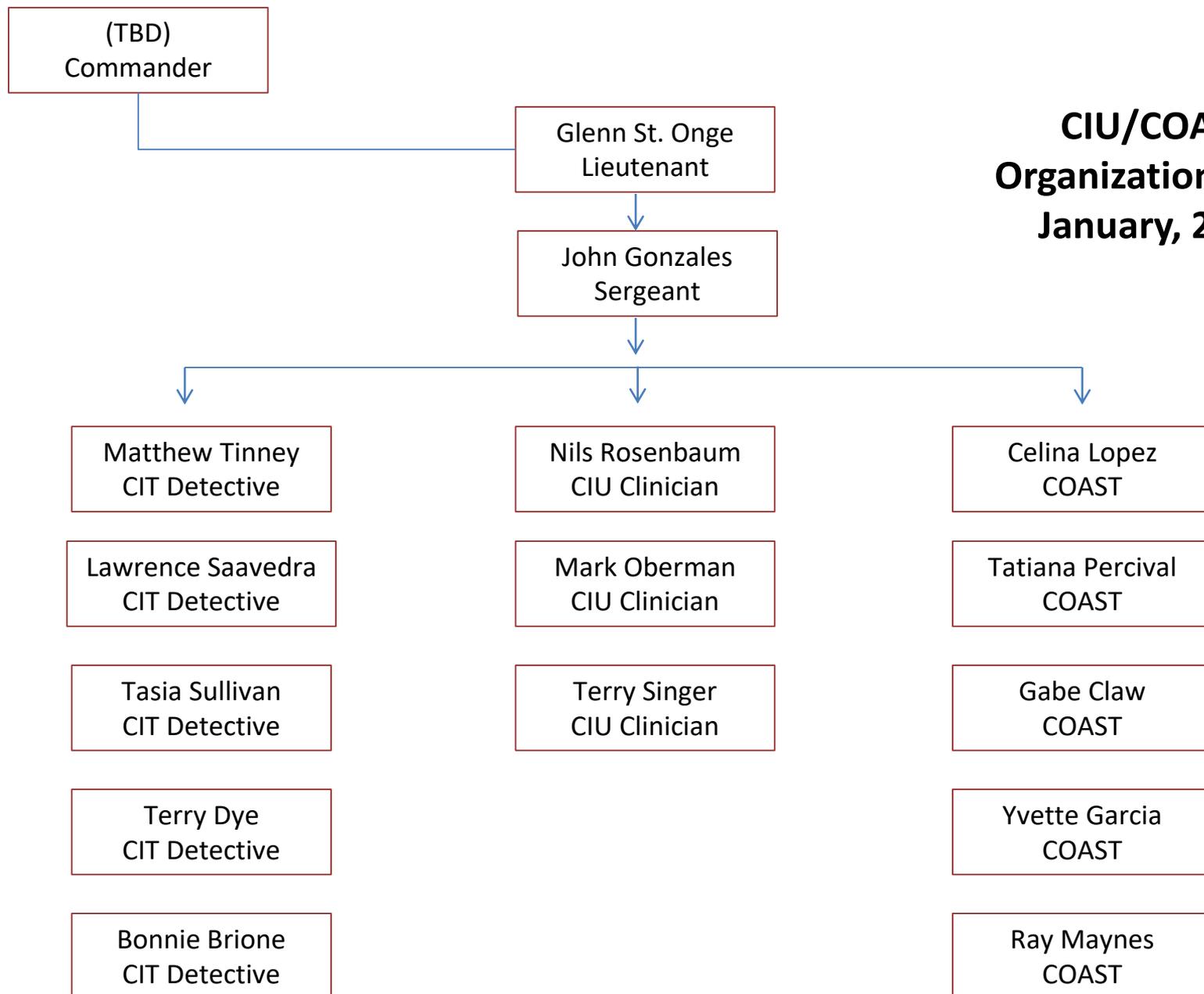
■ Bernalillo ■ USA

Source: Landscape of Behavioral Health In Albuquerque (2014). UNM Department of Psychiatry and Behavioral Sciences, UNM Center For Educational Policy, and RWJF Center for Health Policy, UNM

# Crisis Intervention

*“To maintain high-level, quality service; to ensure officer safety and accountability; and to promote constitutional, effective policing, APD agrees to minimize the necessity for the use of force against individuals in crisis due to mental illness or a diagnosed behavioral disorder and, where appropriate, assist in facilitating access to community-based treatment, supports, and services to improve outcomes for the individuals. APD agrees to develop, implement, and support more integrated, specialized responses to individuals in mental health crisis through collaborative partnerships with community stakeholders, specialized training, and improved communication and coordination with mental health professionals.”*

# CIU/COAST Organization Chart January, 2016



## DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit

129. APD shall collect data on the use of crisis intervention certified responders and CIU. This data will be collected for management purposes only and shall not include personal identifying information of subjects or complainants. APD shall collect the following data:

- a) date, shift, and area command of the incident;
- b) subject's age, race/ethnicity, and gender;
- c) whether the subject was armed and the type of weapon;
- d) whether the subject claims to be a U.S. military veteran;
- e) name and badge number of crisis intervention certified responder or CIU detective on the scene;
- f) whether a supervisor responded to the scene;
- g) techniques or equipment used;
- h) any injuries to officers, subjects, or others;
- i) disposition of the encounter (e.g., arrest, citation, referral); and
- j) a brief narrative of the event (if not included in any other document).

## **DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit**

130. APD will utilize incident information from actual encounters to develop case studies and teaching scenarios for roll-call, behavioral health, and crisis intervention training; to recognize and highlight successful individual officer performance; to develop new response strategies for repeat calls for service; to identify training needs for in-service behavioral health or crisis intervention training; to make behavioral health or crisis intervention training curriculum changes; and to identify systemic issues that impede APD's ability to provide an appropriate response to an incident involving an individual experiencing a mental health crisis.

## DOJ & ABQ Settlement Agreement D: Crisis Prevention

137. APD shall collect and analyze data to demonstrate the impact of and inform modifications to crisis prevention services. This data will be collected for management purposes only and shall not include personal identifying information of subjects or complainants. APD shall collect the following data:

- a) number of individuals in the COAST and CIU case loads;
- b) number of individuals receiving crisis prevention services;
- c) date, shift, and area command of incidents or follow up encounters;
- d) subject's age, race/ethnicity, and gender;
- e) whether the subject claims to be a U.S. military veteran;
- f) techniques or equipment used;
- g) any injuries to officers, subjects, or others;
- h) disposition of the encounter (e.g., arrest, citation, referral); and
- i) a brief narrative of the event (if not included in any other document).

# Required Data & Sources Analyses Plans

Required Data	CIU Cases	COAST Services	Calls For Service
Number of individuals in the COAST and CIU case loads	X		
Number of individuals receiving crisis prevention services	X	X	X
Date, shift, area command of incident or follow-up encounters	X		X
Subject's age, race/ethnicity, and gender	X		X
Was subjected armed & type of weapon	X		X
Was subject US military vet?	X		X
Name & badge of responder or detective	X		X
Did a supervisor respond to the scene	X		X
Technique or equipment used	X		X
Any injuries to officers, subjects or others	X		X
Disposition of the encounter (arrest, citation, referral)	X	X	X
Brief narrative	X		X

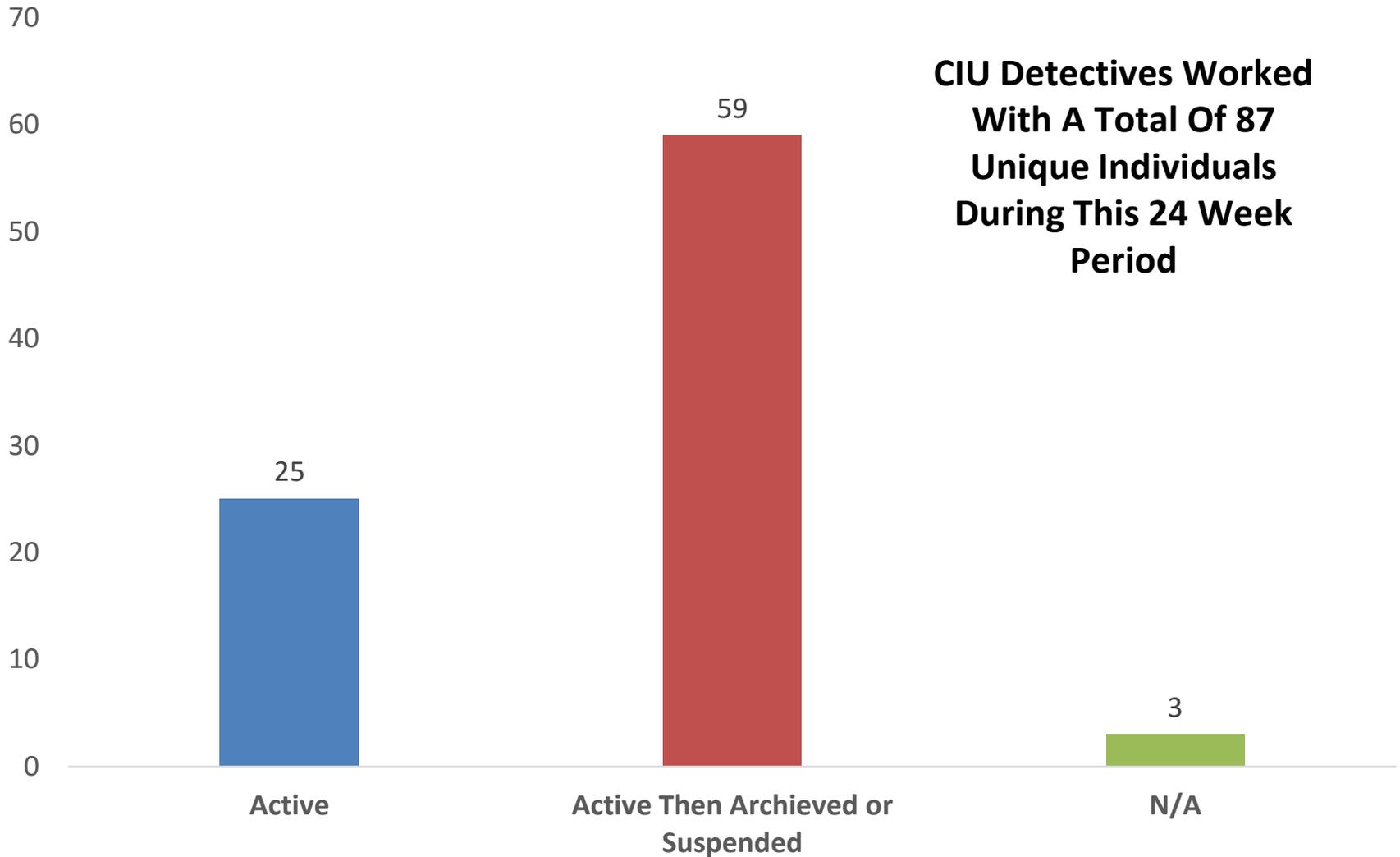
# **What Do We Know About The Individuals In Crisis That Come In Contact With The CIU?**

# The Data on Individuals In Crisis Come From Three Sources

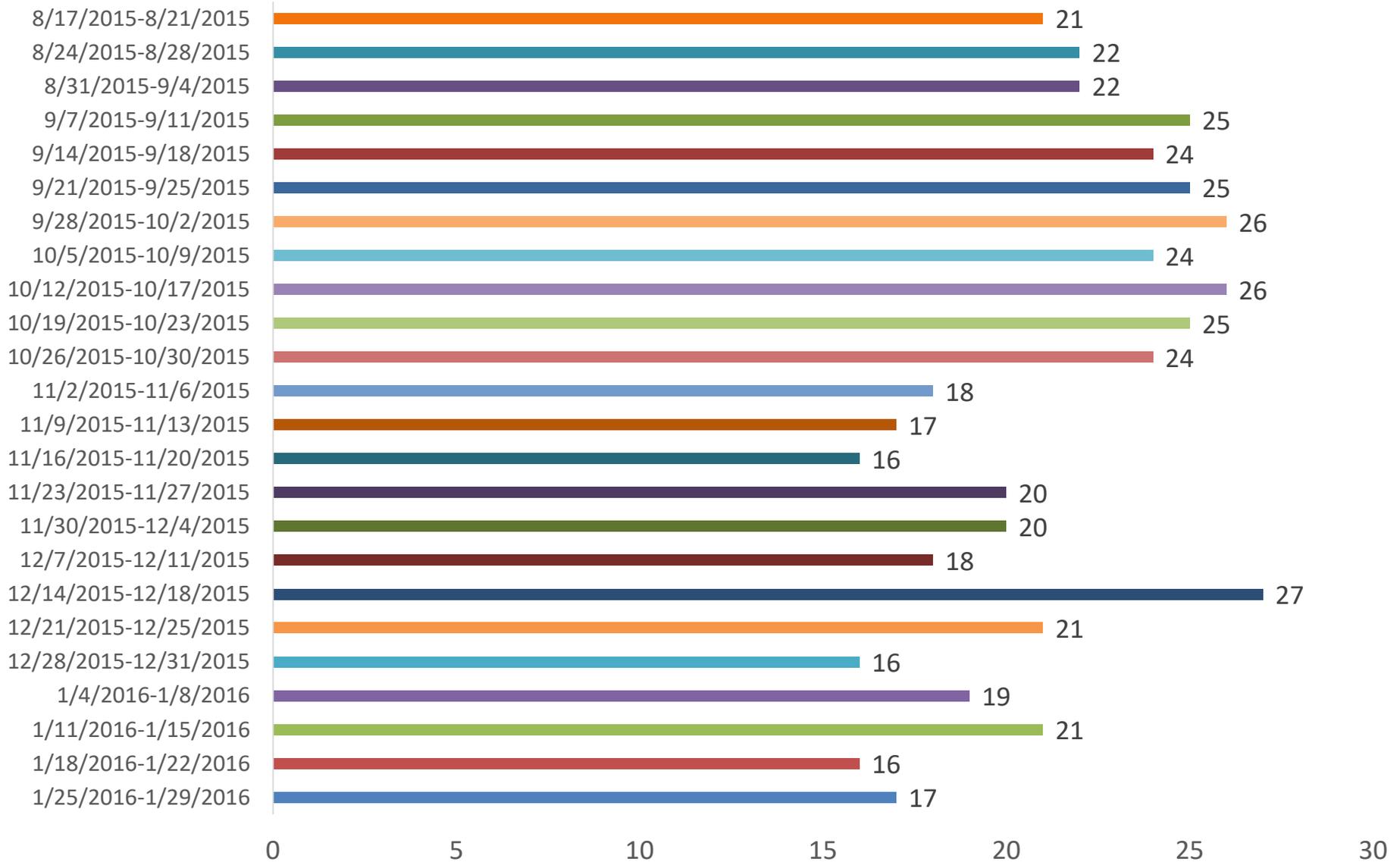
1. The Case Load of the CIU Detectives
  - Eight-seven (87) individuals are included in the data set which covers a 24-week period between August 17, 2015 and January 29, 2016.
  - These individuals have met the policy requirements of 3-06, Investigations Section SOP and been assigned to the CIU Detectives by the CIU/COAST Sergeant.
2. COAST Field Services Bureau Monthly Reports
  - The data set includes the number of individuals contacted; the number of individuals assisted; the number of mental health consumers assisted; the number of referrals to services; and the number of referrals received.
  - The data set includes the Monthly Reports for September, 2015 to December, 2015
3. Police Reports and 911 Calls For Service (CFS)
  - This data set includes CFS that are primarily coded as 10-40 (Mental Patient); 10-39 (Disturbance) and 10-43 and “43-1” (Suicide) but also include other CFS with codes for mental commitment or psychiatric evaluation.
  - The data also include location and other geo-spatial data that can be used for hot spot mapping and other analytic tools.

# CIU Detective Case Load Data

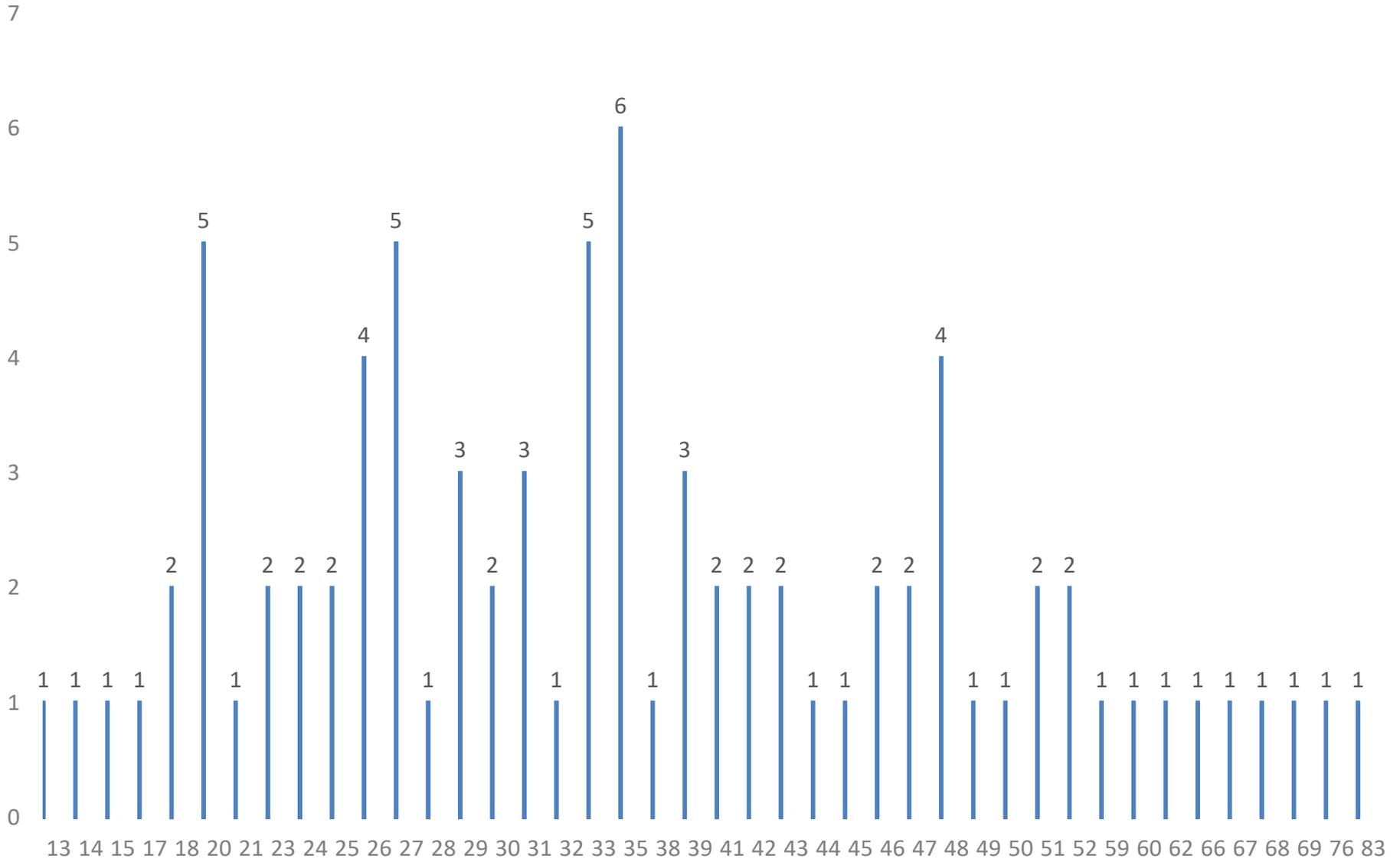
# Number Of Unique Individuals On CIU Detective Cases Loads By Case Status From August 17, 2015 To January 29, 2016



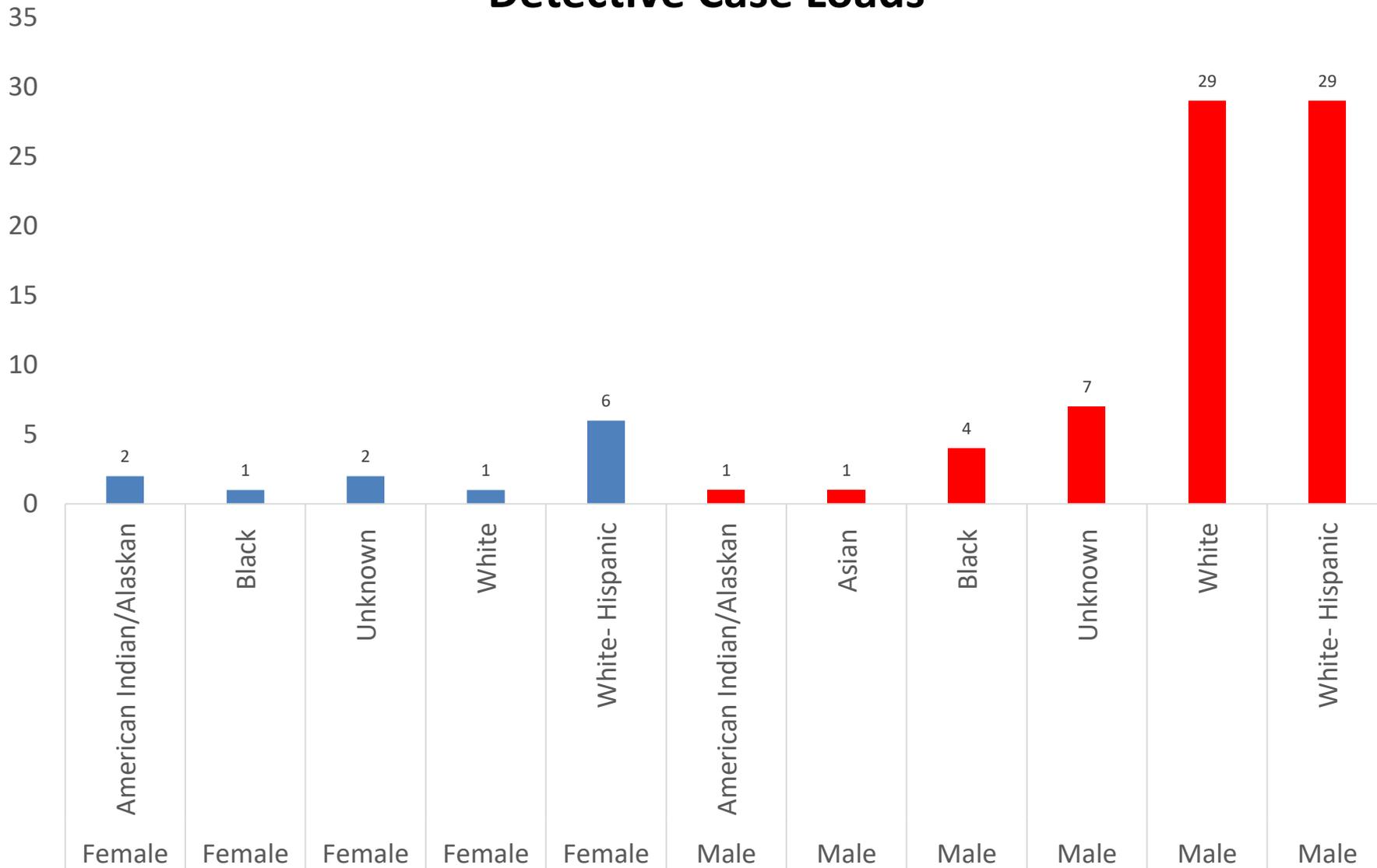
# Number of Individuals On CIU Detective Cases Loads By Week From August 17, 2015 To January 29, 2016



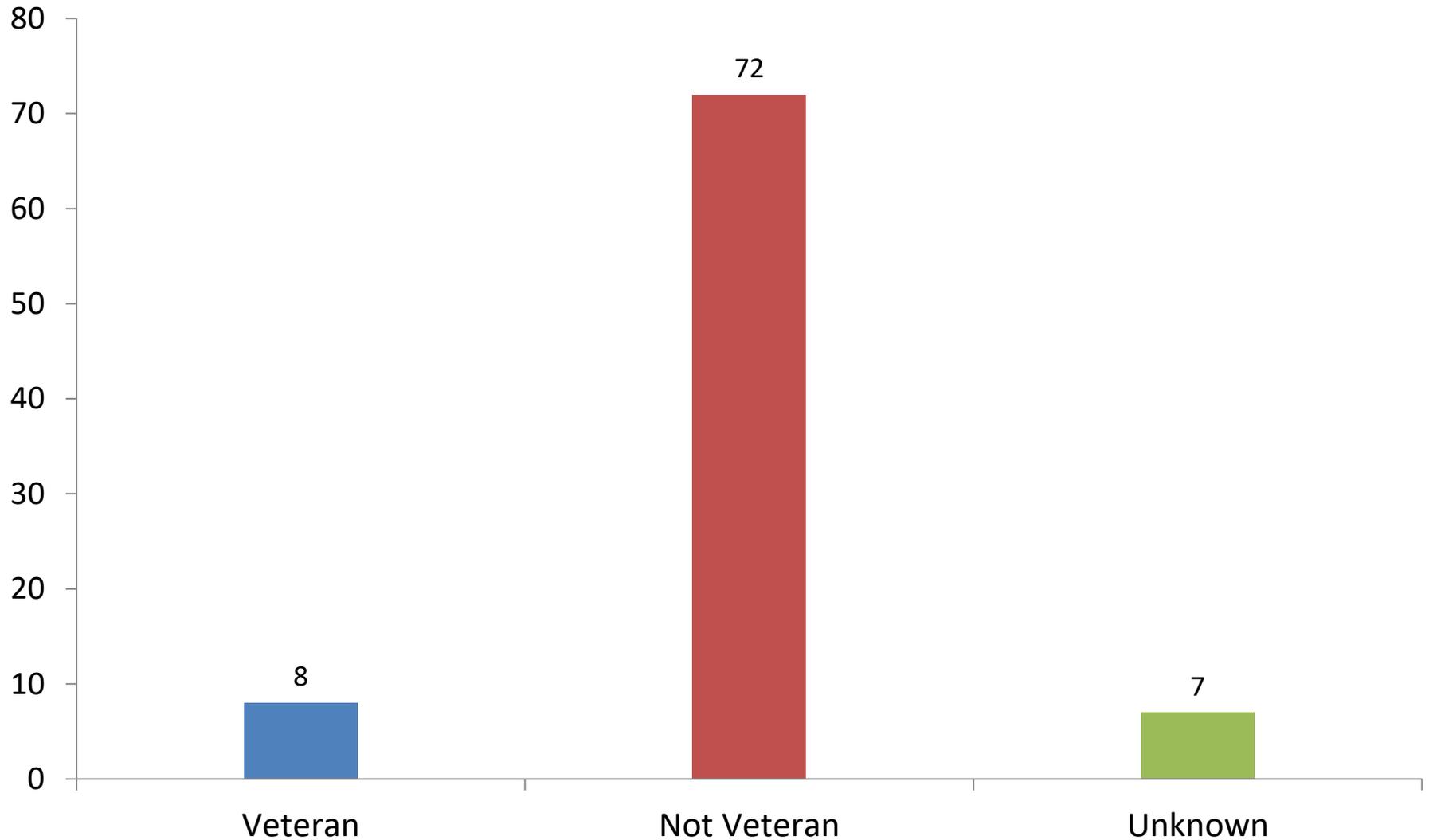
# Age Of Individuals On CIU Detective's Case Load



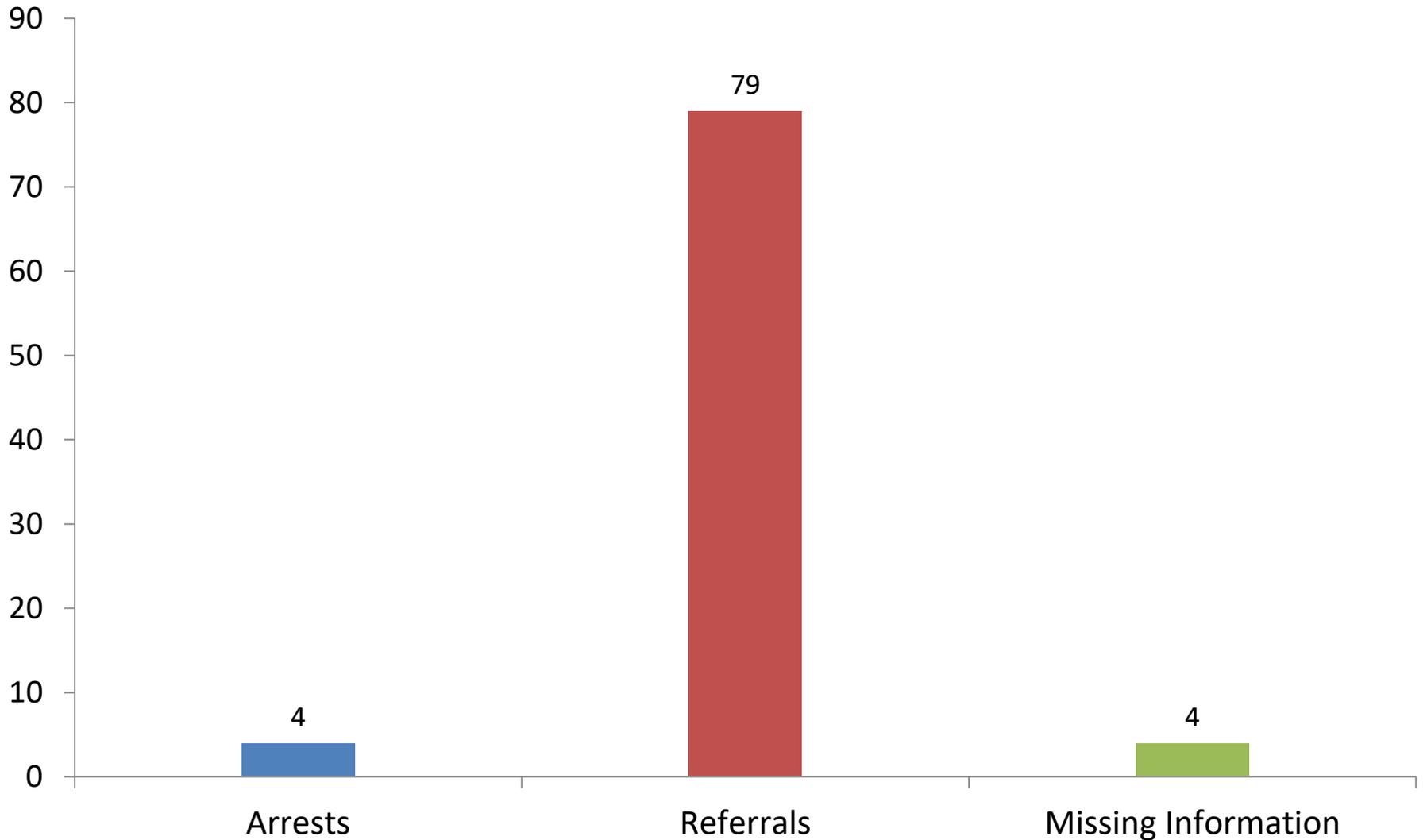
# The Gender & Race/Ethnicity Of The Individuals On The CIU Detective Case Loads



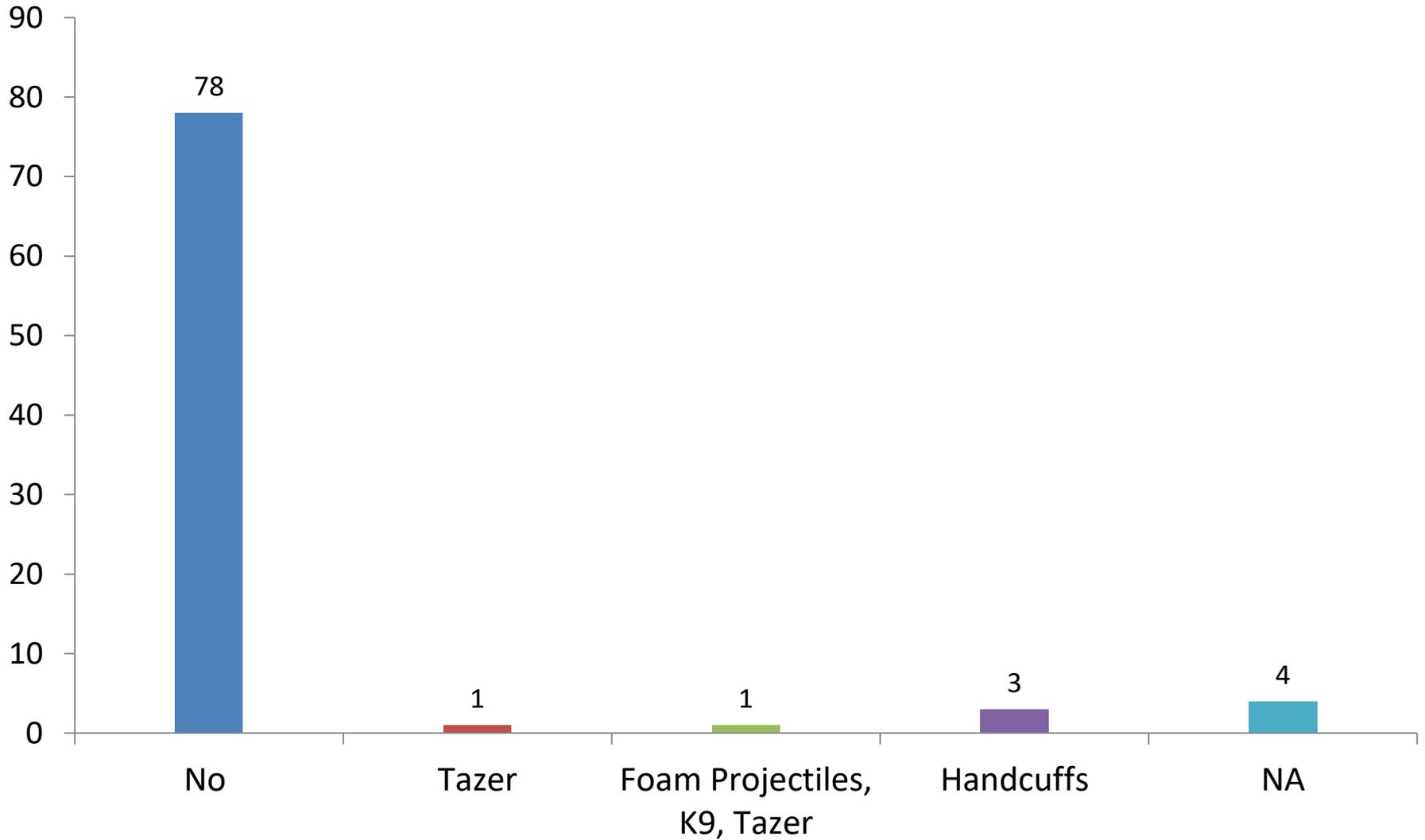
# How Many Were US Military Veterans?



# How Many Arrests vs How Many Referrals

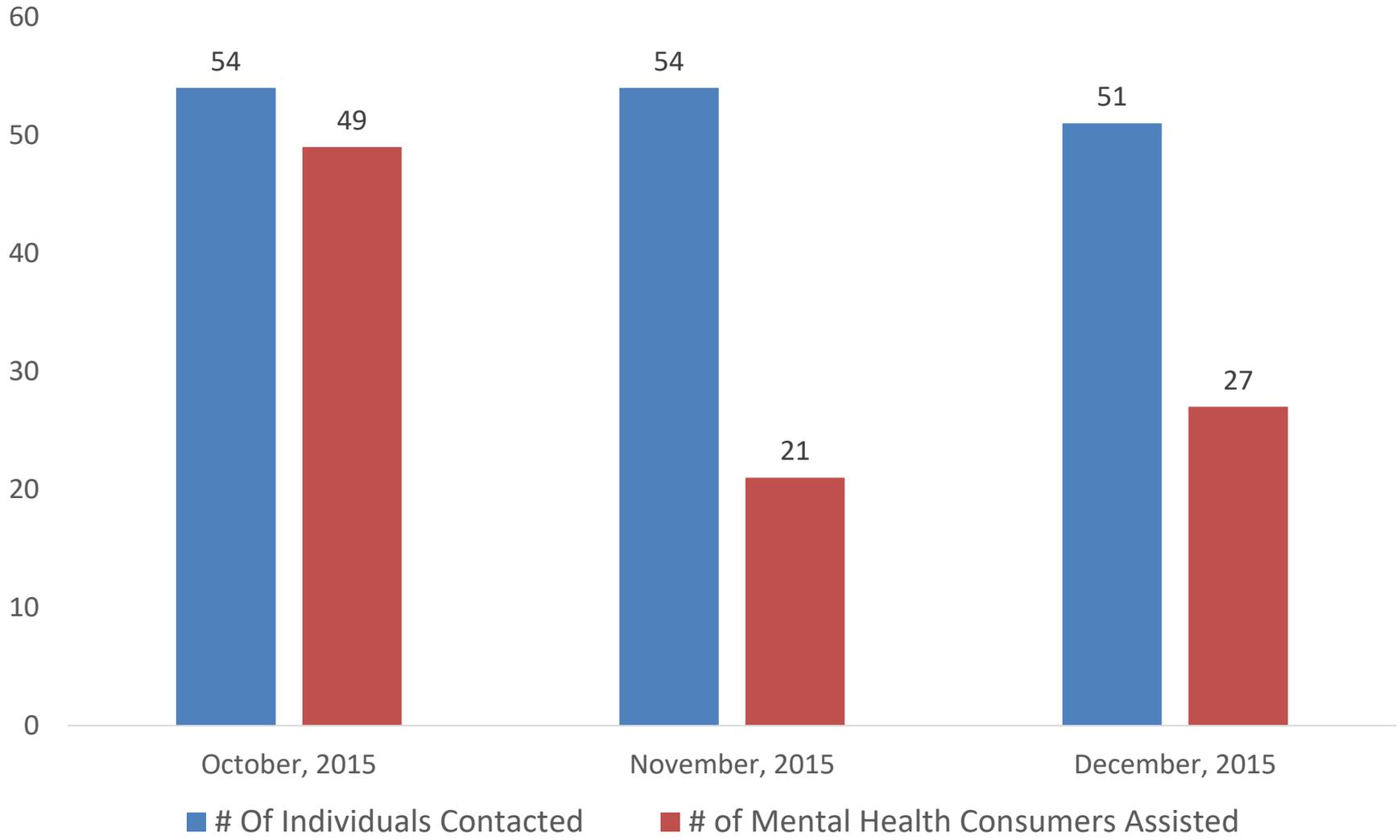


# Use Of Force



# COAST Monthly Reports

# Individuals Contacted By COAST



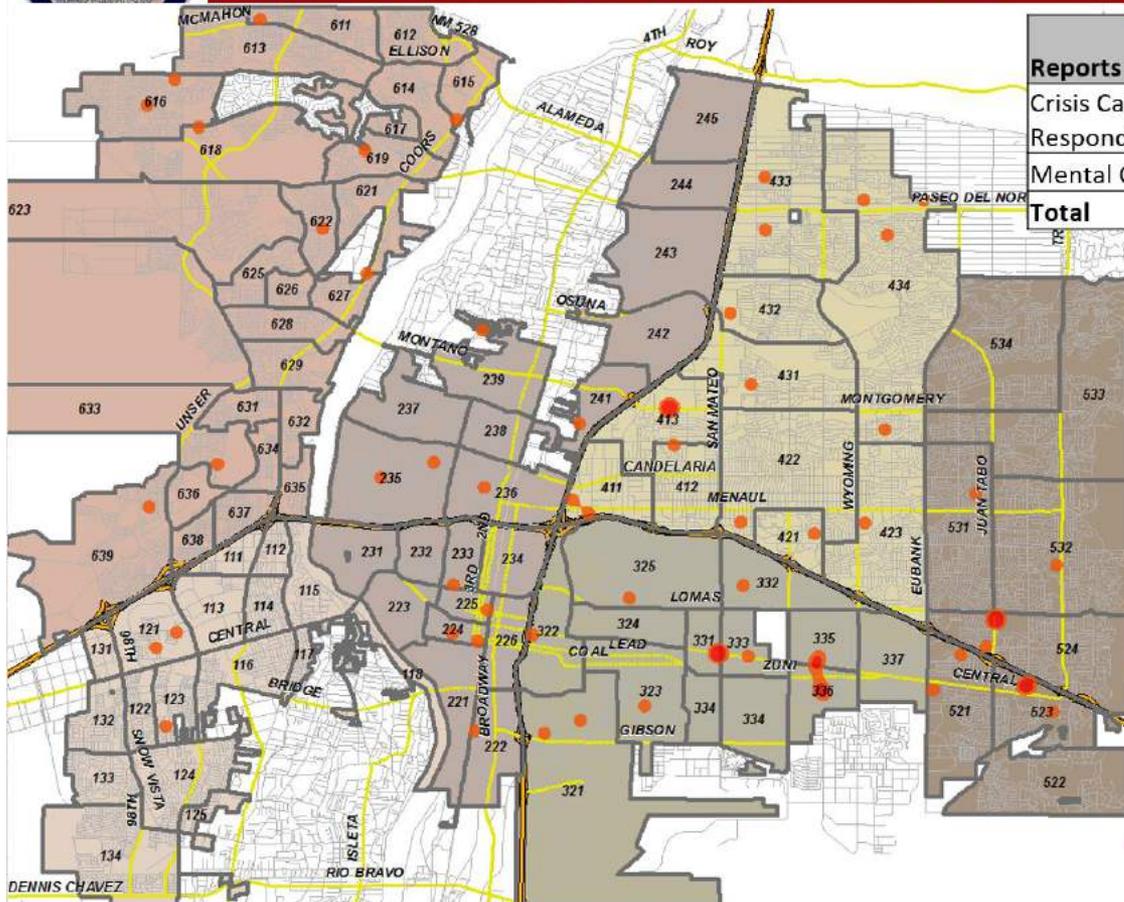
# **Police Reports & 911 Calls For Service**

# Hotspot Analyses On CIT Hotspots

## APD Real Time Crime Center



### CIT Hotspots & Tables - (Jan. 1 – 10, 2016) Police Reports



Reports	Last 7 Days	Jan. 1-10, 2016
Crisis Calls Responded to	22	28
Mental Commit	20	34
<b>Total</b>	<b>42</b>	<b>62</b>

Beat	Count	Beat	Count
121	2	411	2
123	1	412	1
222	1	413	2
224	3	421	1
233	1	422	1
235	2	423	1
236	1	431	1
239	1	433	3
241	1	434	4
321	2	521	2
322	1	523	3
323	1	524	2
325	1	531	1
331	2	532	1
332	1	611	1
333	1	614	1
335	1	616	2
336	3	618	1
337	1	619	1
		621	1
		622	1
		633	1
		639	1

CIT Transports (Jan 1-18):  
**72**

**Legend**

Concentration of Mental, Crisis Calls Responded to

- Very High (Red dot)
- High (Orange dot)

For Further Analysis Contact the Crime Analysis Unit at 768-4822

# Hotspot Analyses On CIT Hotspots

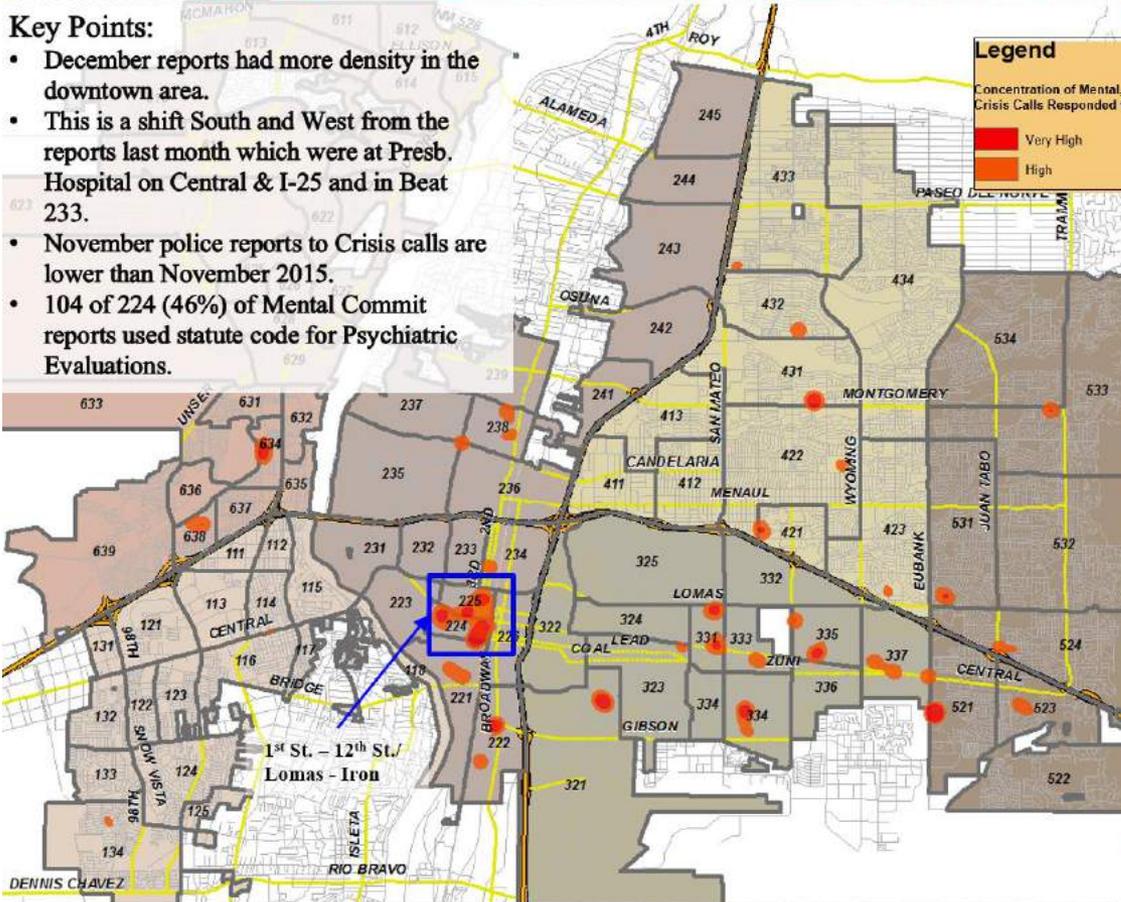
## APD Real Time Crime Center



### CIT Hotspots & Tables – December Police Reports

#### Key Points:

- December reports had more density in the downtown area.
- This is a shift South and West from the reports last month which were at Presb. Hospital on Central & I-25 and in Beat 233.
- November police reports to Crisis calls are lower than November 2015.
- 104 of 224 (46%) of Mental Commit reports used statute code for Psychiatric Evaluations.



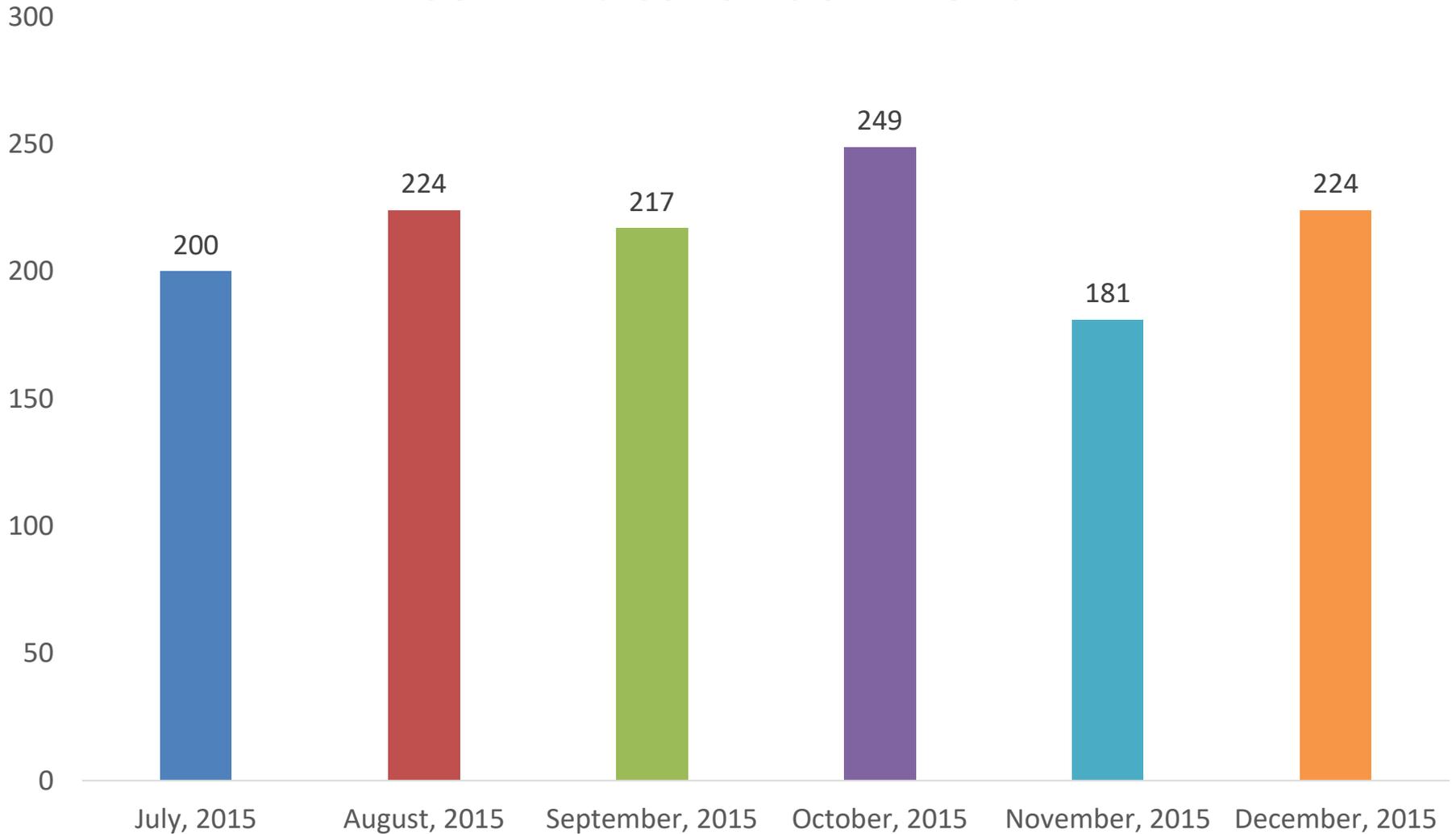
Reports	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015
Crisis Calls Responded to	44	45	55	55	30	27
Mental Commit	20	179	162	194	151	197
<b>Total</b>	<b>200</b>	<b>224</b>	<b>217</b>	<b>249</b>	<b>181</b>	<b>224</b>

Beat	Count										
112	1	221	5	321	4	412	1	521	5	612	1
113	1	222	5	322	4	413	2	523	5	613	1
114	2	223	1	323	6	421	4	524	6	614	2
116	2	224	10	325	1	422	7	531	5	615	1
117	1	225	5	331	7	423	10	532	5	616	1
122	1	226	3	333	5	431	6	533	6	618	1
125	1	231	1	335	7	432	3	534	4	619	1
133	1	233	2	337	6	433	7			623	1
134	4	234	3	338	7	434	5			625	1
		235	5	339	2					626	1
		236	1	340	1					627	2
		237	2	341	1					629	1
		238	7	342	1					634	4
		239	2	343	1					636	1
		242	1	344	1					638	3
		243	1	345	1					639	2

For Further Analysis Contact the Crime Analysis Unit at 768-4822

CIT Transports:  
**110**

# APS Responds To A High Number Of Crisis And Mental Commit Calls Each Month



# How Can We Build On This Crucial Resource To Address The Needs Of Individuals in Crisis?



**Reasons to call...**

- Having thoughts of hurting yourself or someone else
- Struggling with drugs and/or alcohol
- Feeling like you can't get out of bed in the morning
- Experiencing violence or abuse where you live
- Looking for a counselor in your area
- Behaving in ways you know aren't safe, but continue anyway
- Having a hard time keeping your anger under control
- Seeking support for someone struggling with mental health
- Just need someone to talk to

Someone is always here to hear you  
24/7/365

Free and confidential

Because we know this call may be the most important one you've ever made

Crisis Line  
professional counselors  
1 (855) 662-7474

Warmline  
peer supports  
1 (855) 466-7100

TTY Access - 1 (855) 227-5485



## December 2015 New Mexico Utilization Report

- Overview Summary (pg 1)
- Crisis and Access Line and NSPL (pgs 2-7)
- Peer-to-Peer Warmline (pgs 8-9)

In December of 2015, the New Mexico Crisis and Access Line (NMCAL) answered 2,013 calls. This includes 1,010 calls on the Statewide Crisis and Access Line, 167 New Mexico calls to the National Suicide Prevention Lifeline (NSPL), 516 calls to the Peer-to-Peer Warmline, and 320 after-hours calls forwarded from New Mexico's Behavioral Health Core Service Agencies (CSA's).

December 2015: Calls Answered by Type	
<b>Statewide Crisis and Access Line + NSPL Calls</b>	<b>1177</b>
Inbound Clinical Calls	899
- Calling about Self	769
- Calling about a Child	14
- Calling about another Adult	116
Outbound Calls	95
Information/Referral Calls	73
Seeking information about NMCAL	24
Administrative	16
Other	70
<b>Warmline Calls</b>	<b>516</b>
<b>Calls Answered For CSA Crisis Lines</b>	<b>320</b>
<b>TOTAL CALLS ANSWERED FOR NEW MEXICO</b>	<b>2013</b>



NMCAL (1-855-NMCRISIS) and Warmline (1-855-4NM-7100)  
December 2015 Report

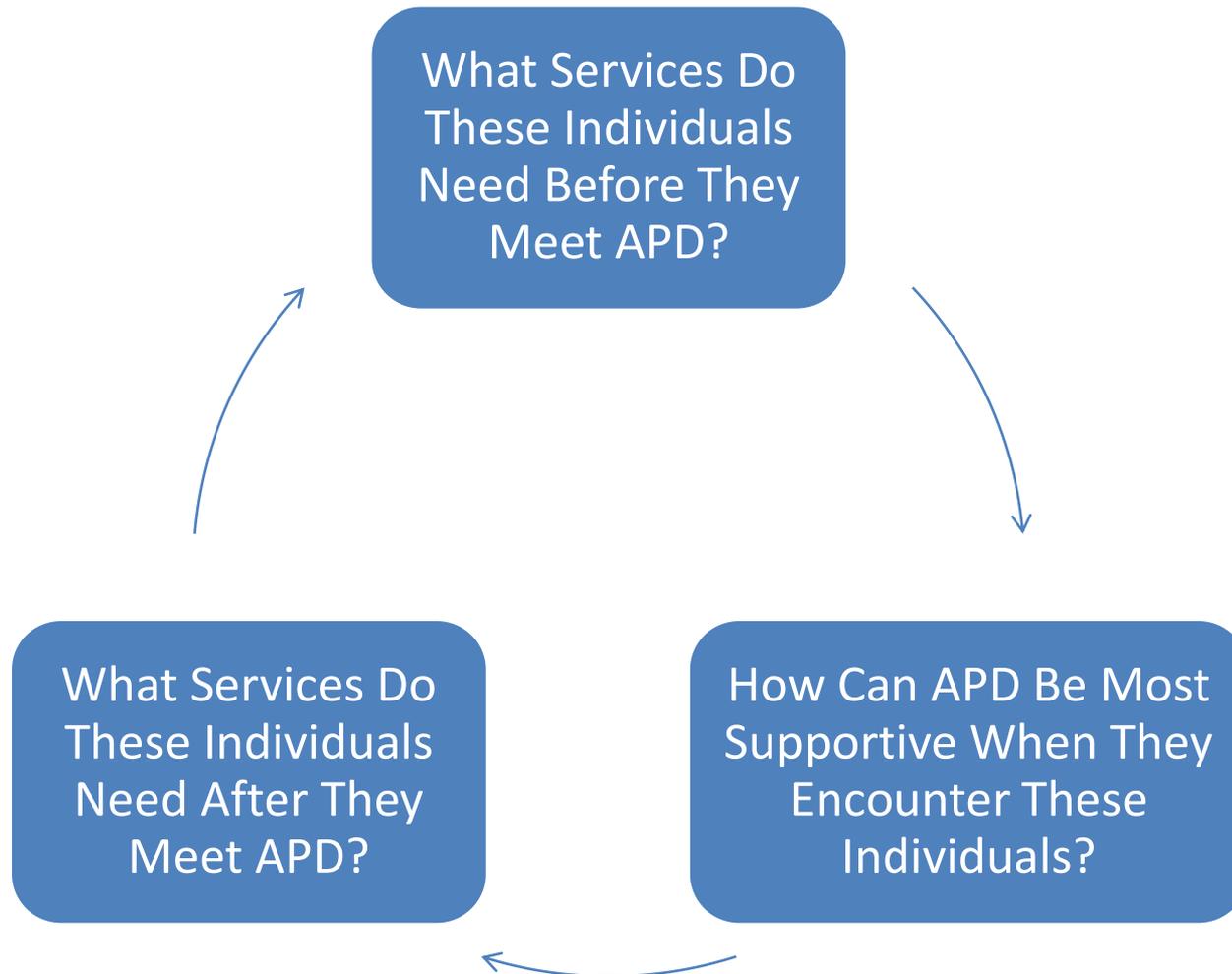
Page 1

# Next Steps

## DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit

130. APD will utilize incident information from actual encounters to develop case studies and teaching scenarios for roll-call, behavioral health, and crisis intervention training; to recognize and highlight successful individual officer performance; to develop new response strategies for repeat calls for service; to identify training needs for in-service behavioral health or crisis intervention training; to make behavioral health or crisis intervention training curriculum changes; and to identify systemic issues that impede APD's ability to provide an appropriate response to an incident involving an individual experiencing a mental health crisis.

# How Can MHRAC Help Build A Community-Wide Behavioral Health System That Will Keep Individuals Experiencing Mental Health Crisis From Encountering APD In The First Place Or Becoming Repeat Cases?



**Discussion?**

# **Just Give Me The Facts: How The Albuquerque Police Department Is Using Data To Build Stronger CIT Programs**



**Presented at the  
CIT International Conference  
Chicago, Illinois  
Monday, April 25, 2016**

**Prepared By:**

**Lieutenant Glenn St. Onge, Crisis Intervention Section/Juvenile Section, Albuquerque Police Department.**

**Sarah Masek, Crime Analysis Unit Supervisor, Real Time Crime Center, Albuquerque Police Department.**

**Dr. Peter Winograd, Professor Emeritus, University of New Mexico.**

# Acknowledgements

**This report could not have been completed without the work, guidance, support, and patience of the outstanding professionals who work in the Albuquerque Police Department including:**

**Kylynn Brown, Data Analyst, Crisis Intervention Unit**

**Katherine Rosoff, Crime Analyst, Real Time Crime Center**

**Matthew Tinney, Detective, Crisis Intervention Unit**

**John Gonzales, Sergeant, Crisis Intervention Unit**

**Nils Rosenbaum, Psychiatrist, Crisis Intervention Unit**

**Tasia Sullivan, Detective, Crisis Intervention Unit**

**Bonnie Briones, Detective, Crisis Intervention Unit**

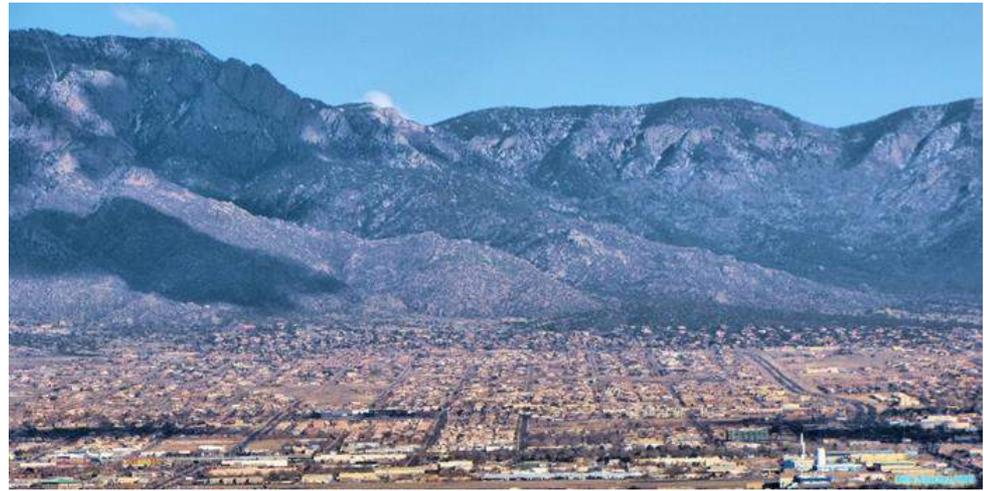
**Mark Oberman, Clinician, Crisis Intervention Unit**



## **Version 1.1**

**Our Conversations With Others  
Always Lead To Better Data And  
Smarter Thinking**

# The Issues We Face



***“Mental health in America has been marginalized and we are all suffering for it. This includes individuals who live with mental health issues and addictions, their families, our employers, our schools and our first responders who all too often become stopgaps in a broken system.”***

**Mayor R.J. Berry, Albuquerque**

# One Of Our City's Darkest Days



[https://www.youtube.com/watch?v=F7\\_TYvAx-wY](https://www.youtube.com/watch?v=F7_TYvAx-wY)



<http://www.kob.com/article/stories/s3882024.shtml#.Vpe-FfkrI2w>

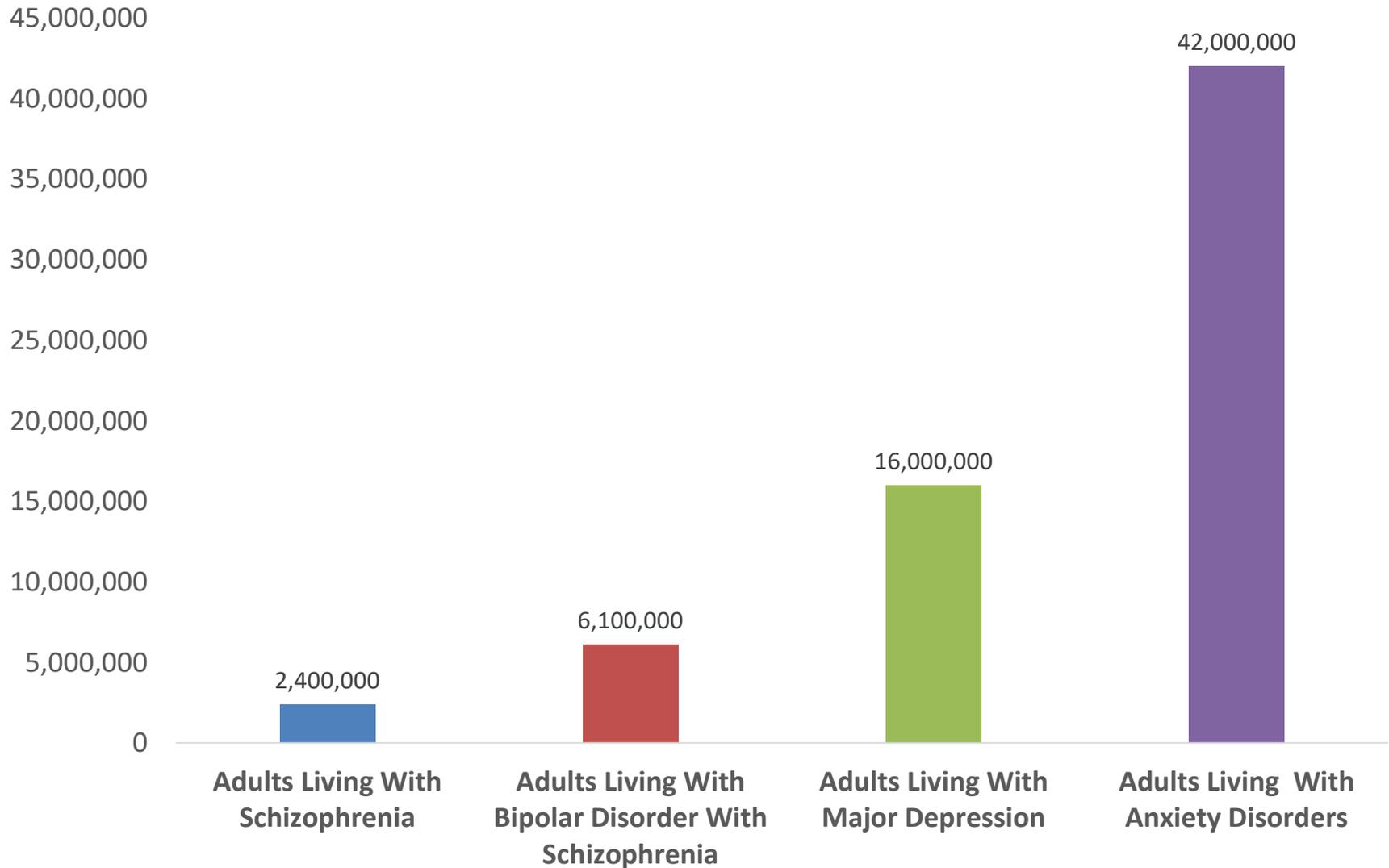
# **How Albuquerque Police Department Uses Data**

- 1. To Advocate For Those Individuals Living With Mental Illness.**
- 2. To Help Strengthen Crisis Intervention In Albuquerque.**
- 3. To Address The Most Difficult Issues Our City Faces.**
- 4. To Better Understand And Support The Individuals In Crisis Who Come In Contact With The Albuquerque Police Department.**
- 5. To Continually Improve The Training, Safety and Effectiveness Of Police Officers Dealing With Individuals In Crisis.**
- 6. To Address The Requirements Of The APD-DOJ Agreement.**

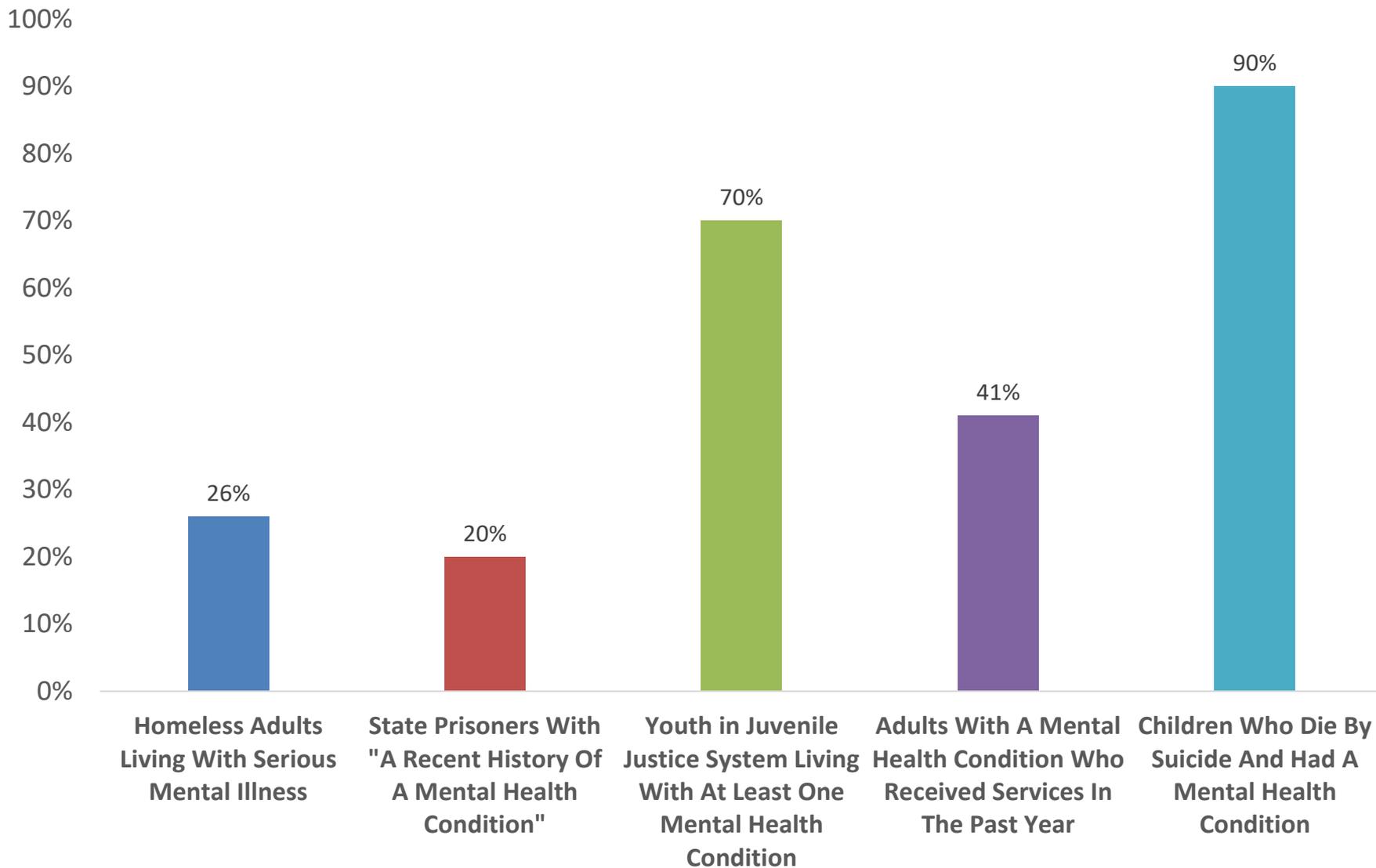
**APD Uses Data To:**

**To Advocate For Those Individuals  
Living With Mental Illness**

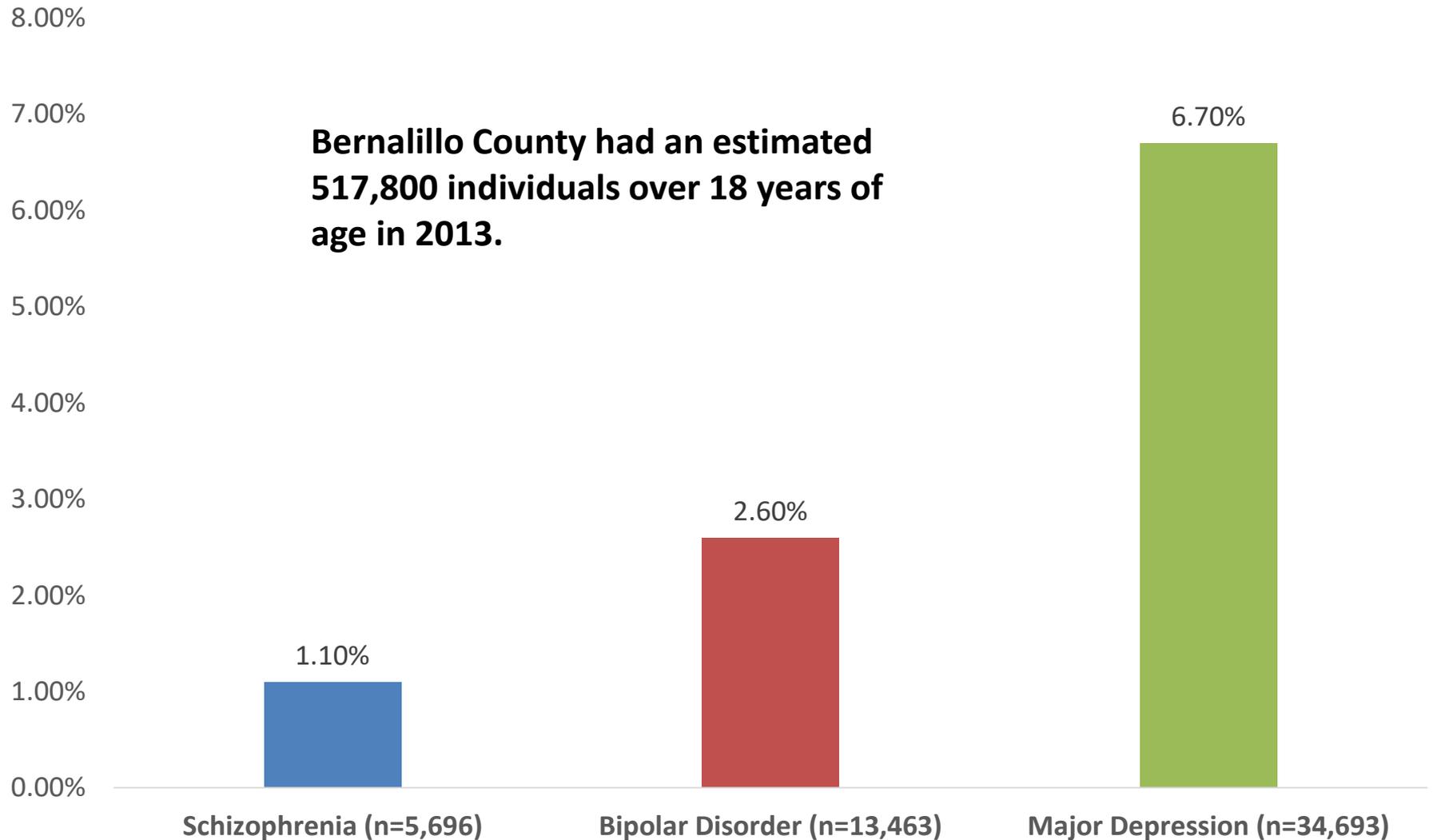
# The Prevalence Of Mental Illness In America



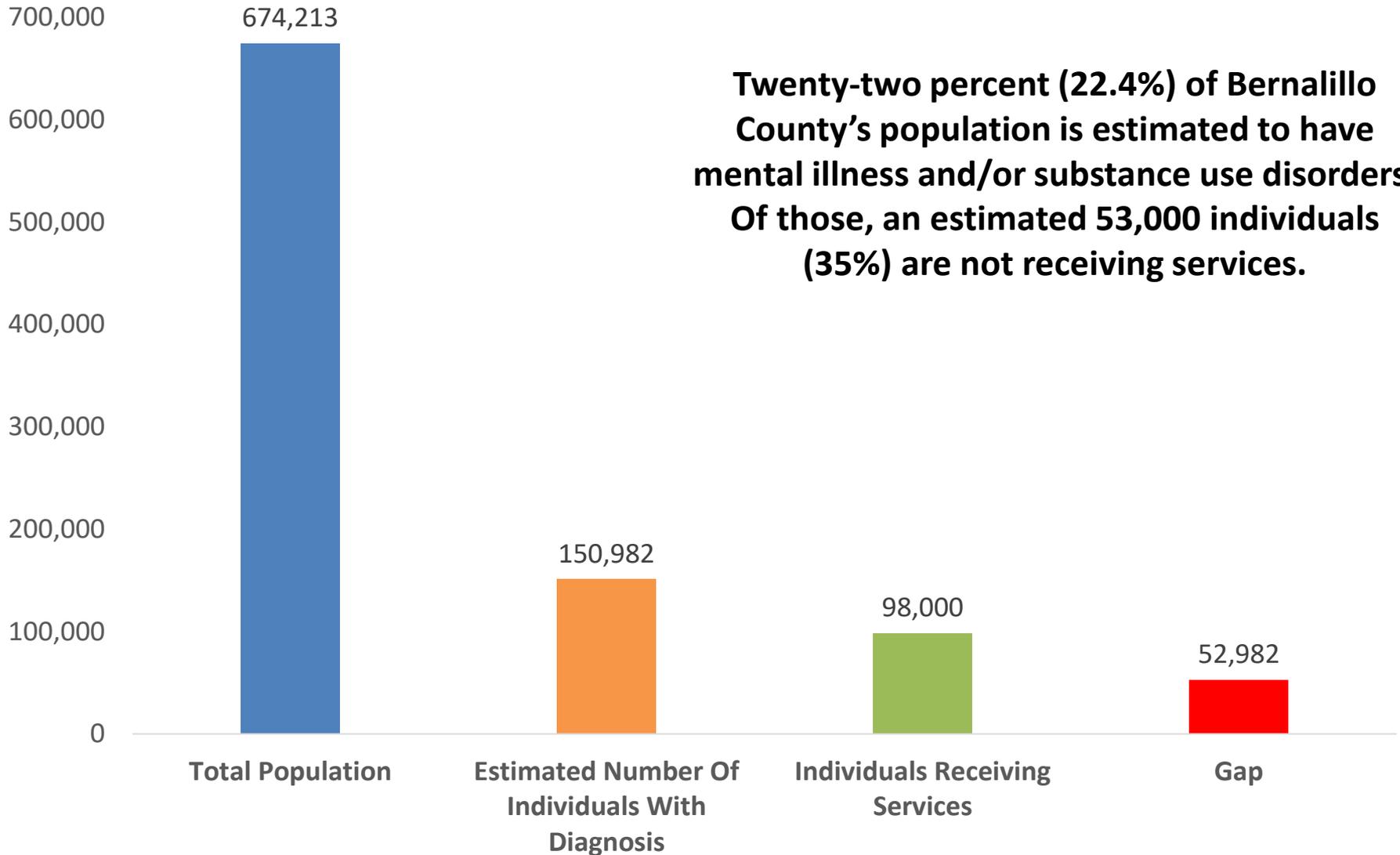
# The Social Costs Of Mental Illness In America



# The Number And Percentage Of Adults Over 18 In Bernalillo County With Serious Mental Illness

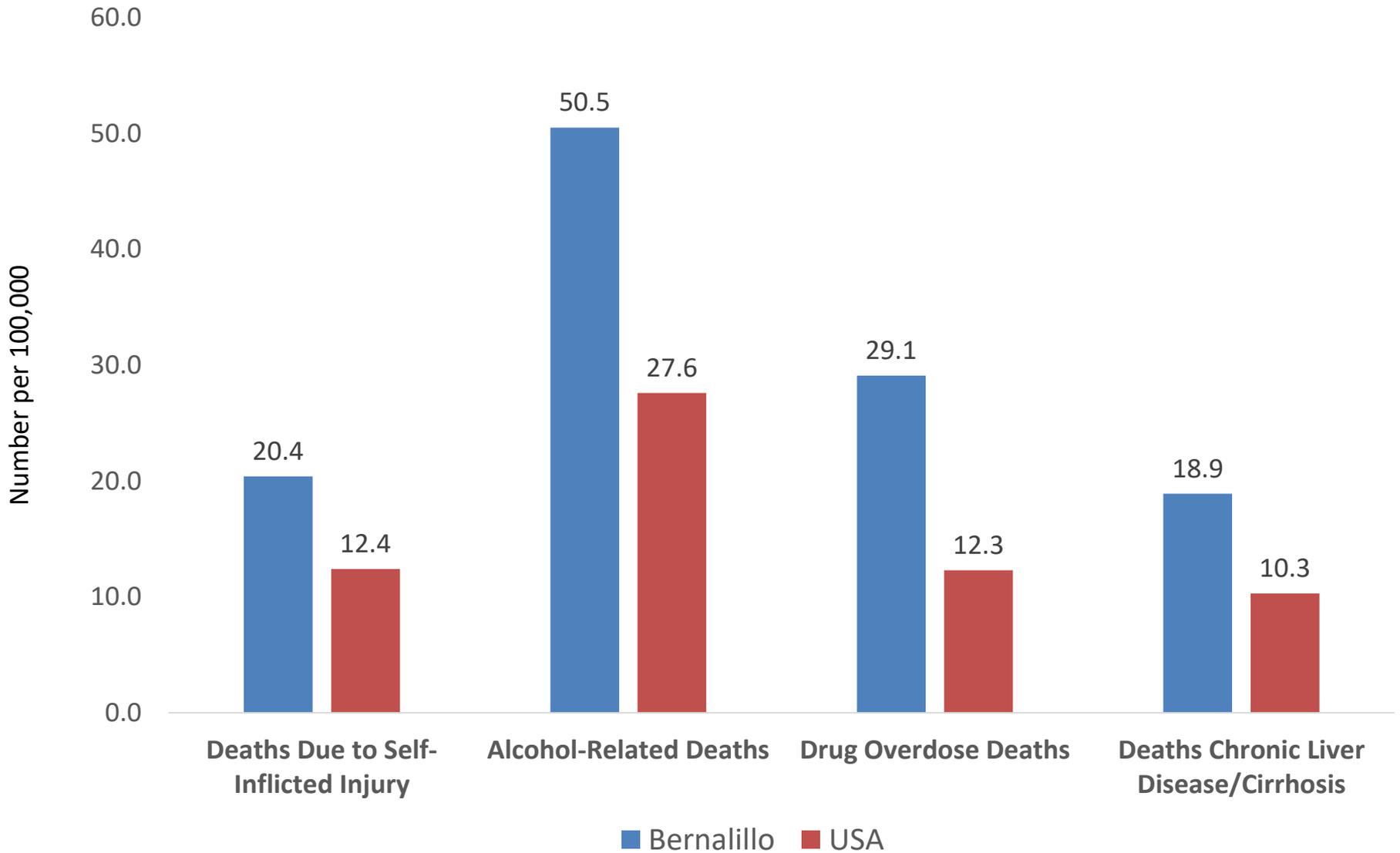


# The Landscape Of Behavioral Health In Bernalillo County, New Mexico



Source: Landscape of Behavioral Health In Albuquerque (2014). UNM Department of Psychiatry and Behavioral Sciences, UNM Center For Educational Policy, and RWJF Center for Health Policy, UNM

# How Bernalillo County Compares To The Nation



Source: Landscape of Behavioral Health In Albuquerque (2014). UNM Department of Psychiatry and Behavioral Sciences, UNM Center For Educational Policy, and RWJF Center for Health Policy, UNM

**The Data Are Clear. Millions Of Americans  
Live With Mental Health Issues. Few Come  
In Contact With Police.**

**Our Most Important Resources Are  
Compassion, Understanding And Strong  
Systems Of Support.**

# When Systems Of Support Fail, The Human Costs Are Devastating



**John Hyde Killed  
Five People  
Including Officers  
King and Smith,  
2005**



## 'They tried everything'

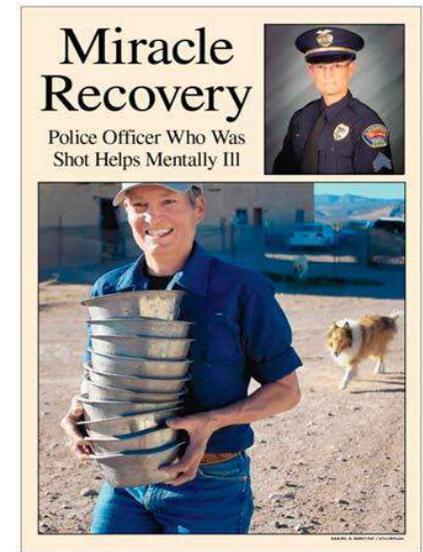
By Robert Browman, Nicole Perez And Elise Kaplan / Journal Staff Writers  
Thursday, August 27th, 2015 at 12:05am



**James Boyd Shot By Police,  
2014**



**David and Kathy Finch  
Attacked By Their Son James,  
2015**



**Officer Carol Oleksak Shot  
By Duc Mihn Pham, 2003**

# And So Are The Financial Costs

## COST TO THE CITY

Police misconduct lawsuits since 2010 have resulted in a tab of \$23 million for Albuquerque taxpayers. The number will likely increase as several suits are ongoing and recent officer-involved incidents may result in new lawsuits being filed.

Included in the \$23 million figure is a \$7.95 million settlement with the family of Iraq War veteran Kenneth Ellis III, who was fatally shot in the neck by APD officer Brett Lampiris-Tremba while holding a gun to his own head. The settlement came after a jury awarded \$10.3 million to the the family and the city appealed. The judgement was one of the largest against the city in its history.

Another high-profile case was settled in mid-December 2013, when the city agreed to pay \$900,000 to the family of Alan Gomez. Gomez was shot by officer Sean Wallace after the girlfriend of Gomez's brother called police asking for assistance. Police said they believed Gomez was holding his brother and his brother's girlfriend hostage, but Gomez was unarmed at the time he was shot. The shooting was Wallace's third in the line of duty.

A lawsuit that is still ongoing involves the fatal shooting of Christopher Torres, who had a history



## City agrees to pay \$7.95 million in Ellis shooting

Detective Brett Lampiris-Tremba demonstrates during a wrongful death trial how Iraq war veteran Kenneth Ellis III was holding a gun to his own head when Lampiris-Tremba shot and killed him in the parking lot of a 7-Eleven in 2010.

# The Issues We All Face



Police shooting raises ques. how to best treat mentally ill

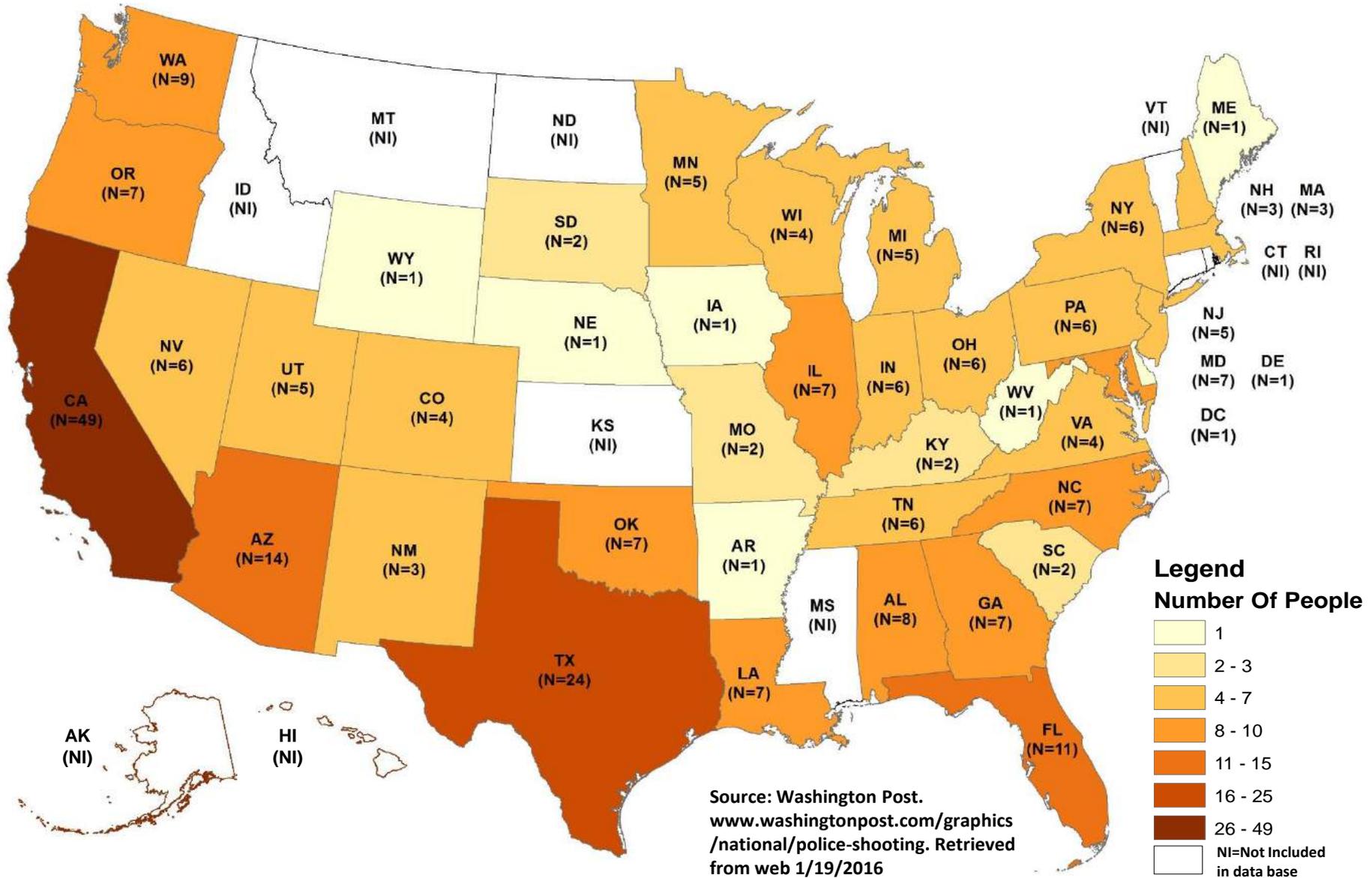
KOB 4

Subscribe 3,096

1,971

<https://www.youtube.com/watch?v=9SgRN8xZfRE>

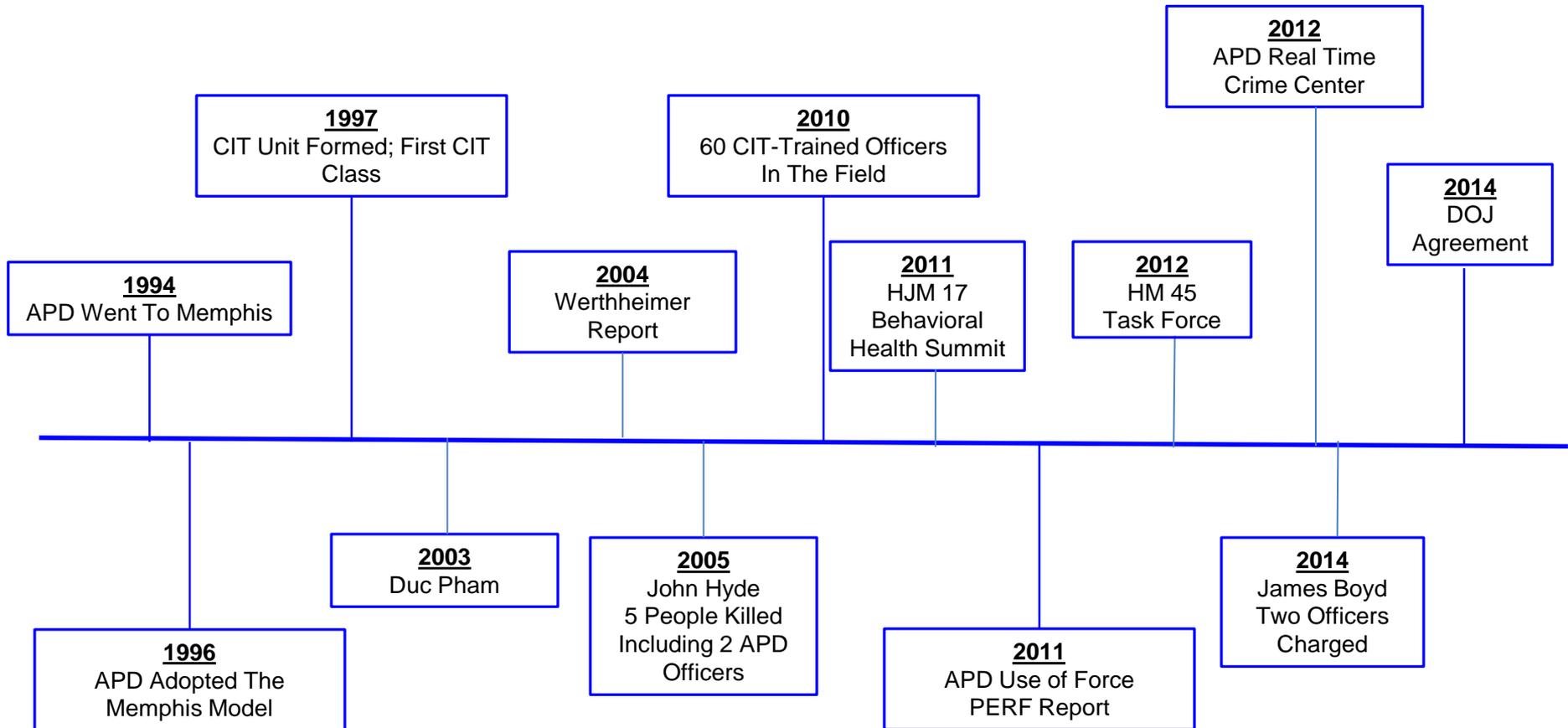
# The Issues We All Face: 257 People With Signs Of Mental Illness Were Involved In Deadly Encounters With Police (January 2, 2015 – January 19, 2016)



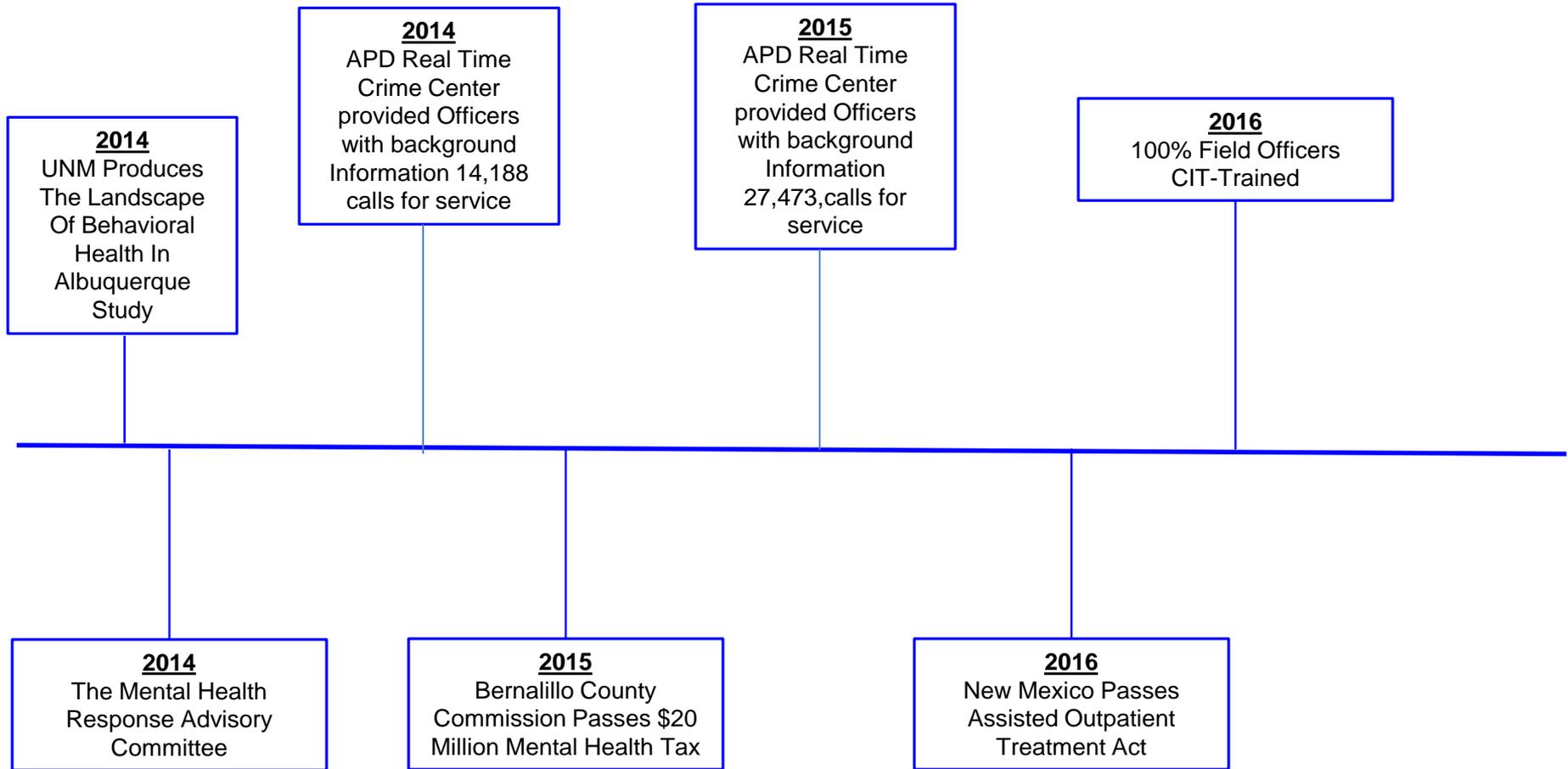
**APD Uses Data To:**

**To Help Strengthen Crisis Intervention  
In Albuquerque**

# APD Crisis Intervention Unit: The Past

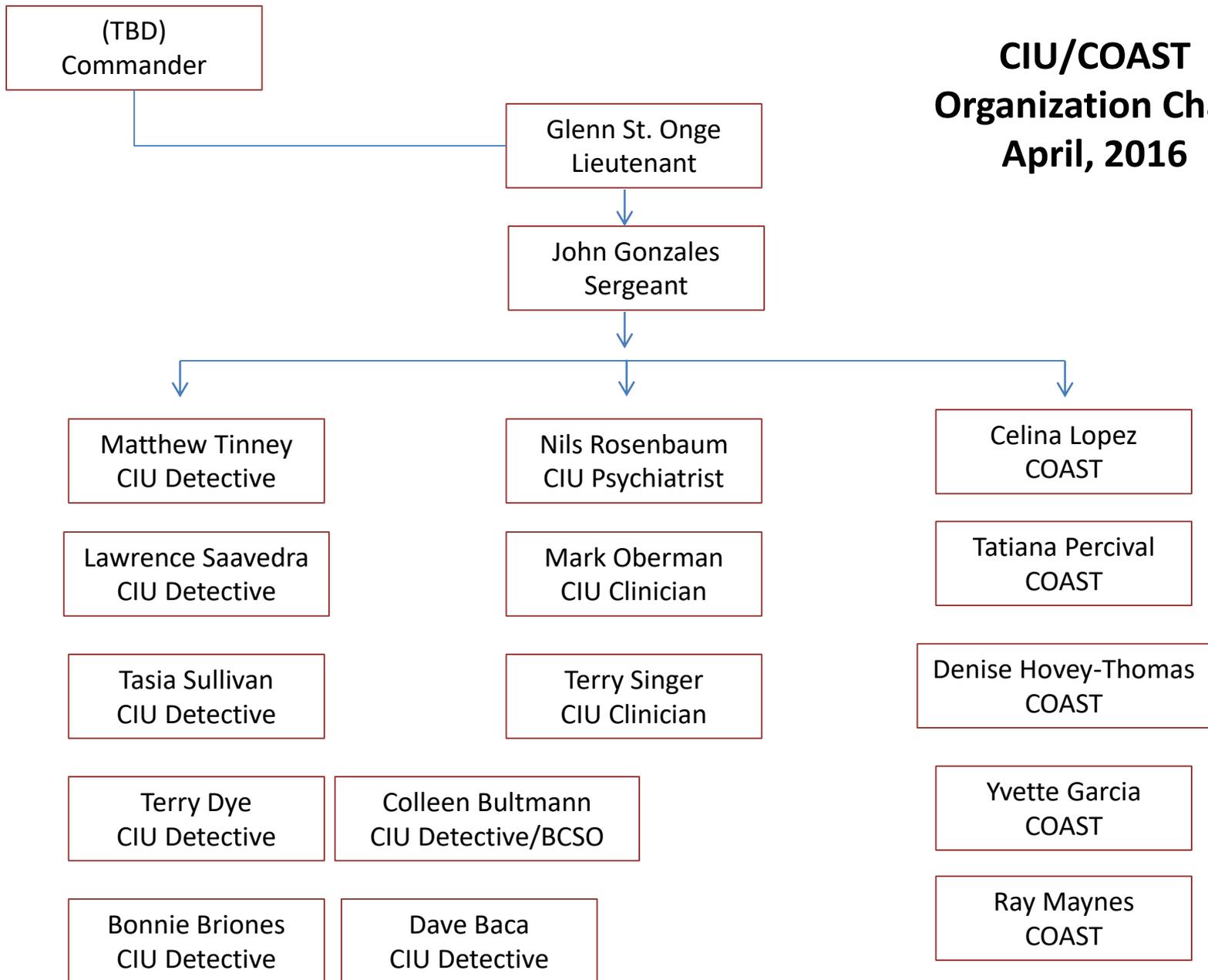


# APD Crisis Intervention Unit: The Present

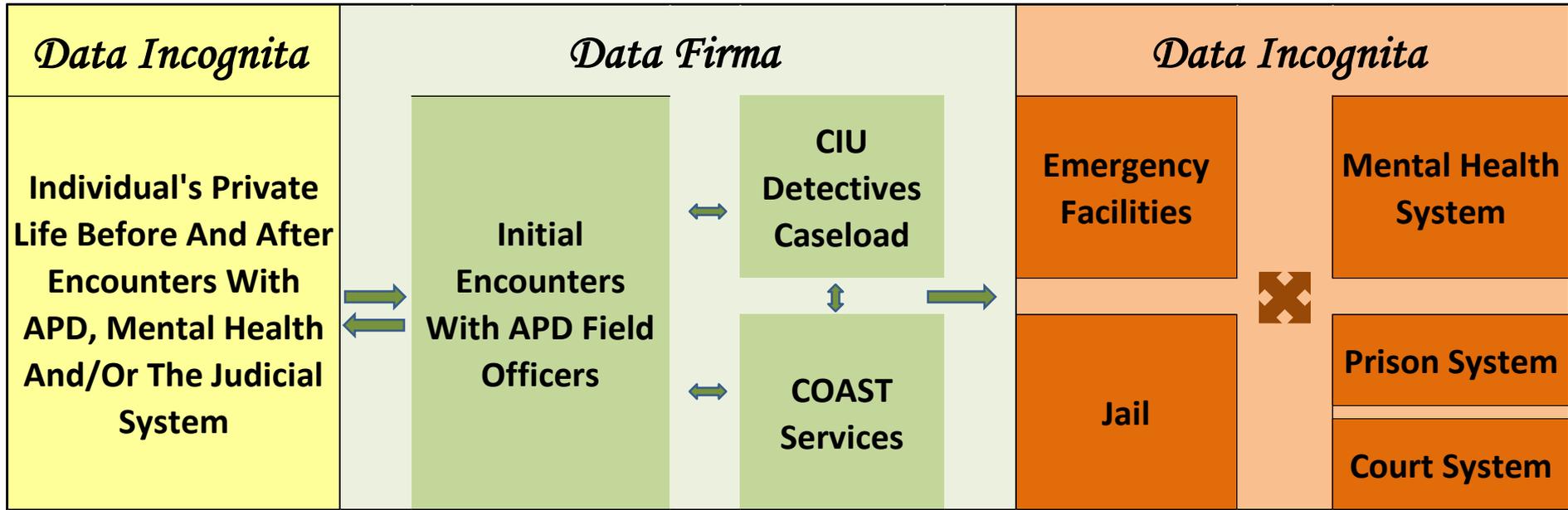


# **The Albuquerque Police Department Crisis Intervention Unit**

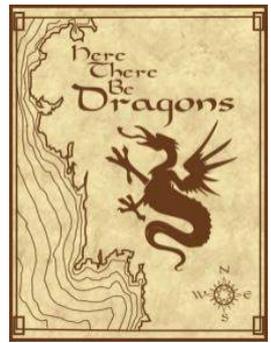
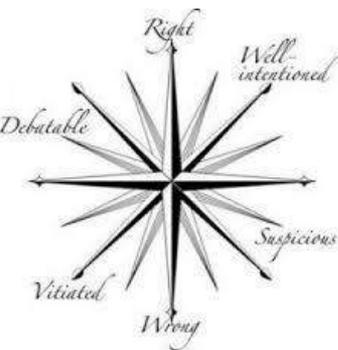
# CIU/COAST Organization Chart April, 2016



# Mapping The Data



## Legend



Data	Initial Encounter With Field Officers	CIU Cases	COAST Services
Number of individuals in the COAST and CIU case loads		X	X
Number of individuals receiving crisis prevention services		X	X
Date, shift, area command of initial incident	X		
Disposition of the initial encounter (arrest, citation, referral)	X		
Dispositions of follow-up encounters with CIU & COAST		X	X
Subject's age, race/ethnicity, and gender	X	X	X
Was subjected armed & type of weapon during initial and follow-up encounters	X	X	X
Was subject US military vet?	X		
Name & badge of responder or detective	X		
Did a supervisor respond to the scene	X		
Technique or equipment used during initial and follow-up encounters	X	X	X
Any injuries to officers, subjects or others during initial and follow-up encounters	X	X	X
Use of force in any encounter?	X	X	X
Brief narrative	X		

**These Are  
The Data  
We Follow**

# These Are The Ways That Data Can Be Helpful

Policy Question	Data Questions	Practice & Policy Questions	Political Questions
<p><b>How Do We Minimize Police Use Of Force With People Living With Mental Illness?</b></p>	<ul style="list-style-type: none"> <li>• How many calls for service are related to people living with mental illness?</li> <li>• What are the demographics and other characteristics of the individuals with mental illness encountered by the police?</li> <li>• How was the encounter resolved?</li> <li>• Did the encounter result in the use of force?</li> </ul>	<ul style="list-style-type: none"> <li>• How do we learn the important lessons after difficult incidents?</li> <li>• How do we train police officers to handle encounters with people living with mental illness?</li> <li>• How do we improve the collaboration between the police and mental health system?</li> <li>• How do we make sure that enough money is available to address the issue we face?</li> </ul>	<ul style="list-style-type: none"> <li>• Who has the power to influence communities to take better care of people living with mental illness?</li> <li>• Who can change how funding resources are allocated?</li> <li>• Who has the influence to make sure that families, police, mental health providers, and others to work together?</li> </ul>

# The Data on Individuals In Crisis Come From Three Sources

## 1. Field Officer Reports and 911 Calls For Service (CFS)

- This data set includes CFS that are primarily coded as 10-40 (Mental Patient); 10-39 (Disturbance) and 10-43 and “43-1” (Suicide) but also include other CFS with codes for mental commitment or psychiatric evaluation.
- The data also include location and other geospatial data that can be used for hot spot mapping and other analytic tools.

## 2. The Case Load of the CIU Detectives

- These individuals have met the policy requirements of SOP 3-06 and 2-13, Investigations Section SOP and been assigned to the CIU Detectives by the CIU/COAST Sergeant.

## 3. COAST Monthly Reports

- The data set includes the number of individuals contacted; the number of individuals assisted; the number of mental health consumers assisted; the number of referrals to services; and the number of referrals received.

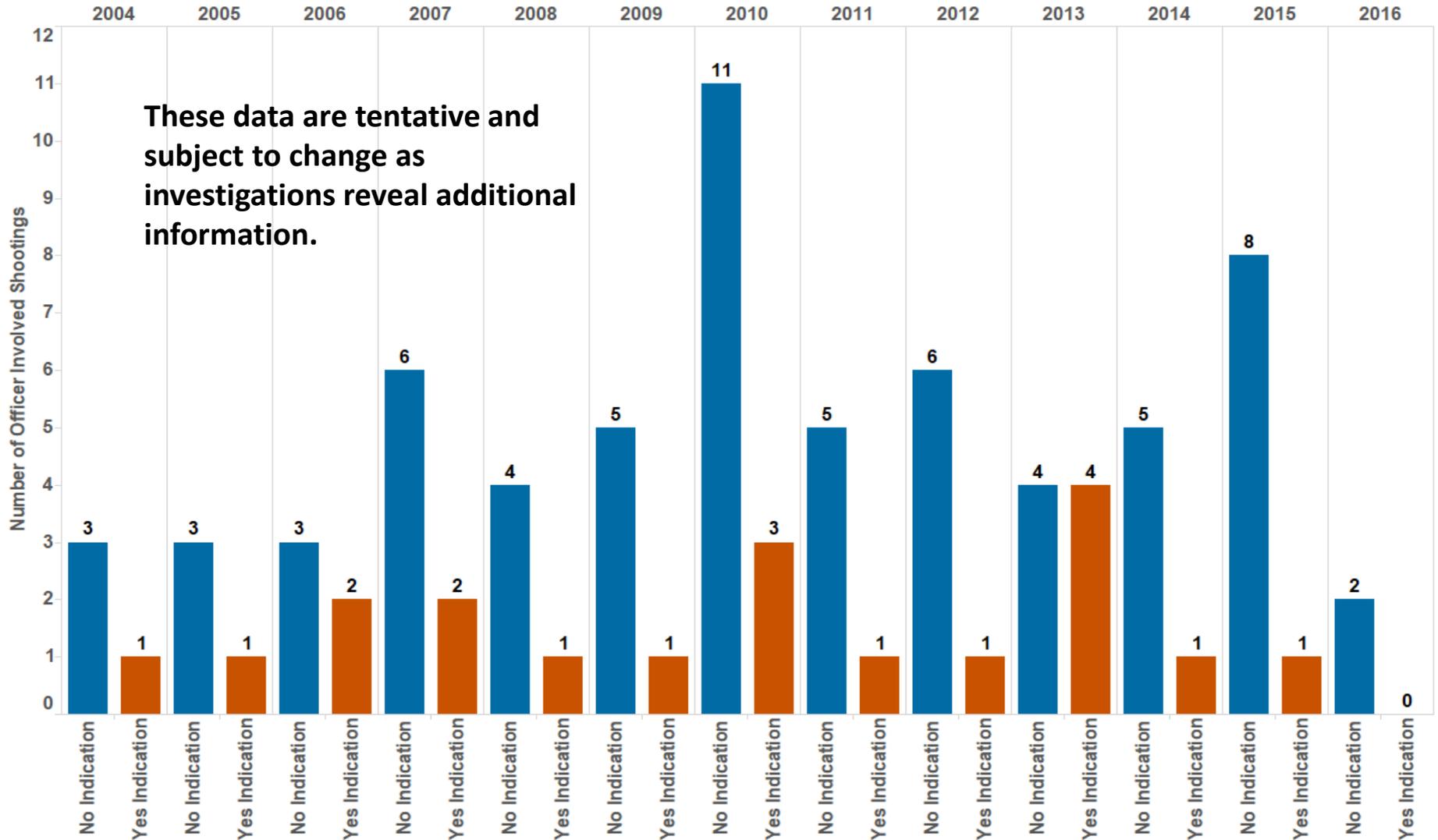
# **CAVEAT DATA USER**

**One of the most important questions we face is whether the data we are gathering is capturing the full extent of the interactions between individuals in crisis and law enforcement. We must make every effort to develop data gathering and reporting protocols that ensure completeness, fairness, and objectivity.**

**APD Uses Data To:**

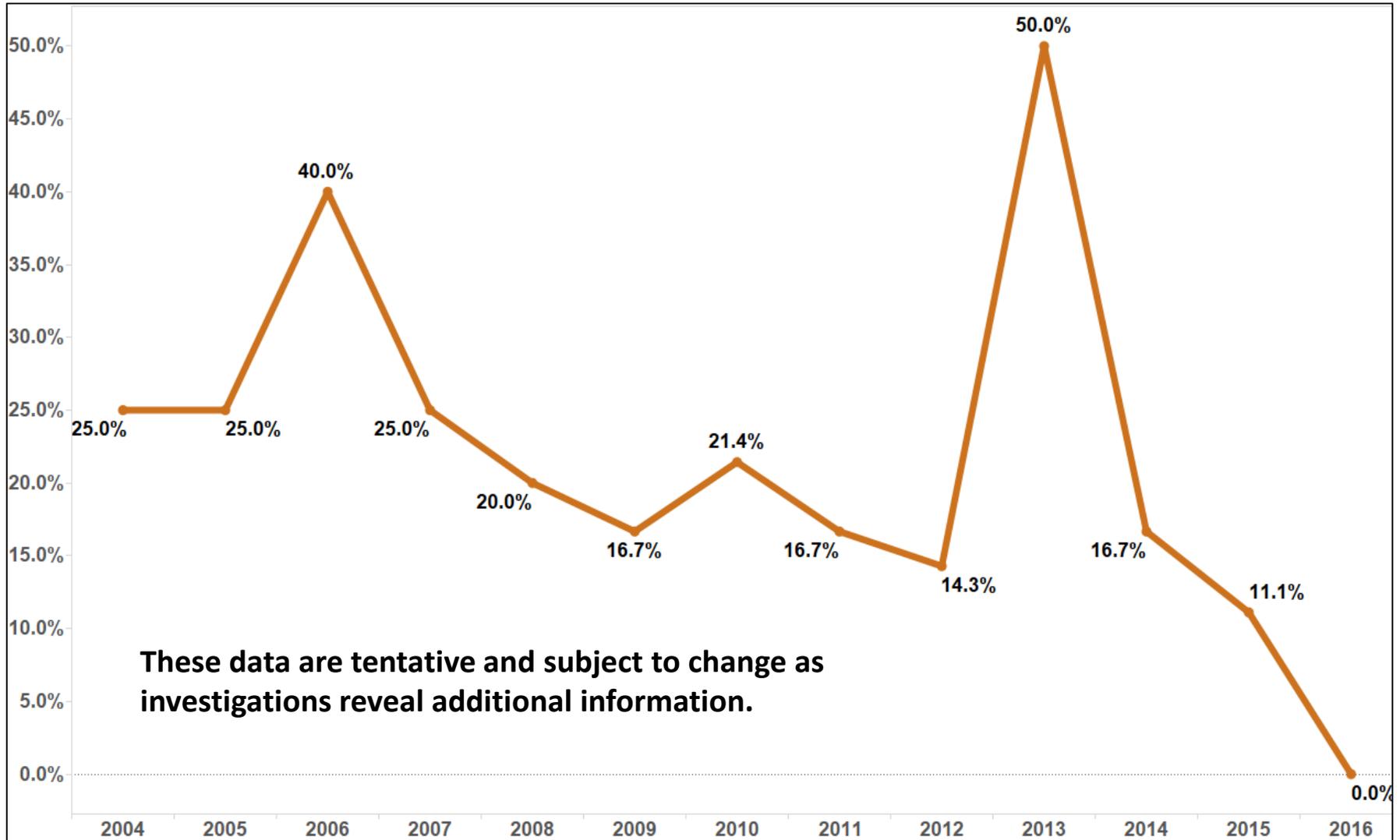
**To Address The Most Difficult Issues  
Our City Faces**

# Albuquerque Police Involved Shooting Of Individuals With and Without Indications Of Mental Health Issues (2004-2016)



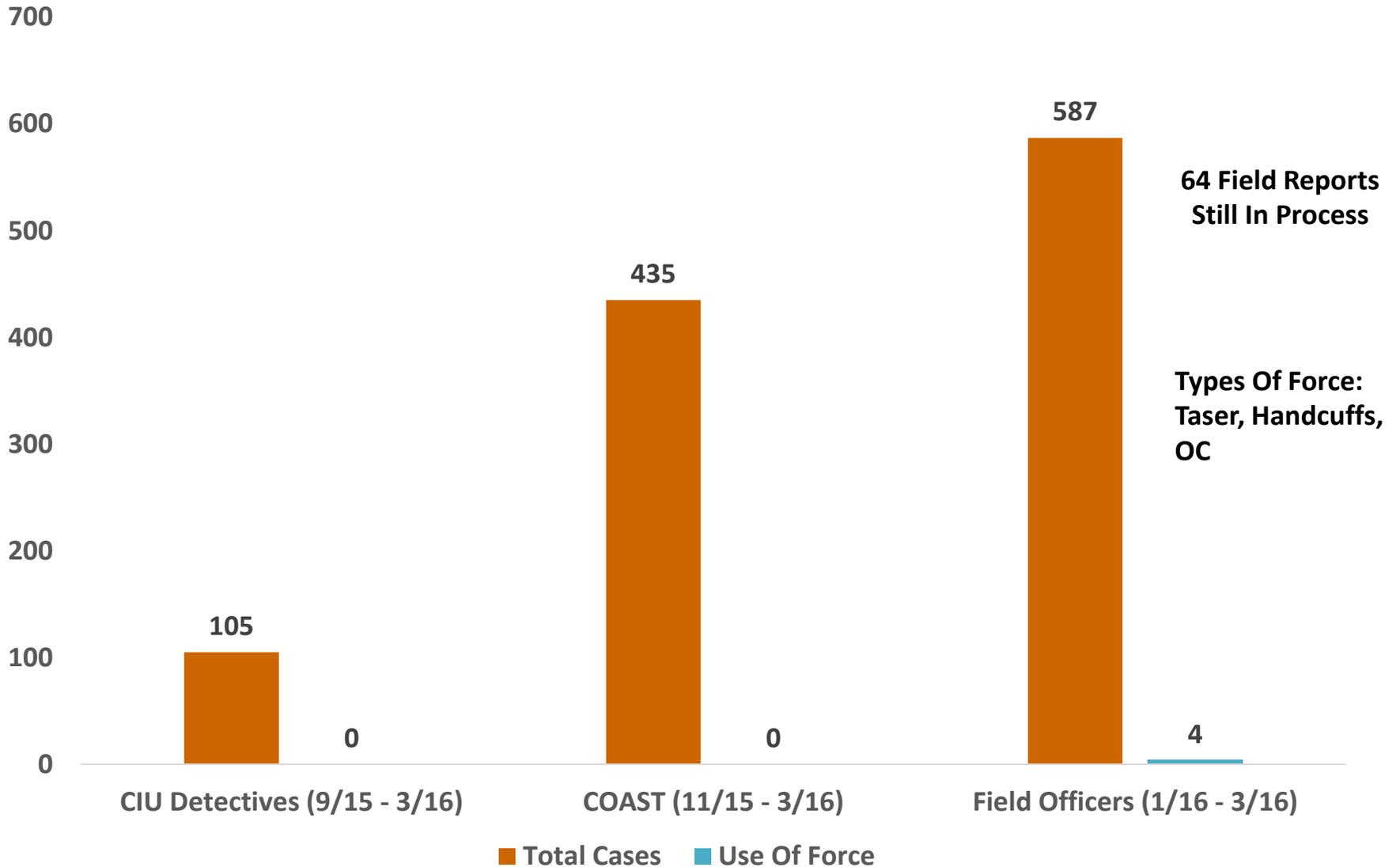
Sources: APD Real Time Crime Center; 2010-2014 Officer Involved Shooting Report, Civilian Police Oversight Agency, 2015

# Percent Of Total Albuquerque Police Involved Shooting That Involved Individuals With Indications Of Mental Health Issues (2004-2016)



Sources: APD Real Time Crime Center; 2010-2014 Officer Involved Shooting Report, Civilian Police Oversight Agency, 2015

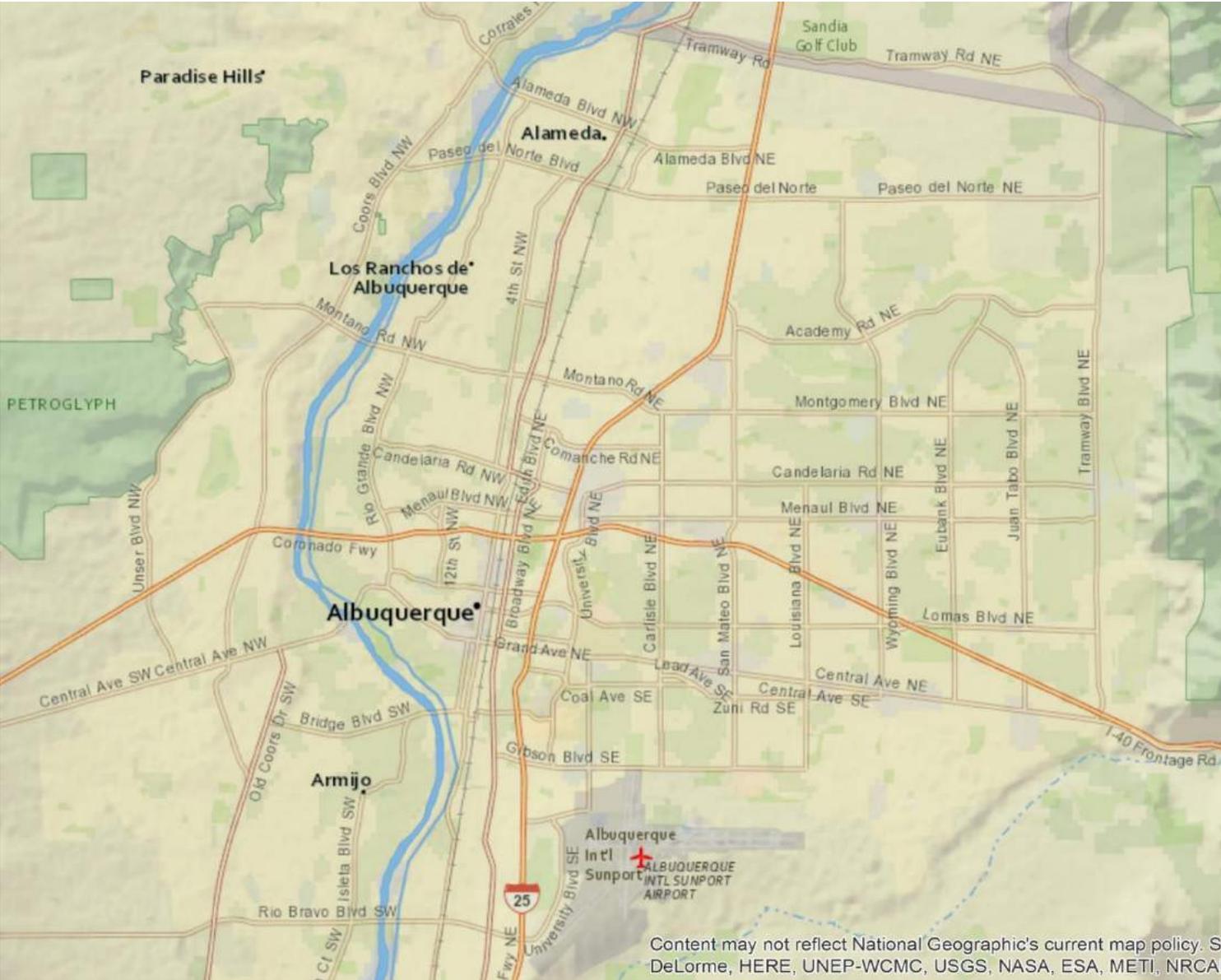
# Total CIU-Related Cases & Encounters And Use Of Force



## **APD Uses Data To:**

**To Better Understand And Support The  
Individuals In Crisis Who Come In  
Contact With The Albuquerque Police  
Department**

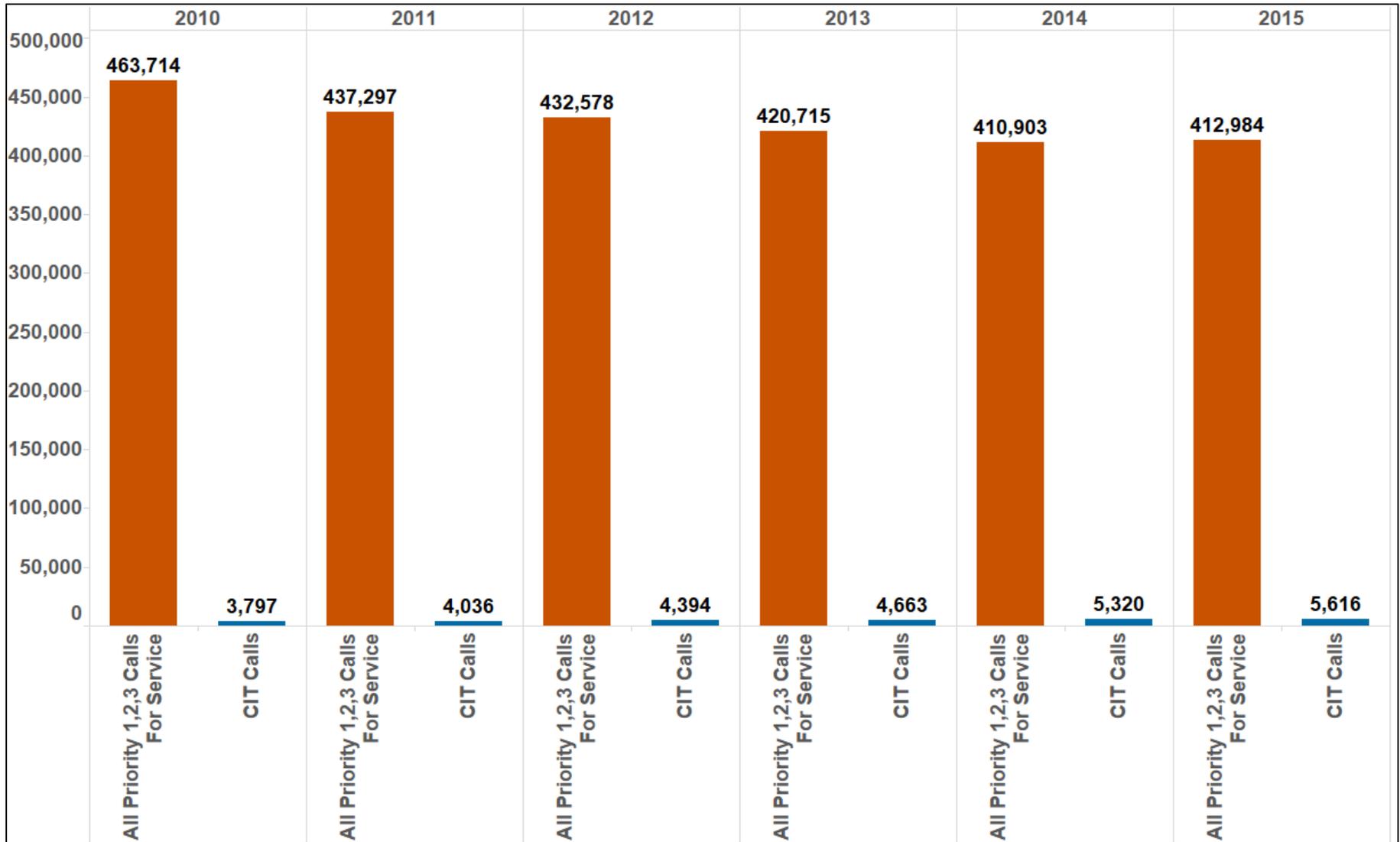
# Our Community



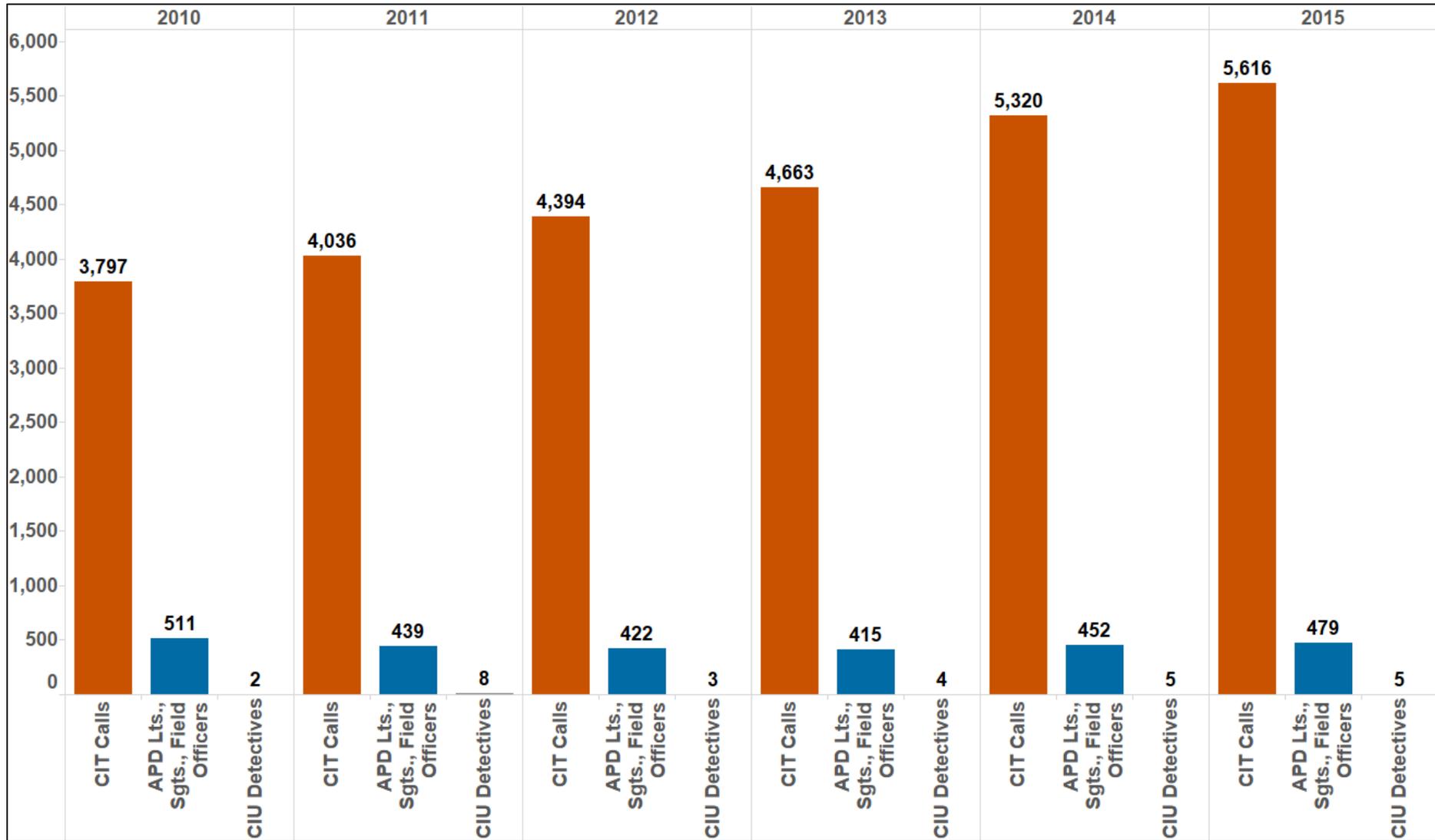
Content may not reflect National Geographic's current map policy. S  
DeLorme, HERE, UNEP-WCMC, USGS, NASA, ESA, METI, NRCAL



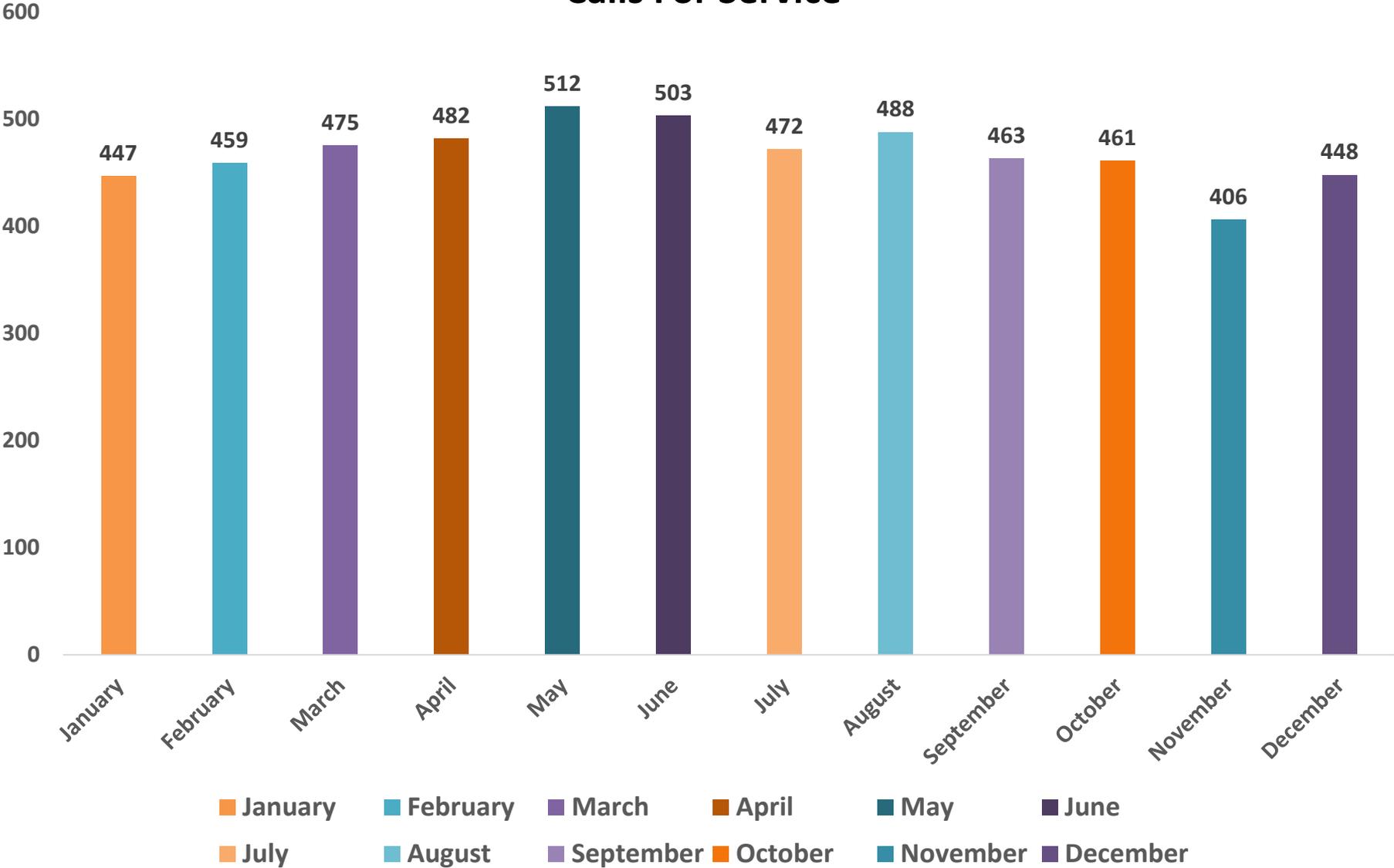
# The Number Of All Priority 1, 2, 3 Calls For Service Compared To Mental Patient and Suicide Calls For Service: 2010 To 2015



# The Number Of Mental Patient and Suicide Calls For Service; APD Lieutenants, Sergeants and Field Officers; And CIU Detectives, 2010 To 2015



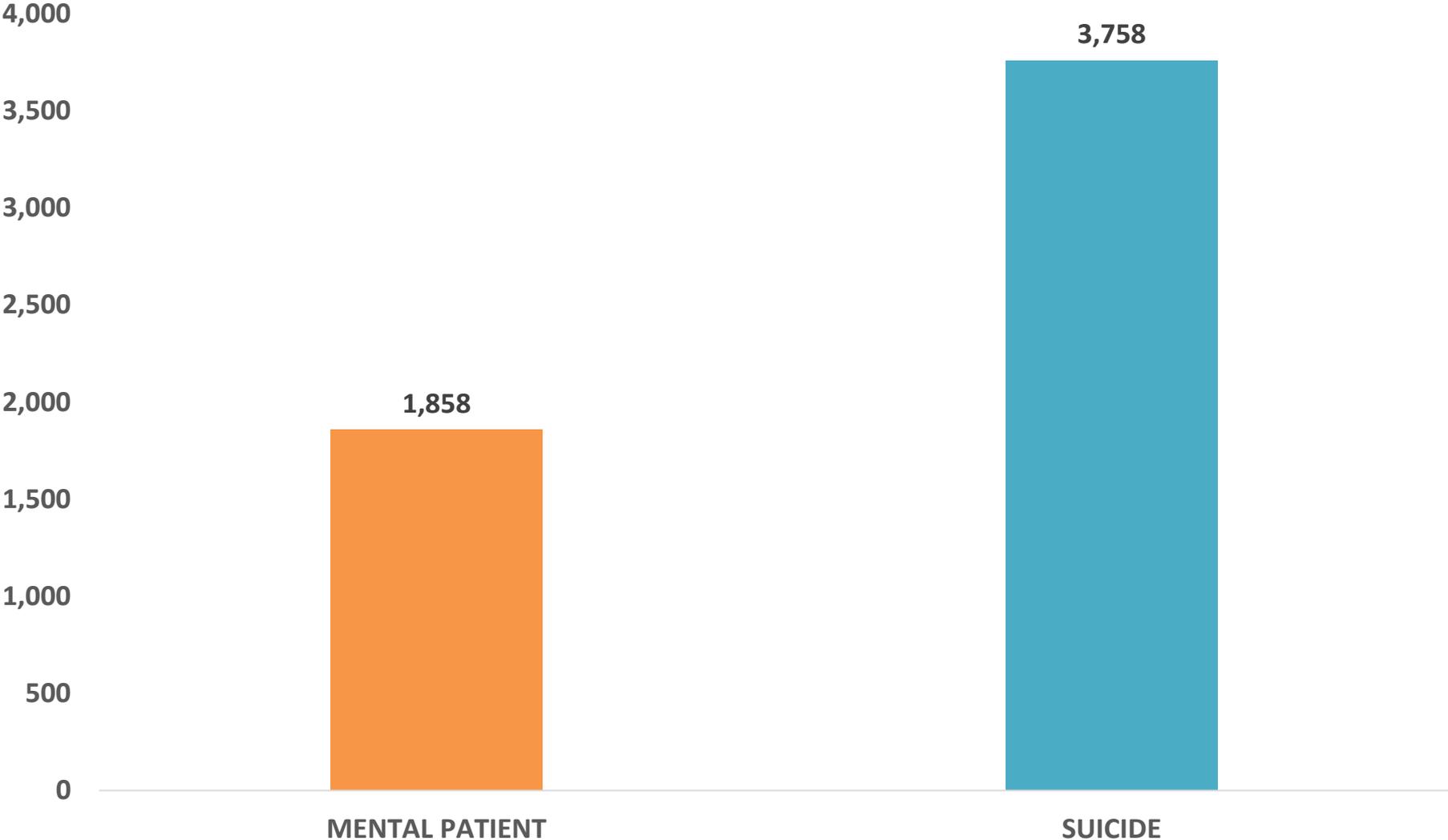
# In 2015, APD Field Officers Responded To 5,616 Mental Patient and Suicide Calls For Service



Source: APD Real Time Crime Center

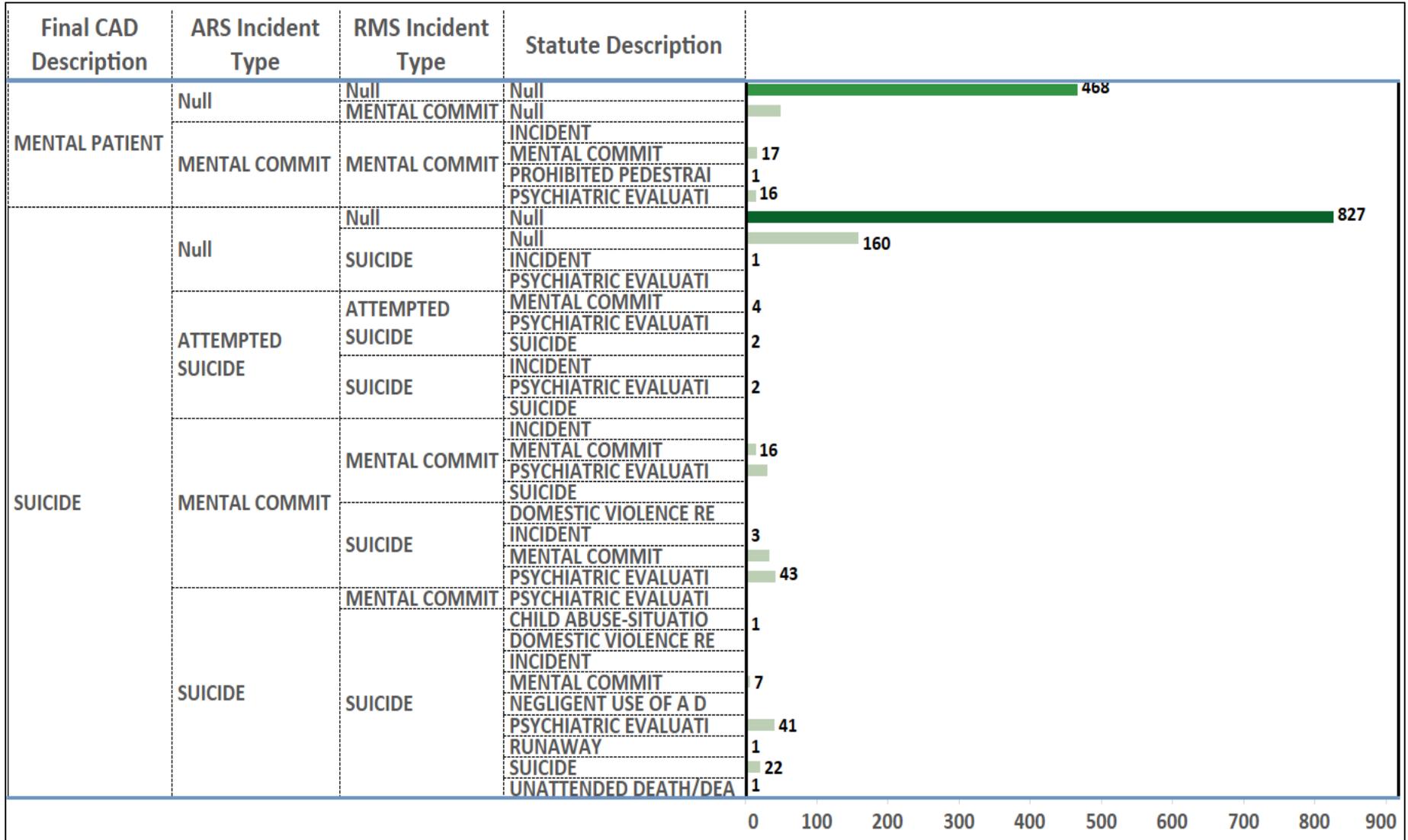
# **What Do We Know About What Kinds Of Incidents Are Included In These Calls?**

# The 5,616 Calls For Service Are Classified As Either Mental Patient Or Suicide

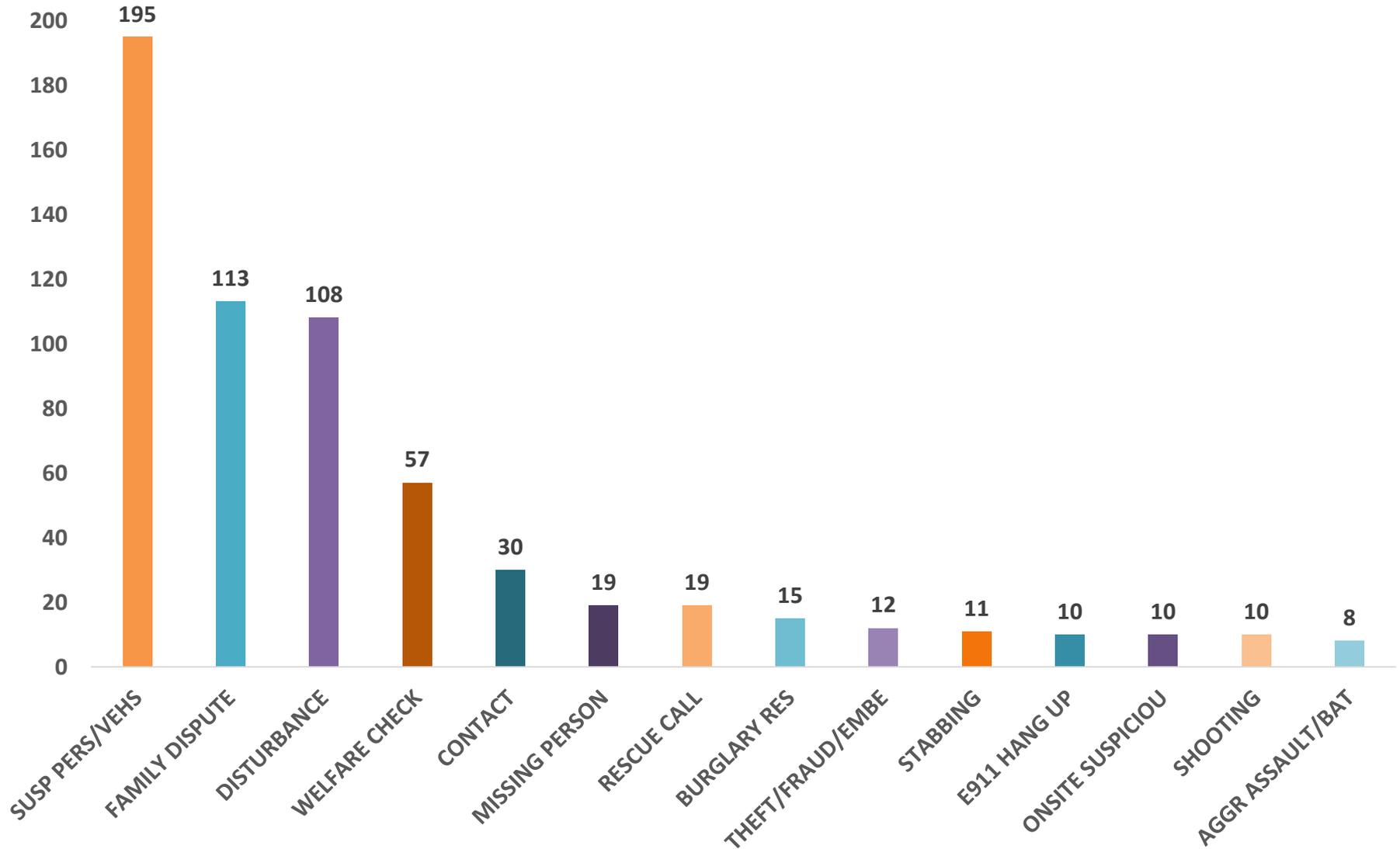


Source: APD Real Time Crime Center

# What Sub-Categories Of Incidents Are Included In The Final Computer Aided Dispatch Categories Of Mental Patient And Suicide?

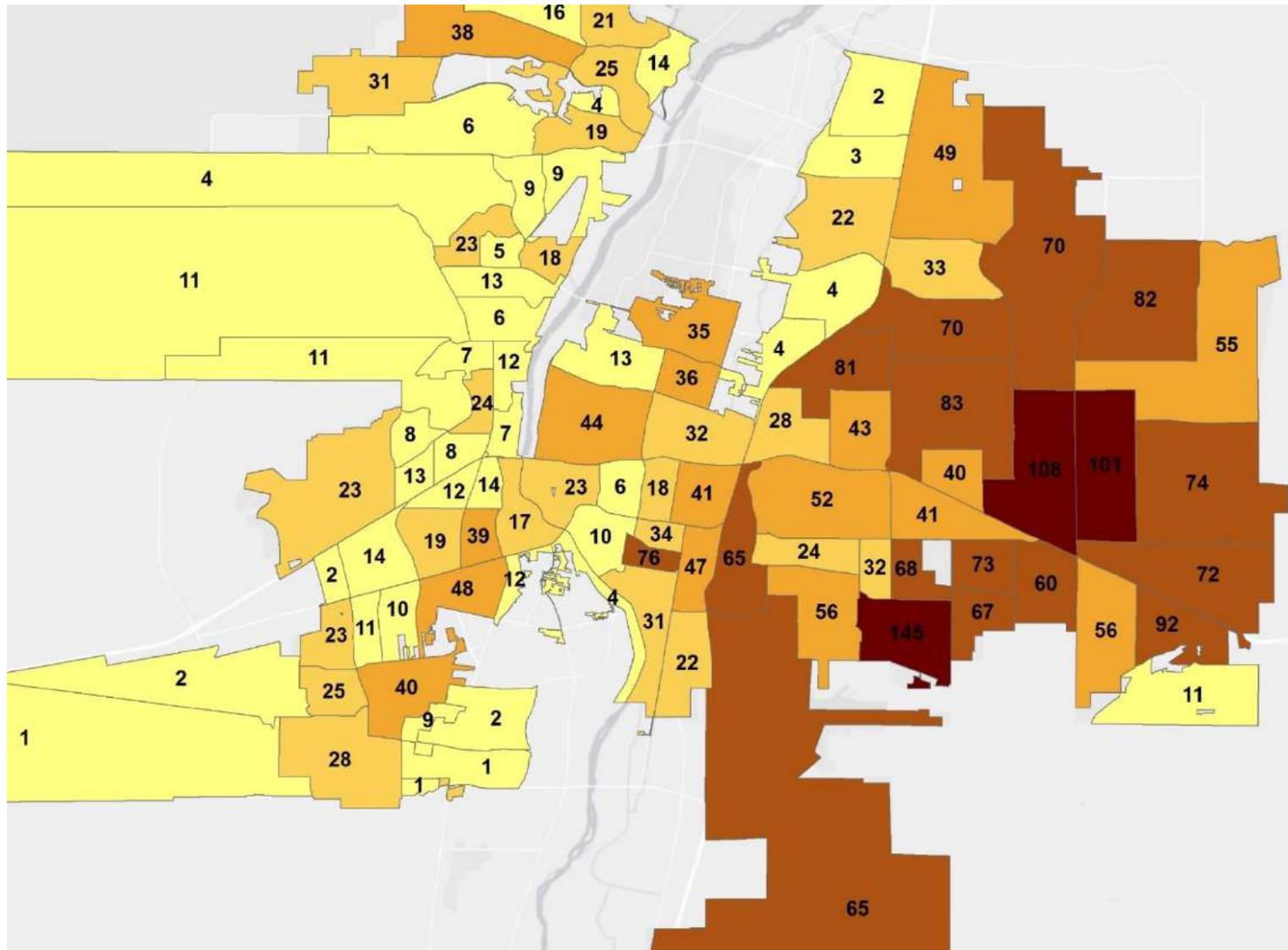


# APD Field Officers Often Respond To Calls For Service That Are For Other Kinds Of Incidents But Turn Into Mental Health Related Incidents

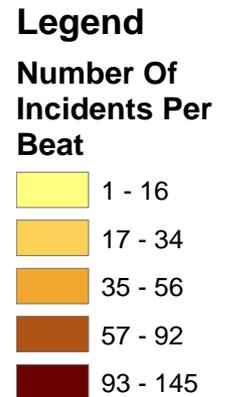


# **What Do We Know About Where These Calls Take Place?**

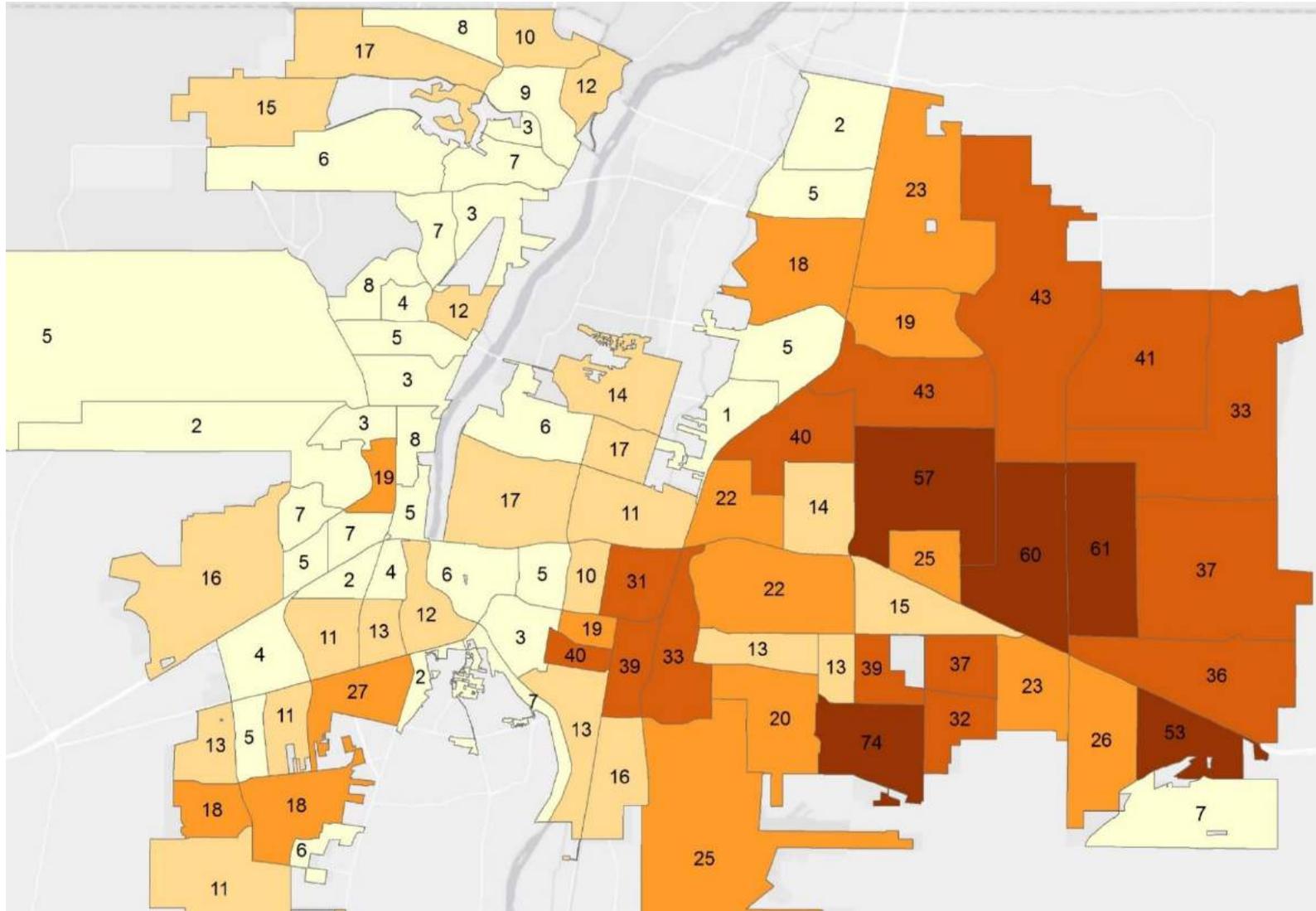
# In 2015, APD Field Officers Filed Reports On 3,114 Mental Commit, Suicide and Attempted Suicide Incidents



These incidents often are related to NM Statute 43-1-10: Emergency Mental Health Evaluation And Care.

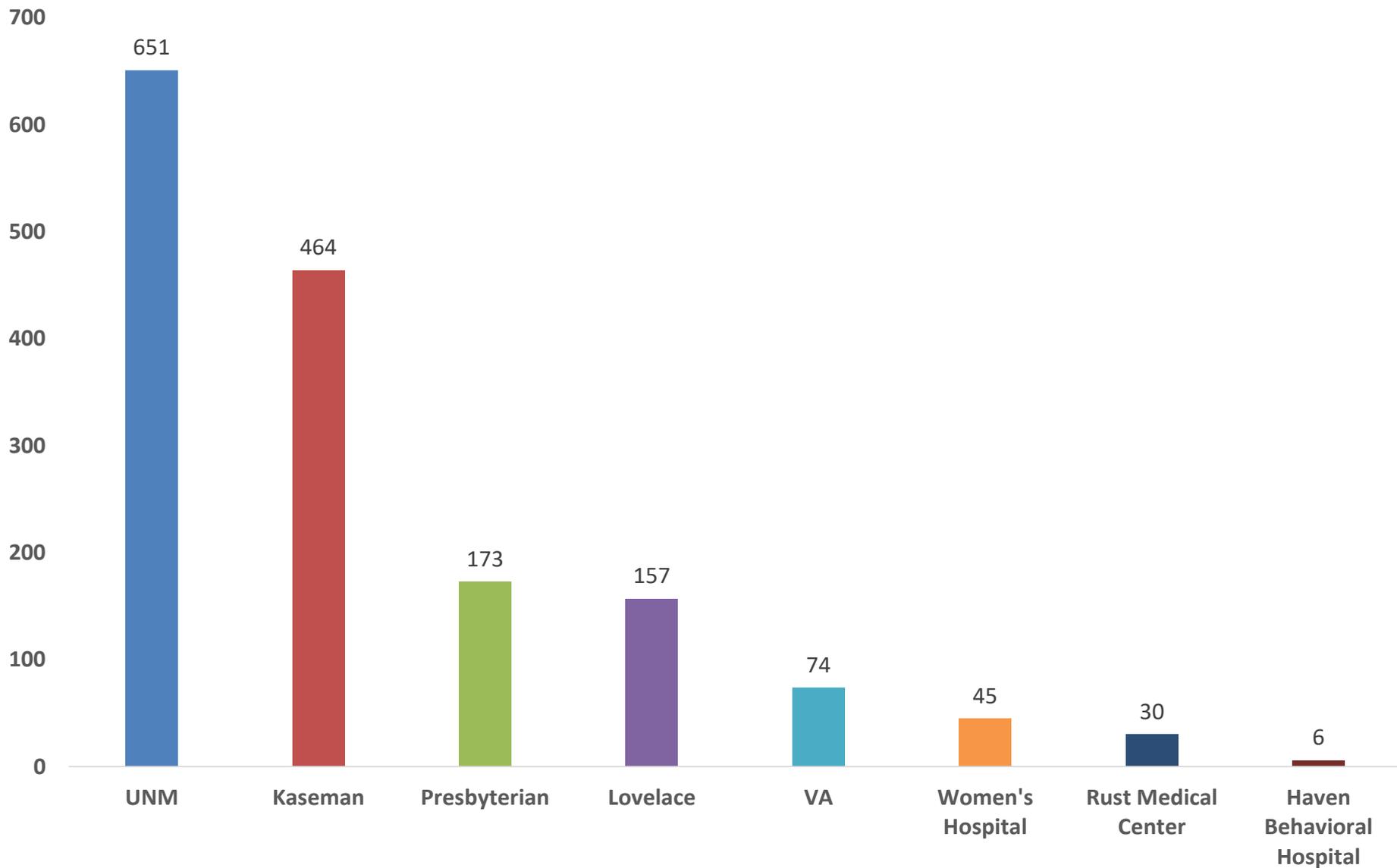


# In 2015, Field Officers In These Beats Provide 1,634 Transports To Emergency Facilities

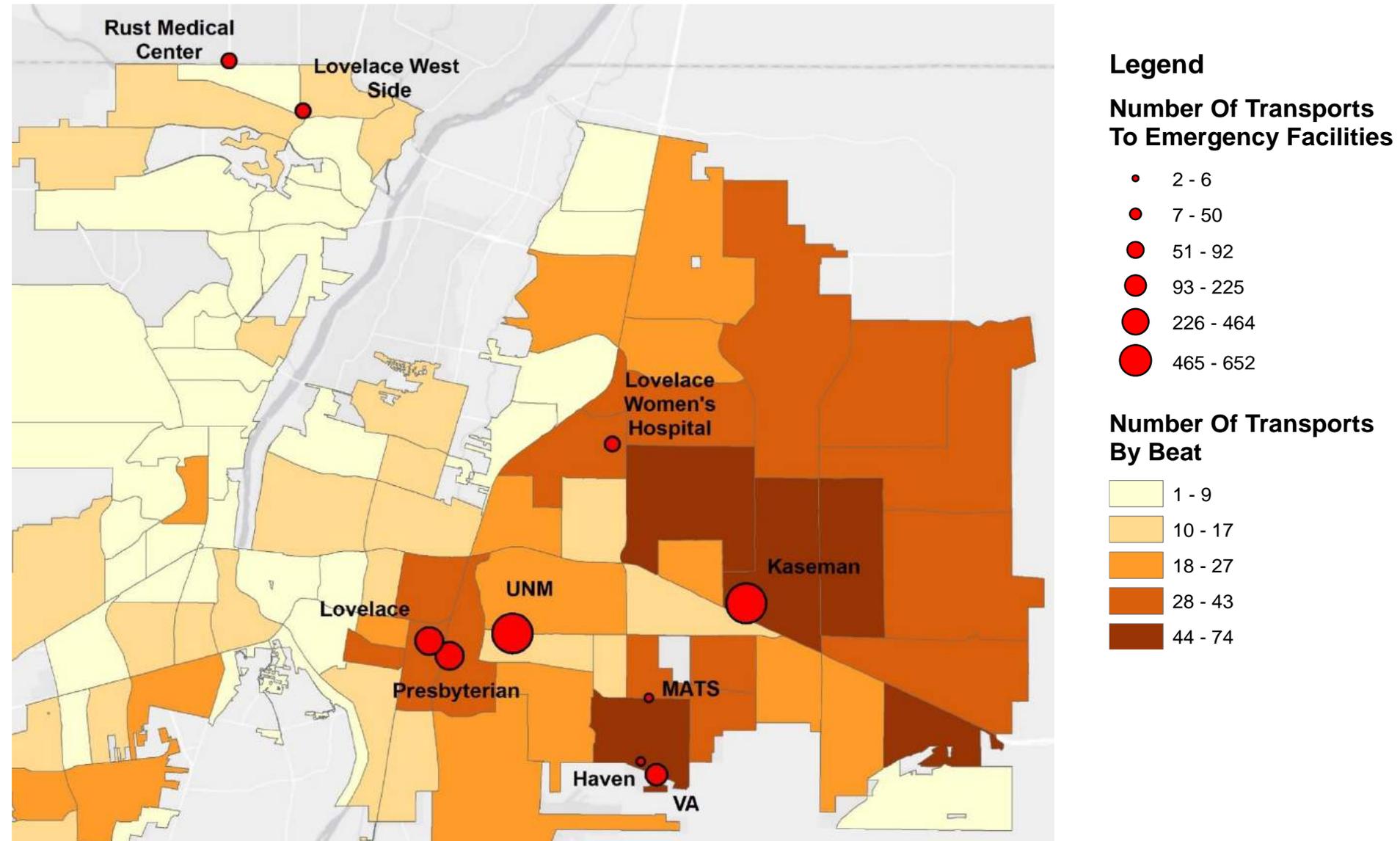


Source: APD Real Time Crime Center

# In 2015, These Emergency Facilities Received Most Of The Individuals Transported



# Transporting Individuals In Crisis To Emergency Facilities Rather Than Jail Is Critically Important

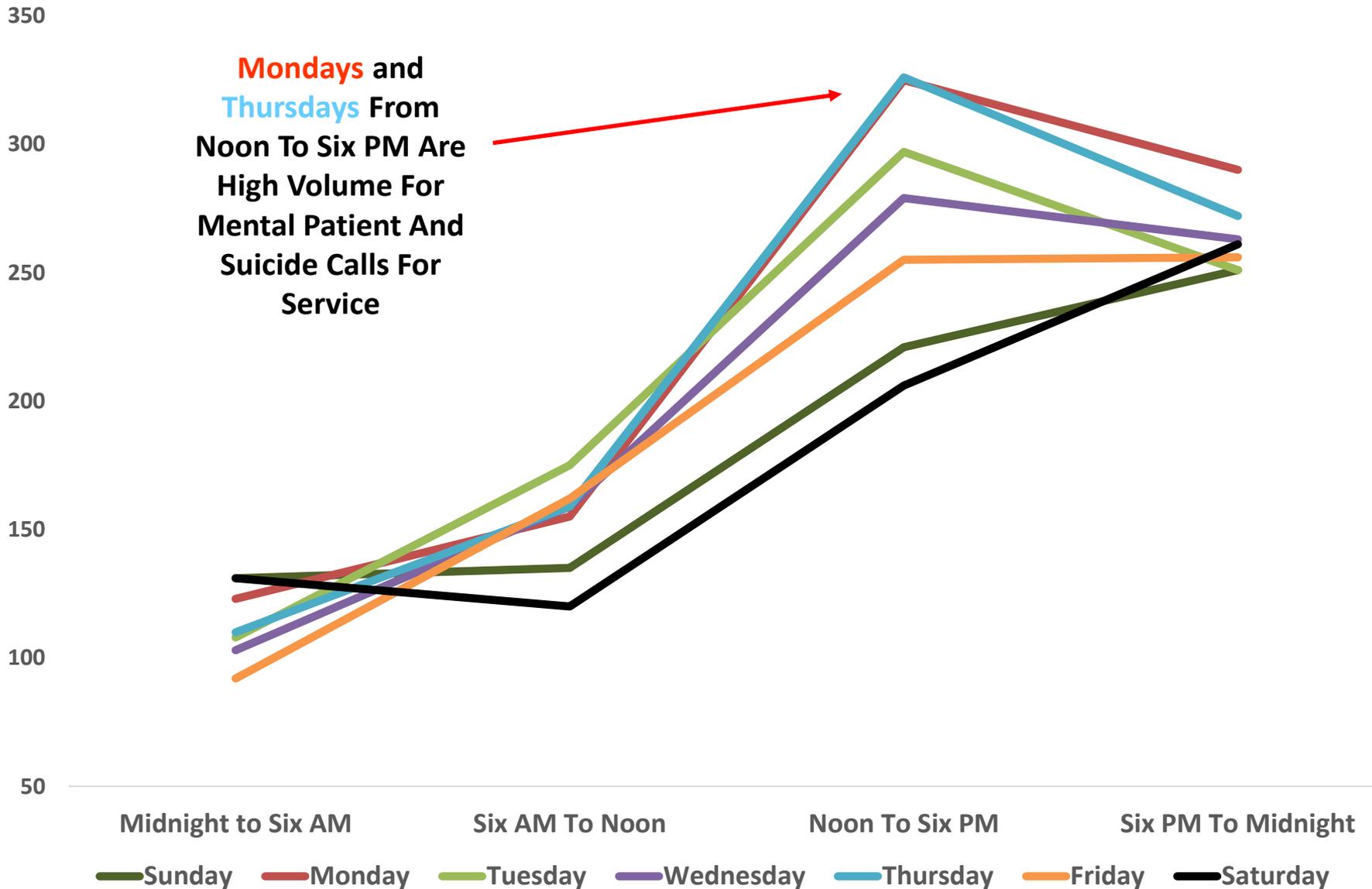


# **What Do We Know About When These Calls Take Place?**

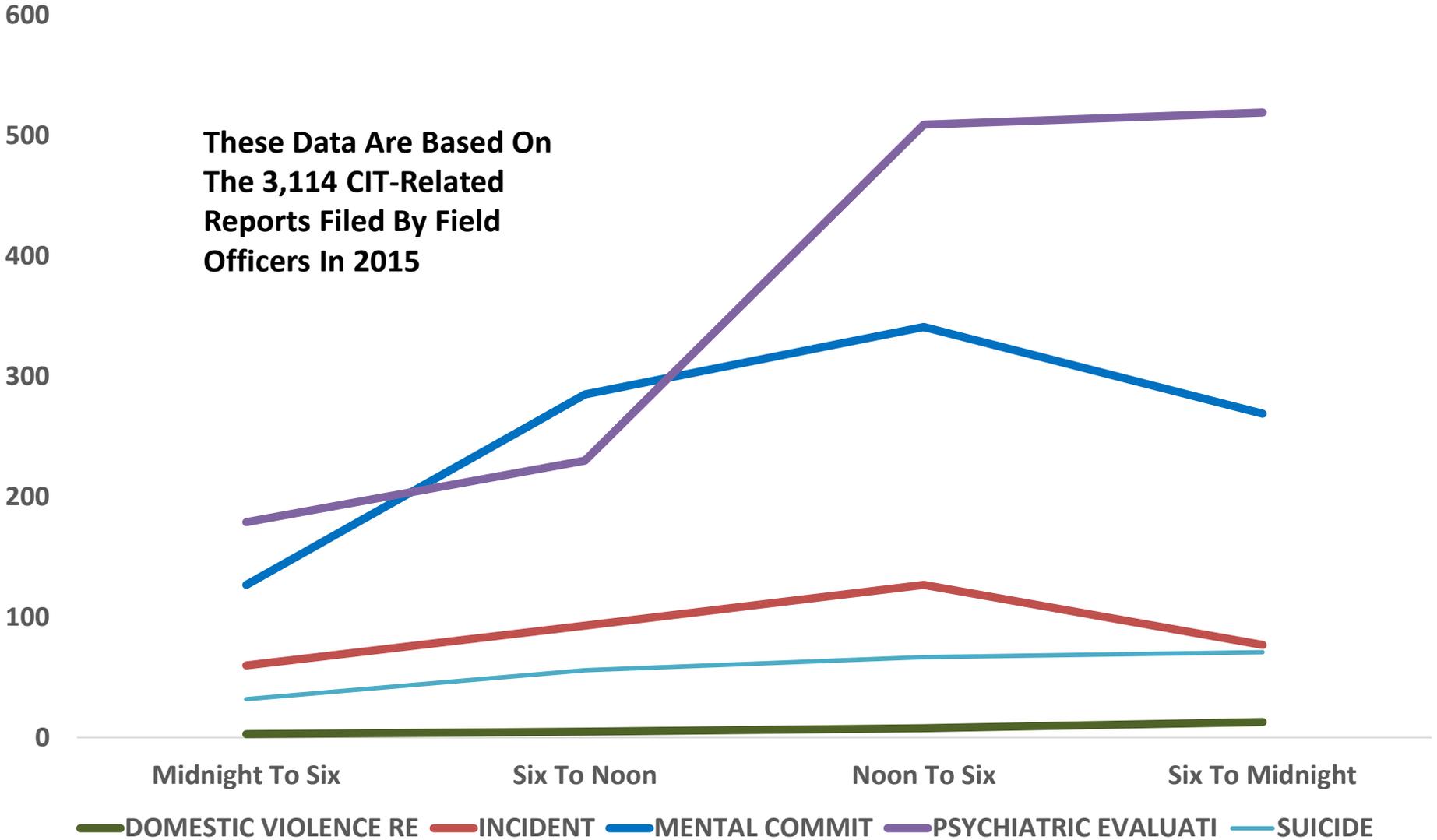
## These 5,616 Calls For Service Happen More At Certain Times Of The Day And Days Of The Week

	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Time Totals
<b>Midnight to Six AM</b>	2.3%	2.2%	1.9%	1.8%	2.0%	1.6%	2.3%	14.2%
<b>Six AM To Noon</b>	2.4%	2.8%	3.1%	2.8%	2.8%	2.9%	2.1%	19.0%
<b>Noon To Six PM</b>	3.9%	5.8%	5.3%	5.0%	5.8%	4.5%	3.7%	34.0%
<b>Six PM To Midnight</b>	4.5%	5.2%	4.5%	4.7%	4.8%	4.6%	4.6%	32.8%
<b>Day Totals</b>	13.1%	15.9%	14.8%	14.3%	15.4%	13.6%	12.8%	5,616

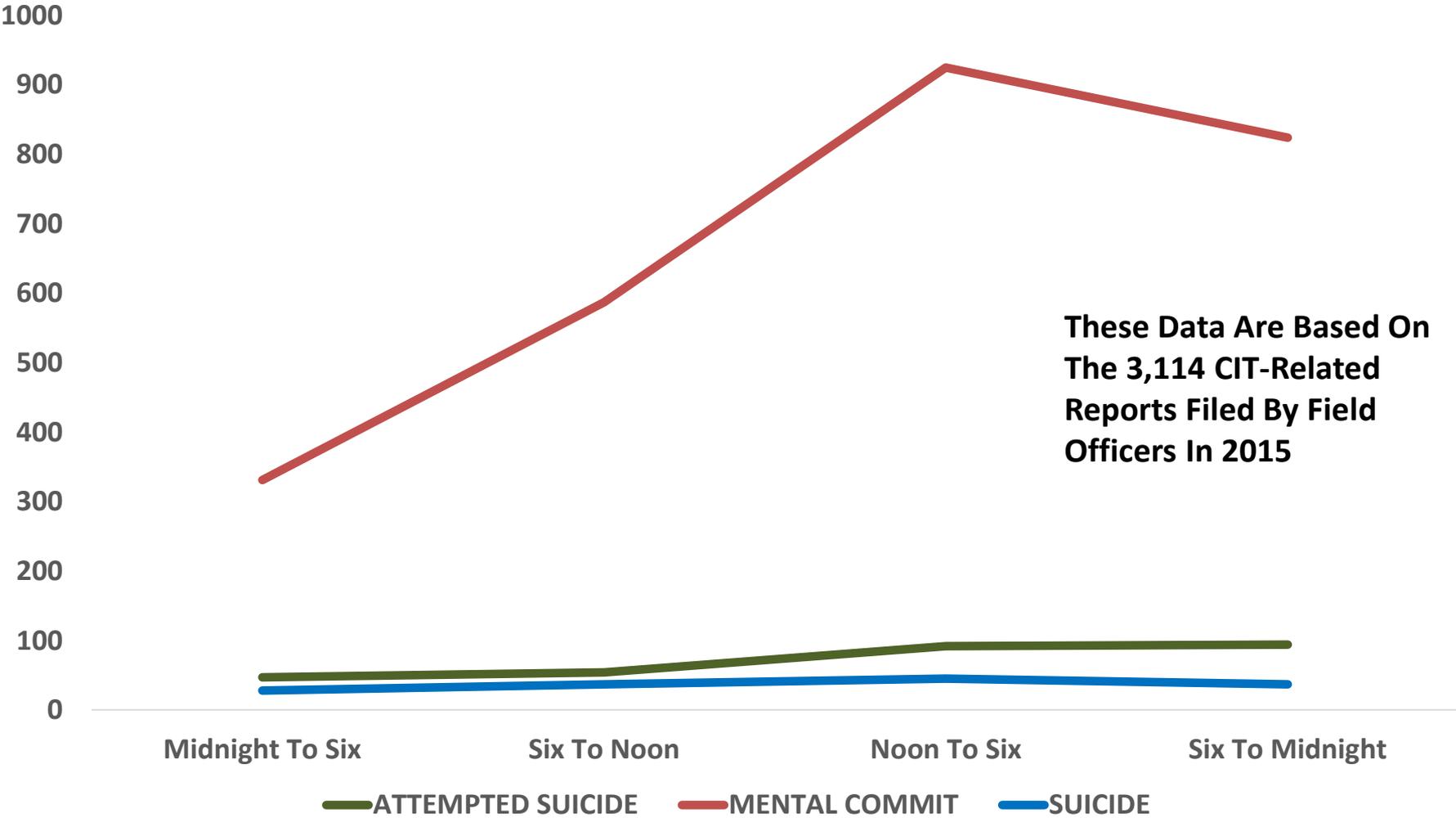
# The Number Of Calls Increase As The Day Goes On



# If We Unpack The Calls For Service Using The Statute Description, We See That Psychiatric Evaluations and Mental Commit Account For Most Of The Increase

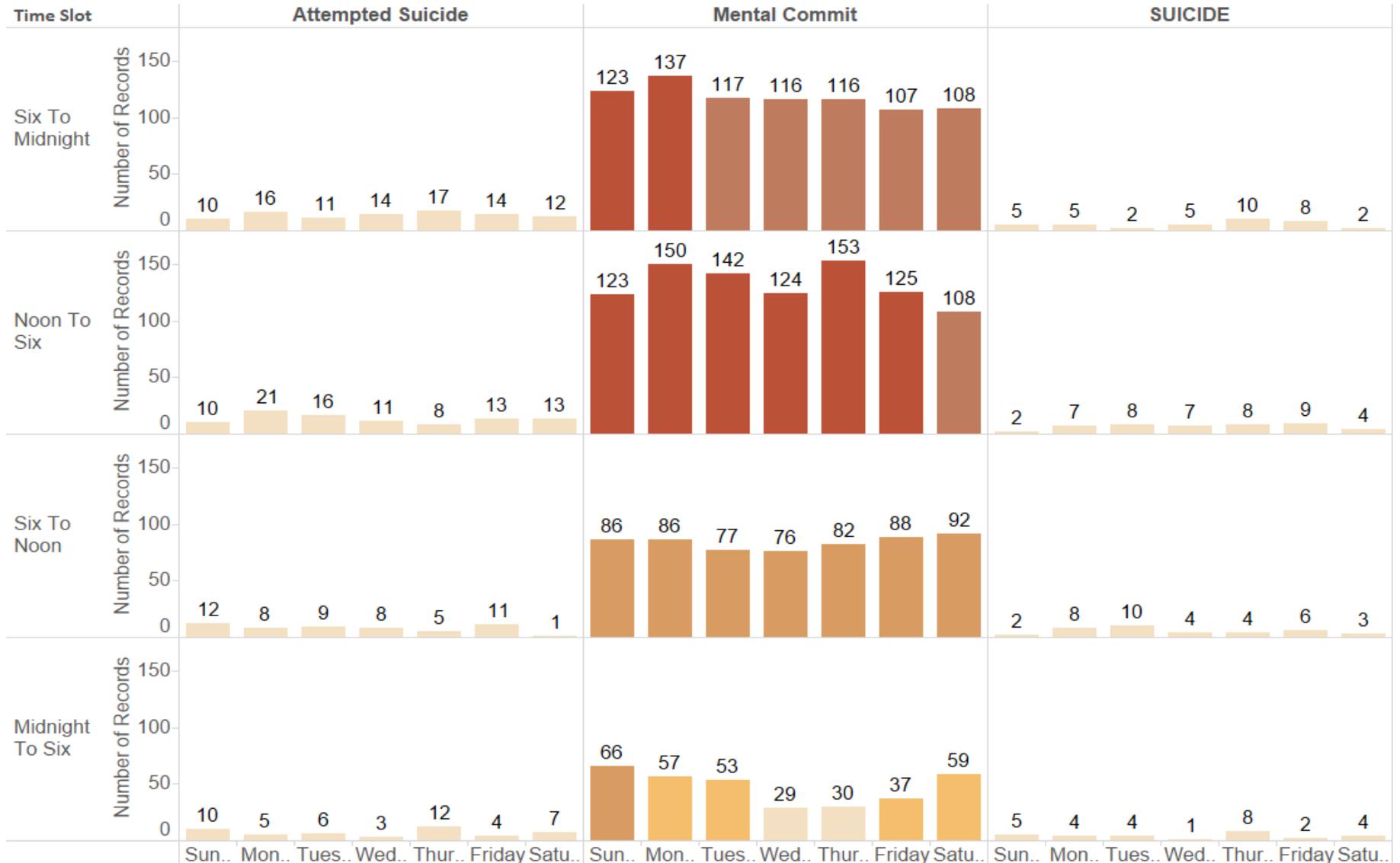


# If We Unpack The Calls For Service Using The ARS Incident Type, We See That Calls Related to NM Statute 43-1-10: Emergency Mental Health Evaluation Account For Most Of The Increase

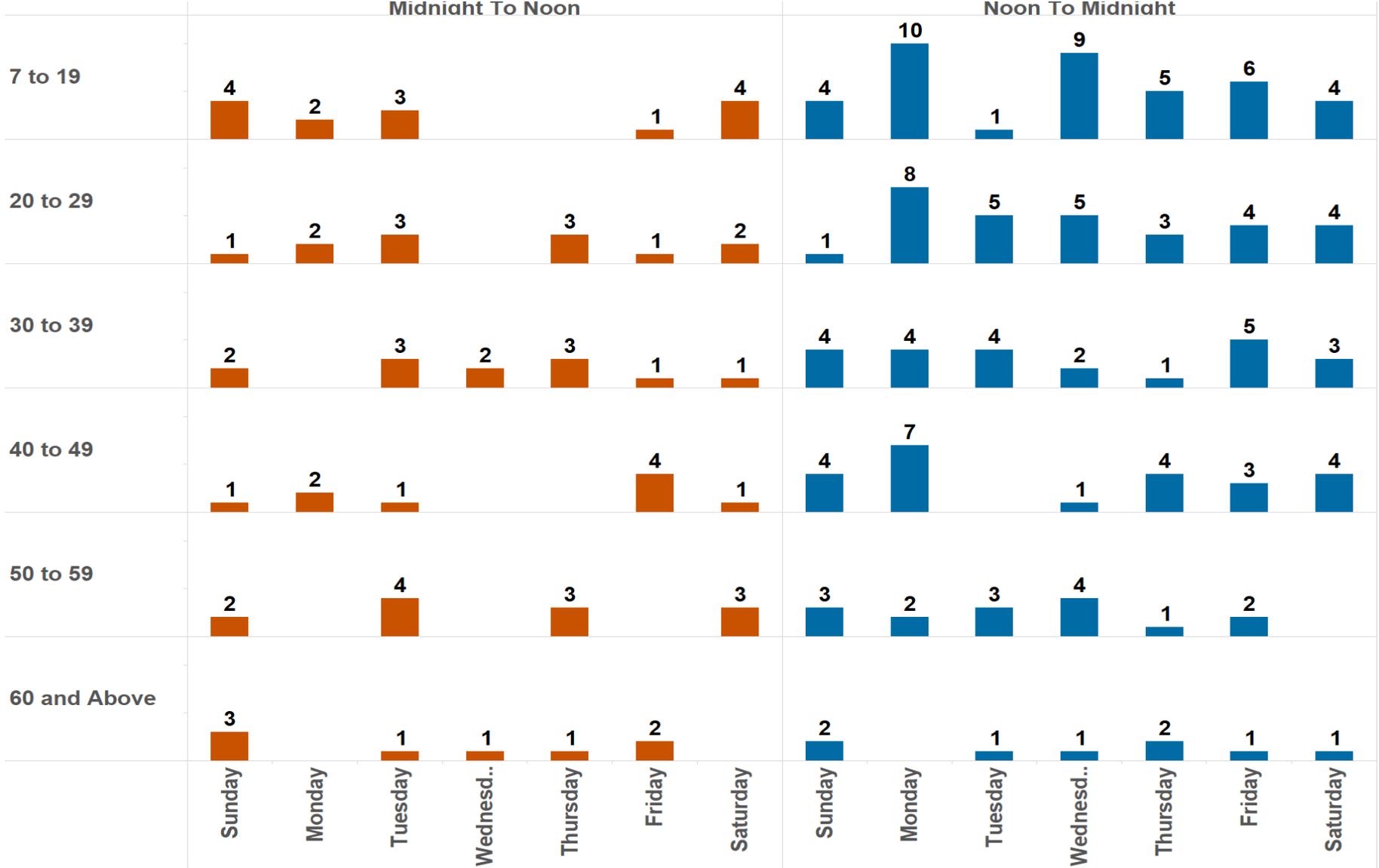


Source: APD Real Time Crime Center

# Type Of Call By Time Of Day and Day Of Week

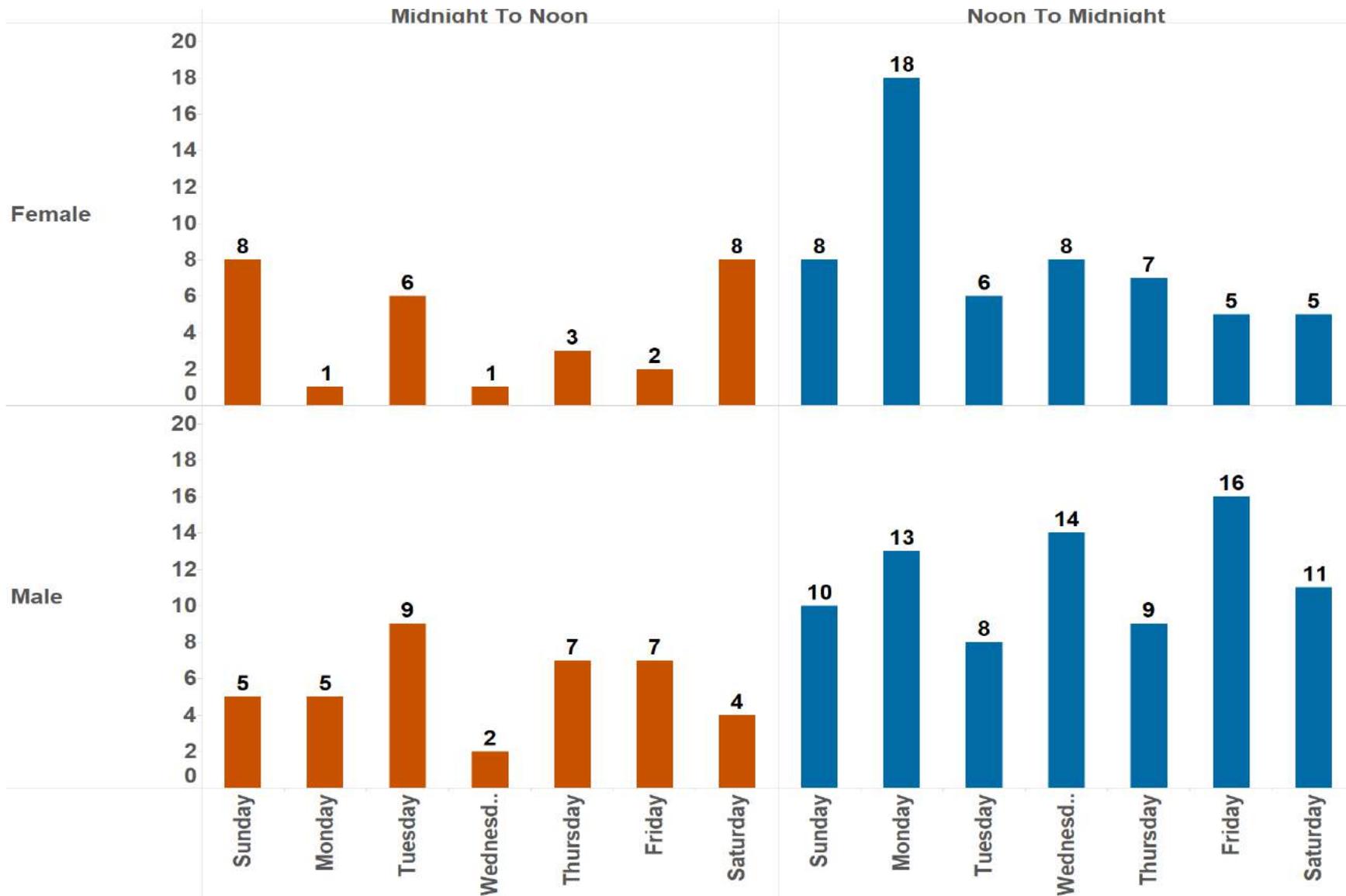


# An Exploratory Analyses Of Age And Time (206 CIU-Related Calls In February, 2016)



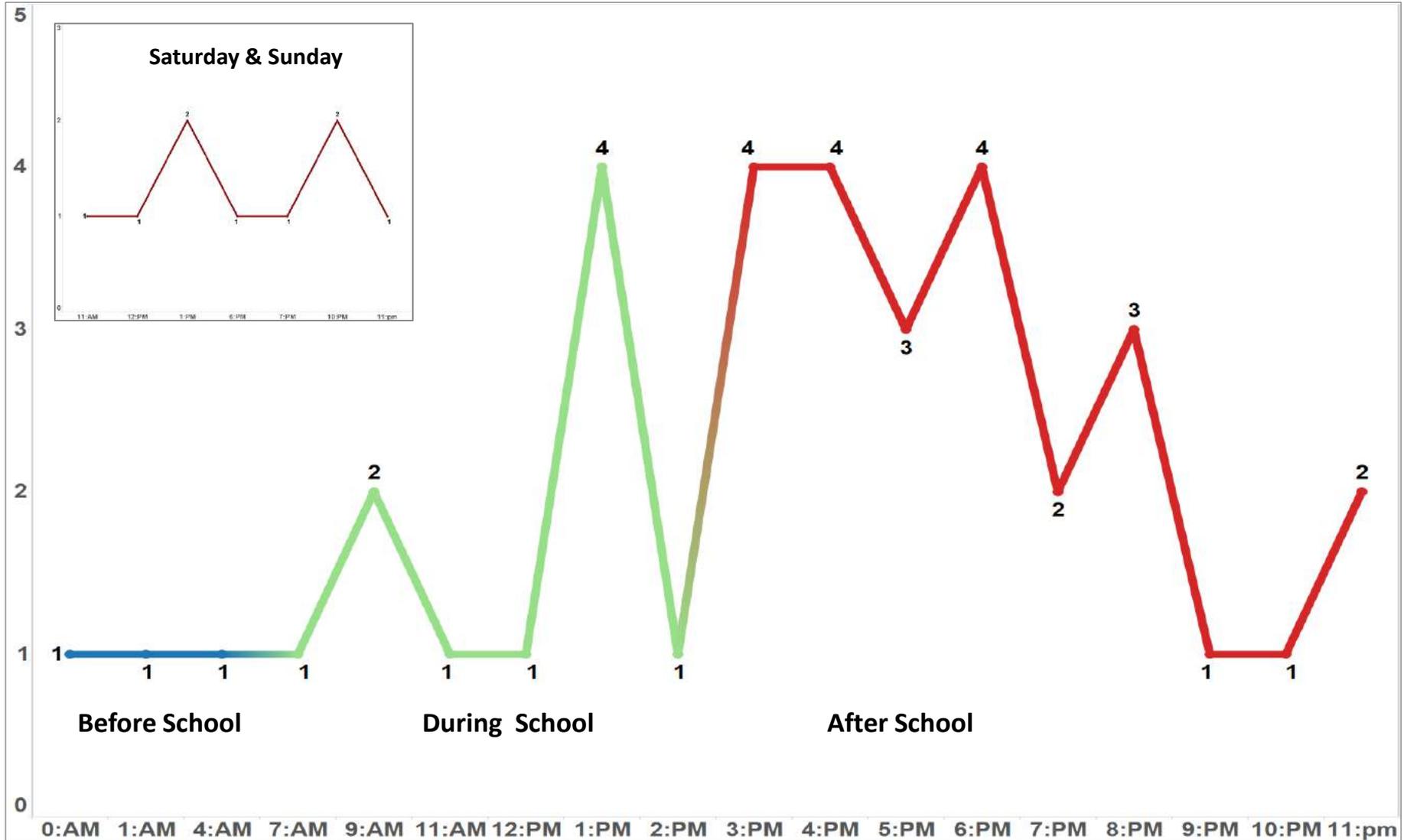
Source: APD Real Time Crime Center; Crisis Intervention Unit

# An Exploratory Analyses Of Gender And Time (206 CIU-Related Calls In February, 2016)

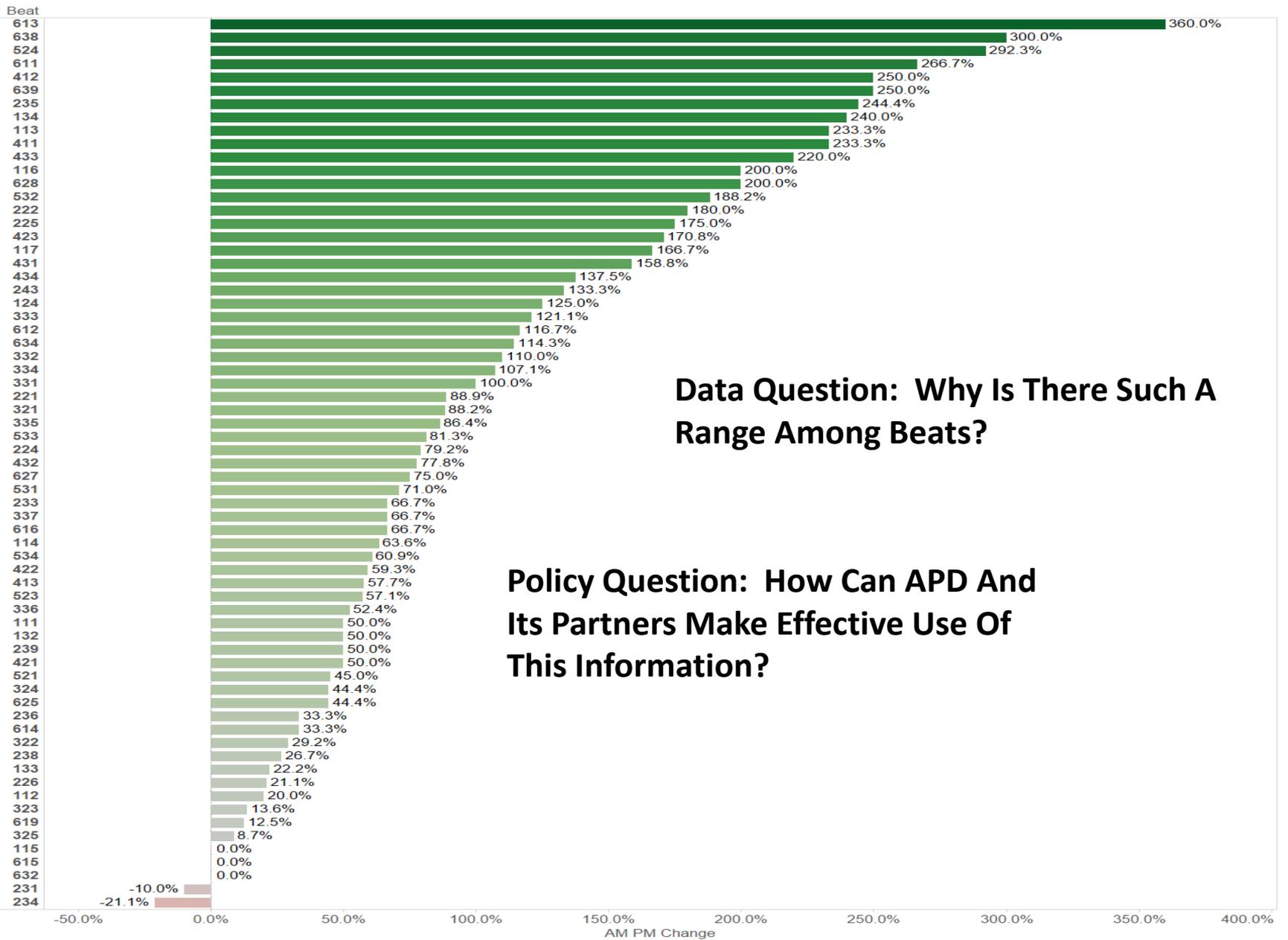


Source: APD Real Time Crime Center; Crisis Intervention Unit

# An Exploratory Analysis Of 78 CIT-Related Calls For Youth Age 12-18 By Time And Weekday (Monday-Friday)



# **What Do We Know About Mental Health Evaluation Calls When We Put Time And Place Together?**



**Data Question: Why Is There Such A Range Among Beats?**

**Policy Question: How Can APD And Its Partners Make Effective Use Of This Information?**

These Are Beats With 20 Or More Mental Commit Calls During 2015

# The Percentage Of Increase In Mental Health Evaluation Calls Vary By Time Of Day Varies By Beat

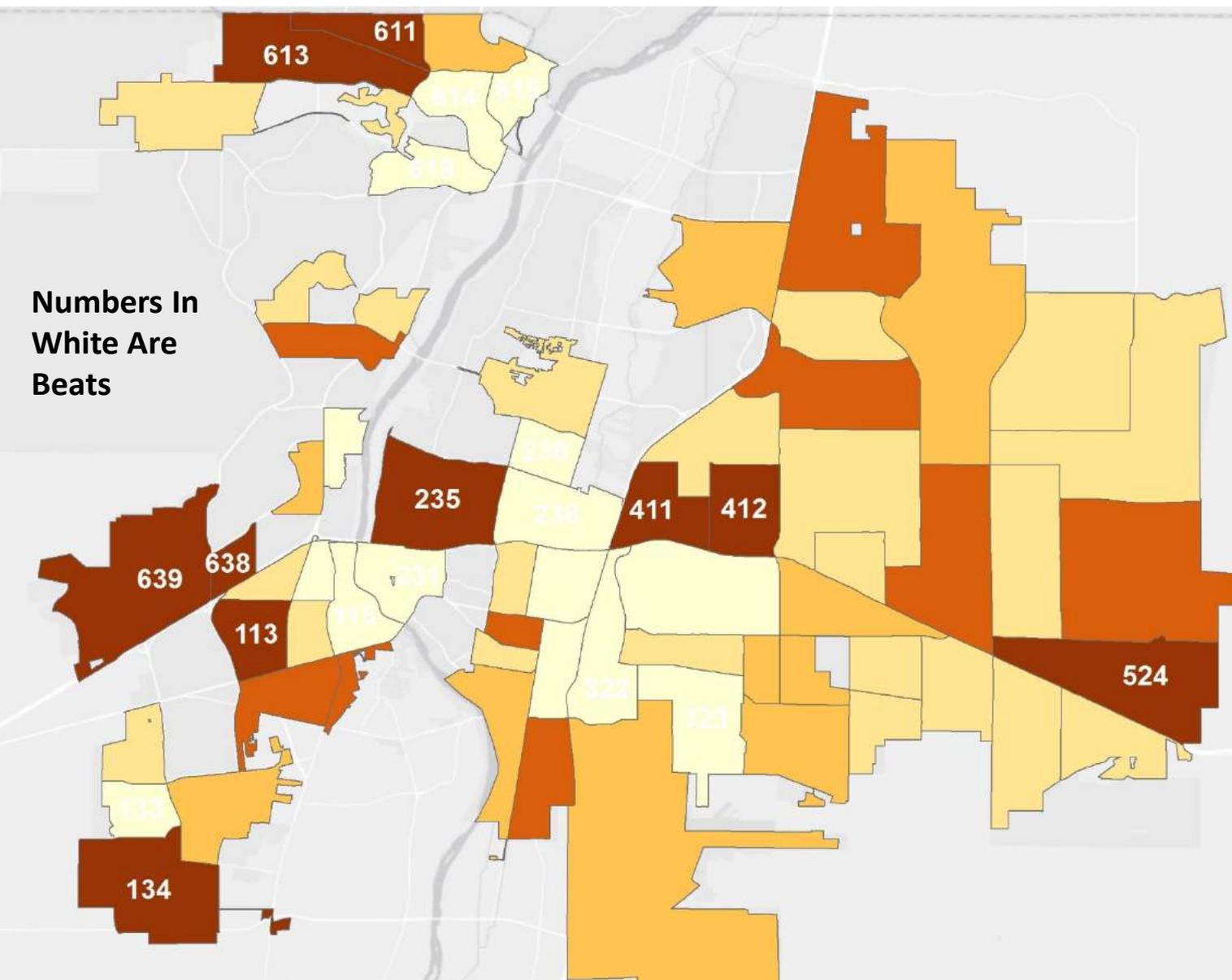
(Beats With 20 Or More Mental Commit Calls During 2015)

Numbers In White Are Beats

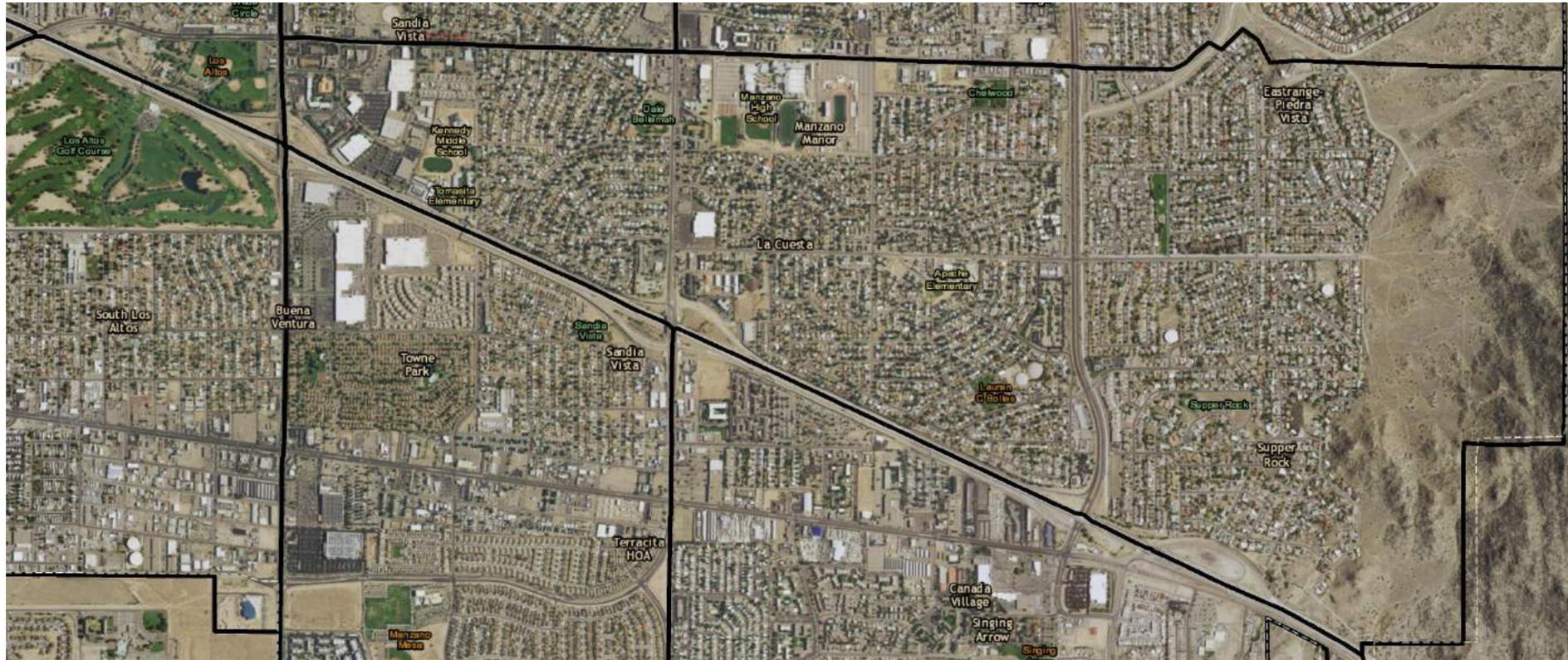
## Legend

### AM\_PM\_Change

- 21.1% - 33.3%
- 33.4% - 86.4%
- 86.5% - 137.5%
- 137.6% - 220.0%
- 220.1% - 360.0%



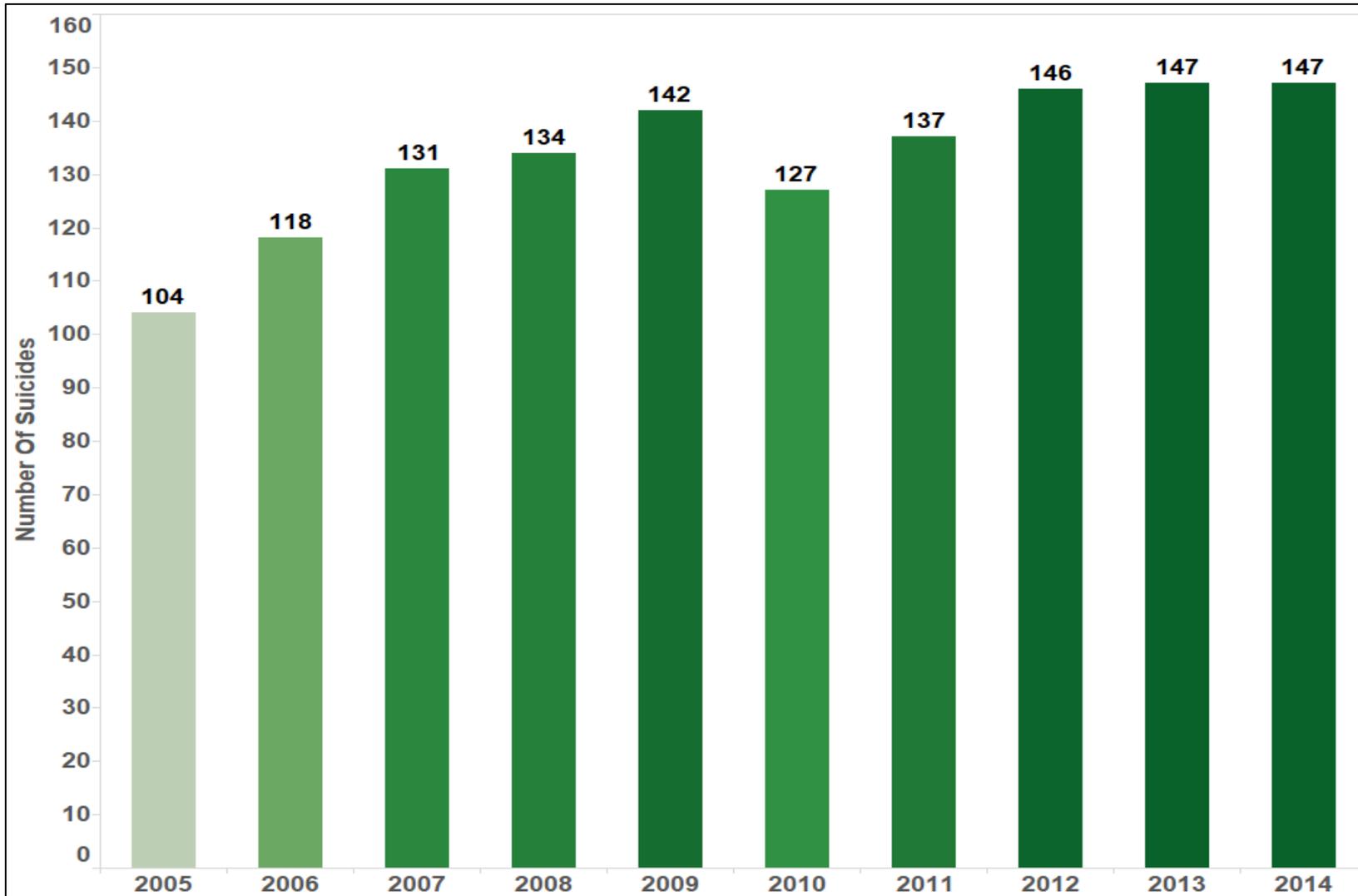
# Beat 524 Had 64 Mental Health Evaluation Reports In 2015



Time	#	%
Midnight To Six	4	6.3%
Six To Noon	9	14.1%
Noon To Six	28	43.8%
Six To Midnight	23	35.9%
<b>Totals</b>	<b>64</b>	<b>100%</b>

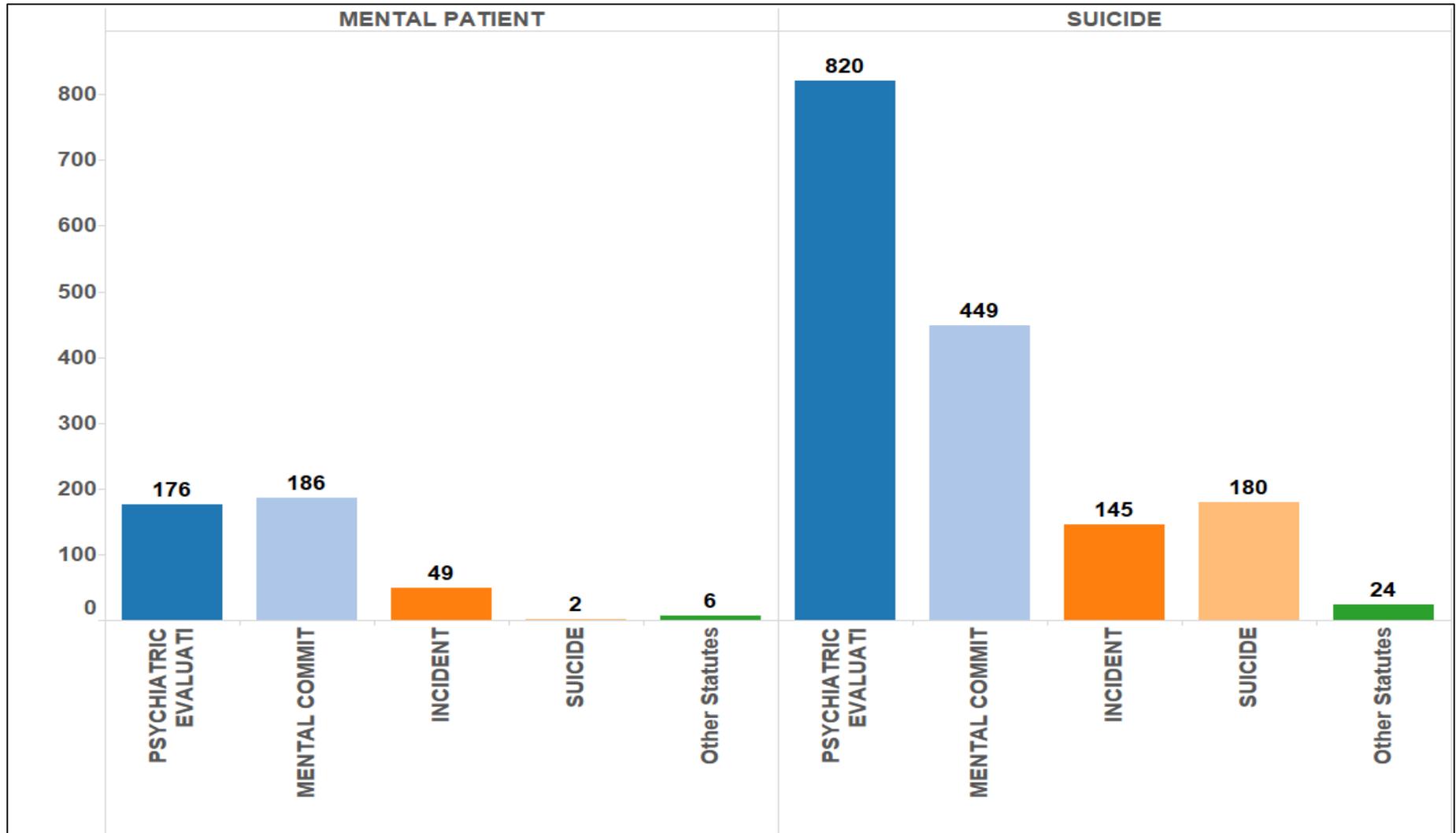
# **How Can We Learn More About The 3,758 Calls For Service Classified As Suicide In 2015?**

## Critical Context: The NM Office Of The Medical Investigator Reported These Completed Suicides For Bernalillo County, 2005 - 2014



Source: The New Mexico Office Of The Medical Investigator, Annual Report 2014

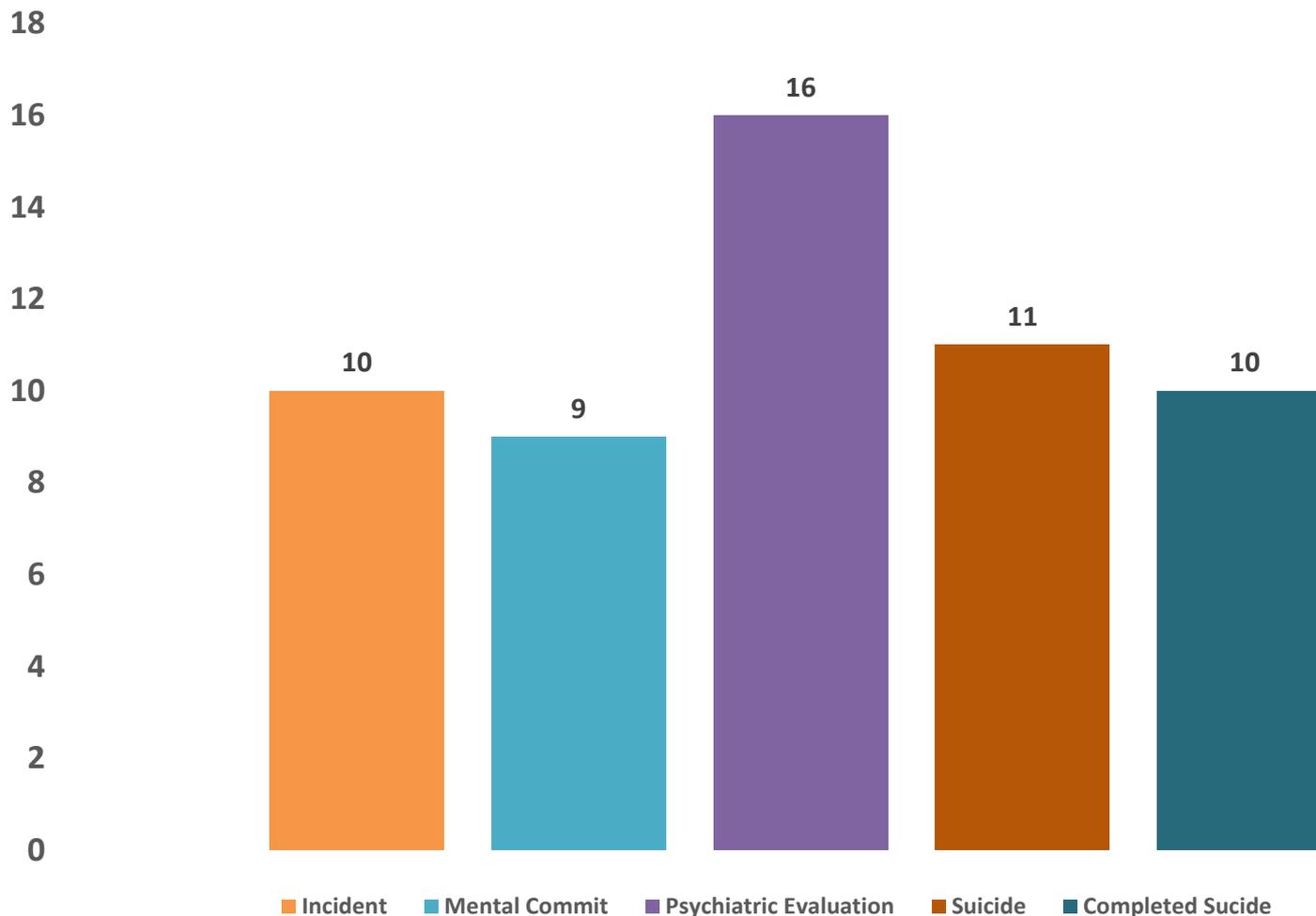
# We Need To Unpack The Data Labeled Suicide In Order To Conduct Analyses And Communicate With The Public And Other Stakeholders



Source: APD Real Time Crime Center. Note: Approximately 2,000 Calls For Service Were Selected For Deeper Analyses By Cross-Referencing CAD and Statute Descriptions



**It Is Important To Note That A Review Of 56 Incident Reports Indicate That Even Those Incidents Categorized As Suicide At All Levels Of The Reporting System Were Related To Suicide Incidents Or Attempts, But Were Not Often Completed Suicides**



**Labels Uses In The Offense/Incident Box Of The New Mexico Uniform Incident Report**

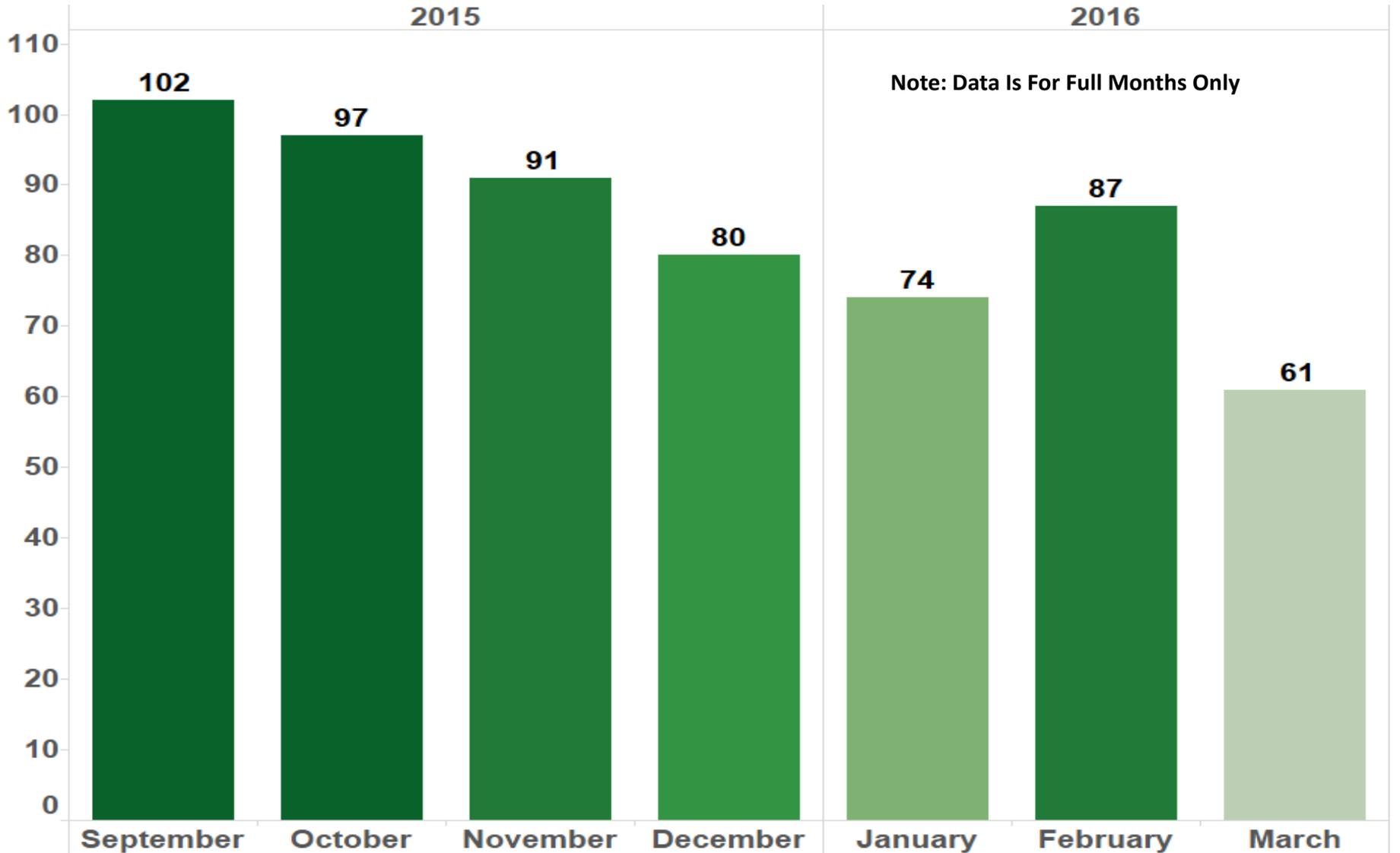
# **What Do We Know About The Individuals In Crisis That Come In Contact With The Crisis Intervention Unit?**

# Individuals On The CIU Detectives' Case Loads Meet These Criteria

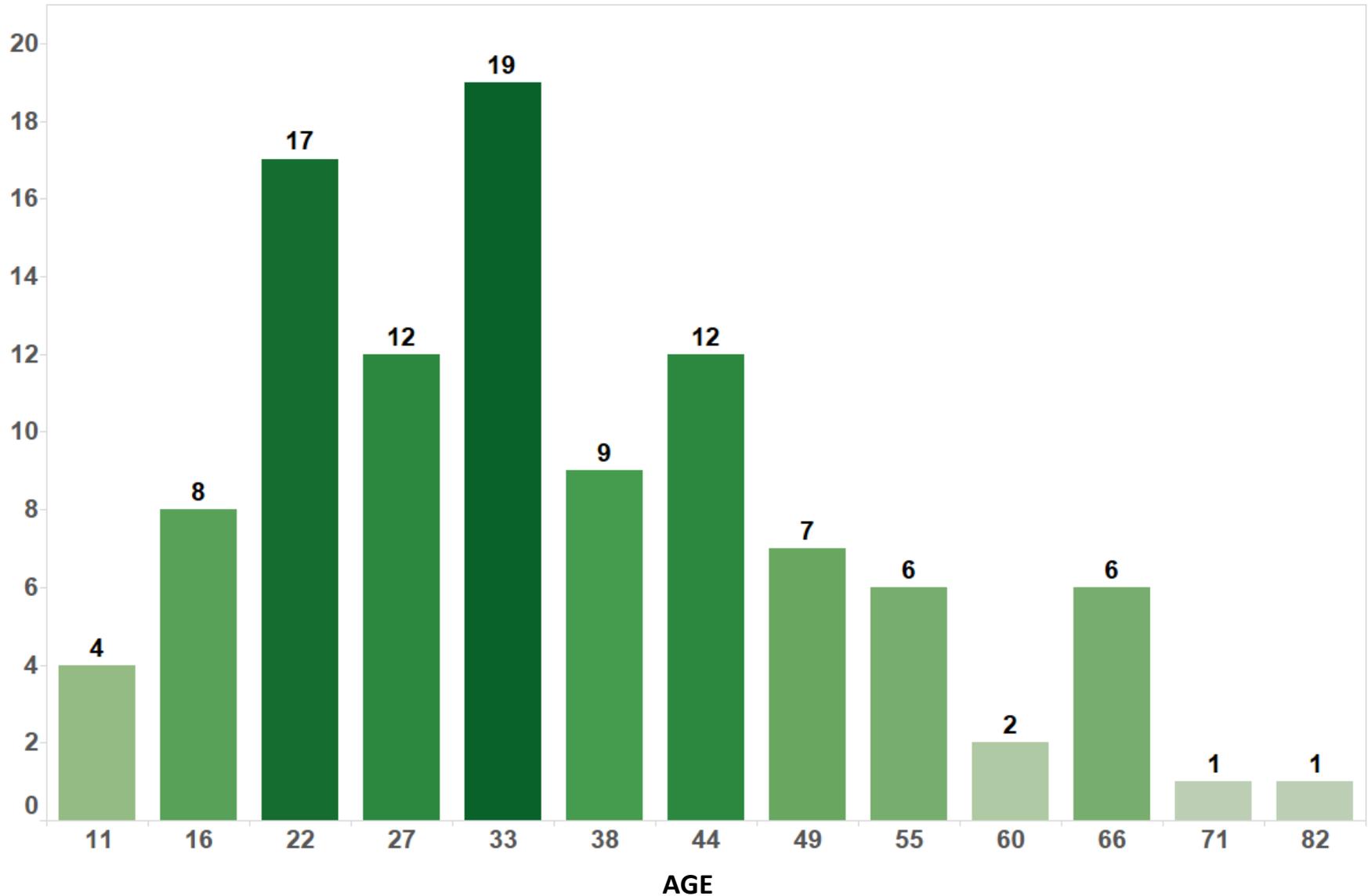
CIU detectives shall limit their intake to Police Referrals only, unless exigent circumstances exist. These referrals should have the following criteria:

- a. Availability of weapons
- b. Substantiated statements to commit, or the actual commitment of a violent or dangerous act
- c. Personal history, known or provided, that reflects prior violence under similar circumstances
- d. Any corroborating information that would lead a CIU detective to believe the individual is a danger to others or displays escalating behavior

# Number of Individuals On CIU Detectives' Case Loads By Month From September, 2015 To March, 2016

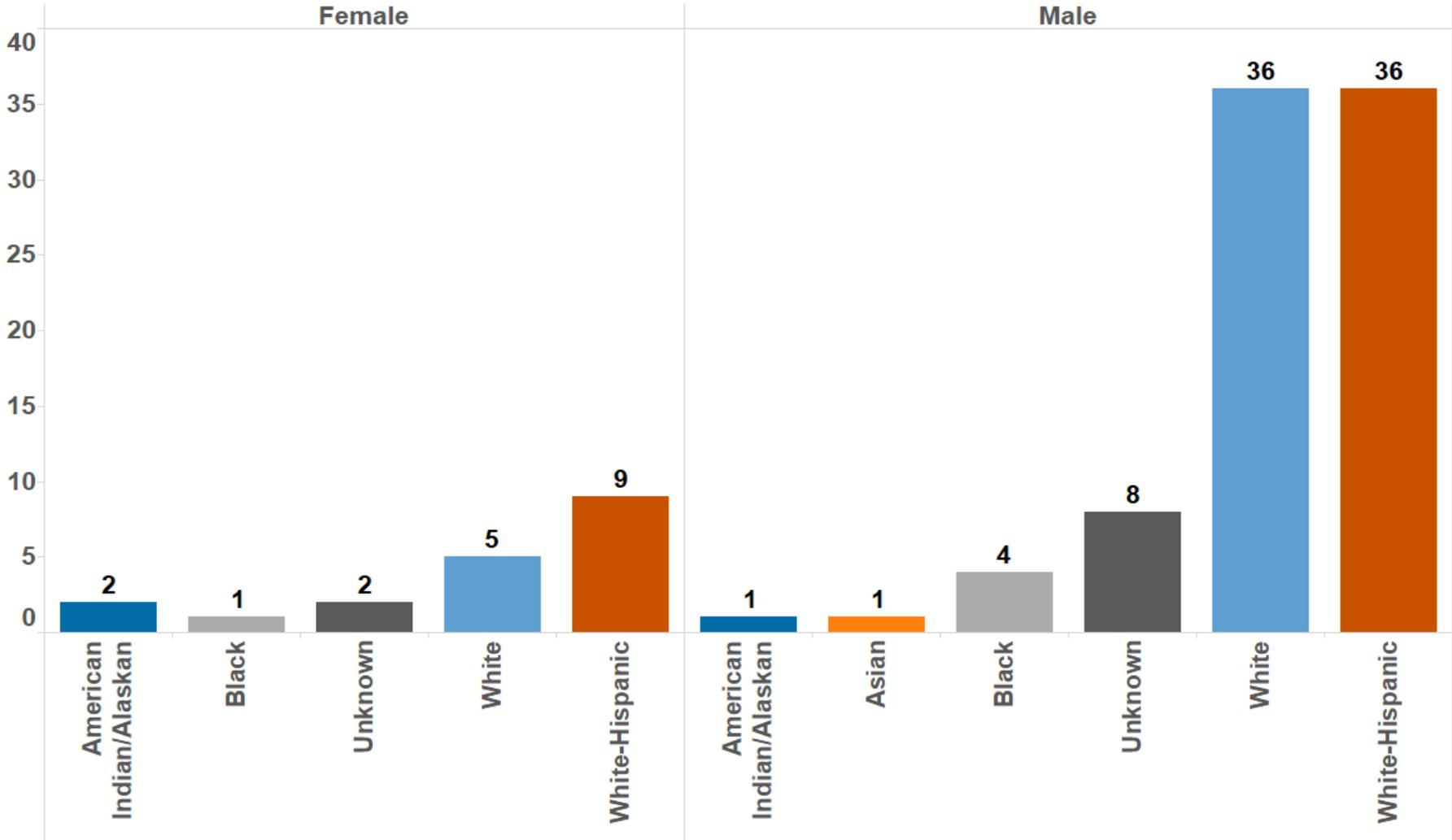


# CIU Detectives Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Age

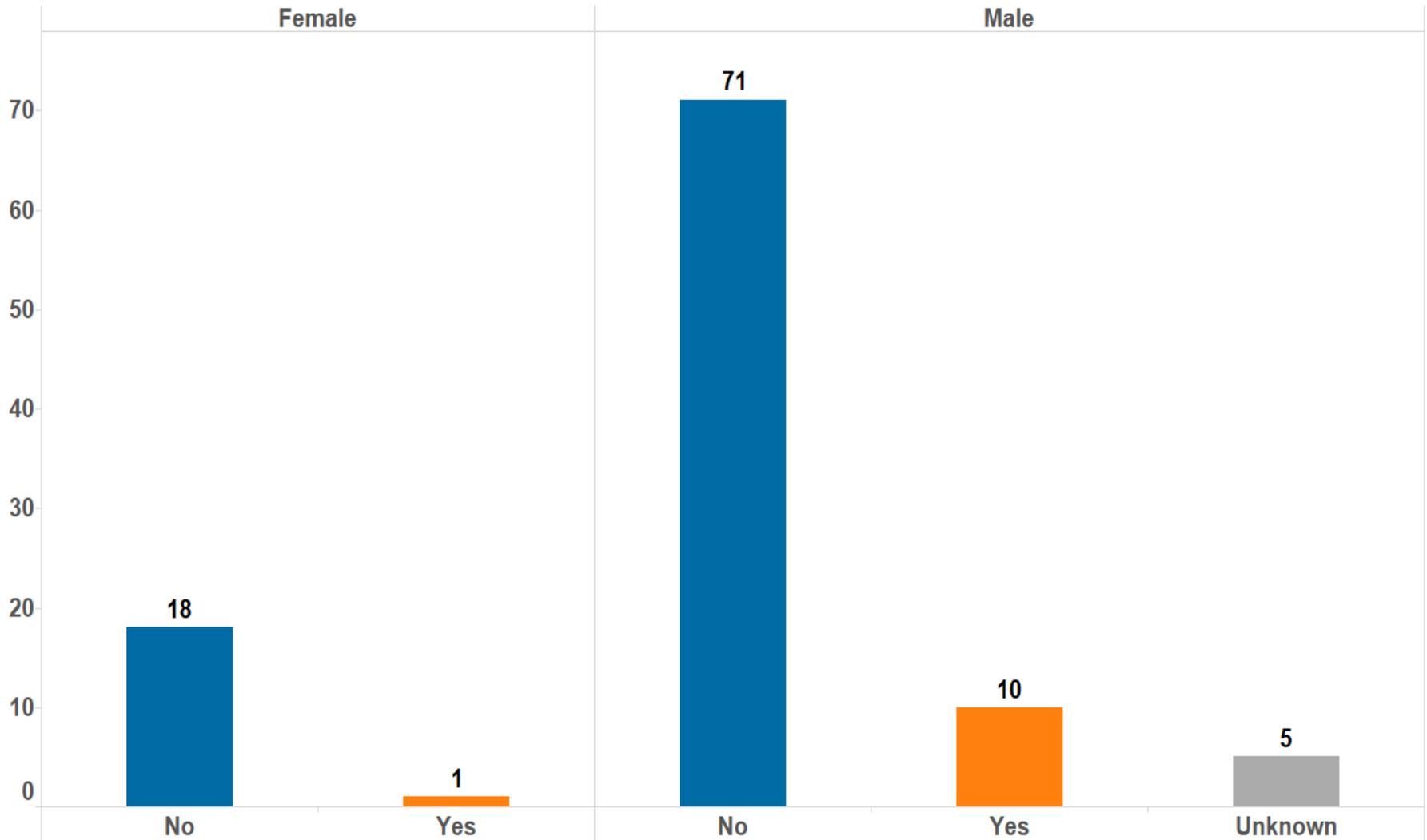


Source: APD Crisis Intervention Unit

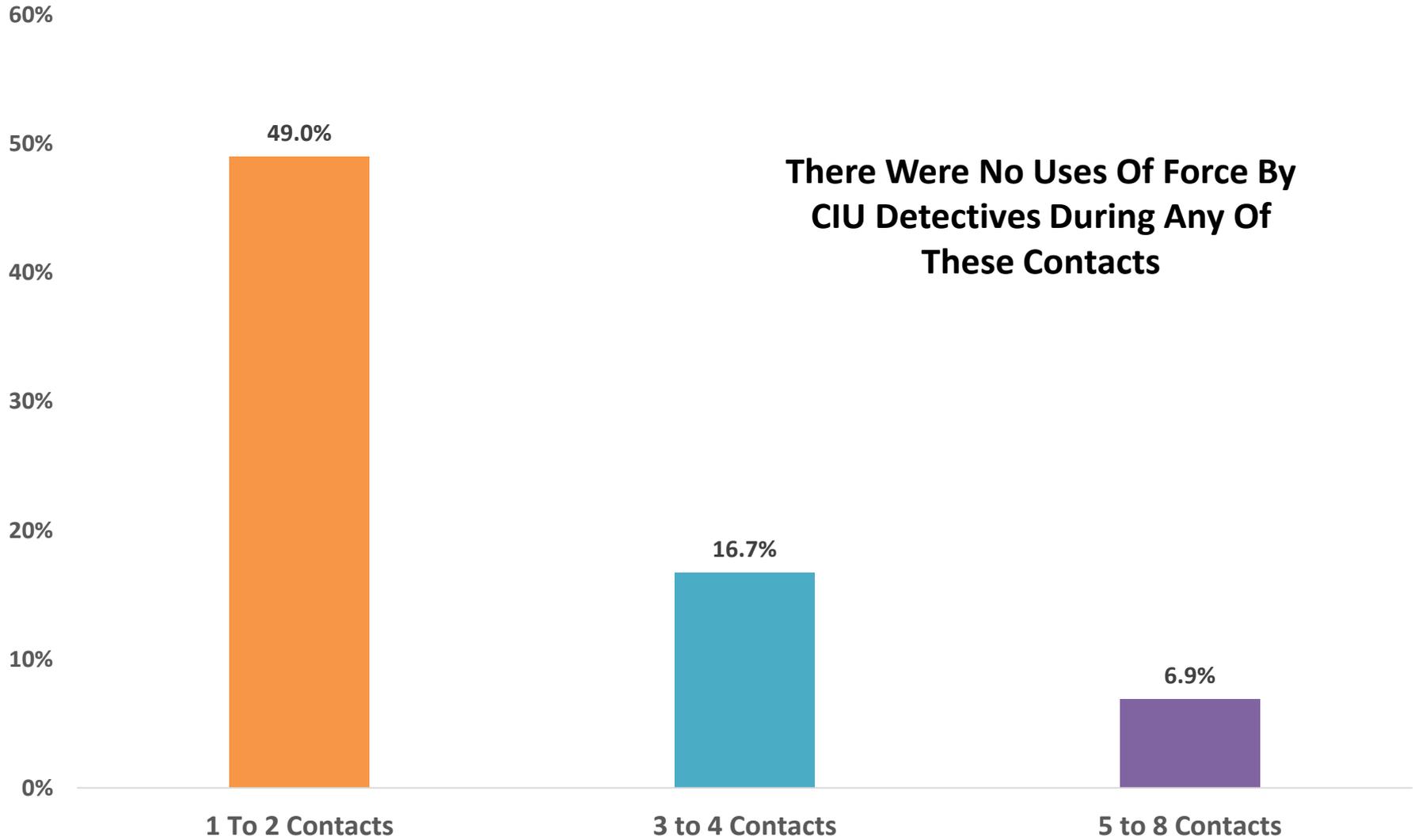
# CIU Detectives Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: Gender, Race/Ethnicity



# CIU Detectives Worked With 105 Unique Individuals From August 17, 2015 To April 8, 2016: U.S. Veteran Status By Gender



# Many Of The Individuals On The CIU Detectives' Case Loads Require Multiple Face-To-Face Contacts



# Risk Assessments

## (Chapter 43 NMSA 1978 Definitions)

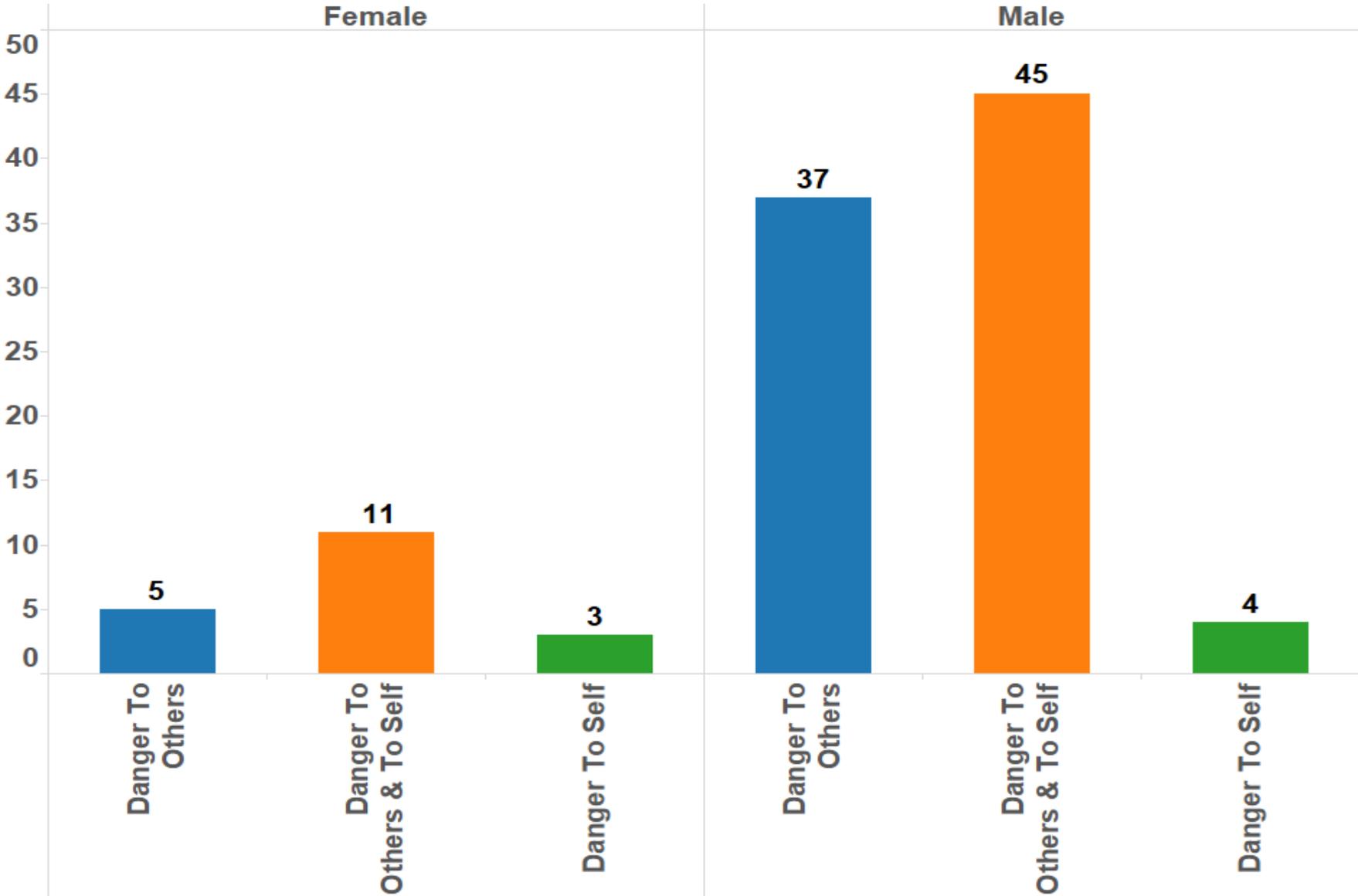
### Danger To Others

“Likelihood of Serious Harm to Others” means that it is **more likely than not** that in the near future a person will inflict serious, unjustified bodily harm on another person or commit a criminal sexual offense, as evidenced by behavior causing, attempting or threatening such harm, which behavior gives rise to a reasonable fear of such harm from the person.

### Danger To Self

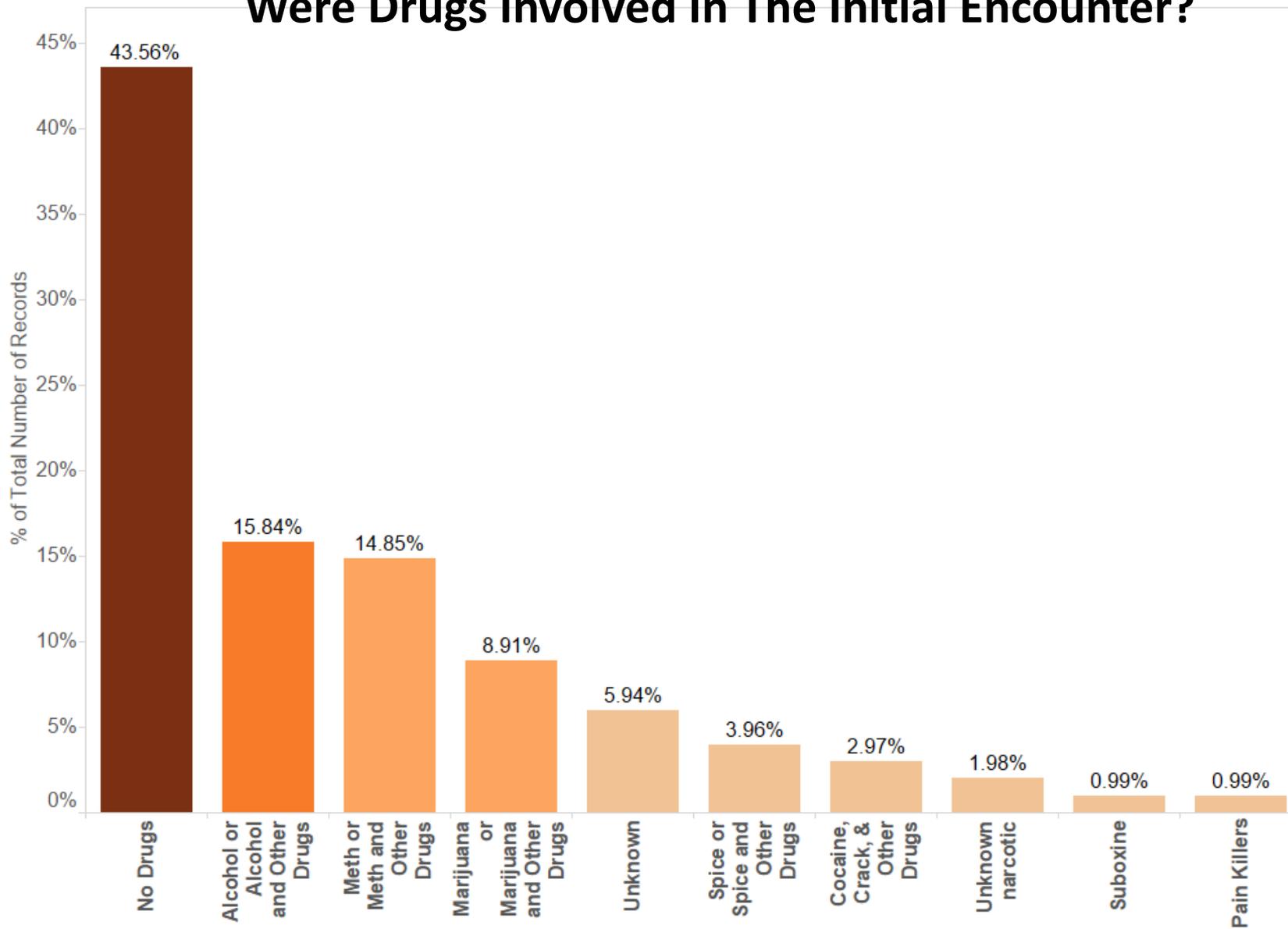
“Likelihood of Serious Harm to Oneself” means that **more likely than not** that in the near future the person will attempt to commit suicide or will cause serious bodily harm to the persons self by violent or other self-destructive means, including but not limited to grave passive neglect.

# The Individuals On The CIU Detective Case Loads By Risk Assessment And Gender



Source: APD Crisis Intervention Unit

# Were Drugs Involved In The Initial Encounter?



Source: APD Crisis Intervention Unit

# The CIU Detectives Use The Information On Their Cases In A Number Of Ways

- a. Use information and anecdotal evidence to improve communication with individuals who have frequent contact with law enforcement.
- b. When detectives and COAST find service gaps and other needs, they are brought to the attention of community stakeholders and policy-makers.
- c. Detective provide field officers with current information about high-risk individuals.
- d. Detectives use actual cases and encounters in case-based teaching in CIT Classes and continuing education for law enforcement.

# The Critical Importance Of Foresight

## CIU Detectives Sent Out The Safety Bulletin On April 4, 2016

**ALBUQUERQUE POLICE**  
**DEPARTMENT**  
VIOLENT CRIMES DIVISION  
CRISIS INTERVENTION UNIT  
(505)924-6005 Bulletin# 2016-05

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**CRISIS INTERVENTION**  
Safety Bulletin



**SAFETY BULLETIN  
WITH BACKGROUND  
INFORMATION**

## This Individual Was Safely Taken Into Custody On April 14, 2016

### SWAT team arrests man near Candelaria and 2nd NW

By Elise Kaplan / Journal Staff Writer  
Published: Thursday, April 14th, 2016 at 2:45pm  
Updated: Thursday, April 14th, 2016 at 9:47pm



The Albuquerque Police Department SWAT team fires tear gas towards a home as they try to arrest a man holed up inside Thursday. (Jim Thompson/Journal)

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ALBUQUERQUE, N.M. — For the second time in a year, the SWAT team has arrested 32-year-old Kevin Estrada at his house on the 200 block of Veranda NW.

About 11 months ago, officers armed with armored vehicles, tear gas and flash bangs arrested him after an hours-long standoff, according to court documents.



Kevin Estrada, 32. (MDC)

# **What Do We Know About The Individuals In Crisis Who Are Served By COAST?**

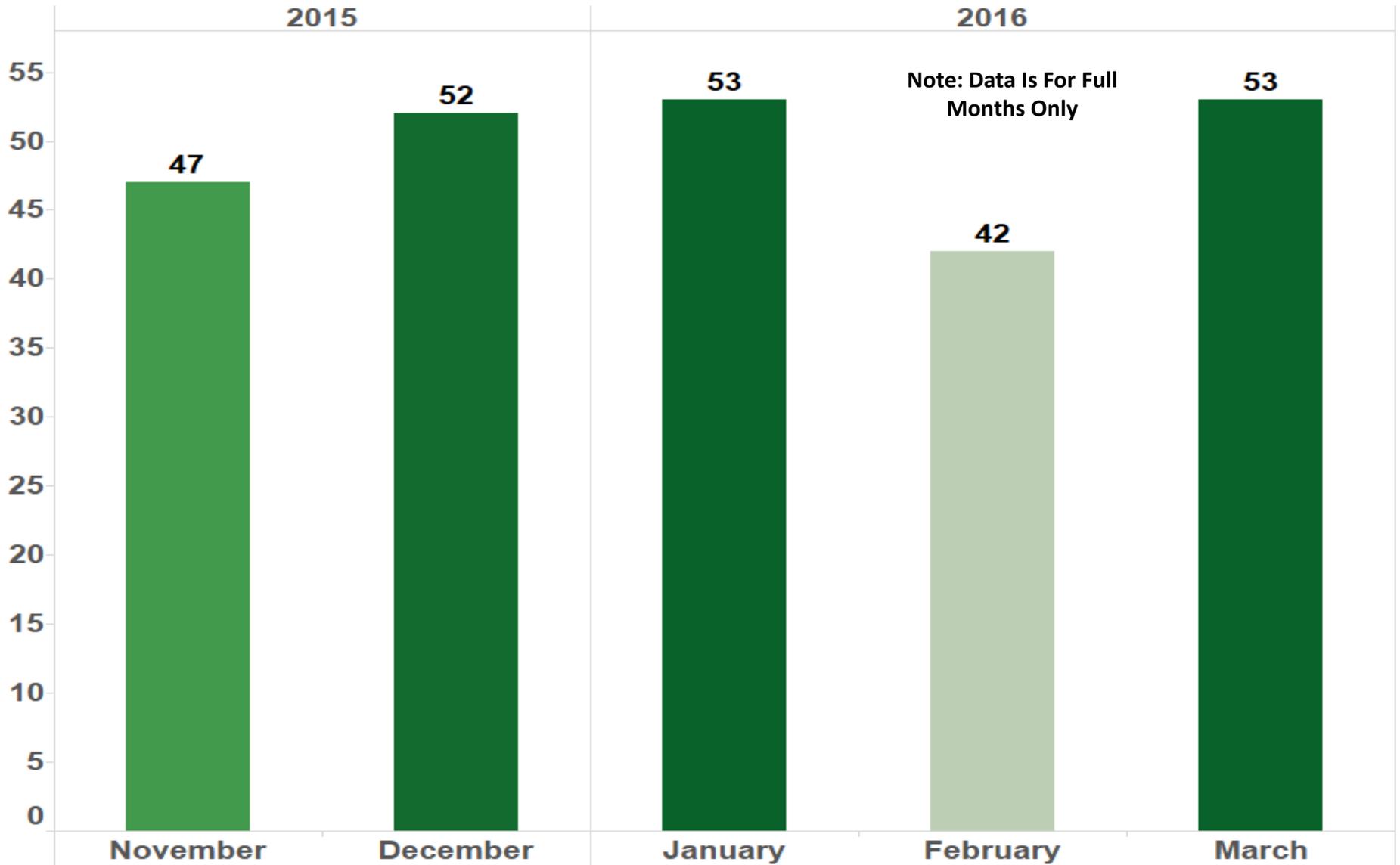
# COAST Specialists Provide Their Services In These Circumstances

1. COAST will be utilized by officers to provide further crisis intervention, referrals to services, and education.
2. When an officer has determined the scene is safe and there is a need for COAST on scene, they will request a COAST unit.
3. COAST shall provide a reasonable effort to resolve the crisis that created the call-out. This may include frequent contacts, as well as police that are having several interactions with the person due to their behavior which may include dispatched calls, unfounded reports of crimes or self-initiated stops.
4. Risk to self: The person is at risk of harming him/herself.
5. Be responsible for taking cases referred to COAST, which are in addition to on-scene referrals, and have been assigned to them by the CIU Sergeant.

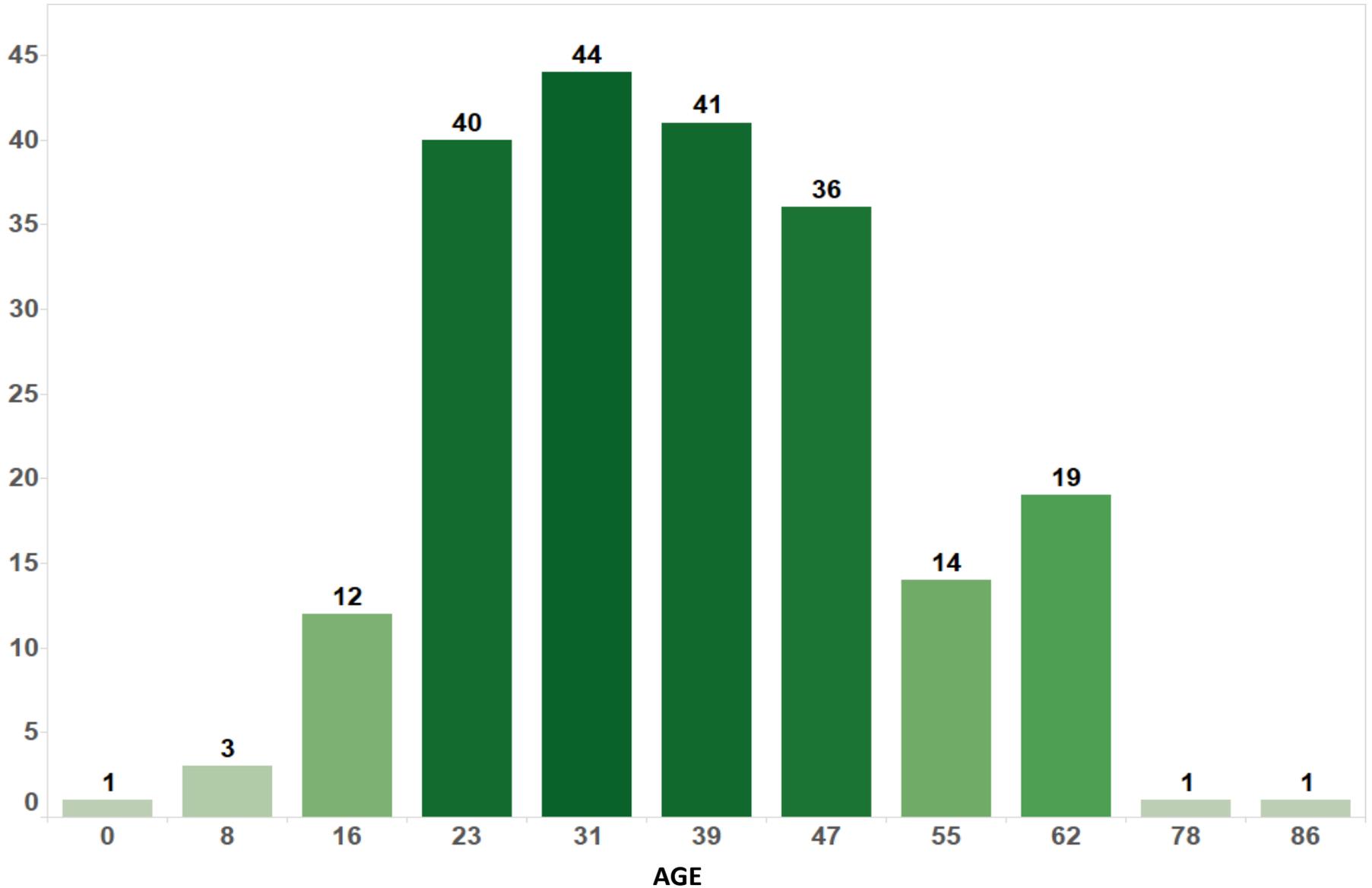
# COAST Specialists Focus On These Kinds Of Issues

- Mental Health Issues
- Suicide Intervention
- Homelessness
- Substance Abuse
- Basic Needs
- Elder Abuse and Neglect
- Crisis Intervention and Response
- Death Related Issues

# Coast Provided Services To 247 Individuals Between November, 2015 and March, 2016

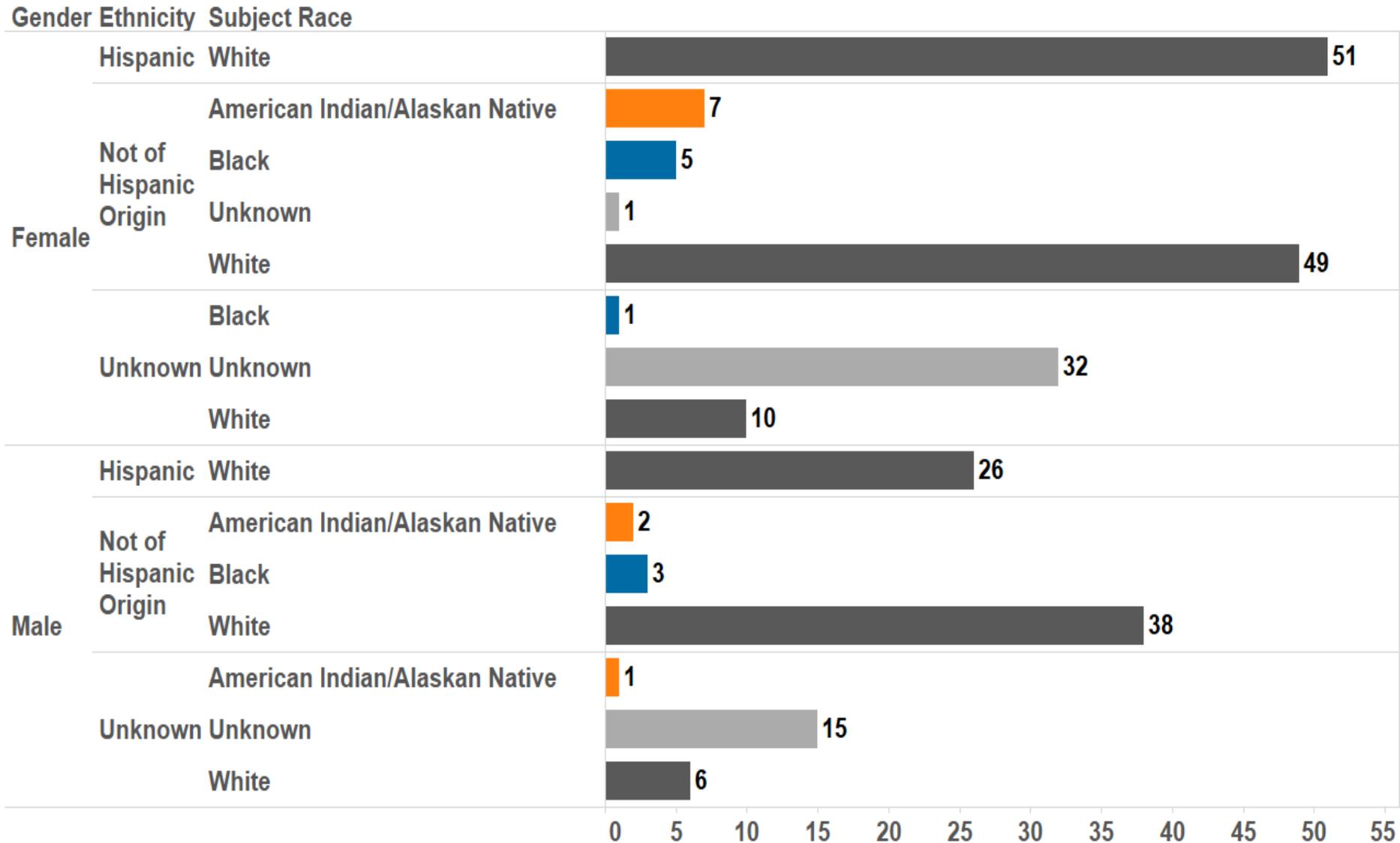


# The Age Of The Individuals Served By COAST

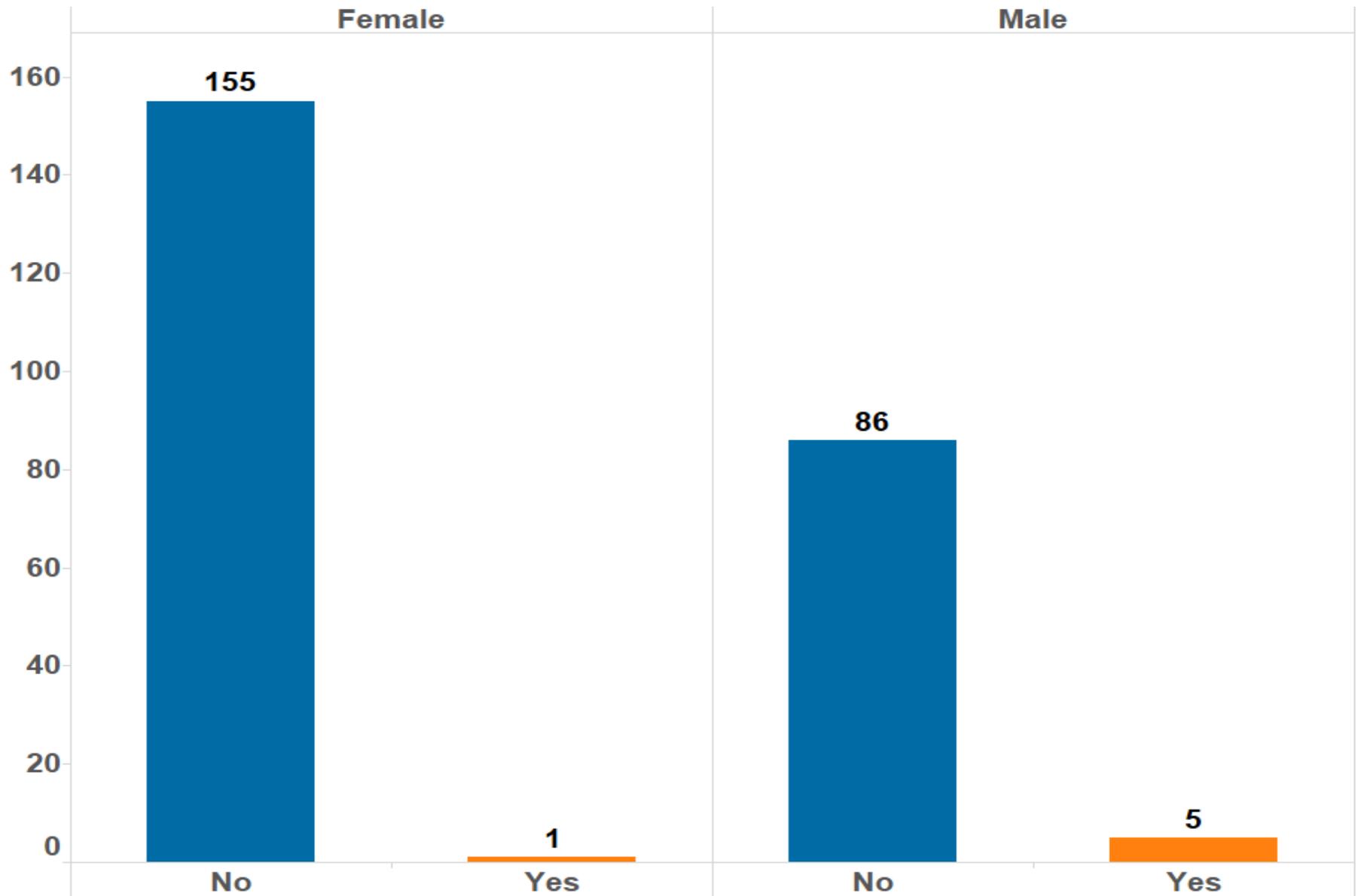


Source: APD Crisis Intervention Unit

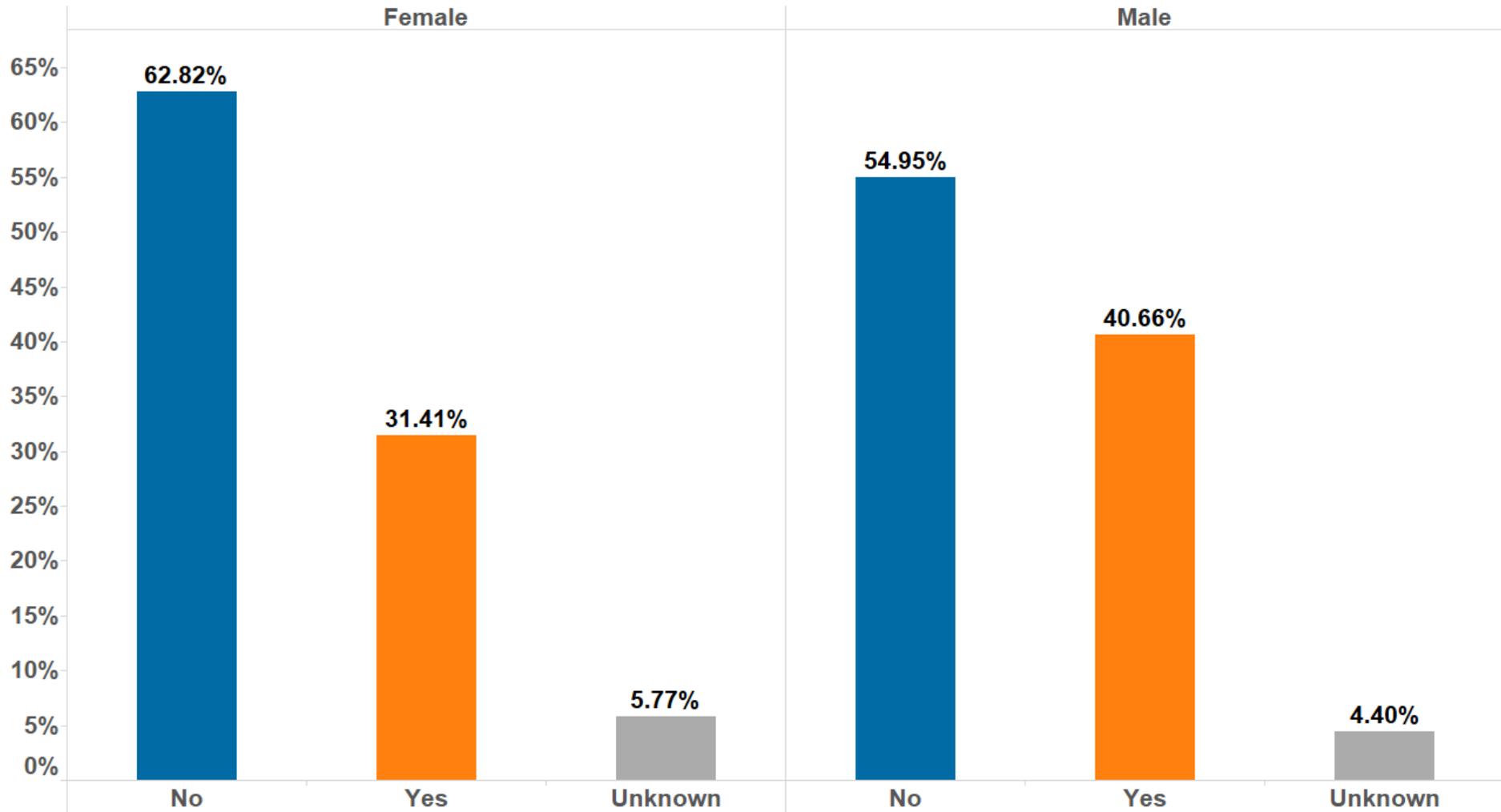
# The Gender & Race/Ethnicity Of The Individuals Served By COAST



# Did The Individuals Served By COAST Claim To Be U.S. Veterans?

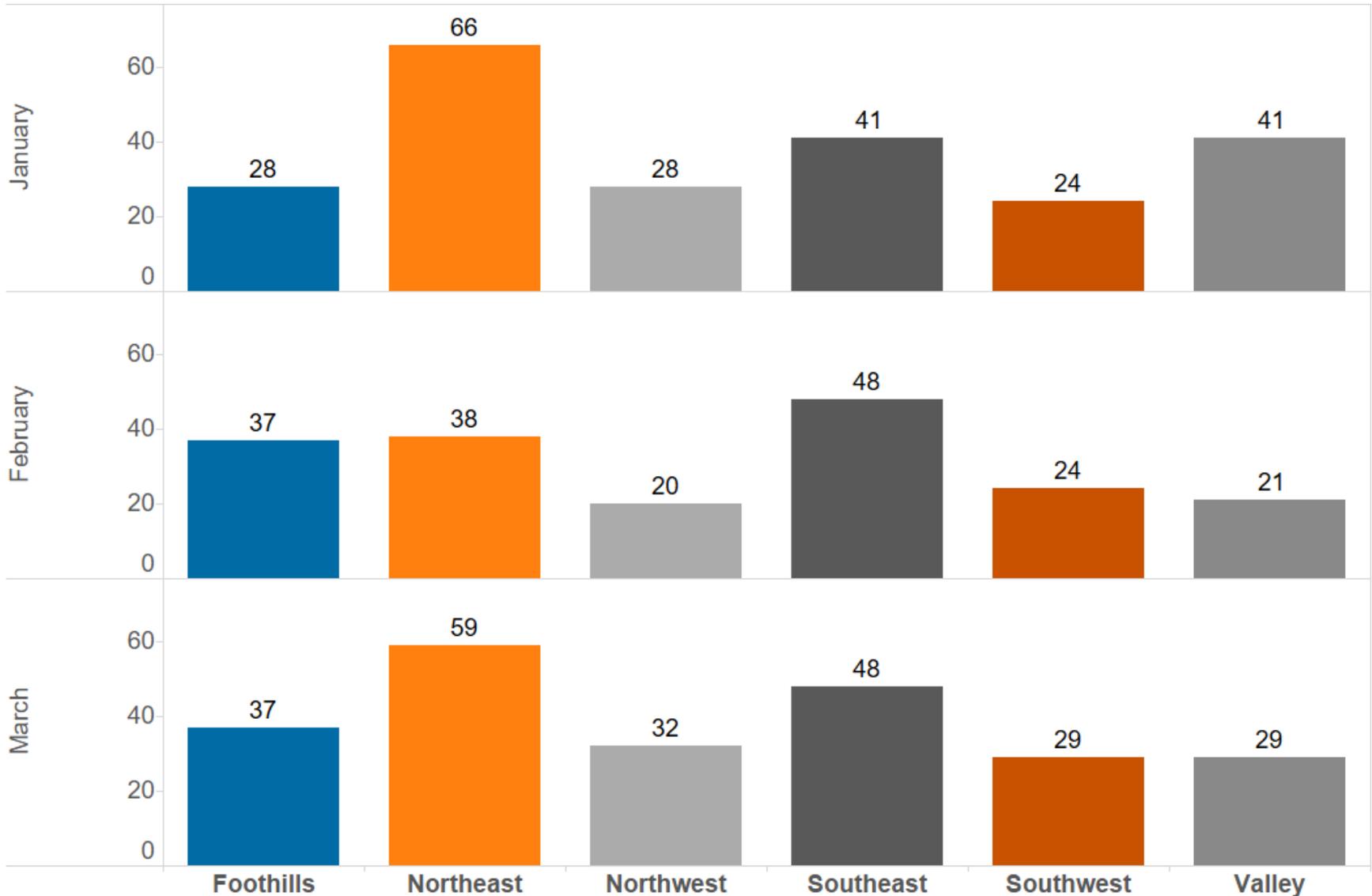


# Were The Individuals Served By COAST Homeless?

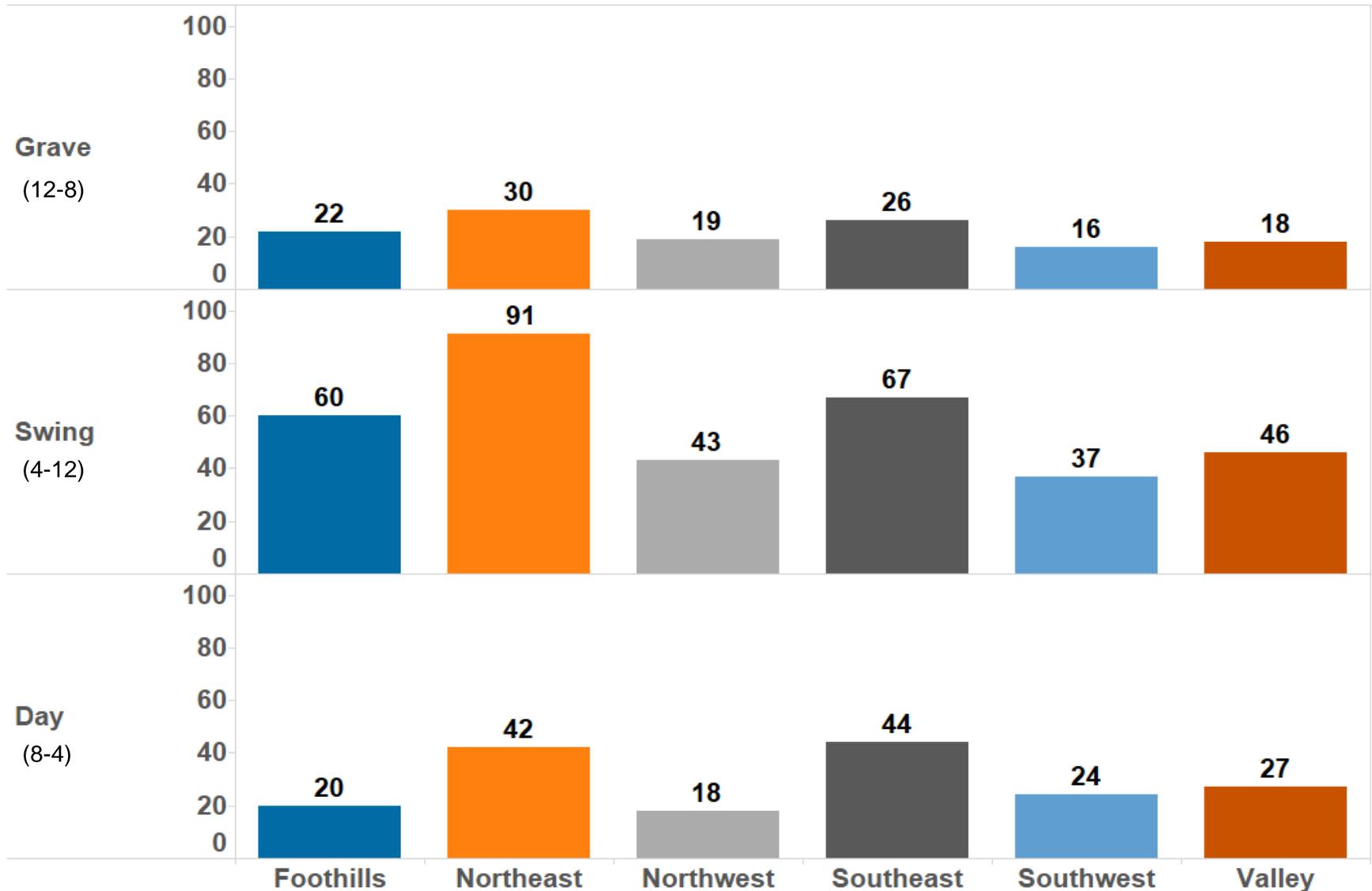


# **What Do We Know About The Initial CIT-Related Encounters With APD Field Officers?**

# Field Officers In The Six APD Area Commands Worked With 651 CIT-Related Incidents January, 2016 to March, 2016

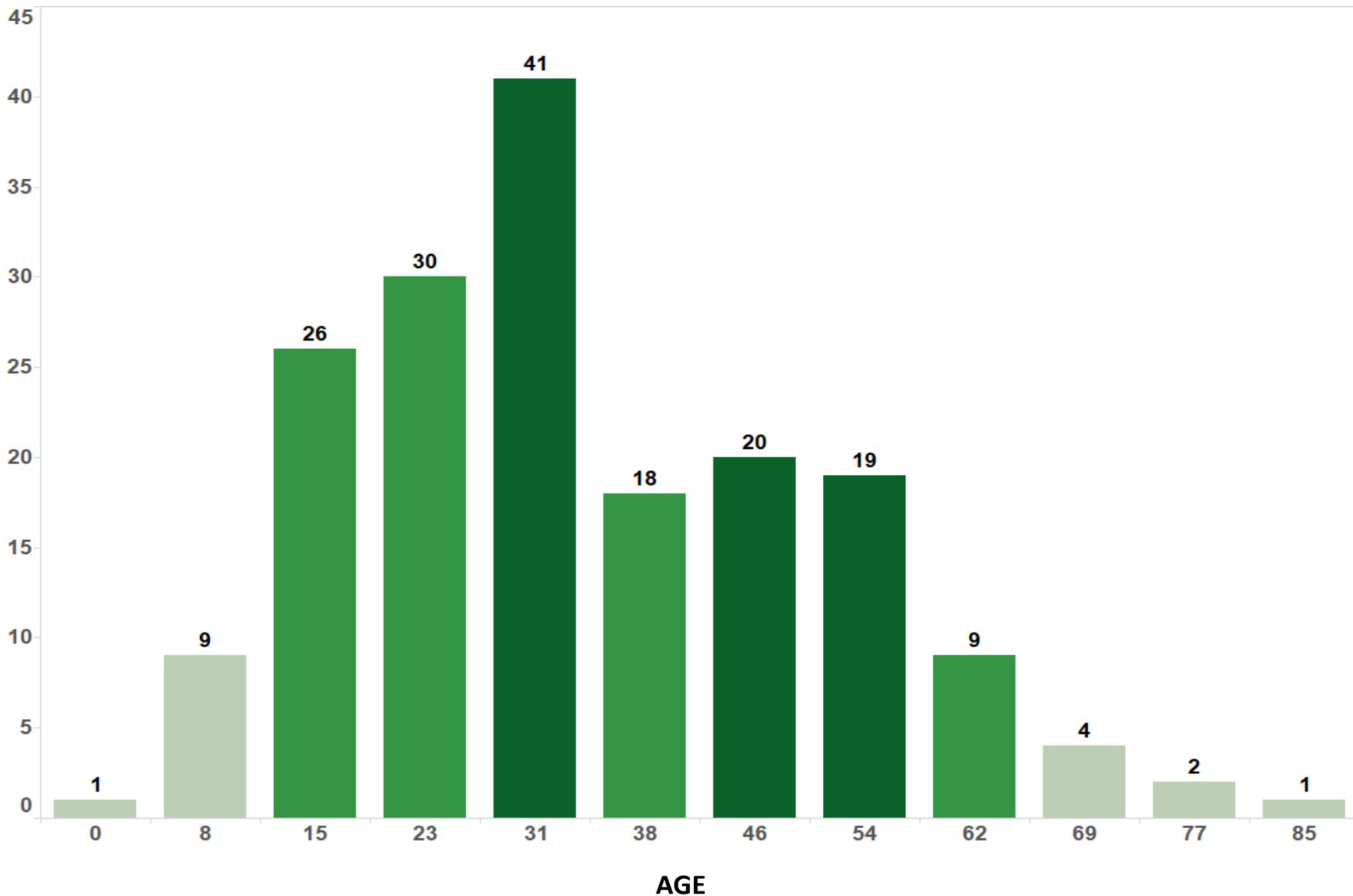


## These 651 CIT-Related Incidents With Field Officers Took Place On The Following Shifts November 1, 2015 to March 14, 2016

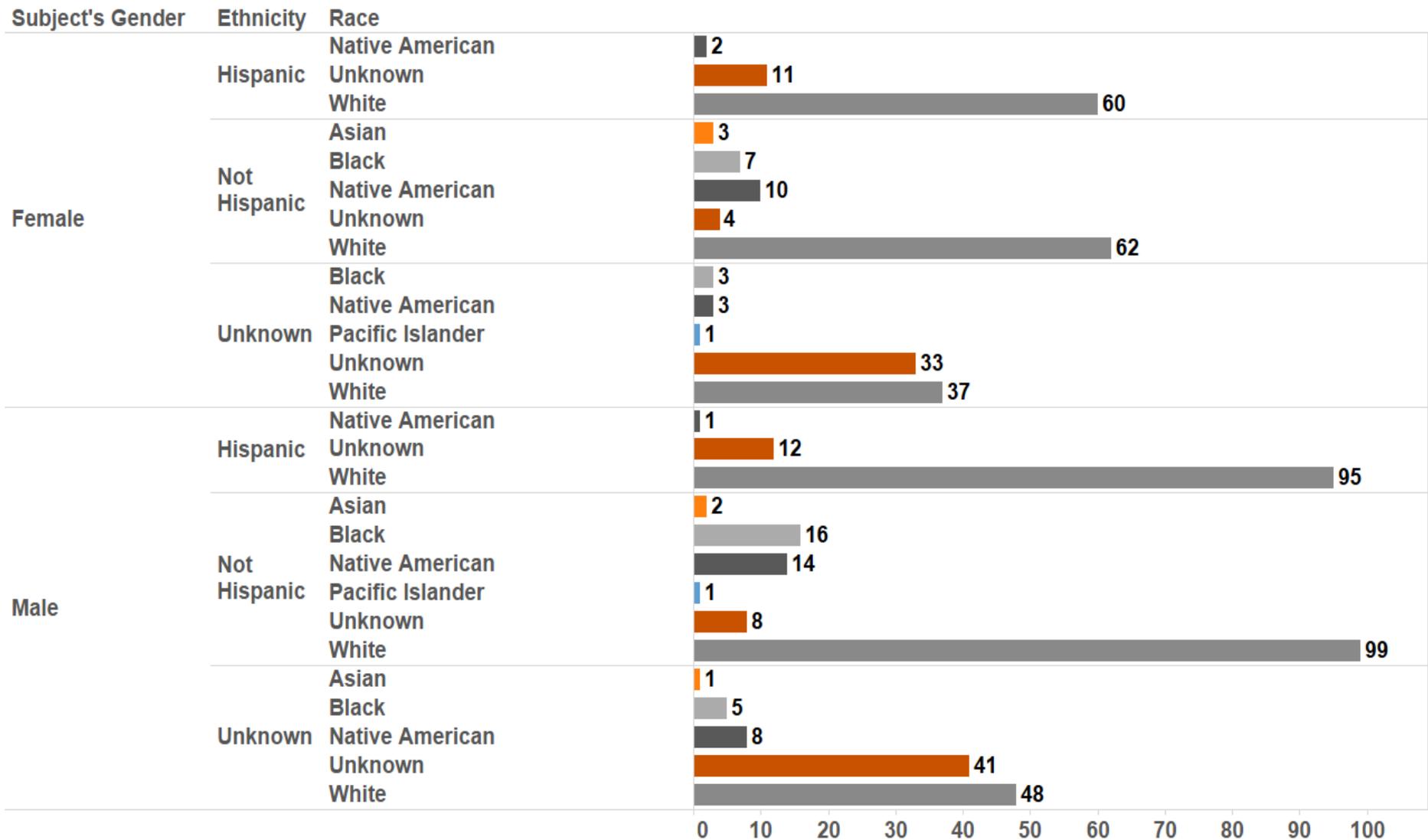


Source: APD Real Time Crime Center; Crisis Intervention Unit

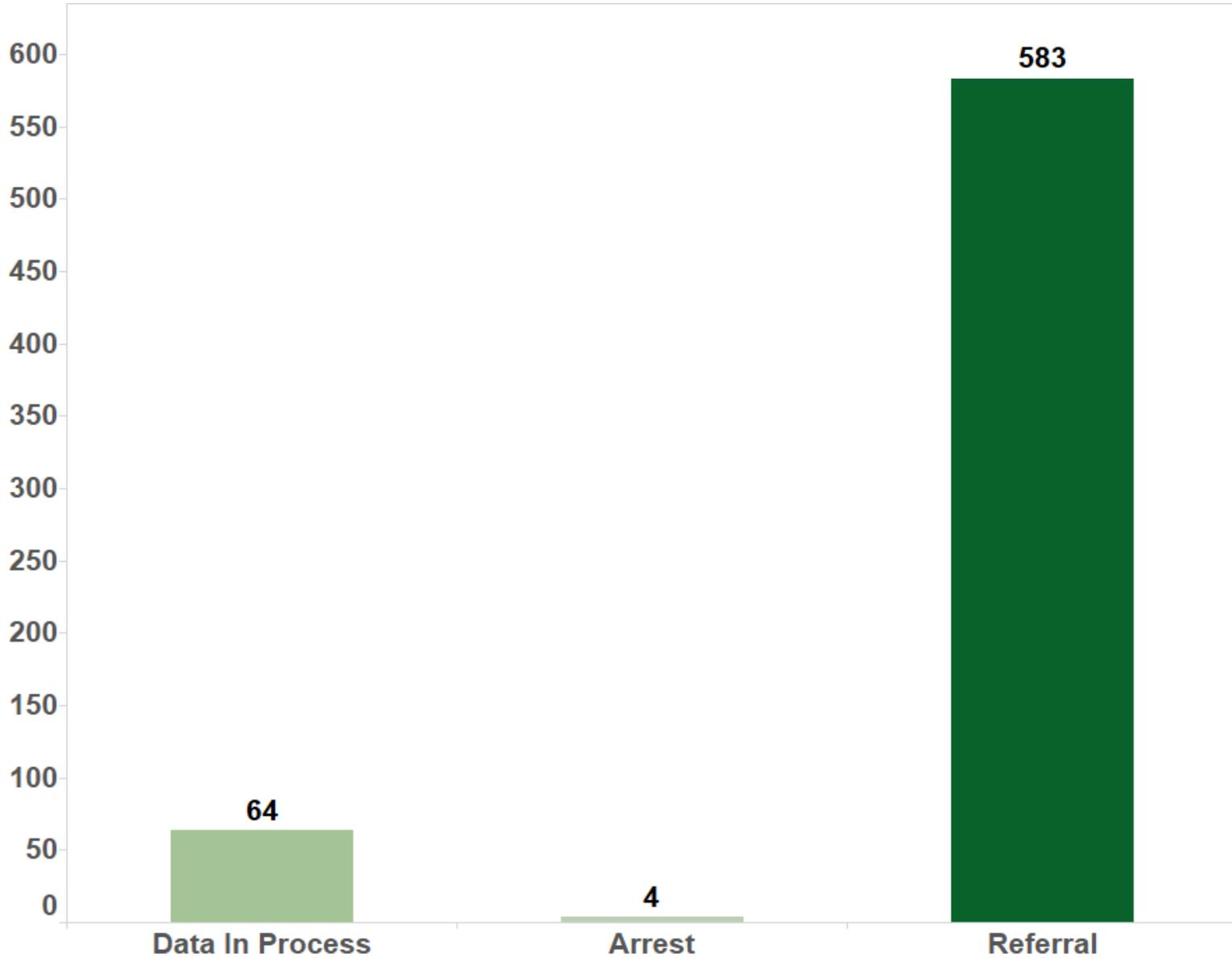
# The Age Of The Individuals In Initial Encounters With Field Officers



# The Gender & Race/Ethnicity Of The Individuals Encounter By Field Officers

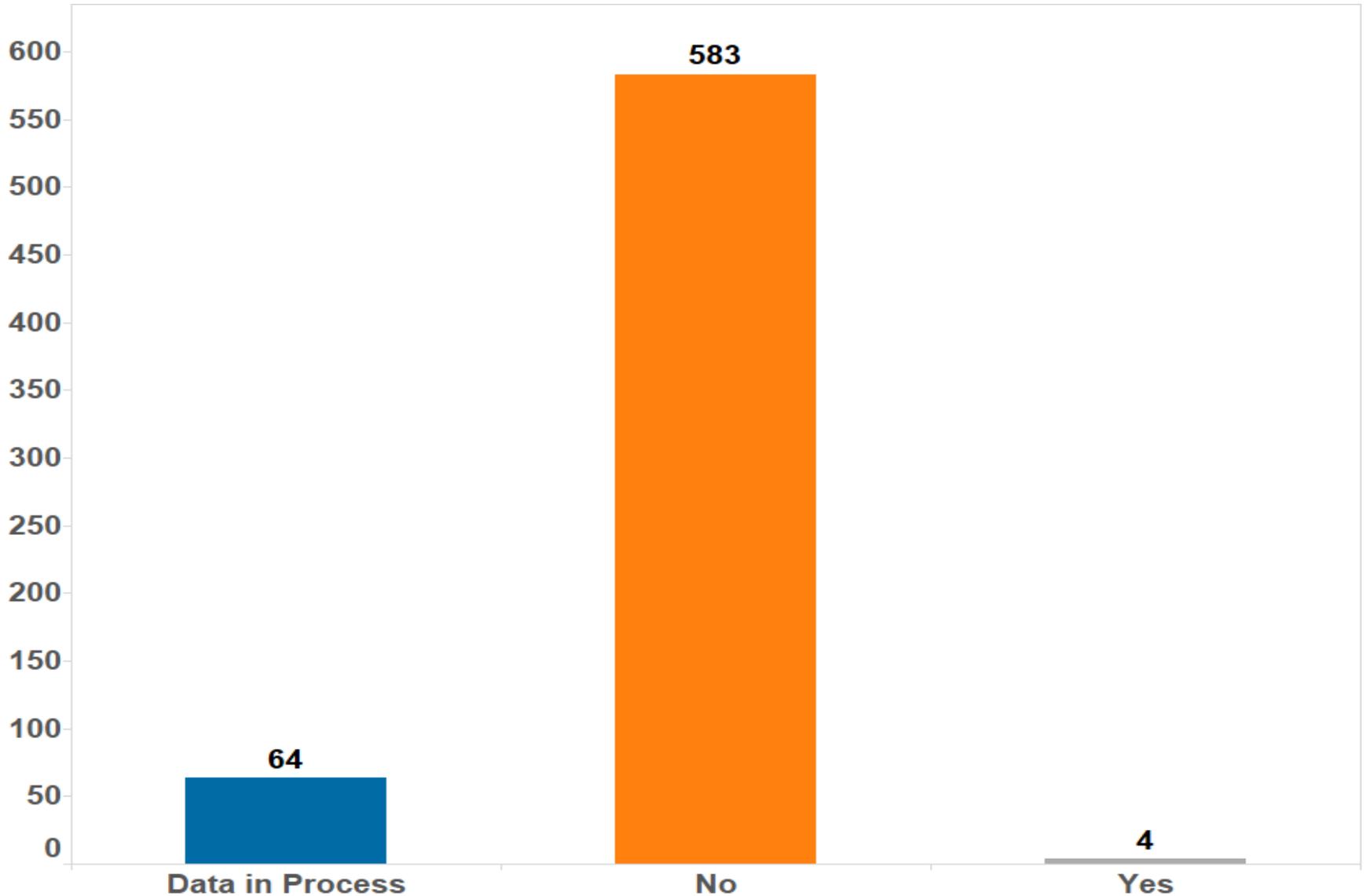


# The 651 CIT-Related Initial Incidents With Field Officers Resulted In The Following Dispositions, January, 2016 to March, 2016



Source: APD Real Time Crime Center; Crisis Intervention Unit

# Use Of Force With Individuals On CIU Case Loads During Initial Encounter With Field Officers



# **Summary APD Contact Demographics Compared To Albuquerque Demographics**

## People In Crisis By Gender By APD Contacts

	Total*	Males	Male Percent	Female	Female Percent
<b>Total Population</b>	<b>553,576</b>	<b>268,772</b>	<b>48.6%</b>	<b>284,804</b>	<b>51.4%</b>
<b>Field Officer Reports</b>	<b>587</b>	<b>351</b>	<b>59.8%</b>	<b>236</b>	<b>40.2%</b>
<b>CIU Detective Case Loads</b>	<b>105</b>	<b>86</b>	<b>81.9%</b>	<b>19</b>	<b>18.1%</b>
<b>COAST Clients</b>	<b>247</b>	<b>91</b>	<b>36.8%</b>	<b>156</b>	<b>63.2%</b>

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center.

\*Note: Cases Are From Different Time Periods And Those Cases Missing Gender Information Excluded From These Analyses

# People In Crisis By Age By APD Contacts

Age	Total Population	Percent	Field Officer Reports	CIU Detectives	COAST
Under 5	37,448	6.80%			.8%
5 to 9 years	36,300	6.60%	0.4%%		
10 to 14 years	36,437	6.60%	8.0%	2.0%	1.4%
15-19 years	34,697	6.30%	14.0%	4.0%	5.2%
20 to 24 years	41,467	7.50%	12.8%	9.9%	6.0%
25 to 34 years	86,575	15.60%	22.7%	31.7%	26.1%
35 to 44 years	70,882	12.80%	16.8%	19.8%	26.9%
45 to 54 years	73,429	13.30%	12.5%	17.8%	13.9%
55 to 59 years	34,021	6.10%	6.2%	3%	4.9%
60 to 64 years	31,270	5.60%	3.8%	3%	5.4%
65 to 74 years	39,083	7.10%	2.1%	6.9%	6.3%
75 to 84 years	22,372	4.00%	.03%	2.0%	1.9%
85 years and older	9,595	1.70%	.03%		1.4%

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center; Crisis Intervention Unit. \*Note: Cases Are From Different Time Periods And Those Cases Missing Age Information Excluded From These Analyses

## People In Crisis By Race & Ethnicity By APD Contact

	Total	White	Hispanic	Black Or African American	American Indian and Alaskan Native	Asian	Other Races Alone or Together
<b>Total Population</b>	553,576	228,881 (41.3%)	262,070 (47.3%)	15,956 (2.9%)	20,742 (3.7%)	13,771 (2.5%)	22,348 (4.1%)
<b>CIU Detective Cases</b>	105	41 (39.0%)	45 (42.9%)	5 (4.8%)	3 (2.9%)	1 1.0%	N/A
<b>COAST</b>	247	103 (41.7%)	77 (31.2%)	9 (3.6%)	10 (4.0%)	0 (0%)	N/A
<b>Field Officers</b>	587	246 (41.9%)	178 (30.3%)	31 (5.3%)	38 (6.5%)	6 (1.0%)	N/A

Source: 2010-2014 American Community Survey, 5-Year Estimates; APD Real Time Crime Center & Crisis Intervention Unit. \*Note: Cases Are From Different Time Periods And Those Cases Missing Race/Ethnicity Information Excluded From These Analyses

# **The Albuquerque Police Department Real Time Crime Center**

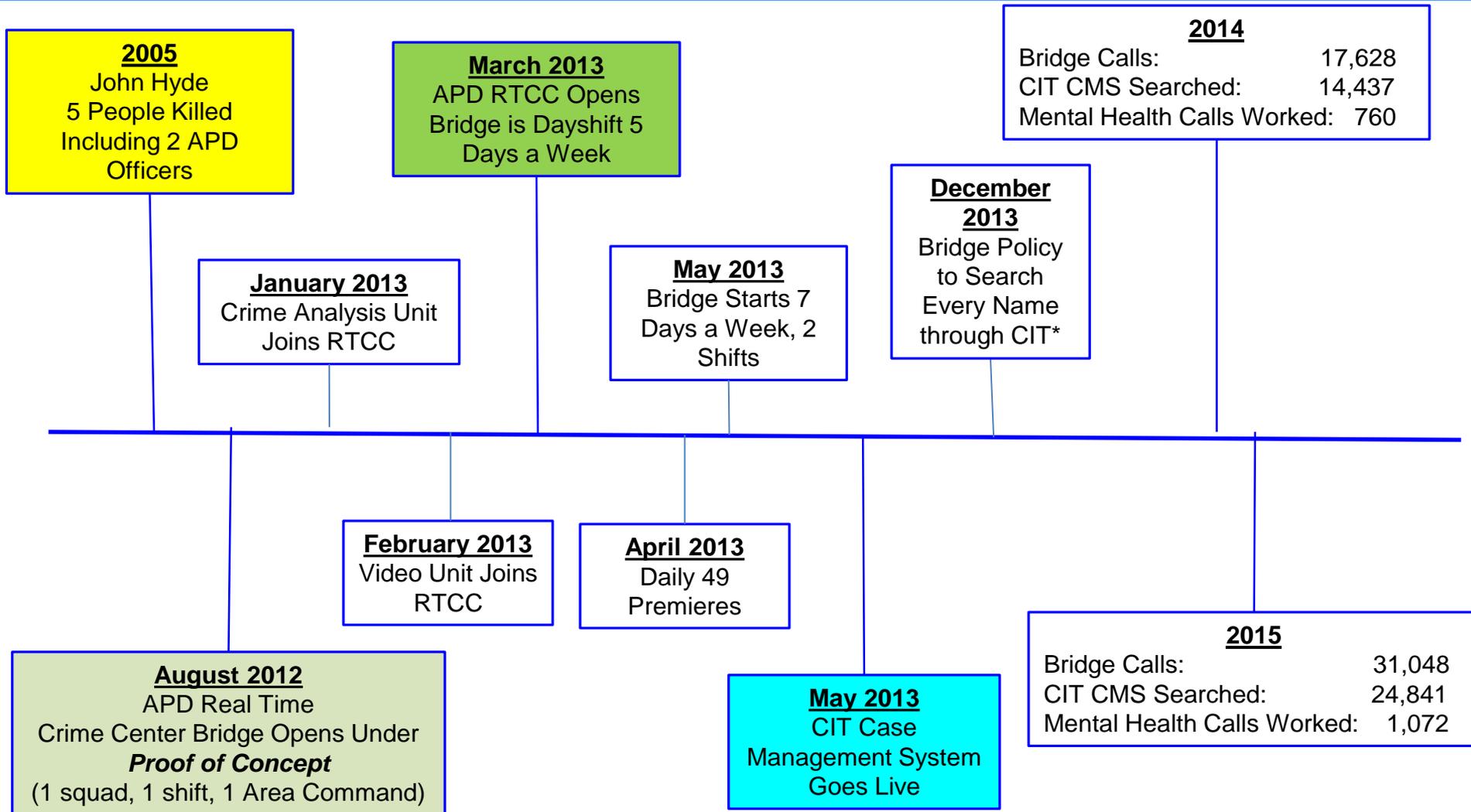
# APD Made A Number Of Important Changes After The John Hyde Incident Including The Creation Of The Real Time Crime Center



## **The RTCC's Goal:**

To provide relevant real-time information to field officers engaged in high-risk calls before they go on their first call for service and while they are on their first call for service

# APD Real Time Crime Center: CIT Assistance

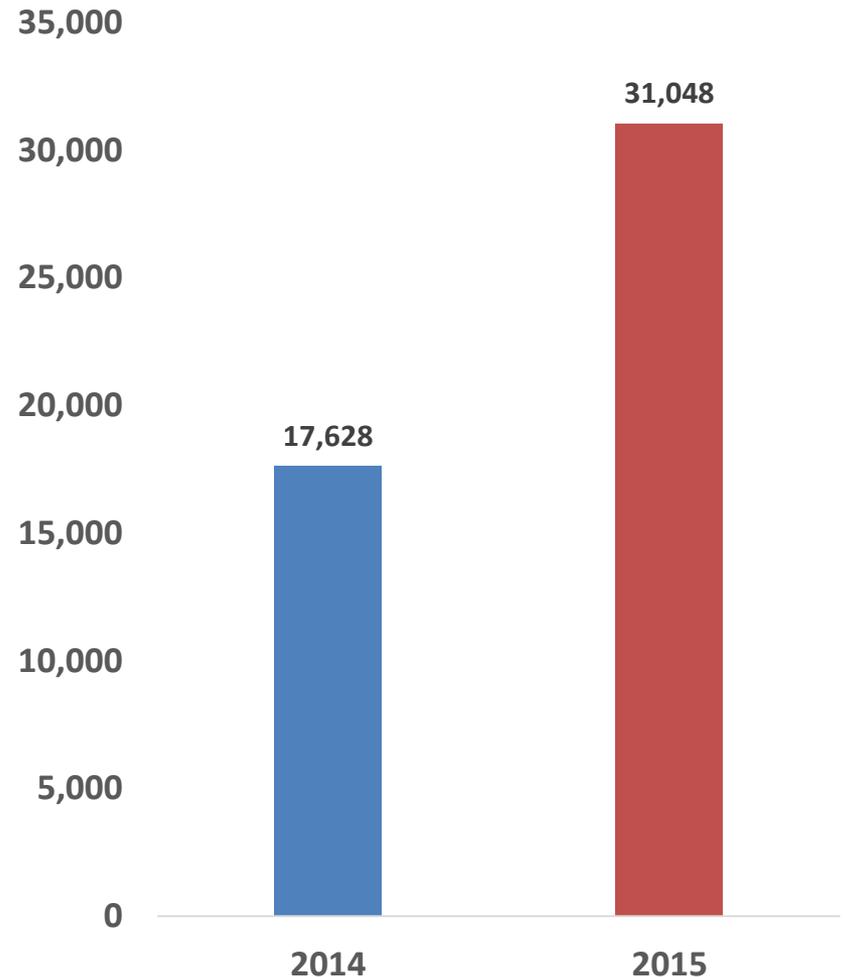


**\*Number of Cases in CIT Case Management System: 4,568**

# The APD Real Time Crime Center

## The RTCC:

- Takes field Intel requests.
- Addresses all requests with a special focus on mental health, domestic abuse and suicide calls.
- Provides live Intel to the field.
- Produces a daily Video Briefing.
- Has access to all available video feeds.
- Updates all divisions with the latest analytical data.
- Takes burden off of 911.



**Total Number Of Calls Taken by  
RTCC Bridge Operators**

# Real Time Crime Center Bridge CIT Examples

## Situational Awareness for Family Fight Call Type:

<b>Initial Call Information</b>	<p>██████████, ALB Type:15 Name:██████████ Phone:██████████ ...BRO/BRO DISPUTE -- CLR ADVING BRO IS VERY -18 CAUSING A 39 -- SUBJ KEEPS TRYING TO GET CLR TO 32 WITH HIM -- CLR ADVING BRO IS OUTSIDE YELLING -- REQING 34S ASSITANCES IN REMOVING SUBJ FROM AROUND THE 20 SUBJ S#:1 Race:W Sex:M Age:28 DOB:██████████ Hght:6'0 Name:██████████</p>
<b>Notes/Comments</b>	<p>Advised via radio to Use extreme **48** w/ both subjects. Brothers always 32'ing and causing 39's. During last encounter *SUBJ WAS INTOXICATE AND CARRYING A LARGE KNIFE WHEN APPROACHED BY 34'S AND STATED HE WAS UPSET THAT HIS FATHER WOULDN'T TAKE HIM TO HIS MOTHER'S GRAVE.***34'S CONTINUED TO TRY AND CALM ██████████ DOWN BUT NOTHING SEEMED TO CALM HIM DOWN. HE BECAME MORE AGITATED WITH OFFICERS AS HE CONTINUED TO YELL, CURSE, AND PACE IN THE STREET. SUBJ HAS MULTIPLE INCIDENTS WHERE HE WOULD CUT HIS LEFT HAND WITH THE KNIFE. 34'D STATED THEY WERE TRYING TO GET SUBJ HELP, BUT ██████████ REFUSED TO DROP THE KNIFE AND COOPERATE. SEVERAL OFFICERS WERE FORCED TO RETREAT SLIGHTLY IN ORDER TO KEEP A SAFE DISTANCE AS HE WALKED TOWARDS THEM IN A VIOLENT MANNER. SUBJ WAS SHOT USING BEAN BAGS DURING THIS INCIDENT(apd ref.150041679). SUBJ DOES HAVE CIT LOGS ( 130046911 )WHERE HE WANTED TO COMMIT 43-1 BY COP AND SWAT. SUBJECT WAS DEPRESSED DUE TO THE DEATH OF HIS MOTHER*** *20 does have a hazard that is sent to 34's* Subj's have long history in RTCC log. Most recent (151750321).</p>
<b>Training</b>	No
<b>Law Enforcement Resources</b>	ARS; CIT; MDS; RTCC Logs; WebQuery

# Real Time Crime Center Bridge CIT Examples

## Escalating behaviors of police calls by Joseph:

- Active threats on law enforcement personnel
- Hazard placed at house in system
- Extensive drug abuse (methamphetamine)
- Self proclaimed schizophrenic
- RTCC notified CIT in 2014 of increase to LE interactions
- Officers cautioned when contacting him

## Verbal de-escalation assistance for Judy:

- History of harassment/threats to harm someone
- Brandished knife and firearm previously
- Diagnosed with Bi-polar disorder and schizophrenia
- Several attempts to gain access to neonatal ward
- Judy concerned officers perceive her as mentally ill
- Officers cautioned to not mention past mental history

# Real Time Crime Center Bridge CIT Examples

## Multiple Call-for-Service escalation by Ronald:

- CIT notified due to alarming number of CFS
- Known drug user (crack cocaine)
- Suffers from delusions, and possibly auditory and visual hallucinations
- Frustration with Law Enforcement /Government over Veteran Affairs treatment
- RTCC notified CIT in 2014 due to large number of false CFS he creates
  - Since 2014, RTCC involved in approximately 100 CFS by Ronald
- RTCC clarifies call history to assist supervisors in response
- RTCC assists in cancel call prior to arrival.
  - Clause identified by CIT:
    - ***If subject is violating the law by contacting 911 or emergency services for unrealistic calls, enforcement action should be taken. If subject is calling, officers should be dispatched to subject's home to check for 43-1-10 or to be 16'd for charges. His address is ...***

**One Of RTCC's Most Powerful Tools Is  
Developing Geospatial Crime Hotspot Maps  
For Different Categories Of Crime Including  
CIT-Related Incidents**



# CIT Hotspots & Tables – February Police Reports

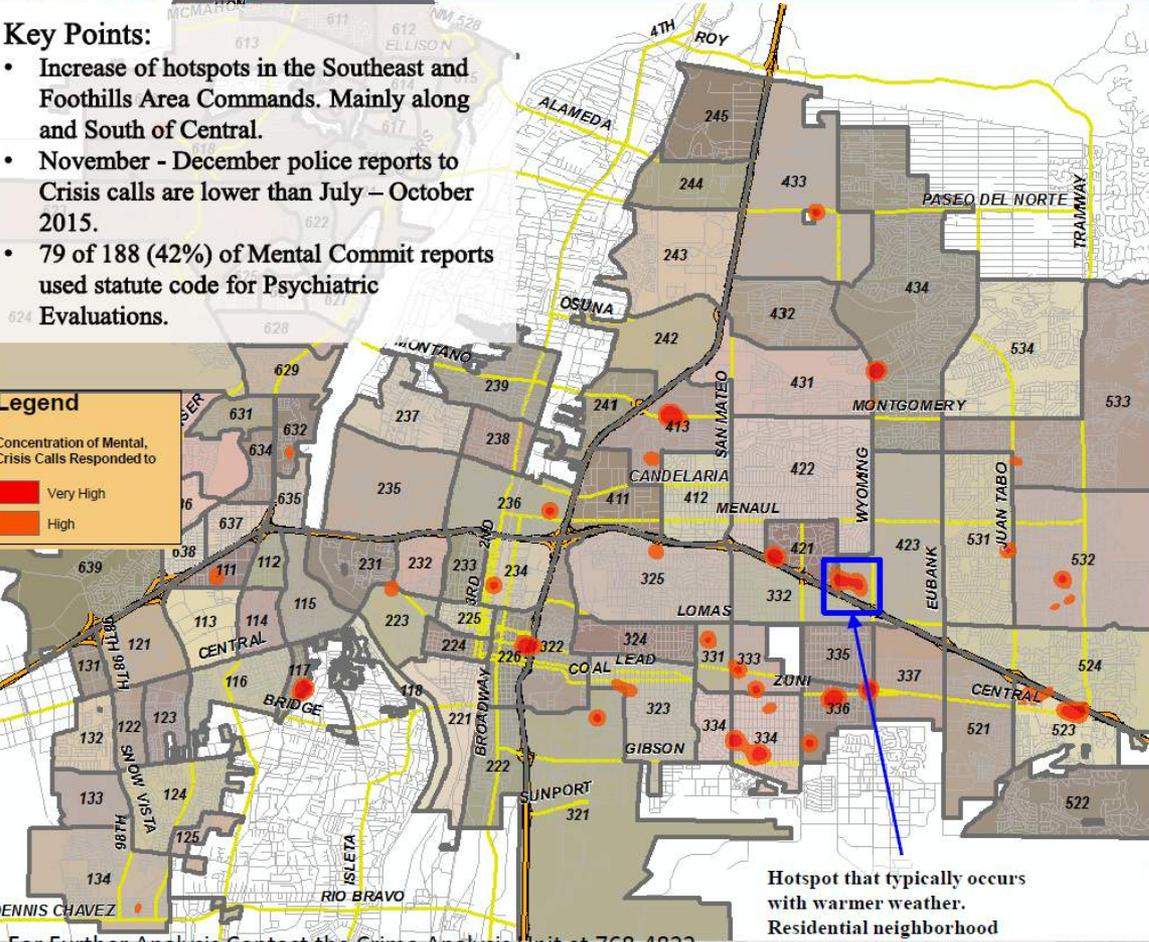
## Key Points:

- Increase of hotspots in the Southeast and Foothills Area Commands. Mainly along and South of Central.
- November - December police reports to Crisis calls are lower than July – October 2015.
- 79 of 188 (42%) of Mental Commit reports used statute code for Psychiatric Evaluations.

**Legend**

Concentration of Mental, Crisis Calls Responded to

- Very High
- High



Hotspot that typically occurs with warmer weather. Residential neighborhood

For Further Analysis Contact the Crime Analysis Unit at 768-4822

Reports	July 2015	August 2015	September 2015	October 2015	November 2015	December 2015	January 2016	February 2016
Crisis Calls Responded to	44	45	55	55	30	27	30	25
Mental Commit	20	179	162	194	151	197	197	163
<b>Total</b>	<b>264</b>	<b>224</b>	<b>217</b>	<b>249</b>	<b>181</b>	<b>224</b>	<b>227</b>	<b>188</b>

Beat	Count										
111	3	221	1	321	5	413	8	521	2	613	1
112	2	222	1	322	3	421	4	523	9	614	1
114	1	223	2	323	3	422	3	524	6	616	2
116	1	226	4	325	5	423	10	531	6	618	1
117	4	231	2	331	3	431	3	532	7	619	2
121	1	232	1	333	4	432	1	533	4	624	2
122	3	234	2	334	10	433	3	534	3	625	1
124	1	235	2	335	3	434	6			628	2
132	1	236	2	336	9					629	1
133	1	238	1	337	3					632	2
134	6	239	1							634	1
		244	1							635	1
		245	1							636	1
										638	2

**CIT Transports:**  
**143**



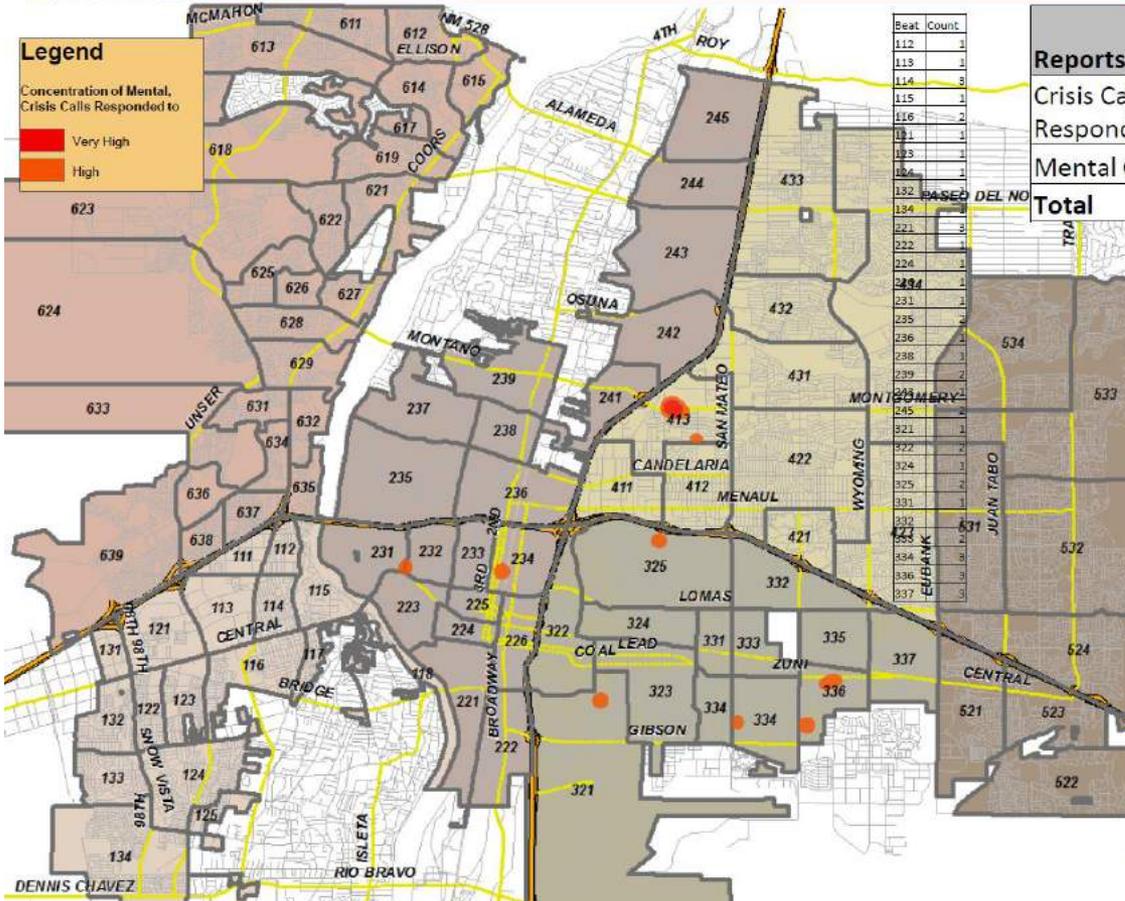
# CIT Hotspots & Tables - (March 1-14, 2016) Police Reports

## Legend

Concentration of Mental, Crisis Calls Responded to

Very High

High



## Reports

Crisis Calls Responded to  
Mental Commit

## Total

Last 7 Days	Mar. 1-14, 2016
34	43
27	60
<b>61</b>	<b>103</b>

CIT Transports (March. 1-8):

42

Beat	Count	Beat	Count
112	1	411	1
113	1	412	4
114	3	413	2
115	1	422	3
116	2	423	8
121	1	431	3
123	1	432	1
124	1	434	2
132	1	521	3
134	1	523	3
221	3	524	2
222	1	531	1
224	1	532	6
226	1	533	2
231	1	534	3
235	2	611	1
236	1	612	1
238	1	613	1
239	2	616	1
243	1	621	1
245	2	627	1
321	1	629	2
322	2	635	1
324	1	636	1
325	2	639	1
331	1		
332	2		
334	3		
336	3		
337	3		

For Further Analysis Contact the Crime Analysis Unit at 768-4822

# Power of an Analyst: Data Consistency

- **Field versus narrative**
  - Was a weapon used?
  - Type of weapon?
- **Knowing nuances of data**
  - 'Transport to'
    - Better accuracy if using CAD data vs. police reports
    - Transport locations are entered differently or not at all.
      - UNMH or UNM Psych or UNM Children's or UNM Mental Health
- **Currency of fields**
  - NM State Statute of Mental Commit
    - Officers can only recommend a psychiatric evaluation
  - Attempted Suicide versus Suicide
  - Naming conventions

# Power of an Analyst: Education

- **Reporting standards**
  - What your crime analyst needs
    - Transport location name specified
    - Other necessary data
      - Veteran?
- **Annual training**
  - Resources available
  - How to read a crime analysis hotspot map
  - Importance of filling out fields available
  - Use correct incident type

## **APD Uses Data To:**

**To Continually Improve The Training,  
Safety and Effectiveness Of Police  
Officers Dealing With Individuals In  
Crisis**

# APD CIU Understands Why Data Is Crucial

Data can be used:

- To highlight and address deficiencies in training and interactions between law enforcement and people in crisis.
- To show which community programs are efficient or deficient and help guide government funding options.
- To highlight the importance of including community perspectives in training.
- To serve as the basis for Case-Based Learning.



# **Training Based On Community Involvement and Perspective Is Crucial**

***“Law enforcement training has been isolated and in-agency. We work for our community and should adapt to their values and needs. This creates buy-in and community ownership, reduces negative views and gains advocate support. We may overlook simple ideas because they are not based in the law enforcement model of thinking and training. CIT is a community program and not just an in-house training.”***

**CIU Detective Mathew Tinney**

# CIU's Detectives Use Case-Based Learning To Share Their Knowledge and Experience With Other Officers

## CIU Detectives:

- Handle cases involving people who come in frequent contact with field officers.
- Have intimate knowledge of community systems and services.
- Can translate provider jargon to officers for a better understanding.
- Test skills and theories of communication daily and use personal experience to describe how to use the techniques.
- Review high profile and use of force cases with individual living with a mental illness and conduct follow up giving them first hand knowledge of what worked and did not work in the interaction.
- Better understanding of how hospital admission and law works from actual usage.
- Use of real cases creates acceptance and buy-in from field officers
- Are on-call to staff cases and work side-by-side with field officers.



## The CIT Knowledge Network

1/13/2016

0 Comments

On Tuesday (12th) UNM's ECHO hosted a training for eight law enforcement agency in New Mexico. This exciting project will give law enforcement across the state access to ongoing training and medical professionals to staff cases with. This is an innovative approach to CIT policing that we have been part of from the inception. We are very excited that ECHO was receptive to the idea of allowing a CIT clinic in their program. We will post more as it develops.

## Blog

### Ask a Doc - Ask a Cop: The Mental Health Minute

The Crisis Intervention Team, Inc. brings you education, conversations and perspectives on mental illness.

[E-mail Ask@goCIT.org](mailto:Ask@goCIT.org)



[RSS Feed](#)



**Project ECHO: A Revolution in Medical Education and Care Delivery**

Project ECHO is a lifelong learning and guided practice model that revolutionizes medical education and exponentially increases workforce capacity to provide best practice specialty care and reduce health disparities. The heart of the ECHO model™ is its hub-and-spoke knowledge-sharing networks, led by expert teams who use multi-point videoconferencing to conduct virtual clinics with community providers. In this way, primary care doctors, nurses, and other clinicians learn to provide excellent specialty care to patients in their own communities.

# CIU Detectives Are Using Innovative Ways To Provide Case-Based Learning When and Where Partners Need It.

## **APD Uses Data To:**

**To Address The Requirements Of The  
City Of Albuquerque And Department  
Of Justice Agreement**

# Federal Interventions At Police Departments (1994-2015)

## AGREEMENTS BY STATE



*“Since the Justice Department began investigating civil rights violations by police in 1994, it has forced 25 police departments to reform under the watch of independent monitors.”*

*The Washington Post, 2015*

**Orange** = Patterns of excessive force

**Blue** = Other civil rights violations

## **Crisis Intervention Is Critical For Albuquerque**

*“To maintain high-level, quality service; to ensure officer safety and accountability; and to promote constitutional, effective policing, APD agrees to minimize the necessity for the use of force against individuals in crisis due to mental illness or a diagnosed behavioral disorder and, where appropriate, assist in facilitating access to community-based treatment, supports, and services to improve outcomes for the individuals. APD agrees to develop, implement, and support more integrated, specialized responses to individuals in mental health crisis through collaborative partnerships with community stakeholders, specialized training, and improved communication and coordination with mental health professionals.”*

## DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit

129. APD shall collect data on the use of crisis intervention certified responders and CIU. This data will be collected for management purposes only and shall not include personal identifying information of subjects or complainants. APD shall collect the following data:

- a) date, shift, and area command of the incident;
- b) subject's age, race/ethnicity, and gender;
- c) whether the subject was armed and the type of weapon;
- d) whether the subject claims to be a U.S. military veteran;
- e) name and badge number of crisis intervention certified responder or CIU detective on the scene;
- f) whether a supervisor responded to the scene;
- g) techniques or equipment used;
- h) any injuries to officers, subjects, or others;
- i) disposition of the encounter (e.g., arrest, citation, referral); and
- j) a brief narrative of the event (if not included in any other document).

## DOJ & ABQ Settlement Agreement D: Crisis Prevention

137. APD shall collect and analyze data to demonstrate the impact of and inform modifications to crisis prevention services. This data will be collected for management purposes only and shall not include personal identifying information of subjects or complainants. APD shall collect the following data:

- a) number of individuals in the COAST and CIU case loads;
- b) number of individuals receiving crisis prevention services;
- c) date, shift, and area command of incidents or follow up encounters;
- d) subject's age, race/ethnicity, and gender;
- e) whether the subject claims to be a U.S. military veteran;
- f) techniques or equipment used;
- g) any injuries to officers, subjects, or others;
- h) disposition of the encounter (e.g., arrest, citation, referral); and
- i) a brief narrative of the event (if not included in any other document).

## DOJ & ABQ Settlement Agreement C: Crisis Intervention Certified Responders and Crisis Intervention Unit

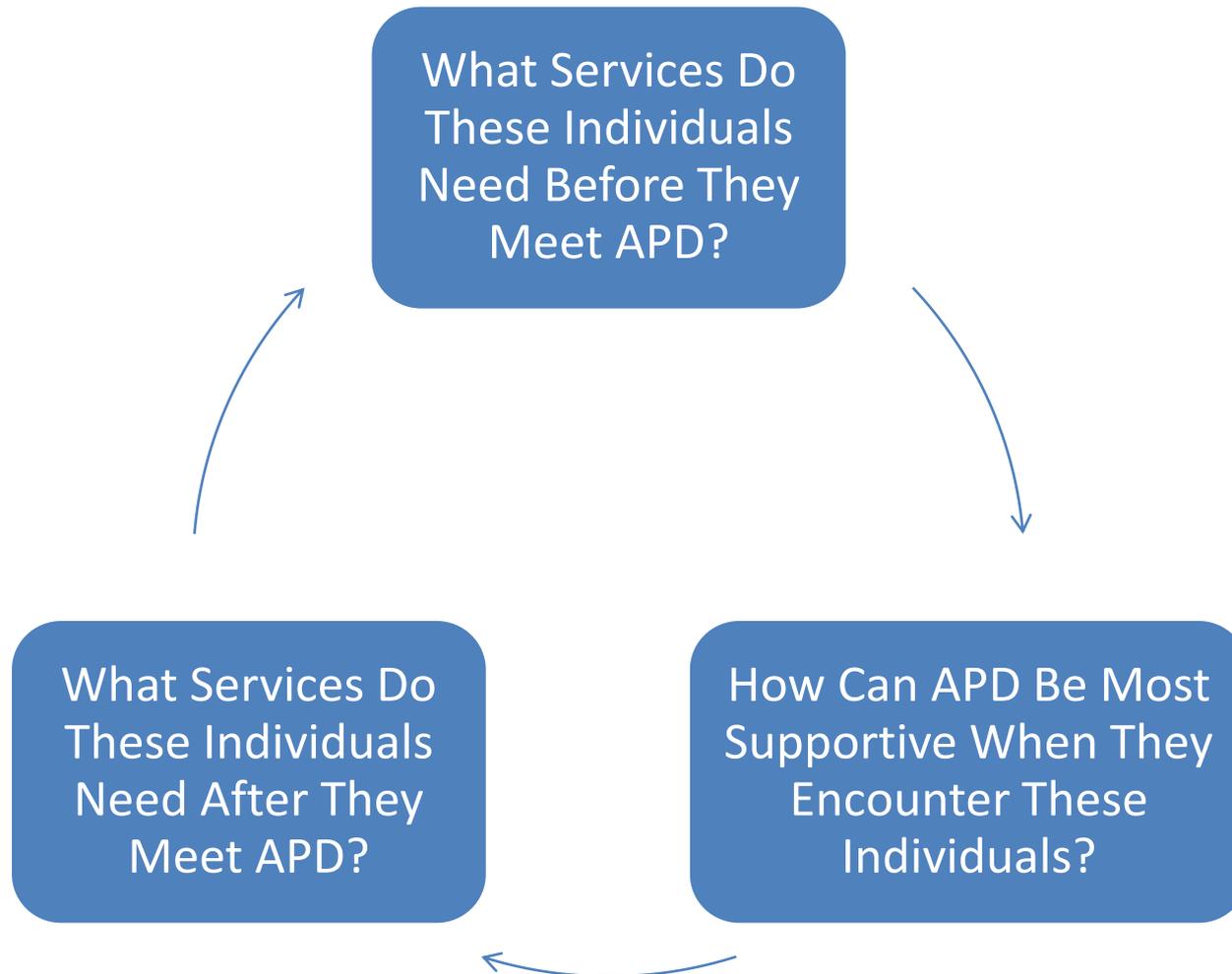
130. APD will utilize incident information from actual encounters to develop case studies and teaching scenarios for roll-call, behavioral health, and crisis intervention training; to recognize and highlight successful individual officer performance; to develop new response strategies for repeat calls for service; to identify training needs for in-service behavioral health or crisis intervention training; to make behavioral health or crisis intervention training curriculum changes; and to identify systemic issues that impede APD's ability to provide an appropriate response to an incident involving an individual experiencing a mental health crisis.

# **Mental Health Response Advisory Committee Monthly Report**

## **Table Of Contents**

- 1. Crisis Intervention Unit Organizational Chart**
- 2. Key Data In This Report**
  - I. Number of Individuals On CIU case load.**
    - i. Individual's age, race/ethnicity, and gender.**
    - ii. Were Individuals U.S. military vets?**
    - iii. Use of force during follow-up encounters.**
  - II. Number of Individuals on the COAST case load.**
    - i. Individual's age, race/ethnicity, and gender.**
    - ii. Were Individuals U.S. military vets?**
    - iii. Use of force during follow-up encounters.**
  - III. Initial CIT-Related Encounters With APD Field Officers**
    - i. Date, shift and area command.**
    - ii. Disposition of initial encounter (e.g. arrest, resolution, referral).**
    - iii. Subject's age, race/ethnicity, and gender.**
    - iv. Was subject armed & type of weapon?**
    - v. Was subject U.S. military vet?**
    - vi. Did a supervisor respond to the initial scene?**
    - vii. Technique or equipment used during initial encounter.**
    - viii. Any injuries to officers, subjects or others during initial encounter.**
    - ix. Use of force during initial encounter.**
- 3. Exploratory Data Analyses: Findings To Consider**

# How Do We Build A Community-Wide Behavioral Health System That Will Keep Individuals Experiencing Mental Health Crisis From Encountering APD In The First Place Or Becoming Repeat Cases?



# Kendra's Law

The image is a screenshot of a news article from KRQE NEWS 13. The top navigation bar includes 'WATCH LIVE', 'NEWS', 'WEATHER', 'SPORTS', '13 INVESTIGATES', 'TRAFFIC-CAMS', and 'REPORTS'. The article title is 'DOJ findings spark talks about Kendra's Law'. The author is Crystal Gutierrez, with a publication date of April 11, 2014, and an update date of August 10, 2015. The main content area features a video player with a play button and a quote: 'A significant amount of force we reviewed was used against persons with mental illness and ones in crisis.' The background of the video player shows a document with text, including 'Internal Affairs Policy, 3-47-2(A)(2)' and 'Early Intervention System Policy, 3-49'.

**KRQE NEWS 13**

WATCH LIVE NEWS WEATHER SPORTS 13 INVESTIGATES TRAFFIC-CAMS REPORTS

## DOJ findings spark talks about Kendra's Law

By Crystal Gutierrez  
Published: April 11, 2014, 6:35 pm | Updated: August 10, 2015, 12:37 pm

**DOJ findings sparks talks about Kendra's Law**

**"A significant amount of force we reviewed was used against persons with mental illness and ones in crisis."**

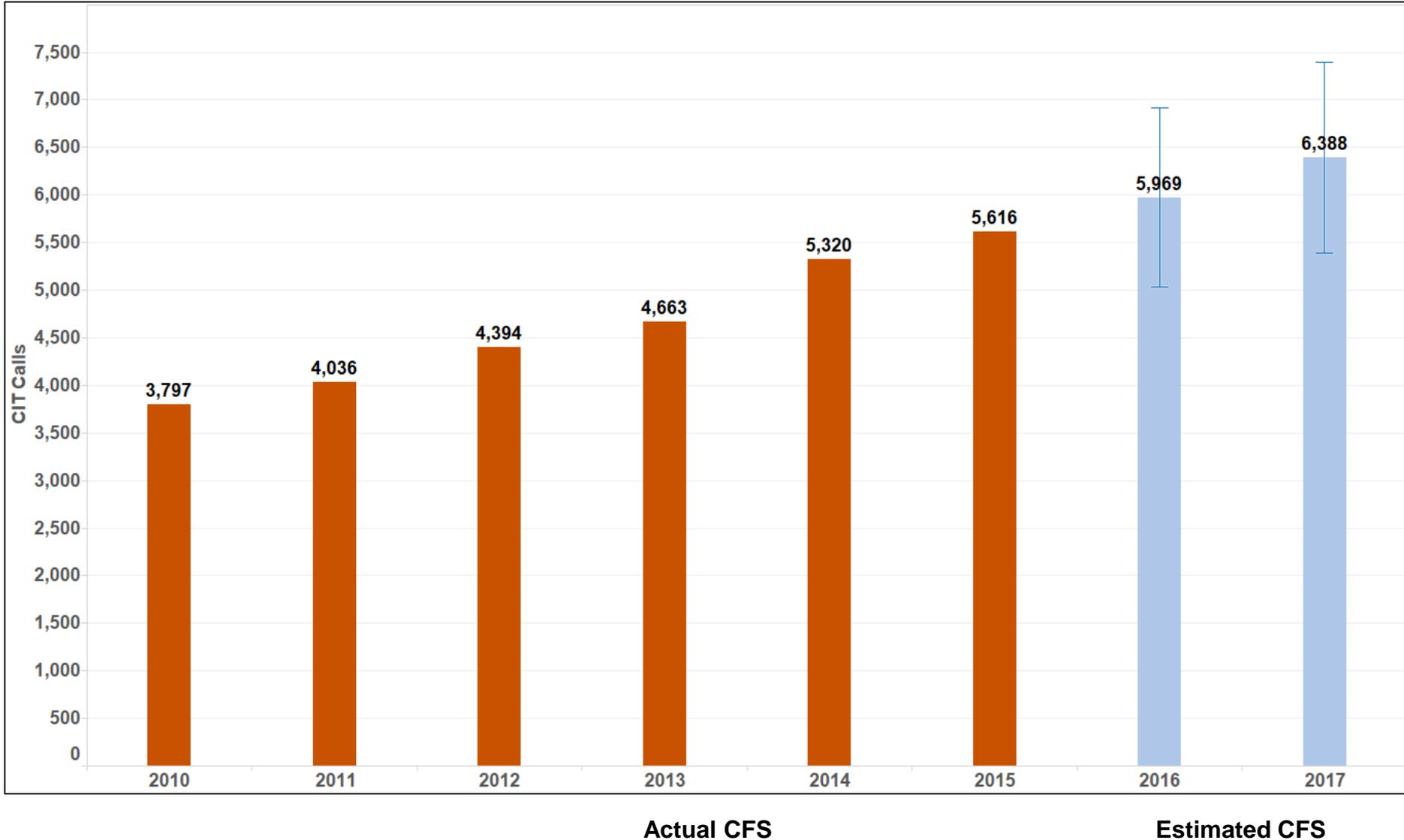
*officers who have been...  
process. The threshold of 25...  
of force, or a combination of 25...  
missing cases - as well as...  
APD's early intervention system...  
ing system, injuries, sick days and other...  
The department is also not using the early intervention process in the way it was...  
intended, which is to disrupt patterns of problematic behavior. We reviewed a sampling of the...  
early intervention files and found lacking documentation, significant errors, and a failure of...  
supervisors to discuss underlying incidents with officers. The review also found errors, and...  
alleged because of multiple force incidents did not result in a meeting with the officer. Many of...  
many made no mention of supervisors having discussed the incidents with the officer. Many of...  
the reports were so vague that it was difficult to discuss what was discussed with the officer in...  
the meeting. We question the effectiveness of such meetings.*

*Internal Affairs Policy, 3-47-2(A)(2)  
Early Intervention System Policy, 3-49*

<http://krqe.com/2014/04/11/doj-findings-spark-talks-about-kendras-law/>

**Where Do We Go From Here?**

# The Number Of CIT-Related Calls For Service Has Increased 47.9% Since 2010. It Is Very Likely Those Calls Will Continue To Increase



# Albuquerque's Agenda For Improving Mental Health Services

Concrete Steps	Status	Impact Analyses
Passage of an Assisted Outpatient Treatment Law.	Passed in 2016	Needs To Be Conducted
Development of a robust system Including identifying patients most at risk, development of mobile crisis teams, expanding Assertive Community Treatment teams, and piloting Community Engagement Teams.	In Process	Needs To Be Conducted
Better coordination of care among the city of Albuquerque, Bernalillo County, behavioral health services, primary care sites and a crisis triage center.	In Process	Needs To Be Conducted
Closure of the gaps in the continuum of care by rebuilding intensive outpatient services, residential treatment, partial hospital and respite programs and other resources which have been dramatically reduced of the past 10 years.	In Process	Needs To Be Conducted
Administrative changes including updating the NM Mental Health Code to allow for better treatment coordination between the legal system, health care providers, law enforcement and first responders.	In Process	Needs To Be Conducted
Review of reimbursement and regulatory guidelines to allow for the flexibility needed to maximize existing services and increase capacity.	In Process	Needs To Be Conducted
Support for programs that work including Albuquerque Heading Home which provides housing for the homeless.	In Process	Needs To Be Conducted

Source: Mayor R. J. Berry. Editorial In The Albuquerque Journal, October 19, 2015

# Crisis Intervention In Albuquerque: The Future

## What Data Need To Be Developed?

- Outcome and Effectiveness Indicators From Follow-Up Units, Techniques And Approaches
- Indicators Of Training Effectiveness
- Perceptions About Interactions From Both Those Living With Mental Illness and From Police Officers

## What Practices Need To Be Improved?

- Data Definitions
- Data Collection
- Record Maintenance
- Program Buy-In From All Areas Of The Department
- Sharing Of Information Both Within The Department And Among Other Key Community Partners

## What Policies Need To Be Developed?

- Clear Guidelines On How:
- Detectives, COAST And Field Officers Should Do To Collect And Maintain Better Data
  - Dispatch And Other Call Takers Should Collect And Maintain Data
  - Mental Health Providers And Emergency Facilities Collect And Maintain Data On Law Enforcement Interactions

# Better Data Means Harder Questions



Harder Questions

**How Do We Get Law Enforcement, Advocates, The Mental Health Community And Policy Makers To Work Together?**

**What Is The Impact Of Our Practices, Policies And Procedures?**

**What Are The Interactions Between Law Enforcement and Individuals Living With Mental Illness?**

Better Data



**What Are Your Data Questions?**  
**What Are Your Policy Questions?**  
**What Are Your Political Questions?**

# Contact Information

**Lt. Glenn St. Onge**  
**(505) 924-6007**  
**gstonge@cabq.gov**

**Sarah Masek**  
**(505) 768-4822**  
**smasek@cabq.gov**

**Peter Winograd**  
**(505) 340-5664**  
**peter.winograd.nm@gmail.com**