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ALBUQUERQUE COMMUNITY SAFETY DEPARTMENT (ACS)

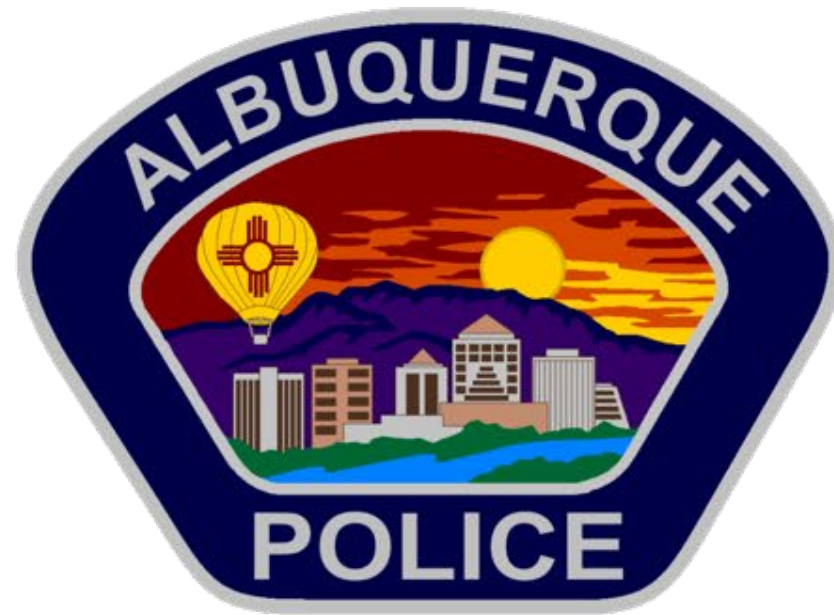
THE RIGHT RESPONSE AT THE RIGHT TIME

*City of Albuquerque Mayor Tim Keller
ACS Director Jodie Esquibel*



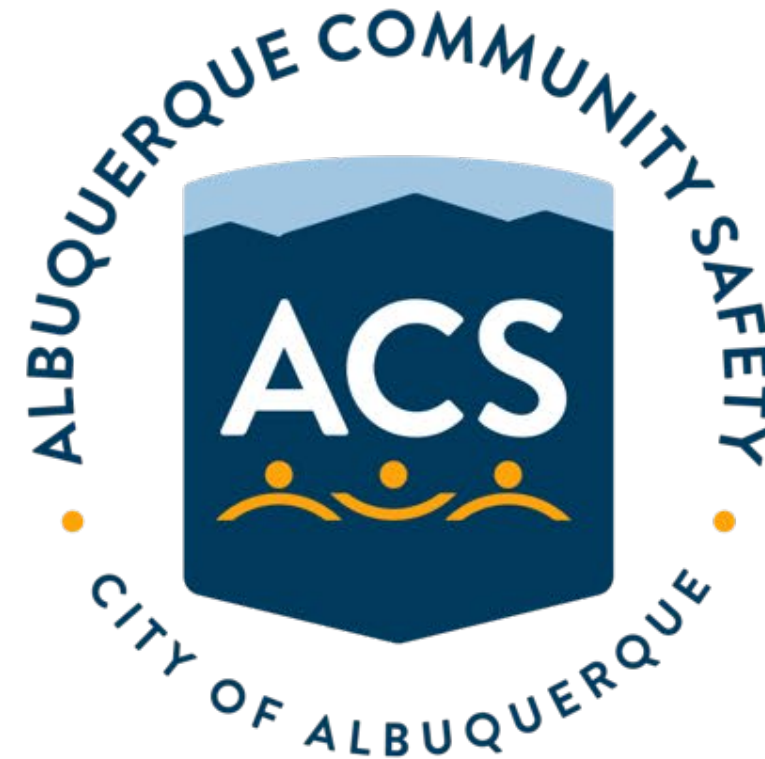
Albuquerque's First Responder System

EST. 1880



Law enforcement and
violent/life-threatening
situations

EST. 2021



Mental health, substance use,
homelessness, and other non-
criminal/non-medical issues

EST. 1900



Fires and emergency
medical needs

CABQ.GOV/ACS

ESTABLISHING ACS

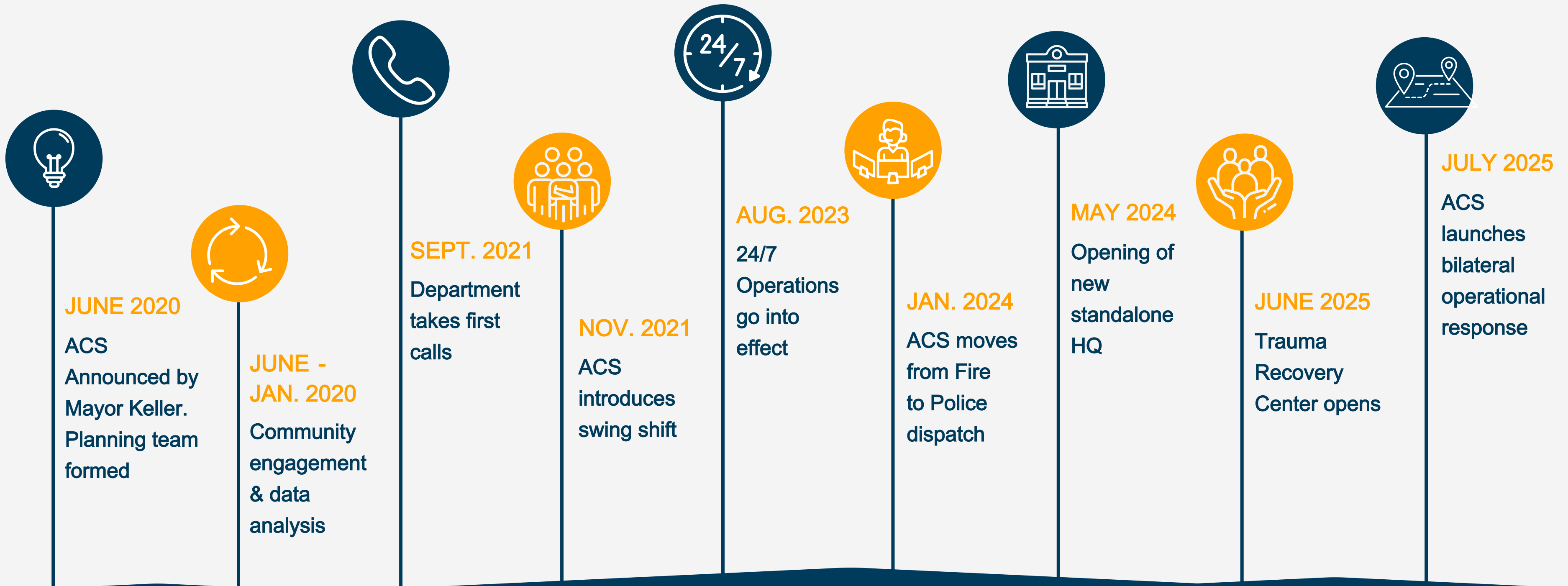


Leveraging political will into action

- Community calls for action
- Mayoral vision
- City Council support
- Police leadership buy-in



CREATING A NEW DEPARTMENT

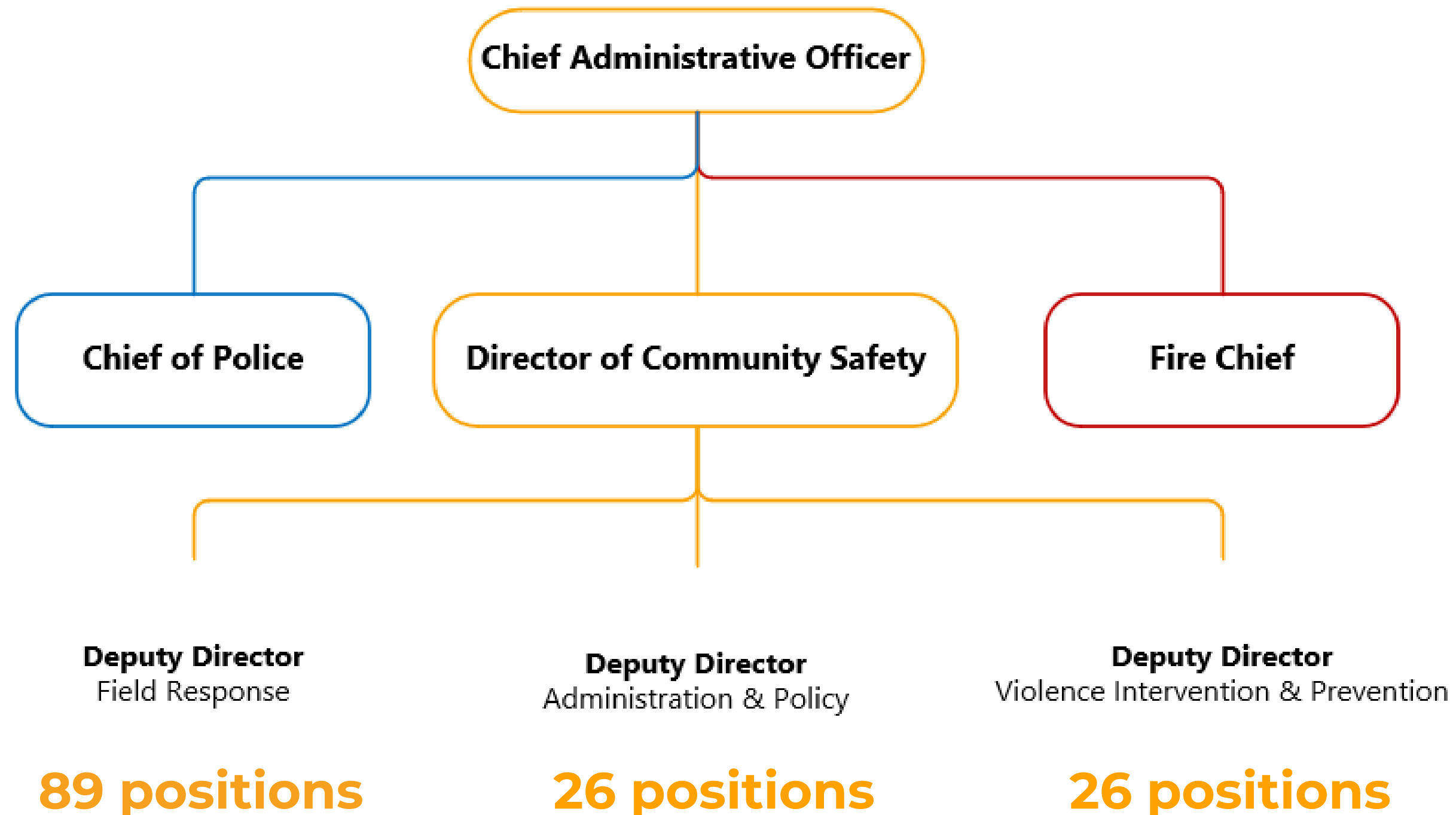


HIRING THE RIGHT PEOPLE



141 total positions

\$17.9M annual budget



FIELD RESPONSE



Mobile Crisis Team Clinicians

High acuity co-response with APD



Behavioral Health Responders

Mid to low-acuity behavioral health calls



Community Responders

Lower acuity, non-criminal calls for service



Street Outreach Responders

Targeted street outreach to vulnerable populations and encampments



VIOLENCE INTERVENTION & PROGRAM



Violence Intervention Program

Work with police to interrupt cycles of violence



School-Based VIP

Work with at-risk students who may get involved in violence



Community-Oriented Response & Assistance (CORA)

Community healing after traumatic events

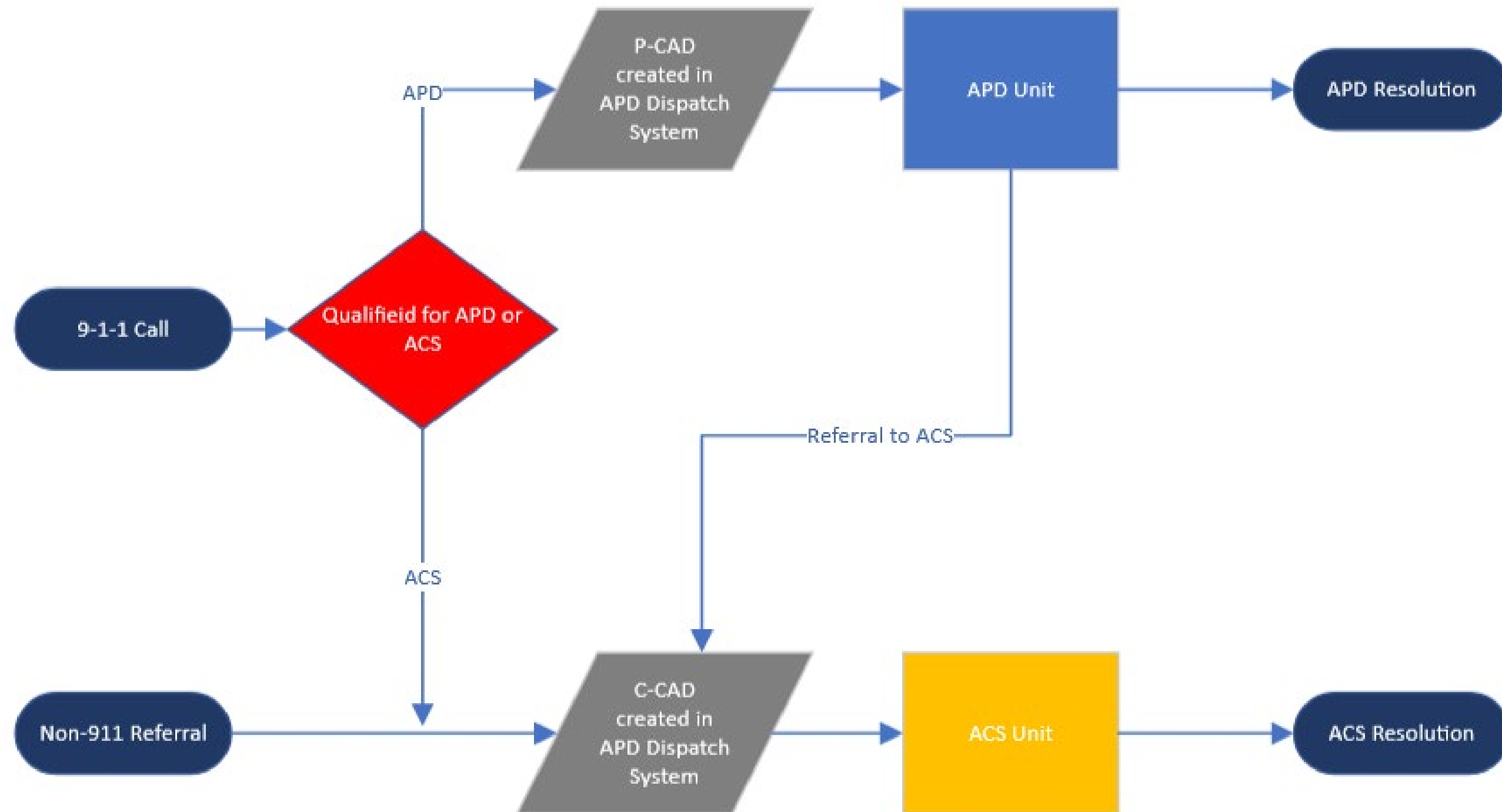


Opioid Education & Prevention

Offer resources, including Narcan, to individuals caught in the cycles of opioid abuse



DISPATCH PROCESS



QUALIFYING CALLS FOR ACS



General ACS Criteria

- Call fits identified ACS- eligible call type; **AND**
- There is no immediate medical need; **AND**
- There is low risk to Responder safety;* **OR**
- An officer is requesting ACS assistance

*Responder Safety Considerations

- Individual displaying aggressive behavior **is not** disqualifying.
- Individual in possession of, or with access to, weapons **is not** disqualifying.
- Individual actively brandishing weapons in a manner that has already or may result in harming self or others **is** disqualifying.

ACS- ELIGIBLE CALL TYPES

Behavioral Health Issue

Disturbance

Message for Delivery

Panhandler

Wellness Check

Suicidal Ideation

Suspicious Person

Unsheltered Individual

Welfare Check

KEEPING RESPONDERS SAFE



Training for safety:

2%

of calls are sent back to APD by
Responders for safety concerns

The right response:

1%

result in a police callout either for
safety or law enforcement issue





THE IMPACT ON COMMUNITY

In nearly 4 years
of operation:

ACS HAS RESPONDED TO OVER

114,000

CALLS FOR SERVICE



660

Average number of calls
diverted from police each week

1 in 6

ACS calls result in a warm
handoff to a service provider

83%

of calls ACS calls are
diverted from APD



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