Bernalillo County Behavioral Health Initiative: Mobile Crisis Teams Calls For Service February 2018 thru July 2019

August 2019

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Prepared for:

Bernalillo County Department of Behavioral Health Services

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Introduction

Mobile Crisis Teams (MCT) in Bernalillo County, New Mexico are designed to improve the outcomes of 911 police calls for service (CFS) in which an individual is having a behavioral health crisis by having both an officer and licensed clinician respond to the crisis.

The following reviews CFS data between February 2018 and July 2019 from the Bernalillo County Sheriff's Office (BCSO) and the Albuquerque Police Department (APD). Within this time period Bernalillo County and the City of Albuquerque have funded six MCTs which have been dispatched to a total of 3,514 CFS.

Because the data has been provided separately by BCSO and APD, the data by department contains slightly different information, and the data has varied slightly over the time period by department. As such, the following tables may report on different subsets of the calls for service. This will be noted when it occurs. We are working with each department to more completely standardize the information.

There were 3,308 unique CFS dispatched, and 2,556 CFS with an arrival on scene time. The unique CFS excludes 206 calls for which two MCTs were dispatched. We believe the majority of these calls were CFS during which one team was training with another team. When more than one team was dispatched to a call, we included the team with the earlier on scene arrival time.

Approximately 77% of the unique calls for service with an MCT dispatched had an MCT arrival on scene time. Currently we have a limited understanding of why approximately 23% of all unique dispatched CFS do not have an on scene time. One reason is because the call is cancelled before they become enroute to the scene (5.4%). We have also been told there are issues in reporting on scene times when MCTs are working across agencies and some calls are cancelled enroute due to developing situations on scene or if the time until the arrival of an MCT is too long for the first responding officers to wait.

Table 1 Calls for Service		
Dispatched Calls for Service	Unique Calls for Service	Unique Calls for Service with an MCT On Scene Time
3,514	3,308	2,556

APD has four MCTs (MCT 2, MCT 4, MCT 5, and MCT 6) and BCSO has two MCTs (MCT 1 and MCT 3). These teams came online at different times during the reporting period and have different work schedules. Table 2 reports the work schedule for each team at the time of this report including the time and days of the week they work from February 2018 to July 2019. Both BCSO teams started in February 2018 while APD's MCT 2 started a month later in March 2018, MCT 4 began work in May 2018, and MCT 5 and 6 began officially working in June 2019. There are at least two teams working each day and teams typically begin work in the late morning to the early afternoon and work into the evening hours.

Table 2 Working Times by MCT				
Team	Department	Beginning Month	Shift	Days of the Week
MCT 1	BCSO	February 2018	10 a.m. - 8 p.m.	Monday - Thursday
MCT 3	BCSO	February 2018	1 p.m. - 11p.m.	Wednesday - Saturday
MCT 2	APD	March 2018	11 a.m. - 9 p.m.	Monday - Thursday
MCT 4	APD	May 2018	12 p.m. - 10 p.m.	Thursday - Sunday
MCT 5	APD	June 2018	10 a.m. - 8 p.m.	Wednesday – Saturday
MCT 6	APD	June 2018	10 a.m. - 8 p.m.	Sunday - Wednesday

Table 3 reports additional detail on the days of the week each MCT team works. MCTs typically work four days a week on ten-hour shifts. Days worked is indicated by the table cell being gray. MCT 1 and MCT 2 work on the same days (Monday – Thursday), MCT 3 works Wednesday through Saturday, MCT 4 works Thursday through Sunday, MCT 5 works Wednesday through Saturday, and MCT 6 works Sunday through Wednesday. Most teams work on Wednesday and Thursday (5), and Saturday and Sunday have the least teams working (2)

Table 3 Working Days of the Week by MCT							
Team	Department	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
MCT 1	BCSO		▓	▓	▓	▓		
MCT 3	BCSO				▓	▓	▓	▓
MCT 2	APD		▓	▓	▓	▓		
MCT 4	APD	▓				▓	▓	▓
MCT 5	APD				▓	▓	▓	▓
MCT 6	APD	▓	▓	▓	▓			

Table 4 reports the number of calls for service for each team during the reporting period. MCT 2 accounted for the largest number and percent of calls for service at 37.2%. For the remainder of the report MCTs 5 & 6 are combined.

Table 4 Count of Calls for Service by MCT			
Team	Department	Count	Percent
MCT 1	BCSO	754	21.5
MCT 3	BCSO	511	14.5
MCT 2	APD	1,308	37.2
MCT 4	APD	804	22.9
MCT 5/6	APD	137	3.9

Table 5 reports detailed information about the calls dispatched, calls with an on scene MCT, the total number of shifts, the average number of dispatches by shift and average number of calls on scene by shift. APD's MCTs are on average dispatched more per shift and are on scene more per shift than BCSO MCTs.

Table 5 MCT Calls for Service, On Scene Calls, Shifts, and Averages					
	Total Calls Dispatched	Total Calls On Scene	Total Shifts	Average Dispatches by Shift	Average Calls On Scene by Shift
MCT 1	754	380	260	2.9	1.5
MCT 3	511	294	237	2.2	1.2
MCT 2	1,308	1,190	301	4.3	4.0
MCT 4	804	726	209	3.8	3.5
MCT 5 & 6	137	120	41	3.3	2.9
Total	3,514	2,710	1,048	3.4	2.6

Figure 1 reports MCT total dispatches by team and month. The largest number and percent of MCT CFS occurred in September 2018.

Figure 1
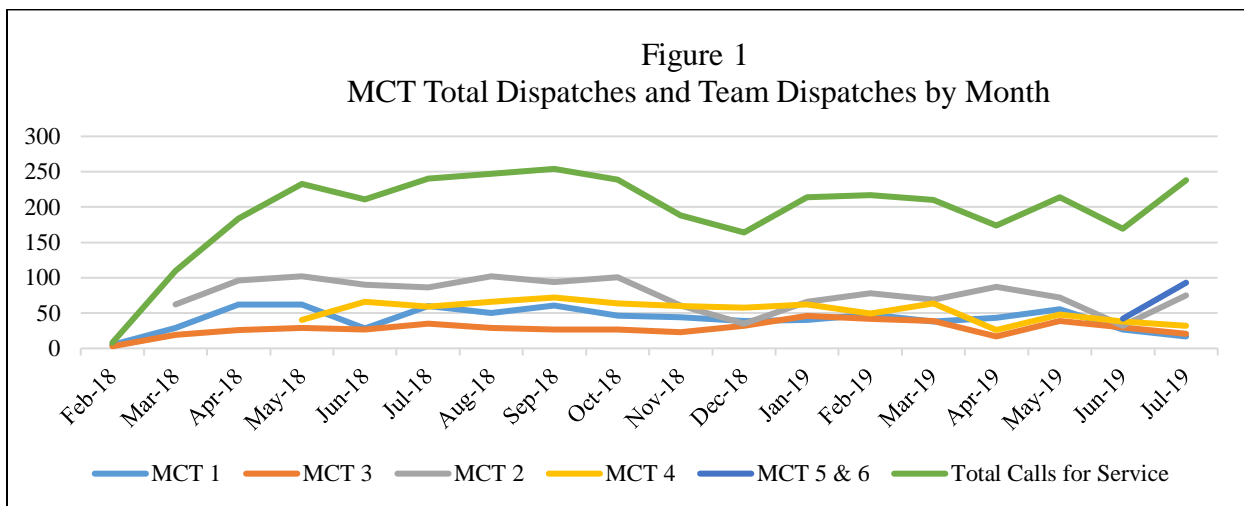MCT Total Dispatches and Team Dispatches by Month

Table 6 reports CFS by MCT and the day of the week. The most CFS occurred on Wednesday followed by Thursday. Because five teams work on both days this is not surprising.

Table 6 MCT Calls for Service by Team and Day of the Week							
	BCSO		APD				
	MCT 1	MCT 3	MCT 2	MCT 4	MCT 5/6	Total	
	Count	Count	Count	Count	Count	Count	Percent
Sunday	0	19	1	193	8	221	6.3
Monday	200	313	2	29	41	585	16.6
Tuesday	218	303	2	41	34	598	17.0
Wednesday	183	320	131	49	34	717	20.4
Thursday	151	238	108	154	16	667	19.0
Friday	0	58	137	173	3	371	10.6
Saturday	2	57	130	165	1	355	10.1
Total	754	1,308	511	804	137	3,514	100

Table 7 reports the MCT CFS by team and the time of day. The largest number of CFS start times occurred between 11 a.m. to 3 p.m. followed by 7 p.m. to 11 p.m.

Table 7 MCT Calls for Service by Team and Time of Day							
	BCSO		APD				
	MCT 1	MCT 3	MCT 2	MCT 4	MCT 5/6	Total	
	Count	Count	Count	Count	Count	Count	Percent
3 a.m. - 7 a.m.	0	2	13	5	2	22	0.6
7 a.m. - 11 a.m.	150	5	185	70	32	442	12.6
11 a.m. - 3 p.m.	316	111	569	292	72	1,360	38.7
3 p.m. - 7 p.m.	263	243	454	315	28	1,303	37.1
7 p.m. - 11 p.m.	24	148	86	122	3	383	10.9
11 p.m. - 3 a.m.	1	2	1	0	0	4	0.1
Total	754	511	1,308	804	137	3,514	100.0

Figure 2 reports MCT calls for service by day of week and time of day. Five MCTs work on Thursday and Wednesday, three work on Monday, Tuesday, Friday, and Saturday, and two work on Sundays. The number of calls for service appears to partly related to the number of teams working on the day with Wednesday and Thursday experiencing the most calls for service and Sunday the fewest. Monday, Tuesday, Friday and Saturday each have three teams working and Friday and Saturday each account for approximately 50% fewer calls for service compared to Monday and Tuesday. This difference deserves further study.

Figure 2
MCT Calls for Service
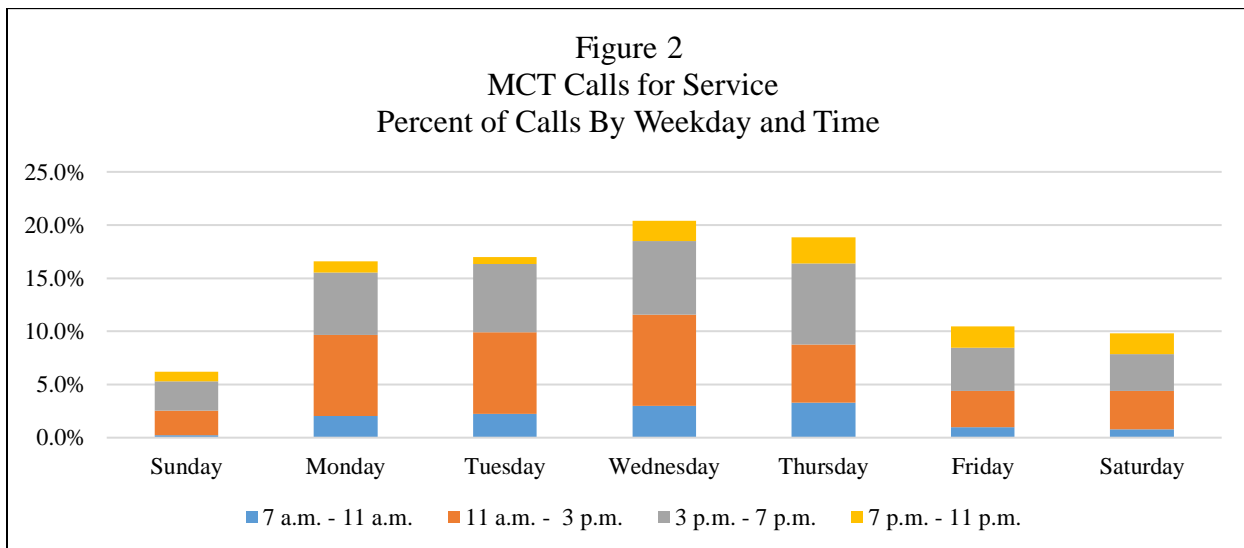Percent of Calls By Weekday and Time

Table 8 combines BCSO and APD calls for service call types and reports calls for service by type of calls. Because the call types differed by agency the following table is the best approximation of combining the two code systems. One example of the differences between the call systems is for suicide calls, for BCSO suicide calls are given 3 code numbers 10-43-1, 10-43-1T, and 10-43-1A and APD lists suicide has a single code number 10-43-1. For a full list of how the code types have been combined see Appendix A. Suicide and behavioral health calls made up 49% of all MCTs CFS. This was followed by welfare check calls (11.2%), other calls (13.1%), and property crime calls (9.9%). These five call types accounted for 83.2% of all calls for service.

Table 8 CFS Code Types by MCT							
	BCSO		APD				
	MCT 1	MCT 3	MCT 2	MCT 4	MCT 5/6	Total	
	Count	Count	Count	Count	Count	Count	Percent
Behavioral Health	229	185	154	125	35	728	20.7
Contact	32	8	86	62	43	231	6.6
Property	50	28	170	93	8	349	9.9
Suicide	201	176	351	261	5	994	28.3
Suspicious	13	3	141	62	10	229	6.5
Violent	14	6	58	44	8	130	3.7
Welfare Check	76	32	171	104	9	392	11.2
Other	139	73	177	53	19	461	13.1
Total	754	511	1,308	804	137	3,514	100

The following set of tables report on the time between call events. The calls for service data include several distinct events listed and described in Table 9 and then reported in the following set of tables in a variety of ways. This includes the average number of minutes for all calls for service by MCT by call event and the average number of minutes for common calls for service such as behavioral health calls, suicide calls for service, and welfare check calls for service by MCT by call event.

Table 9 Call for Service Events Descriptions	
Event	Description
Start	This is the time the call for service is logged as starting by Emergency Communications.
Dispatch	This is the time the MCT unit is requested to go to the scene of the call for service.
Enroute	This is the time the MCT unit leaves to the scene of the call for service.
On scene	This is the time the MCT unit arrives at the scene of the call for service.
Clear	This is the time the MCT is cleared to leave the scene of the call for service.
Total Time	This is the total time of the call for service and is a sum of the events listed above.

Table 10 reports the average time in minutes by each of the call events for an MCT CFS. On average, BCSO MCTs (MCT 1 and MCT 3) took 11.4 more minutes to arrive on scene from being enroute compared to APD MCTs (MCT 2, MCT 4, MCT 5, and MCT 6). For a further breakdown of CFS events across the three most frequent call types for MCTs see Appendix B.

Table 10 Average Time in Minutes by Call Event by MCT							
	Call Start until Call Clear	Call Start until MCT Dispatch	MCT Dispatch until Call Clear	MCT Dispatch until Enroute	MCT Enroute until On Scene	MCT On Scene until Call Cleared	Total Dispatches
MCT 1	104.9	17.7	87.2	1.5	24.9	68.9	356
MCT 3	127.0	28.9	103.3	3.4	19.9	79.9	276
MCT 2	108.2	26.0	82.2	0.5	10.6	71.0	1,178
MCT 4	115.6	25.9	89.8	0.8	13.2	75.7	716
MCT 5 & 6	87.0	18.8	68.1	.0	6.8	61.2	117
All	110.8	24.8	86.5	1.0	14.0	72.5	2,643

Table 11 reports on 2,643 calls for service with an on scene arrival time. On average MCTs spend 86.5 minutes from being dispatched until the call was cleared for calls for service with an on scene arrival time. While MCTs spent similar amounts of time in minutes and as a percent of the total call for service the average number of calls per shift varied considerably by MCT. On average, MCTs arrived on scene to 2.6 calls per shift with MCT 3 responding to the fewest calls on average (1.2) followed by MCT 1 (1.5). MCT 2 responded to the most calls per shift with an average of 4 calls for service per shift.

On average APD MCTs responded to more calls for service per shift and spent a greater number of total minutes and percent of their available time per shift on calls for service. It would be useful to better understand MCTs workload.

Table 11 Average Time in Minutes by Call for Service and the Percent of Shift					
Team	Average Minutes Between MCT Dispatch until Call Cleared	Average Dispatches with an On Scene Time per Shift	Average Minutes Spent per Shift on CFS with an On Scene Time	Total Shift in Minutes	Percent of Total Shift in Minutes on a CFS
MCT 1	87.2	1.5	130.8	600	21.8
MCT 3	103.3	1.2	123.4	600	20.6
MCT 2	82.2	4.0	328.8	600	54.8
MCT 4	89.8	3.5	314.3	600	52.4
MCT 5/6	68.1	2.9	197.5	600	32.9
All	86.5	2.6	224.9	600	37.5

Conclusion and Summary
In the future, we plan on reviewing police reports associated with MCT calls for services, the addition of more months of data and more detailed data (i.e. disposition of calls and location of calls), a comparison to similar calls to which a MCT was not dispatched, an updated review of data maintained by the contracted Hope Works clinicians, and the combined reporting of CFS data, police report data, and data maintained by the contracted clinicians.

The first MCT team began taking calls in February 2018, the fourth team became operational in early May 2018, and the two most recent teams became operational in June 2019. Between February 2018 and July 2019, the six MCTs have been dispatched to 3,514 calls for service. The six teams together work every day of the week and the teams work between 10 a.m. and 11 p.m. currently five teams work on Thursday and Wednesday, and Sunday is the only day with two teams. BCSO MCTs on average have been dispatched 2.5 times per shift and APD MCTs have been dispatched on average 4.1 times per shift. This difference in dispatches between the groups deserves further study. As noted in Table 9 three types of calls for service accounted for 60.2% of the calls for service. These calls for service are suicide calls (28.3%), behavioral health calls (20.7%) and welfare check calls (11.2%). Other calls (13.2%), and property crime calls (9.9%) accounted for another 23.1% of all calls for service. These five call types accounted for 83.3% of all calls for service. On average, 86.5 minutes elapses from the time an MCT is dispatched until the time a CFS is cleared. On average it takes 72.5 minutes from the time an MCT arrives on scene until a CFS is cleared. Of the three most frequent types of CFS to which MCTs respond, behavioral health CFS on average take the most time at 87.4 minutes from arrival on scene to clear.

Appendix A. Calls for Service Categorized

Calls for Service Categories by Code Type		
Codes Reported	APD	BCSO
Behavioral Health	10-40	10-40,10-40F
Contact	10-25	10-25:10-25T
Property	27-5:27-7, 38-39S	27-5A:27-7R, 10-38:39
Suicide	10-43-1	10-43-1, 43-1A:43-1TO
Suspicious	10-31:31S	10-31:31V
Violent	27-1:27-4,27-8,27-9,27-U	27-1:27-4P, 27-8-27-9O
Welfare Check	10-10-0	10-10
Other	All Other Code Types	All Other Code Types

Appendix B.

Tables B.1 through B.3 are breakdowns of the three most frequently occurring MCT call types, as was done in table 10. Table B.1 reports on call events for behavioral health calls by team (504 calls for service). MCT 4 on average had the longest time from when a behavioral health call started until when they were dispatched. MCT 4 on average spent the most time on scene until cleared.

Table B.1 Average Time in Minutes of Behavioral Health Calls by Call Event by MCT					
	Call Start until MCT Dispatch	MCT Dispatch until Enroute	MCT Enroute until On Scene	MCT On Scene until Call Cleared	Total Dispatches Based On
MCT 1	13.9	2.2	33.1	77.26	100
MCT 3	18.0	2.4	20.8	86.6	106
MCT 2	41.5	0.5	11.9	89.5	146
MCT 4	52.7	0.5	12.3	94.7	118
MCT 5 & 6	32.4	0.0	6.6	84.9	34
All	33.1	1.2	17.7	87.4	504

Table B.2 reports on call events for suicide calls by MCT (749 calls for service). MCT 3 on average had the longest time from when a suicide CFS started until when they were dispatched. MCT 4 on average spent the most time on scene until cleared.

Table B.2 Average Time in Minutes of Suicide Calls by Call Event by MCT					
	Call Start until MCT Dispatch	MCT Dispatch until Enroute	MCT Enroute until On Scene	MCT On Scene until Call Cleared	Total Dispatches Based On
MCT 1	8.8	1.1	31.7	63.5	93
MCT 3	23.2	4.6	19.0	89.1	88
MCT 2	8.7	0.4	12.7	82.1	325
MCT 4	7.1	0.6	14.6	96.1	238
MCT 5 & 6	9	0	16.6	40.8	5
All	10.4	1.9	14.9	78.3	749

Table B.3 reports on call events for welfare check calls by team (326 calls for service). MCT 2 on average had the longest time from when a welfare check CFS started until when they were dispatched. MCTs 5 & 6 on combined average spent the most time on scene until cleared.

Table B.3 Average Time in Minutes of Welfare Check Calls by Call Event by MCT				
	Call Start until MCT Dispatch	MCT Dispatch until Enroute	MCT Enroute until On Scene	MCT On Scene until Call Cleared	Total Dispatches Based On
MCT 1	19.8	0.4	14.4	42.6	46
MCT 3	17.4	5.5	26.0	63.7	21
MCT 2	41.8	0.5	12.8	43.1	154
MCT 4	29.0	1.7	16.4	54.6	97
MCT 5 & 6	32.6	0	18.6	83.2	8
All	33.1	1.2	15.1	48.7	326