



**Bernalillo County
Behavioral Health
Initiative: Preliminary
Review Mobile Crisis
Teams Calls For Service
Data**

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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 that was received for the months of February 2018 through September 2018 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 four MCTs which have been dispatched to a total of 1,536 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 1,391 unique CFS dispatched, and 1,110 CFS with an arrival on scene time. The unique CFS excludes 145 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 80% of the unique calls for service with an MCT dispatched had an MCT arrive on scene time. Currently we do not know why approximately 20% of all unique dispatched CFS do not have an on scene time. It would be useful to understand why this occurs.

Dispatched Calls for Service	Unique Calls for Service	Unique Calls for Service with an MCT on Scene Time
1,536	1,391	1,110

APD has two MCTs (MCT 2 and MCT 4) 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. Both BCSO teams started in February 2018 while APD's MCT 2 started a month later in March 2018 and MCT 4 began work in May 2018. There is at least one team working each day and teams typically begin work in the late morning to the early afternoon and work into the evening hours.

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. - 11 p.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

Table 3 reports additional detail on the days of the week each MCT team works. 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, and MCT 4 works Thursday through Sunday. MCTs typically work four days a week on ten hour shifts. At least two teams work every day with the exception of Sunday when only one team works. On Wednesday, three teams work and on Thursday, all four teams work. The teams typically meet together on Thursdays.

Team	Department	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
MCT 1	BCSO							
MCT 3	BCSO							
MCT 2	APD							
MCT 4	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 42.4% and MCT 3 accounted for the fewest number and percent of calls for service at 13.2%.

Team	Department	Count	Percent
MCT 1	BCSO	375	24.4
MCT 3	BCSO	202	13.2
MCT 2	APD	652	42.4
MCT 4	APD	307	20.0

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.

	Total calls dispatched	Total calls on scene	Total shifts	Average dispatches by shift	Average calls on scene by shift
MCT 1	375	211	111	3.3	1.9
MCT 3	202	129	91	2.2	1.4
MCT 2	652	601	127	5.1	4.7
MCT 4	307	288	72	4.3	4.0
Total	1,536	1,229	401	3.8	3.1

Table 6 reports CFS by MCT and month for the reporting period by MCT, APD and BCSO, and total. The largest number and percent of MCT CFS occurred in September 2018.

	BCSO				APD				Total	
	MCT 1		MCT 3		MCT 2		MCT 4			
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
February	5	1.3	3	1.5					8	0.5
March	28	7.5	19	9.4	62	9.5			109	7.1
April	91	24.3	40	19.8	99	15.2			230	15.0
May	60	16.0	28	13.9	106	16.3	44	14.3	238	15.5
June	28	7.5	26	12.9	101	15.5	66	21.5	221	14.4
July	55	14.7	34	16.8	88	13.5	58	18.9	235	15.3
August	49	13.1	26	12.9	102	15.6	68	22.1	245	16.0
September	59	15.7	26	12.9	94	14.4	71	23.1	250	16.3
Total	375	100	202	100	652	100	307	100	1,536	100

Table 7 reports CFS by MCT and the day of the week. The most CFS occurred on Wednesday when three teams work. Further research is needed to determine the weekly call cycle of mental health calls and other calls to which MCTs respond.

	MCT 1		MCT 3		MCT 2		MCT 4		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Sunday	0	0.0	0	0.0	1	0.2	53	17.3	54	3.52
Monday	96	25.6	0	0.0	143	21.9	18	5.9	257	16.73
Tuesday	105	28.0	1	0.5	152	23.3	34	11.1	292	19.01
Wednesday	92	24.5	51	25.2	165	25.3	41	13.4	349	22.72
Thursday	82	21.9	40	19.8	129	19.8	68	22.1	319	20.77
Friday	0	0.0	56	27.7	16	2.5	51	16.6	123	8.01
Saturday	0	0.0	54	26.7	46	7.1	42	13.7	142	9.24
Total	375	100	202	100	652	100	307	100	1,536	100

Table 8 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. However, this may be a result of the hours MCTs work and, as noted earlier, further research is needed to determine the time cycles of mental health calls to which MCTs respond.

	MCT 1		MCT 3		MCT 2		MCT 4		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
3 a.m. - 7 a.m.	1	0.3	0	0.0	3	0.5	0	0.0	4	0.3
7 a.m. - 11 a.m.	67	17.9	0	0.0	90	13.8	47	15.3	204	13.3
11 a.m. - 3 p.m.	152	40.5	47	23.3	281	43.1	110	35.8	590	38.4
3 p.m. - 7 p.m.	142	37.9	85	42.1	232	35.6	109	35.5	568	37.0
7 p.m. - 11 p.m.	13	3.5	70	34.7	45	6.9	41	13.4	169	11.0
11 p.m. - 3 a.m.	0	0.0	0	0.0	1	0.2	0	0.0	1	0.1
Total	375	100	202	100	652	100	307	100	1536	100

Figure 1 reports MCT calls for service by day of week and time of day. All MCTs work on Thursday with Wednesday being the second most worked day. Further research is needed to determine if mental health CFS in Bernalillo County follow a similar weekday and time of day pattern.

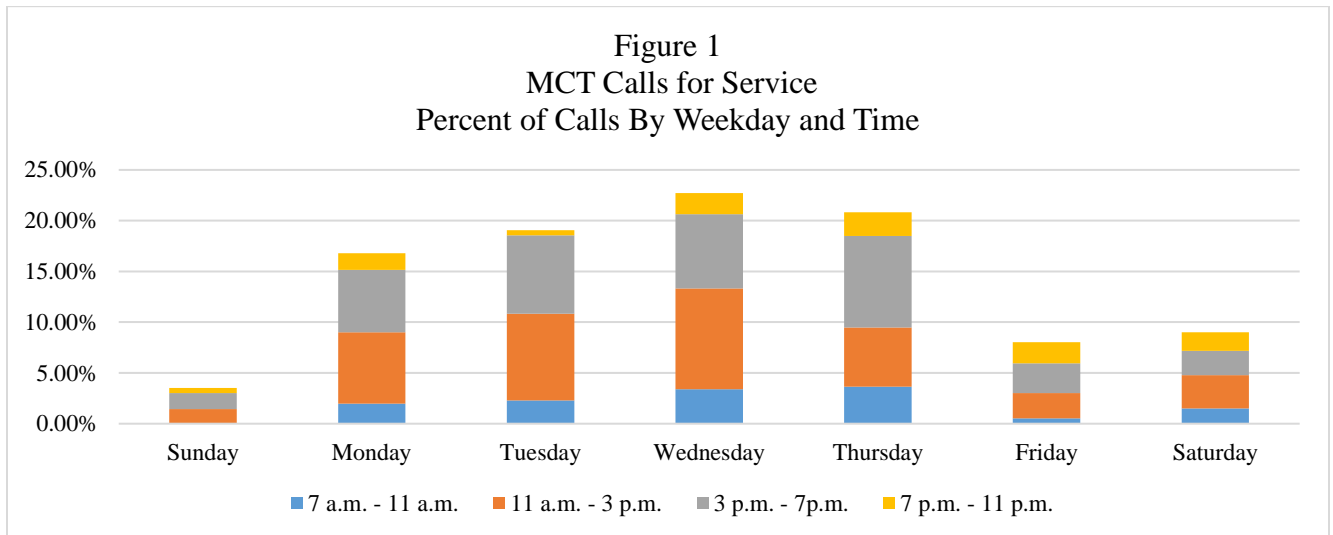


Table 9 combines BCSO and APD calls for service call types and reports calls for service by type of calls. Because the call types differed by agency the following table is the best approximation of combining the two code systems. One example of the differences between the call systems is for suicide 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 46% of all MCTs CFS. This was followed by welfare check calls (13.2%), other calls (11.1%), and property crime calls (10.8%). These five call types accounted for 81.1% of all calls for service.

	MCT1		MCT3		MCT2		MCT4		Total	
	Count	Percent	Count	Percent	Count	Percent	Count	Percent	Count	Percent
Behavioral Health	105	28.0	61	30.2	74	11.3	56	18.2	296	19.3
Contact	20	5.3	3	1.5	54	8.3	40	13.0	117	7.6
Property	21	5.6	12	5.9	103	15.8	30	9.8	166	10.8
Suicide	84	22.4	74	36.6	170	26.1	82	26.7	410	26.7
Suspicious	7	1.9	0	0.0	83	12.7	34	11.1	124	8.1
Violent	11	2.9	3	1.5	23	3.5	13	4.2	50	3.3
Welfare Check	53	14.1	19	9.4	91	14.0	39	12.7	202	13.2
Other	74	19.7	30	14.9	54	8.3	13	4.2	171	11.1
Total	375	100	202	100	652	100	307	100	1,536	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 10 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 10 Call for Service Events Descriptions	
Event	Description
Start	This is the time the call for service is logged as starting.
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 11 reports a number of items including the average number of minutes for each call for service with an on-scene time and the average number of minutes MCT teams were involved in calls for service for calls that had an on-scene time. This table reports on 1,183 calls for service with an on-scene arrival time. MCT involvement is measured as the number of minutes from when a MCT is dispatched until the CFS is cleared. On average calls for service to which MCTs responded lasted an average of 98.4 minutes and MCTs spent on average 77.3 minutes involved in those calls or on average 78.6% of the call a MCT was involved. MCTs spent between 89.1 minutes and 109.3 minutes on calls for service that had an on-scene time and spent a similar percent of their time on calls for service ranging between 71.9% and 82.1% of the total time of the call for service.

The table also reports the average number of times each MCT is dispatched per shift, the average number of minutes each MCT spent per shift on calls for service, and the average percent of time each MCT spent per shift on calls for service.

While MCTs spent similar amounts of time in minutes and as a percent of the total call for service on calls for service the average number of calls per shift varied considerably by MCT. On average, MCTs responded to 3.1 calls per shift with MCT 1 responding to the fewest calls (1.4) followed by MCT 3 (1.9). MCT 2 responded to almost 5 calls (4.7) per shift with MCT responding to an average of 4 calls for service.

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 a call for service. It would be useful to better understand MCTs workload.

Team	Average Minutes by call	Average minutes by MCT involvement	Average dispatches with an on scene time per shift	Average minutes spent per shift on calls for service with an on scene time	Total Shift Minutes	Percent Of Total Shift Minutes
MCT 1	89.1	70.1	1.9	133.2	600	22.2
MCT 3	109.3	89.7	1.4	125.4	600	20.9
MCT 2	93.8	67.4	4.7	316.6	600	52.8
MCT 4	101.2	82.0	4	328.1	600	54.7
All	98.4	77.3	3.1	239.6	600	39.9

Table 12 reports the average time in minutes by each of the call events for a MCT CFS. On average, BCSO (MCT 1 and MCT 3) MCTs took 5 more minutes to arrive on scene from being enroute compared to APD (MCT 2 and MCT 4). MCTs 3 and 4 on average spent more time on scene until the call was cleared than MCTs 1 and 4. Table 12 reports on 1,183 CFS, which had every call event time listed for the MCT.

	Total Time	Call start until MCT dispatch	MCT dispatch until cleared	MCT Dispatch until Enroute	MCT enroute until on scene	MCT on scene until cleared	Number of Dispatches Based On
MCT 1	89.1	18.9	70.1	2.1	16.5	52.3	188
MCT 3	109.3	26.5	67.4	4.6	15.6	69.6	114
MCT 2	93.8	26.5	67.4	0.5	10.1	56.7	597
MCT 4	101.2	19.2	82.0	0.3	10.9	70.8	284
All	98.4	21.6	77.3	1.9	13.3	62.3	1,183

Table 13 reports on call events for behavioral health calls by team (214 calls for service). MCT 2 on average had the longest time from when a behavioral health call started until when they were dispatched. MCT 2 on average spent the most time on scene.

	Call start until MCT dispatch	MCT dispatch until enroute	MCT enroute until on scene	MCT on scene until cleared	Number of Dispatches Based On
MCT 1	11.9	4.4	23.4	51.8	57
MCT 3	16.4	3.8	14.0	76.8	33
MCT 2	40.9	0.2	11.7	83.2	70
MCT 4	23.4	2.1	14.9	81.9	53
All	11.9	4.4	23.4	51.8	214

Table 14 reports on call events for suicide calls by team (323 calls for service). MCT 1 on average spent 26 minutes less on scene for suicide calls compared to APD teams (MCT 2 and MCT 4).

	Call start until MCT dispatch	MCT dispatch until enroute	MCT enroute until on scene	MCT on scene until cleared	Number of Dispatches Based On
MCT 1	14.9	1.8	18.2	57.7	40
MCT 3	14.2	5.1	16.9	74.2	46
MCT 2	7.6	0.4	11.8	83.3	160
MCT 4	10.4	2.0	14.8	84.3	77
All	10.4	1.9	14.9	78.3	323

Table 15 reports on call events for welfare check calls by team (159 calls for service). MCT 3 spent the most time on average on scene for welfare check calls at 59.5 minutes followed by MCT 4 at 56.2 minutes. MCT 2 on average spent 40.9 minutes on scene and MCT 1 spent on average the fewest minutes at 39.2 minutes. MCT 3 on average time on scene was 1.5 times longer in minutes compared to MCT 1 and MCT 4.

	Call start until MCT dispatch	MCT dispatch until enroute	MCT enroute until on scene	MCT on scene until cleared	Number of Dispatches Based On
MCT 1	28.2	0.4	9.2	39.2	31
MCT 3	55.4	5.9	25.4	59.5	14
MCT 2	48.3	0.4	11.9	40.9	78
MCT 4	28.9	.9	15.5	56.2	36
All	40.2	1.9	15.5	49.0	159

The next table reports on available calls for service disposition data. For this report, we had limited disposition data for BCSO MCTs only. In the future, we hope to be able to acquire more complete call for service disposition data for APD and BCSO MCTs and to acquire incident reports for calls for service that report when a community member was transported to a hospital, was arrested or had another disposition that did not leave them in the community. Table 16 reports the disposition outcomes of CFS involving the BCSO MCTs (MCT 1 and MCT 3). For BCSO 9% of MCT CFS resulted in an arrest and 20% resulted in being transported to a hospital. In the future, we hope to be able to compare these results to a comparison group of calls that did not involve a MCT.

Description	Count	Percent
Arrest	43	9.1
Hospital	95	20.0
Clear	322	67.8
Other	15	3.1
Total	475	100

Conclusion and Summary

This is preliminary review of MCT calls for service data. In the future, we plan on more detailed analyses and reporting. This will include the review of 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, and the review of de-identified data maintained by the contracted Hope Works clinicians.

The first MCT team began taking calls in February 2018 and the fourth team became operational in early May 2018. Between February 2018 and September 2018 the four MCTs have been dispatched to 1,536 calls for service. The four teams together work every day of the week and the teams work between 10 a.m. and 11 p.m. All four teams work on Thursday, three teams work on Wednesday, and Sunday is the only day with one team. It would be useful to determine if the team work schedules coincide with the busiest days of the week and times of day for the types of calls to which they respond. BCSO MCTs on average have been dispatched 2.8 times per shift and APD MCTs have been dispatched on average 4.8 times per shift. This difference in dispatches between the groups needs further investigation. As noted in Table 11 three types of calls for service account for 59.2% of the calls for service involving MCTs. These calls for service are suicide calls (26.7%), behavioral health calls (19.3%) and welfare check calls (13.2%). Other calls (11.1%), and property crime calls (10.8%) accounted for another 21.9% of all calls for service. These five call types accounted for 81.1% of all calls for service. On average from the time an MCT is dispatched until the time a CFS is cleared is 77 minutes. On average it takes 62 minutes from the time an MCT arrives on scene until a CFS is cleared. Of the three highest types of CFS MCTs respond to, suicide CFS on average take the most time at 78 minutes from the time MCT arrives on scene until the CFS is clear. The majority of CFS that BCSO MCTs have responded to, have not resulted in an arrest or hospital transport (71%).

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