



THE RIGHT RESPONSE
AT THE RIGHT TIME

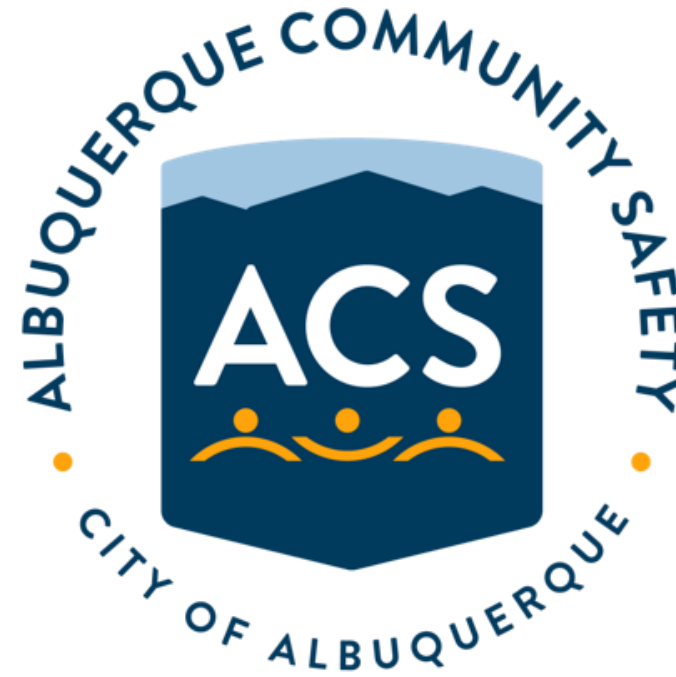


Albuquerque's First Responder System

EST. 1880



EST. 2021



EST. 1900



Law enforcement and violent/life-threatening situations

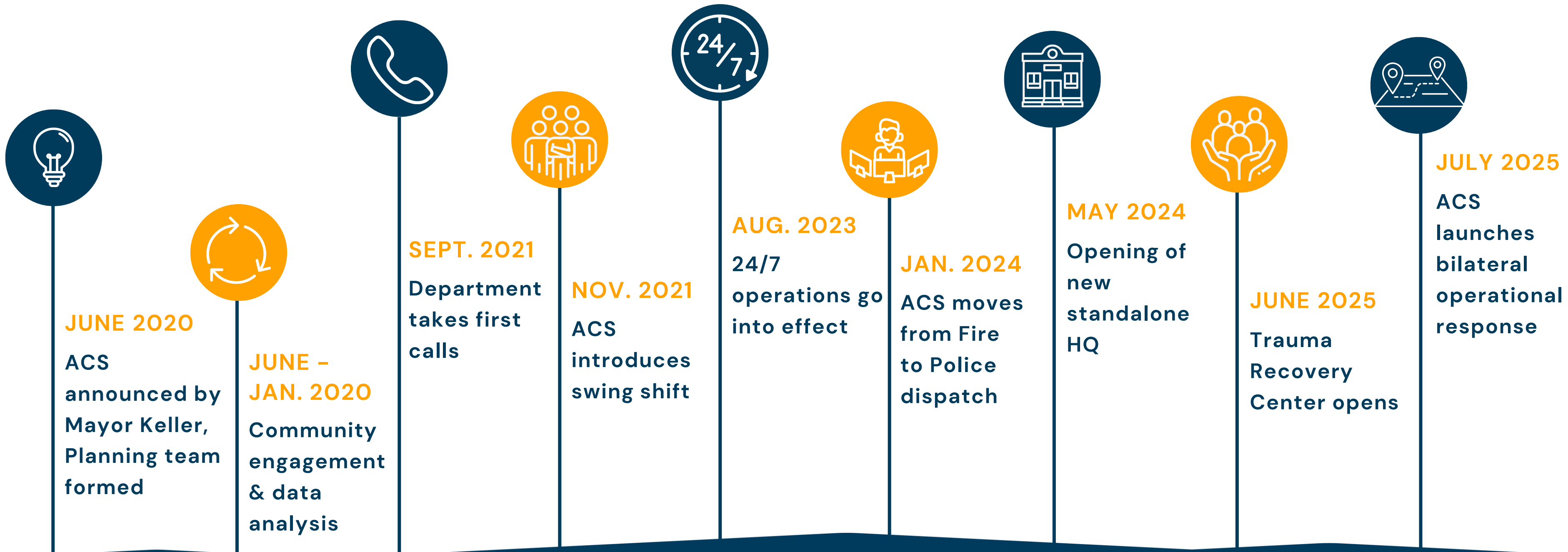
Mental health, substance use, homelessness, and other non-criminal/non-medical issues

Fires and emergency medical needs



CABQ.GOV/IACS

CREATING A NEW DEPARTMENT



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





STREET OUTREACH RESPONDERS



Strategic Outreach Team

Specialized team that works with high number of unsheltered/encampment calls. Connects individuals to services (i.e. housing, case management, medical).



Connect to Care Pop-Up Events

Weekly events in areas with the most need – provide assistance with SSI applications, housing assessments, transportation services, medical, etc.



Navigators: Short Term Case Management

Dedicated team of 7 that provides case management for up to 90 days. Assists with housing, SSI, obtaining identification, medical, etc.



Partner: UNM Mobile Medicine Team

Specialized team that works with high number of unsheltered/encampment calls. Connects individuals to services (i.e. housing, case management, medical).



Partner: New Mexico Veterans for Pets

“NM Vets for Pets” provides food, water, pet supplies, grooming, medical assessments, veterinary referrals, and sanitation services for animals



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

Panhandler

Wellness Check

Suicidal Ideation

Suspicious Person

Unsheltered Individual

Welfare Check



TRAUMA RECOVERY CENTER



The TRC is the headquarters of ACS's Violence Intervention Program (VIP) Division, providing outreach, advocacy, mental health care, and case management for underserved survivors of violence. As New Mexico's first center of its kind and part of a national network, it offers trauma-informed therapy, care coordination, peer support, and resource connection.

The TRC Model focuses on reaching survivors unlikely to access traditional services, expanding equitable access to care and supporting healing for all impacted by violence.

Reaching Communities



Delivering immediate, trauma-informed support to those affected by violence, helping restore safety and stability.

Survivor Centered Services



Essential services to violence- and trauma-impacted individuals less likely to seek care.

Care Coordination



Support for timely needs, including therapy, case management, job placement, housing, food, and more.

Improving Access



Support, accompaniment, and advocacy in navigating complex systems like legal, education, and healthcare.

VIOLENCE PREVENTION & INTERVENTION



Violence Intervention Program

Works with police to interrupt violence by addressing root causes. Supports individuals with long-term care, prevention, and recovery services.



Hospital-Based VIP

Partners with local hospitals to reach victims during recovery, helping prevent retaliation and recidivism while supporting survivors of violent crime.



School-Based VIP/Youth VIP

Work with at-risk students who may get involved in violence. Currently in 4 high schools, and work with youth outside of the school system.



Community-Oriented Response & Assistance

CORA offers immediate, compassionate support during traumatic emergencies. Helps stabilize crises and connect people to needed resources.



Opioid Education & Prevention

OEP offer resources, including Narcan, to individuals caught in the cycles of opioid.



SEASONS OF NONVIOLENCE



Launched in 2024 by ACS and Bernalillo County, the initiative features a youth pledge to nonviolence and ongoing peace-building events like drive-in movies, dances, and outreach, engaging residents, promoting positive choices, and strengthening a safer, more connected Albuquerque.



Connection with Community

More than 15,000 attendees across 25 community events, where free entertainment, food, resources, and safe, family-friendly spaces are offered.



Pledge to Nonviolence

At the events, youth make a commitment to choose peace, resolve conflict nonviolently, and strengthen a culture of respect and safety.



Community Support

Surveys filled out at events help ACS identify individual community members who are in need and connect families to therapy, food boxes, rental assistance, resources and other follow-up care.



THE IMPACT ON COMMUNITY



Since inception in Sept. 2021
ACS HAS RESPONDED TO OVER
150,000
CALLS FOR SERVICE



Of calls are directly diverted from
police and fire to ACS



Increase in transports to service
providers year over year



Transports via ACS Emergency
Overnight Transportation Service

ACS 2025: IMPACT & OUTCOMES

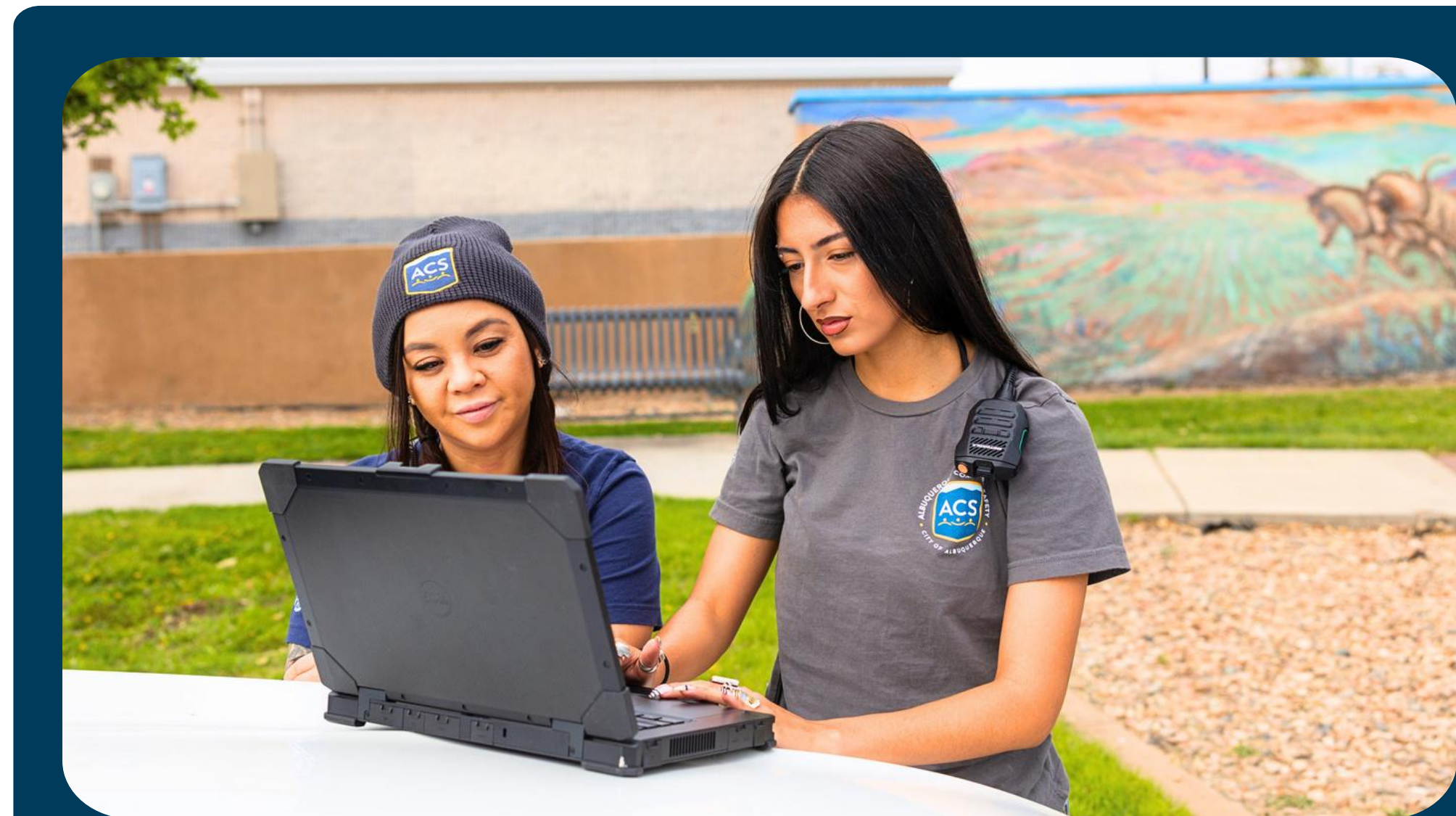
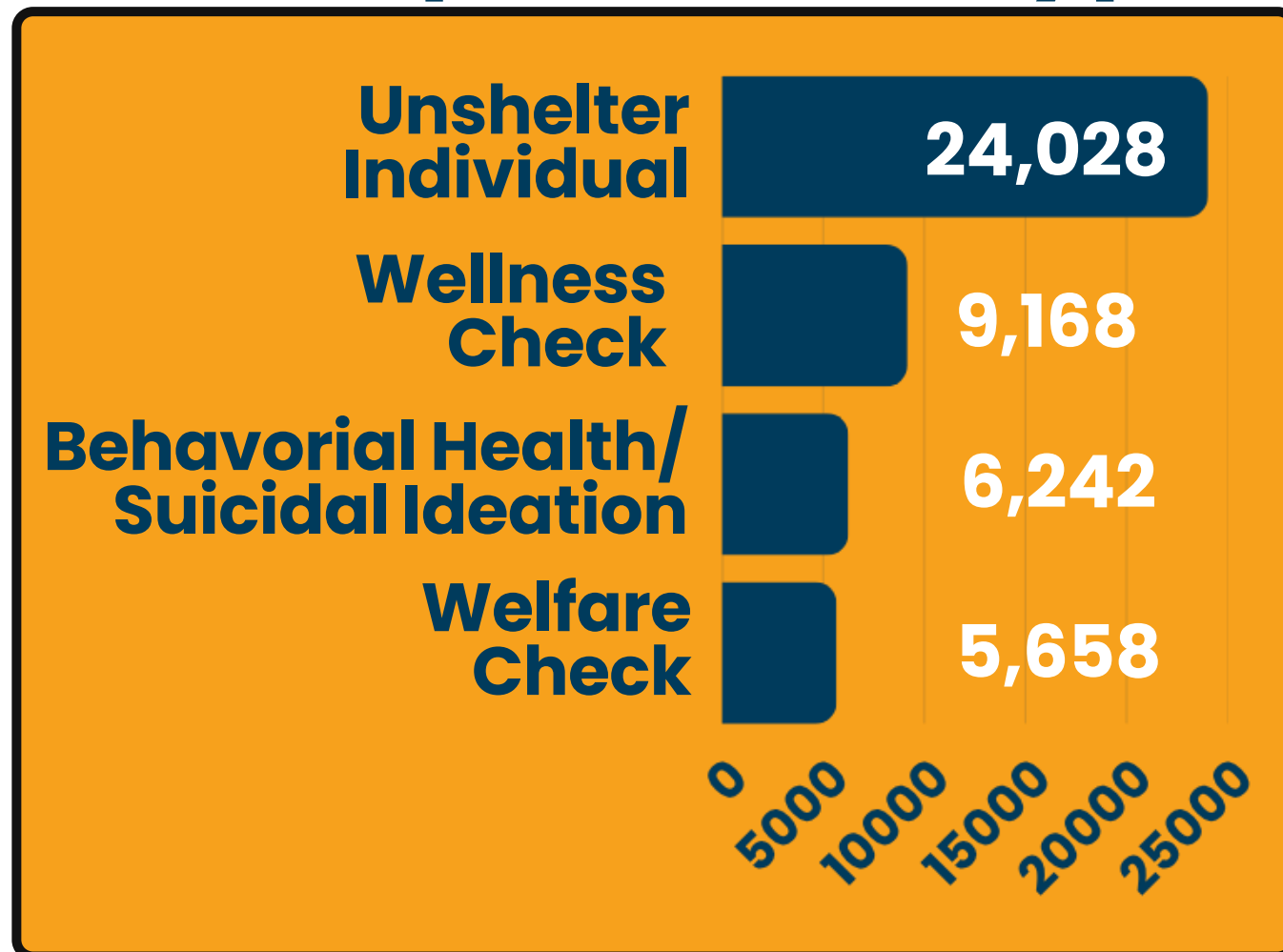


Calls for Service
56,576

Overall Call Volume Increase
+21.3%

Increase in 311 calls
+73.5%

2025 Top ACS Call Types





ONE
ALBUQUE
ROQUE



QUESTION & ANSWER

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