

# ALBANY POLICE DEPARTMENT

## Community Advocacy Response Team (CART)

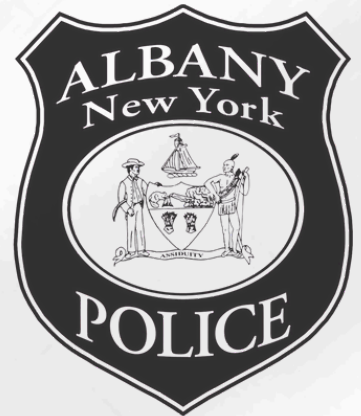


### WHAT IS CART?

The Community Advocacy Response Team is a specialized unit within the Albany Police Department that pairs trained crisis caseworkers with law enforcement to respond to mental health crises, substance use concerns, homelessness and other quality of life issues. CART focuses on diverting non-violent calls away from police response whenever possible, ensuring individuals receive the right care and services while allowing officers to focus on public safety.

### HOW WE HELP?

- **Co-Response:** CART partners with police officers to safely handle situations involving safety concerns or unknown factors.
- **Community Response:** CART caseworkers respond directly to non-violent crisis calls, connecting individuals with support services without police involvement when appropriate.
- **Proactive Outreach:** Identifying individuals or areas with repeated crisis calls to provide early interventions.
- **Follow-Up Services:** Ensuring individuals and families are connected to the right resources, reducing repeat calls and improving long-term outcomes.



**TOGETHER  
FOR A  
SAFER  
ALBANY**

### HIGHLY TRAINED

CART staff undergo extensive preparation before serving the community.

Each team member must complete:

- 80 hours of supervised field training, where they work alongside experienced dispatchers, police officers and CART caseworkers to gain hands-on experience.
- 88 hours of academy-based classroom training focused on crisis intervention, mental health first aid, communication skills and public safety coordination.

### WHO WE SERVE

#### Individuals experiencing:

- Mental health crisis
- Substance use challenges
- Homelessness
- Family or interpersonal conflict
- Other non-violent quality of life issues

### CONTACT INFORMATION

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