Initial LC3 Assessment - Preliminary Report

SOAR Evaluation and Policy Center
Families & Youth Inc.

May 19, 2020

SOAR: Southwest Outreach
Academic Research
Evaluation and Policy Center

https://alliance.nmsu.edu/soar/
Background information

- First phase of a grant awarded by the Paso del Norte Foundation
- Goal of the assessment:
  - Identify critical gaps that need to be addressed in our current behavioral health system
  - Develop a strategic plan to alleviate identified issues
- Preliminary data collected through an online open ended survey
- The survey covered:
  - People’s perspectives about the ideal behavioral and mental health system
  - The impact of the 2013 shutdown,
  - Current access to behavioral and mental health
  - The state of behavioral and mental health in the school system,
  - The marginalized segments of the population impacted by the shutdown
Demographics

- **62** participants from **30** different providers, agencies, departments, and organizations.
- Near even distribution between participants who work with children (15), with adults (16), and equally with both (19).
- About half of the participants had **more than 10 years of experience in behavior and mental health**
Main themes from the LC 3 Initial Assessment

- The situation since the 2013 shutdown
- The current access to behavioral and mental health in Dona Ana
- What the ideal behavioral and mental health system looks like in Dona Ana
- Behavioral and mental health in the school system
The situation since the 2013 shutdown

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<thead>
<tr>
<th>Gap between needs and services</th>
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<tr>
<td>Less specialized and experienced providers</td>
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<tr>
<td>Less choices available for patients</td>
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<tr>
<td>Patients left with no support and/or service</td>
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<td>Shut down of providers/agencies</td>
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<td>Agencies at risk of overcapacity/overloaded</td>
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<th>Disrupted collaboration</th>
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<td>Loss of trust between providers and patients</td>
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<td>Loss of communication</td>
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<td>Impeded referrals</td>
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<tr>
<th>Patients’ perspectives</th>
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<tr>
<td>Put patients at risk</td>
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<td>Lack of support for patients</td>
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<td>Difficulty to access services</td>
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<th>Government</th>
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<td>Lack of accountability</td>
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<td>No funding or resources provided</td>
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<th>Responses to the shutdown</th>
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<td>Referrals and delegation</td>
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<td>Community</td>
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<tr>
<td>• Training, classes, and services offered</td>
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<td>• Improvised collaboration between agencies</td>
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The current access to behavioral and mental health services in Dona Ana

Poor accessibility to services
- Time
  - Waiting list
- Administration
  - High barrier
    - Language
    - Insurances
    - Paperwork
- Location
  - Rural
  - No transportation

Lack of collaboration and communication between agencies, providers, and patients

Lack of resources
- Facilities
- Staff
- Licensed therapist

Coverage
- Insurance
- Lack of Medicaid coverage

Gaps between needs and services
- Less specialized and experienced providers
- Less choices available for patients
What the ideal behavioral and mental health system looks like in Dona Ana

**Patient-centered**
- Culturally responsible
- Personalized treatment
- Confidentiality
- Alternative medicine

**Inclusive services**
- No discrimination against:
  - Low income
  - Under-uninsured
  - Undocumented immigrants
  - Spanish monolinguals
  - Homeless
  - Patients who have been incarcerated or involved in the criminal system
  - Lack of transportation

**Provide training and education programs about MH BH**
- Train law enforcement about dealing with people with mental/behavior issues
- Training about funding opportunities
- Train parents and families about BH MH
- Train some medical staff about BH MH

**Comprehensive Care**
- Continuity of care
- Variety of services available
- Wraparound services
- Integrated provider network
- Evidence-based
Collaboration between agencies/providers/patients

- Coordinated system
- Collaboration is required for referrals
- Create an online platform for
  - Data storage
  - Record management
  - Referrals
- Build trust and communication between all parties

Facilitate access to services and referrals

- Transportation
  - Create a mobile response team
- Administration
  - Improve system of referral
    - Paperwork
    - “Low-Barrier”
      - Time
  - Waiting list
  - Create 24/7 walk-in services

Community-focused

- Include all organizations and providers
- Include schools and universities
- Engage with and support families
- Promote and share information about services in the community

What the ideal behavioral and mental health system looks like in Dona Ana
Behavioral and mental health in the school system

Disrupted by the 2013 shutdown
- Growing needs for services and treatments following shutdown
- Difficulty to access to services

Parents’ perspectives
- Stigma around BH and MH
- Uncertainty about where to find information and/or help
- Need to build long-lasting trust-based relationship
- Need of flexibility

Behavior and mental health needs in the school system
- Individualized, child-centered treatments
- Prolonged support for families
- Home therapies

Potential Treatment Approaches
- Mindfulness and meditation
- BH and MH education
- Students and child-centered approach
- Advocate and support for students
- Home-based/Mobile services
Groups and Organizations to Invite
Next Steps

- This initial assessment represents phase one of our in-depth assessment of the behavioral and mental health system in Doña Ana.
- Develop a more detailed assessment tool that will be distributed to a larger, broader audience in behavioral and mental health
- Set a baseline of the current state of affairs in these areas and to provide exact gaps and areas that need to be addressed
- Develop a strategic plan
“Ultimately, patients will be the beneficiaries of a strong and trustworthy collaboration.”