Ideal Behavioral Health System, Doña Ana County

Dr. Wendy Chi, LC3 Evaluator
December 14, 2021
## Data Sources

<table>
<thead>
<tr>
<th>Source</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Community Survey</strong></td>
<td>Assessment of needs and gaps in the behavioral health system in Doña Ana County, to be addressed in order to establish the Ideal Behavioral Health System in the region</td>
</tr>
<tr>
<td><strong>Data from New Mexico Human Services Department</strong></td>
<td>Quantitative data requested from the state, regarding the number of clients served in Doña Ana County, and the number of provider types which rendered services in the county</td>
</tr>
<tr>
<td><strong>Strategic Planning Process</strong></td>
<td>Process engaging LC3 members in identifying priorities of the Collaborative, including envisioning the Ideal Behavioral Health system in Doña Ana County and identifying “game changer” strategies to achieve this system</td>
</tr>
<tr>
<td><strong>Strategic Impact Measurement Survey</strong></td>
<td>Assessment of capacity, activity, reach, engagement, and impact in member organizations and in the LC3 Collaborative, to ensure stakeholders and LC3 are able to support the development of the Ideal Behavioral Health System</td>
</tr>
<tr>
<td><strong>Interviews with Key Stakeholders</strong></td>
<td>Conversations with behavioral health providers, hospitals, government agencies, schools, and other stakeholders, asking about gaps in the local behavioral health system, what an Ideal Behavioral Health System should include, etc.</td>
</tr>
<tr>
<td><strong>Document Review</strong></td>
<td>Review of various articles and reports pertinent to the development of the Ideal Behavioral Health System</td>
</tr>
</tbody>
</table>
NMSU Community Survey

• Poor accessibility to resources
• Lack of communication, coordination and collaboration between providers
• Need for focus on vulnerable populations
• Need for behavioral and mental health in the K-12 school system
• Shortage of providers in specialty areas
• Parallels between COVID pandemic and 2013 shutdown regarding disruptions of services
• The role of LC3 to keep momentum through partnerships and advocacy
Strategic Planning Process (Jan-July 2021)

Building the Strategic Framework for the LC3 Collaborative:

• Confirming the LC3 Collaborative Aspiration
• Defining the Ideal Behavioral Health System
• Identifying the 2022-2025 Game Changer Strategies
The LC3 Collaborative’s aspiration is **to build a behavioral health system that is inclusive, organized, centered on the individual and family, and is committed to advocating for and providing comprehensive mental health and substance use disorder services for people across Doña Ana County, New Mexico.**

Based on our assessment of the behavioral needs in Doña Ana County, the ideal behavioral health system in our region is:

- An inclusive, educated system where partners work collaboratively (including service providers, criminal justice, law enforcement, veterans services, juvenile justice, child welfare, schools, homeless support services, and health systems)
- Organized so that resources are available at every possible level (policy, program, procedure and practice)
- Consumer-driven, person-centered, recovery and resilience-oriented, and focused on meeting or exceeding the service and support needs of individuals and families
- Integrated, trauma-informed, culturally competent, and organized from a population health perspective
- A system with clear cut, defined pathways, free of gaps, with multiple entry points across the system and facilitating access, screening, and discharge planning for the people who are served
## LC3 Collaborative’s Game Changer Strategies

<table>
<thead>
<tr>
<th>Strategic Hub:</th>
<th>Client Advocacy and Access:</th>
</tr>
</thead>
<tbody>
<tr>
<td>LC3 Collaborative will be the strategic hub for behavioral health in Doña Ana County.</td>
<td>LC3 Collaborative will seek to increase access and engage client advocates to support an integrated service support journey for behavioral health clients.</td>
</tr>
<tr>
<td><strong>2022-2025 Impact:</strong> Develop a coordinated discharge planning system among LC3 providers and then scale across county.</td>
<td><strong>2022-2025 Impact:</strong> Increase the number of peer support workers, navigators and/or community workers, and pilot a centralized communications database providing real-time information about a person in the behavioral health system.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Supportive Housing:</th>
<th>Children and Families:</th>
</tr>
</thead>
<tbody>
<tr>
<td>LC3 Collaborative will ensure integrated housing and community supports will advance better outcomes for behavioral health clients.</td>
<td>LC3 Collaborative will collaborate with educational and service provider partners to ensure children and their families have access to integrated behavioral health services.</td>
</tr>
<tr>
<td><strong>2022-2025 Impact:</strong> Build an integrated community approach to affordable, supportive, transitional and long-term housing for behavioral health clients living with serious mental illness and interacting with the judicial system.</td>
<td><strong>2022-2025 Impact:</strong> Increase coordination of treatment and care plans for clients resulting in better continuity of care.</td>
</tr>
</tbody>
</table>
Ideal Behavioral Health System of Doña Ana County

The following components are necessary to work towards an Ideal Behavioral Health System in Doña Ana County:

- Integrated and Collaborative
- Consumer-Driven, Person-Centered, and Recovery and Resilience-Oriented
- Accessible, Inclusive, and Focused on Cultural Humility
- Trauma-Informed, Educated, and Responsive, and Focused on Education
Integrated and Collaborative

Elements

- System with clear cut, defined pathways, free of gaps, with multiple entry points across the system
- Coordination and collaboration among behavioral health partners (including service providers, criminal justice, law enforcement, veterans services, juvenile justice, child welfare, schools, homeless support services, and health systems)
- Centralized database for collaboration
- Facilitating access, screening, and discharge planning for the people who are served

Existing Behavioral Health System

Percent of survey respondents who responded that these areas are “Poor” or “Fair”:

<table>
<thead>
<tr>
<th>Area</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider follow-up about patient's care</td>
<td>64%</td>
</tr>
<tr>
<td>Communication between providers about same clients</td>
<td>62%</td>
</tr>
<tr>
<td>Referral process between providers</td>
<td>62%</td>
</tr>
<tr>
<td>Coordination of care between providers</td>
<td>60%</td>
</tr>
</tbody>
</table>

LC3 Accomplishments

- Strategic Planning process in Spring 2021 with over 60 participants
- Training on collective impact
- Presentation at the State NMBH Collaborative meeting; developed partnerships and explored funding opportunities
- Behavioral Health Star awardee from the State BHSD in February 2021
- Positive survey results regarding capacity and impact, administered in Summer 2021 (see next slide)

LC3 Game Changer Strategies

- Strategic Hub
- Client Advocacy and Access
- Supportive Housing
LC3 has influenced dialogues and decision making in behavioral health in the Doña Ana County area

The board/leadership is actively involved in providing direction to achieve LC3’s mission

LC3 has the necessary people and expertise/skills to carry out the LC3 mission and serve LC3’s target population

LC3 effectively collaborates with other organizations to serve the needs of our audience

LC3 collects and uses data to ensure LC3’s programs and services are making a difference for LC3’s target audience

LC3 has helped address the negative impacts of the 2013 Shutdown
Consumer-Driven, Person-Centered, and Recovery / Resilience-Oriented

**Elements**
- Focused on meeting or exceeding the service and support needs of individuals and families
- Peer support workers and peer recovery navigators
- Supportive services for reintegration (e.g., housing, employment, food, transportation)

**Existing Behavioral Health System**
Percent of survey respondents who indicated the following challenges:

- Poor coordination of wraparound services: 70%
- Clients unsure how to reach out to providers: 67%

**LC3 Accomplishments**
- Partnership with NAMI to develop peer support model in Southern NM
- Collaboration with Community Service Corps to create Soteria House and possibly Los Amigos transitional housing
- Wellness Wednesday series, including topics regarding family wraparound services, hospital recovery programs, and housing (see next slide)

**LC3 Game Changer Strategies**
- Client Advocacy and Access
- Supportive Housing
### Wellness Wednesday Series

<table>
<thead>
<tr>
<th>Month</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>March 2021</td>
<td>BH Outreach programs and de-escalation techniques (Peak Behavioral Health)</td>
</tr>
<tr>
<td>April 2021</td>
<td>Human Trafficking and Internet Crimes Against Children (New Mexico Office of the Attorney General Commander, NM Internet Crimes Against Children Task Force, NM Human Trafficking Task Force)</td>
</tr>
<tr>
<td>May 2021</td>
<td>Stepping into Wellness and Recovery with Mesilla Valley Hospital</td>
</tr>
<tr>
<td>June 2021</td>
<td>Learn about Oxford House</td>
</tr>
<tr>
<td>July 2021</td>
<td>Thriving Families Wraparound Services (Community Action Agency)</td>
</tr>
<tr>
<td>August 2021</td>
<td>DAC Crisis Triage Center</td>
</tr>
<tr>
<td>September 2021</td>
<td>Learn about the Deaf and Hard of Hearing Culture (NM Commission for Deaf and Hard of Hearing)</td>
</tr>
<tr>
<td>October 2021</td>
<td>Introduction to Save the Children Action Network</td>
</tr>
<tr>
<td>November 2021</td>
<td>Mobile Integrated Health Care Opioid Team</td>
</tr>
<tr>
<td>December 2021</td>
<td>Doña Ana Sheriff’s Office, Wellness Advocacy Coordination</td>
</tr>
</tbody>
</table>
## Accessible, Inclusive, and Focused on Cultural Humility

### Elements
- Available resources at every level (policy, program, procedure and practice)
- Access to the continuum of care of hospitals, crisis, inpatient, outpatient, community-based services, and self-care
- Organized from a population health perspective
- Qualified provider workforce
- Focus on vulnerable populations (e.g., low-income individuals, non-English speakers, rural populations, undocumented immigrants, non-insurance holders, homeless populations, youth)

### Existing Behavioral Health System

Percent of survey respondents who responded that these areas are “Poor” or “Fair”:

- Access of information about services: 71%
- Access to services for low-income individuals: 70%
- Access to services for non-English speakers: 67%
- Provider cultural knowledge and sensitivity: 36%

### LC3 Accomplishments
- Trainings on caring for diverse populations, and addressing inequities
- Juntos Summit in Fall 2021, including topics such as community schools and child welfare (see next slide)
- Wellness Wednesday series, including topics such as deaf culture

### LC3 Game Changer Strategies
- Client Advocacy and Access
- Children and Families
• 2021 Southwest Summit on Child Well-Being, Suicide Prevention and Recovery
• Collaboration with the City of Las Cruces Mayor’s Suicide Prevention Taskforce and Families & Youth, Inc.
• 165 participants
• Presentations from seven LC3 members (including three LC3 board members)
• As a result of summit, Mesilla Valley Hospital invited to different schools to present “Erase the Stigma” curriculum to over 1,000 students in the region
• Over 85% of participants who filled out a feedback survey rated the following aspects of the summit a “4” or “5” on scale of 1-5, with “5” being “Excellent”: 

<table>
<thead>
<tr>
<th>Aspect</th>
<th>Rating (%)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Conference Overall</td>
<td>95%</td>
</tr>
<tr>
<td>Registration Procedures</td>
<td>95%</td>
</tr>
<tr>
<td>Breakout Presentations</td>
<td>95%</td>
</tr>
<tr>
<td>Opening Session</td>
<td>90%</td>
</tr>
<tr>
<td>Keynote Presentations</td>
<td>86%</td>
</tr>
<tr>
<td>Variety of Breakout Topics</td>
<td>86%</td>
</tr>
</tbody>
</table>

“Truly enjoyed all of the information, which is very appropriate and helpful to my job.”
~Conference Attendee
## Trauma-Informed, Educated, and Responsive, and Focused on Education

### Elements
- Trainings for educators, first-responders, and the community
- Trainings on trauma-informed, educated, and responsive practices
- Partnerships with schools

### Existing Behavioral Health System
Percent of survey respondents who indicated these actions are "extremely" or "very" important:

<table>
<thead>
<tr>
<th>Action</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Training school staff about behavioral health</td>
<td>94%</td>
</tr>
<tr>
<td>Teaching students about behavioral health</td>
<td>92%</td>
</tr>
<tr>
<td>Providing families/students with access to behavioral health services</td>
<td>91%</td>
</tr>
</tbody>
</table>

### LC3 Accomplishments
- In 2021, LC3 trained a total of 362 individuals (total of 1,107.5 CEUs)
- Juntos Summit in Fall 2021
- Trainings on SAMHSA SMI topics
- Wellness Wednesday series

### LC3 Game Changer Strategies
Children and Families
Moving Towards the IBHS through the Strategic Plan

- **Strategic Hub**: Integrated and Collaborative
- **Client Advocacy and Access**: Consumer-Driven, Person-Centered, and Recovery and Resilience-Oriented
- **Supportive Housing**: Accessible, Inclusive, and Focused on Cultural Humility
- **Children and Families**: Trauma-Informed, Educated, and Responsive, and Focused on Education
Increase self-care for youth and adults

Increase coordination through centralized database

Increase collaboration and coordination in BH using the collective impact strategy

Increase trainings for educators, first-responders, and community

Increase trainings on cultural humility

Increase awareness of services to community

Increase number of peer support workers and navigators

Increase triage of 911 calls

Increase crisis response through 988 hotline

Decrease usage of hospital EDs through Crisis Triage Center

Increase crisis response through mobile crisis unit

Decrease need for Acute Inpatient Facilities

Decrease shortage of beds at Residential Treatment Centers

Increase providers of outpatient services

Increase community services for youth and adults

Increase supportive services for housing, food, employment, transportation

An inclusive, educated system where partners work collaboratively

Integrated, trauma-informed, culturally competent, and organized from a population health perspective

A system with clear cut, defined pathways, free of gaps, with multiple entry points across the system and facilitating access, screening, and discharge planning

Organized so that resources are available at every possible level (policy, program, procedure, and practice)

Client-driven, person-centered, recovery and resilience-oriented, and focused on meeting or exceeding the service and support needs of individuals and families

Green: In existence and improvements in progress

Yellow: In existence but needs attention

Red: Not in full existence and high priority

Underline: LC3 is addressing this need
Ideal Behavioral Health System in Doña Ana County
In 2025

PREVENTION

- Increase number of peer support workers and navigators
- Increase coordination through centralized database
- Increase self-care for youth and adults
- Increase collaboration and coordination in BH using the collective impact strategy
- Increase trainings for educators, first-responders, and community
- Increase trainings on cultural humility
- Increase awareness of services to community

RESPONSE

- Increase triage of 911 calls
- Increase crisis response through 988 hotline
- Decrease usage of hospital EDs through Crisis Triage Center
- Increase crisis response through mobile crisis unit
- Decrease need for Acute Inpatient Facilities
- Decrease shortage of beds at Residential Treatment Centers
- Increase providers of outpatient services

RECOVERY

- Increase community services for youth and adults
- Increase supportive services for housing, food, employment, transportation

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The LC3 Collaborative’s aspiration is to build a behavioral health system that is inclusive, organized, centered on the individual and family, and is committed to advocating for and providing comprehensive mental health and substance use disorder services for people across Doña Ana County, New Mexico.

The LC3 Collaborative’s Strategic Plan can lead us to this Ideal Behavioral Health System in 2025, with a strong commitment and focus on our goals.
Questions?

- Wendy Chi, LC3 Evaluator: chi@colorado.edu
- Rose Ann Vasquez, LC3 Collaborative Coordinator: rvasquez@fyinm.org
- Jessika Romero, LC3 Collaborative Community Organizer: jromero@fyinm.org
- FYI Website: www.fyiplusnm.org
- LC3 Website: www.healthypasodelnorte.org/lc3