

Initial LC3 Assessment - Preliminary Report

SOAR Evaluation and Policy Center
Families & Youth Inc.

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**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



Gap between needs and services

- Less specialized and experienced providers
- Less choices available for patients
- Patients left with no support and/or service
- Shut down of providers/agencies
- Agencies at risk of overcapacity/overloaded



Disrupted collaboration

- Loss of trust between providers and patients
- Loss of communication
- Impeded referrals



Patients' perspectives

- Put patients at risk
- Lack of support for patients
- Difficulty to access services



Government

- Lack of accountability
- No funding or resources provided



Responses to the shutdown

- Referrals and delegation
- Community
 - Training, classes, and services offered
 - Improvised collaboration between agencies

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

The current access to behavioral and mental health services 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

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



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

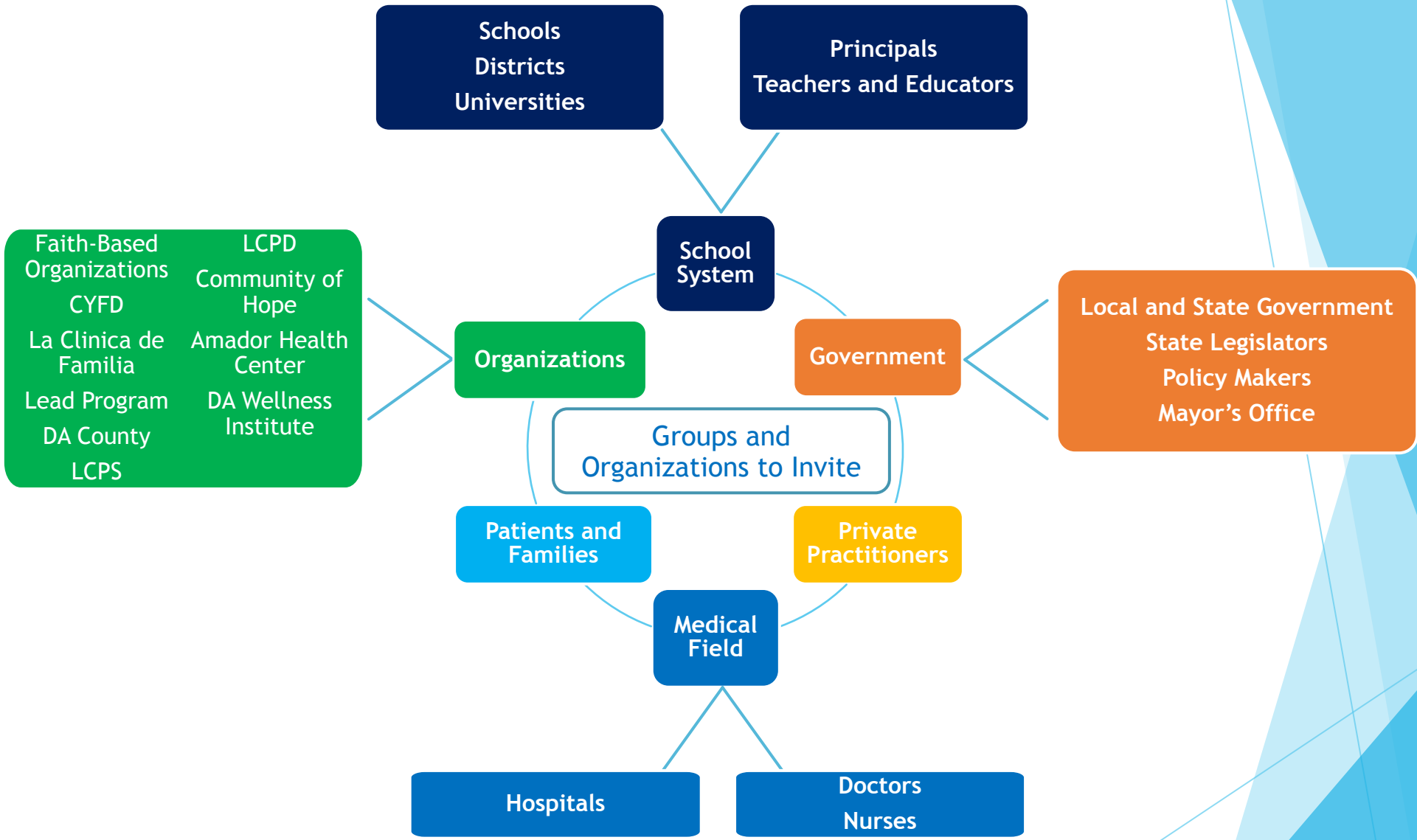
- Stigma around BH and MH
- Uncertainty about where to find information and/or help
- Need to build long-lasting trust-based relationship
- Need of flexibility

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.”