



June 2022

## Service Provider and Community Member Forum Results



### *City of Albuquerque and Bernalillo County*

The City of Albuquerque in partnership with Bernalillo County are developing a joint strategic plan based on research process that includes 1) System Gap Analysis, 2) Service Gap Data Analysis Addendum, 3), Survey of Service Providers and Community Members, and 4) Facilitated Community Meetings.

The documents that comprise this research are found at <https://www.cabq.gov/family/news/city-of-albuquerque-bernalillo-county-system-gap-analysis>

What follows is a summary of the feedback collected through Community meetings with Service Providers and Community Members. This work builds on public involvement efforts including surveying residents to learn more about the key issues facing the health and safety of our neighborhoods.

Information and updates are available at <https://www.cabq.gov/family/news/city-of-albuquerque-bernalillo-county-system-gap-analysis>

For continued feedback and questions, please email [bh-strategicplan@cabq.gov](mailto:bh-strategicplan@cabq.gov).

**City of Albuquerque and Bernalillo County Joint Strategic Plan  
Community Member and Provider Forum Analysis**

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## **Background**

The City of Albuquerque and Bernalillo County recently conducted a gap analysis on current and needed services for behavioral health and housing. The work of the assessment included convening community partners and city stakeholders across Albuquerque, surveying residents to learn more about the key issues facing the health and safety of Albuquerque's communities and synthesizing these survey findings. Now the city, county, and state partners have joined together to develop a joint strategic plan to direct the development of services and support of our community over the next two years.

## **Community Forum**

To inform the Joint Strategic Plan, the city and county facilitated a Community Member Feedback Forum and a Community Provider Feedback Forum held in January of 2022. The purpose of these forums was to hear from the community about the future of behavioral health. It is our vision to enable healthy communities that thrive, meaning that people are connected, supported, safe, and well. To support our city's growth and to reach this vision, we need to know the ways behavioral health and public safety affect both providers and community members as they provide and access services.

## **Forum Structure**

The forums were held over a period of two hours. They included city and county subject matter experts, forum facilitators and note takers, and members of the community. They included an introduction setting of the historical and contextual stage, a setting of conversation guidelines, and a breakout of members into groups. Each breakout group was comprised of a group facilitator, a note taker, and a subject matter expert. The breakout groups reviewed four main content and planning areas. The content areas were: Supportive Housing, Crisis Supports, Prevention/Harm Reduction, and Community Supports. The planning concept areas were communications, streamlining efforts, funding capabilities, and community capacity.

## **Analysis**

Below is a short description of the recommended services by community members and community providers during each of the forums. Items that have a number next to them are associated with a specific section of the strategic plan.

### **Community Supports Services Forum**

#### **Forum Recommendations That were Integrated into the Strategic Plan**

##### **Strategic Plan 2.1.**

- Mobile units are a great way to address the gap in services because APD typically doesn't respond for at least two hours. A quicker response for mental health issues is vital, as these calls can be a life-or-death situation. (Example: Shooting death, International District, Nov. 2021.) The City provides dispatch of appropriate units, including MCT, CORA, and behavioral health responders from the Albuquerque Community Safety Department to these types of calls. The county and the City continue to expand MCT.
- With 988 and other crisis lines, crisis response in general is not centralized. 911 struggles with triaging. The City and the County will continue to collaborate with the State of New Mexico regarding the 988 implementations.

- Processes for individuals who choose not to engage in services (also part of barriers in Strategic Plan 8.2.)

### **Strategic Plan 2.2.**

- More training, communication and information for law enforcement; training/collaboration with emergency services; improve response efforts to individuals in a behavioral health crisis; increase linkages to appropriate stabilization and recovery services; explore other options to 911 being the gateway for ACS. The City and the County will work on the enhancement and development of resources and service sites for first responders to efficiently support individuals in need of behavioral health services.

### **Strategic Plan 2.3.**

- More beds and more acute-care beds. The City and the County are working on the development of additional Crisis Triage services that support individuals experiencing a mental health crisis in the community.

### **Strategic Plan 3.1.**

- Conducting ACE surveys in family health providers in order to line folks up with services/break cycles. The City and the County fund ACE specific contracts, with shared outcome goals between City and County contracts.

### **Strategic Plan 3.2.**

- Youth detox. The City and the County are collaborating efforts to enhance youth-based support services, inclusive the development of detox facilities.  
A gap in quality residential treatment for youth and children. The strategic plan includes continued participation with CYFD and stakeholder groups to address community needs and determine best practice approaches. The plan includes efforts to develop a methodology to address the unmet behavioral health needs of children whose families are utilizing services within the systems of care and collaboratively exploring the development of substance use supports for youth, including youth residential and detox.

### **Strategic Plan 3.3.**

- Network to collaborate and fund needed services. Examples: City or County do not fund medication for opioid treatment medication. The City and the County do support increased access to Medication Assisted Treatment (MAT) services across the array of service providers and criminal justice partners.
- Connect with schools to engage families; motivational interviewing for teachers; funding School Based Health Centers; training in motivational interviewing; mental health services for youth; mobile SBHC; more mental health and crisis support for kids in school. The plan can include coordination with APS, and the mechanism for the coordination is through the Albuquerque Bernalillo County GC where APS sits on the board. The City and the County will continue to support the development and funding of School Based Health Centers in Albuquerque. The

County is developing two Mobile units by early 2023 and has received funding from Congresswoman Stansbury for one more unit in June of 2022.

- Youth Peer Certifications through the Children Youth and Families Department and the Health and Human Services Department. The State is the authority and therefore the state would have to create programs. City and County can work with the state to explore this opportunity.
- Long (three to six months) inpatient substance abuse treatment for people with co-occurring disorders and may be on Medication Assisted Treatment. The City and the County will look at possibility of funding a feasibility study to determine need and funding availability.

#### **Strategic Plan 4.0.**

- Behavioral Health Initiative money to supplement benefits for case management; community case managers instead of Managed Care Organization care coordinators that stay with the client regardless of where they are accessing services, such as the California model program; staffing shortage for intensive case management are also an issue; more support for individuals with co-occurring disorders. The City and the County are collaborating to improve services in the community to stabilize the need for behavioral health supports and prevent crisis, utilizing case management, funded by both entities. Several Case Management programs exist for long term needs and for populations with co-occurring disorders.
- Need more involvement peer support services; more involvement and follow up after referral; peer run recovery services; having peer support specialists who are connected to resources and what is going on, serving as a conduit between community and service providers; alternative services with peers and providers; find peer support workers who are currently unemployed (150 per gaps analysis); invest in lower acuity outpatient care. The City and the County are collaborating to improve services in the community to stabilize the need for behavioral health supports and prevent crisis utilizing, funding and enhancing the peer support workforce.

#### **Strategic Plan 4.1.**

- Recovery services that are not just AA/NA and serving clients that don't qualify for inpatient hospitalization and outpatient care. The City and the County fund a wide array of behavioral health services; additionally, the City and the County are collaborating to improve services in the community to stabilize the need for behavioral health supports and prevent crisis.
- More support for Law Enforcement Assisted Diversion Programs. The County will continue to expand the Law Enforcement Assisted Diversion program by educating local law enforcement partners and increasing the program's referral streams. The County recently received a \$1,000,000 dollar grant from the federal government to support its LEAD program.

#### **Strategic Plan 5.0**

- City and County joint website for resources, housing, therapists; every officer (County/City needs resource cards; non-Internet-based communication; centralized communication areas, such as libraries, etc.; create and share content regularly through communication; streamline communications through various media outlets; push content out online regularly; social media; significant problem is knowing how to reach existing resources; communication is a huge gap; social networks; centralized places to get communication; how to get help; community lacks understating of what's available, especially around prevention; remove barriers to access of

services; create and promote easily accessible online application. The City and the County will collaborate in the development of a Communications Campaign to improve community awareness and increase access to community services that is inclusive of the items listed previously.

- Information dissemination through community boards and posting behavioral health resources on both school and police websites.
- Outreach to community referenced regularly; provide incentives for neighborhood associations to be involved in training, in dialogue, in communication; regular meetings/public forums to share updates and progress; more community input is absolutely necessary; rapport building with community members; convene groups to learn with each other and support each other and included reference to faith-based communities; communication with, from, and through faith-based communities; look at community trainings feedback and community engagement. Sharing what works and does not work with other agencies and entities

#### **Strategic Plan 6.0.**

- Many agencies are a "9 to 5"; operation and need to have after-hours call lines and services; walk-in hours or alternative hours; easier access to care; need for expanded hours; after-hours support in person and on call; many community partners are not as accessible off hours or on weekends. Consider feasibility of adding language to contracts.
- Consider assessing the capacity to add billable services for extended hours to RFPs. And ACS has increased hours of services as of March 14, 2022, operating from 7am to 8pm.
- Need for investigation for individuals with behavioral health issues kicked out of services. improve process for quality assurance; explore mechanism for City partners to receive grievances against agency for instance we could have agencies put a link to the City on their website for grievances. (also, in Strategic Plan 8.2.)
- Provide continuity of support for the individual; if there is a referral to another agency, there should be a "warm hand off" and follow up as to what services were delivered; service coordination lacks communication and streamlined processes; "Exclusionary criteria should not be so narrow that a large swath of the population is left out of the service." (also, in Strategic Plan 8.0.)
  - Services specific to seniors – geriatric-specific inpatient support; support for those that struggle with technology and paperwork. Health interventions for older adults (senior affairs); Do we have enough info on how to provide community health treatment for older adults? The plan can be expanded to utilize DSA and AAA to improve focus on behavioral health of seniors (also in Strategic Plan 8.0.).

#### **Strategic Plan 6.1.**

- How are we measuring the quality of these services ensuring funding not tied to administration initiatives; up to date on standard of care; requirements for services, such as case management and outreach, trauma- informed care, and response. The City and County will align service funding, procurement, performance standards, and outcomes where possible to improve service provision and increase accessibility of local government funds.

- All the "little fees" that come along with obtaining documents (birth certificate, social security cards, etc.); there is no budget line item for this and needs to be included in county budgets. The City and County will align service funding, procurement, performance standards, and outcomes where possible to improve service provision and increase accessibility of local government funds. The County does have budget line items for Assistance to Beneficiaries that allow providers to support clients in need of obtaining legal documents.
- Provide more family and parental support and skill building.
- Step Down programs to mental health after stabilization
- Fathers with kids. Very few options for fathers with kids. The County recently executed a contract with a group called Fathers Building Futures to develop training and experience for criminal justice involved fathers.
- Client demographic data should be collected and analyzed for community need. City is committed to expanding Social Determinants of Health data collection to determine service funding. (also, in Strategic Plan 8.2.) The County and the City collect demographic data on all clients served through its behavioral health programming.

#### **Strategic Plan 6.2.**

- Identify anyone with multiple arrests and releases and do some sort of intervention prior to injury or death; people not fit to stand trial are released without protection for individual or the community; centralized/universal electronic health record access. The City and the County will work toward the development of a unified data integration system that will allow for communication and information about clients to be shared across services. That is inclusive of developing the Frequent Utilizer Data Integration Database that has been piloted with NM Tech in an effort to streamline services for frequent utilizers of high acuity systems. Diversion programs like the Resource Reentry Center and the Law Enforcement Assisted Diversion program are also focused on these important diversion efforts.
- Referral platform and resource directory: New platform/outreach for what services are available; direct referral platform; "It would be my dream for us all to invest in the same resource directory. There are many years of this being a challenge, all the way back in the days of the Salud Manual"; 311 being successful on helping provide referrals to community resources for providers and community members; there is a resource directory through NowPow that some service providers are using; we are committed to investing in a single resource directory so not all providers have to do their own; is there an interactive existing resource guide for first responders? Central hub to connect individuals to correct care and help lessen relived trauma; creating a list of providers to include qualifications, hours, point of contact, etc. Dynamic community database so we know who has beds/resources. City is working to explore this platform for contracted providers.

#### **Strategic Plan 7.0.**

- Explore how behavioral health services are paid for; advocacy around increasing reimbursement; pipeline development for providers; increased integration of behavioral health services into "physical" health care;" more leveraging of Medicaid dollars would be beneficial; expand braided funding (limited to special education students with IEPs). The City and the County will leverage funding capabilities to expand the availability of financial supports in an

effort to increase service capacity for individuals in need. This is inclusive of the City and the County expanding efforts to maximize Medicaid invoicing.

#### **Strategic Plan 8.0.**

- Strengthen community/provider network; address the major shortages of behavioral health providers. Identify how to attract and retain qualified workers, which impacts the ability to provide services; lack of support for existing providers; develop a behavioral health career pipeline; support in the work place; increase pay, more incentives; need providers that can attend to complex medical and mental health needs; have a system this is more inclusive; The City and the County will work with collaborative partners and stakeholder groups to analyze behavioral health workforce needs and opportunities, including identifying ways to increase the behavioral health workforce.

#### **Strategic Plan 8.2.**

- The lack of culturally/linguistically appropriate services for people in general. "We need to create some systems that incentivize people in the system" to address this; need for job training and education (multiple areas, such as ESL and citizenship). The City and the County will identify barriers for marginalized persons to access and utilize City- and County-funded services and collaborate on strategies to remove the barriers and improve access.

#### Recommendations Already Underway

- Medical model detox: get people out of ED to get support they actually need; mobile detox in-home and family recovery; what happens after Sobering Center - are we prioritizing after care? Medical Sobering Center; additional detox options. The City of Albuquerque developing a plan to address the need for a Sobering Center/detox that can support clients with higher medical needs than the CARE Campus. Once the need assessment is complete, the City will work on the development of this program. Turquoise Lodge also provides medical detox to clients in Albuquerque and Bernalillo County.
- Transportation was listed as a concern with recommendations to have free buses for easier access to services. This is being piloted by the City.
- Need more drop-in centers to get housing and mental health assistance that is not an ER, drop-in center for behavioral health. Bernalillo County currently has two drop-in centers for youth and adults run by New Day and Albuquerque Center for Hope and Recovery. Bernalillo County is also implementing a Living Room Model program in Tijeras that will be run by peers and provides a drop in option. Furthermore, the CARE campus is developing a Living Room Model program that will also open in 2022.
- Harm Reduction (needle exchanges, including engagement with persons with lived experience at the needle exchange.) There are multiple needle exchange programs operating within Bernalillo County. Understand what role UNM plays in this network of care, such as ACT, Intensive Case management, CCSS, Transition Planners, and Fast Track to support people exiting MDC. UNM is a primary partner in the provision of behavioral health services and will be included in messaging regarding available services.
- Mobile Wi-Fi. Is that still happening. May be an option for educational outreach. Free Wi-Fi, where are we at? Free public Wi-Fi is supplied by City mobile units are available at this map <https://www.cabq.gov/technology-innovation/wifi>



- Destigmatize receiving mental health services in training campaigns.
- Telephones with direct link to emergency service, i.e., he calls systems you see on university campuses. This was not added to the plan as the impending 988 integration should include an app for direct linkage.
- Inpatient psychiatric services already provided by UNM.

#### Recommendations That Will Not Be Added to the Strategic Plan At This Time

- Pilot a program for individual basic incomes based on an earning strategy (Unclear on the intention of this suggestion and as such could not be included in the plan).
- Inpatient diversion programs (different levels) with CJCC (Jurisdiction of courts is not under the purview of the plan).
- Peers on buses. Solid transportation with advocate available. ACS responding to bus stops, and City is looking at how to integrate this with zero fares.
- RFPs for research for non-invasive electroceuticals. We continue to support best practices in behavioral health, and this has not been proved to be a best practice.
- Specific recommended services were listed that included:
  - Offer more preventative care and early intervention, which is already funded.
  - Social work for all students. This is specific to APS; may be able to leverage state appropriations and SBHC, but not under the purview of this document.
  - "We have not done a deep analysis of what happened to our behavioral health system after the dismantling." "A lot of the infrastructure breaks down...the biggest obstacle to our growth is the infrastructure." The suggestions provided do not discuss how this will be helpful moving forward. The City and County have conducted analysis and strategic plan to inform current systems.
  - Communicate that the future looks brighter when you engage in services. This suggestion is too vague for a strategic plan.
- More resources for reentry programs to decrease recidivism; Resource Re-entry Center should be open 24 hours a day with more intensive case management.
  - COVID-19 has necessitated a few changes at the RRC. Notably, any individual leaving a COVID-19 quarantine pod within MDC does not get routed to the RRC. In addition, the RRC is open 8 a.m. to 1 a.m. seven days a week. Individuals released from MDC during closed hours will not be routed to the RRC. RRC's hours are subject to change; once we are fully staffed, we will return to 24/7 operation.
- Open invitation to care providers to enter a "Selected City of ABQ Provider Network" (Not clear on intent of statement.)

### **Prevention Forum**

#### Forum Recommendations That were Integrated into the Strategic Plan

##### **Strategic Plan 2.0.**

- There was a focus on school-based services, including increasing School Based Health Centers; universal home visiting; youth leadership development; other evidence-based initiatives; school-based outreach; special attention to school-aged children with special needs; understand how APD school police work with systems; education/dialogue in schools regarding substances; funding for behavioral health providers imbedded in schools; more behavioral health provider

collaboration with APS; drug screening in schools to identify issues early, including medication management as part of School Based Health Centers. While the City and the County do fund a number of evidenced-based youth programs, the emphasis on collaboration with and focus on school-based services warranted inclusion in this section. Include coordination with APS using ABCGC as platform for coordination. (Also, under Strategic Plan 8.0.)

#### **Strategic Plan 2.1.**

- Collaborate with CJCC to attend to the needs of individuals involved in the criminal/legal system. The City and the County will continue to utilize respective positions and collaboration with the Criminal Justice Coordinating Council (CJCC) to address the needs of system high utilizers.

#### **Strategic Plan 2.2.**

Detox was referenced a number of times including a need for inpatient detox; Medical detox needs to be available 24/7; Utilizing BEMER technology for detox efforts. The City is currently assessing the need for a Sobering Center/detox that can support clients with higher medical needs than the CARE campus. Once the needs assessment is complete, the City will work on the development of this program. Turquoise Lodge also provides medical detox to clients in Albuquerque and Bernalillo County.

#### **Strategic Plan 3.1.**

- Do prevention and partner with day cares to serve younger ages; address more childhood trauma events for youth; trauma-informed youth care; suicide prevention; tracking ACEs in existing contracts; identifying ACEs in existing programming. The strategic plan includes funding ACE-specific contracts with shared outcome goals and supporting suicide prevention efforts.

#### **Strategic Plan 3.0.**

- Multiple suggestions for additional harm reduction services, specifically harm reduction sites; increasing needle exchange sites; safe consumption sites; testing and availability of tests; and increasing number of harm reduction trainings conducted inclusive of Narcan trainings. Partners will - will analyze rollout of fentanyl test strips. However, safe consumption sites not currently in the purview of the City and cannot be included. Both the Single Site and the Tiny Home Village programs overseen by the city implement harm reduction strategies.

#### **Strategic Plan 3.2.**

- Increase parenting skill-building; engagement with youth who are utilizing substances before they move onto adult services; peer and support groups for adolescents (ages 11 & up) who have family members with mental health/ substance use issues; support for families; treatment and/or diversion for youth substance use; increase services for youth and young adult substance use; more outreach to parents and support with enrollment; better consistent coordination. The strategic plan includes continued participation with Children Youth and Families Department and stakeholder groups to address community needs and determine best practice approaches as well as developing a methodology to address the unmet behavioral health needs of children whose families are utilizing services within the systems of care and collaboratively exploring the development of substance use supports for youth including youth residential and detox.

### **Strategic Plan 3.3.**

- Medication Assisted Treatment, emergency and homeless shelters' buprenorphine availability. The City and County are committed to expanding access to MAT inside homeless shelters and inside MDC, as well as CARES campus for outpatient maintenance of clients in the community. Increased access to naloxone/Narcan. Currently there are multiple access points for Narcan, including for clients released from MDC and RRC; clients who receive services at the CARE campus; and clients who are seeking services from community providers with a Narcan license.

### **Strategic Plan 3.4.**

- Grow street outreach by engaging with neighborhoods; need more on-the-street support teams. The City and the County are both expanding street outreach and mobile services.
- Additional medication management support and emergency medication management. City is seeking funding to include at Gateway and WECH, and state and County are funding at correctional facilities.

### **Strategic Plan 5.1.**

Public education about mental health and substance use; feedback mechanism for people with lived experiences; design the city's web site like the crisis intervention site. The City and the County are developing public communication strategies that include shared messaging, utilizing of social media and non-electronic platforms.

### **Strategic Plan 6.0.**

- Trauma-informed care from existing providers was reported as a need, including follow-up and ensuring meeting clients where they are, rather than having clients meet strict criteria for inclusion in programming. These suggestions can be included in training and assessed for inclusion in RFPs and future contracts. (Also, under Strategic Plan 8.4.)

### **Strategic Plan 6.1.**

- Improve disconnect between Bernalillo County services and behavioral health services, breakdown politics, egos, and silos. The City and County are collaborating on aligning service funding, procurement, performance standards and outcomes, to improve service provision and increase accessibility of local government funds.

### **Strategic Plan 6.2.**

- More sophisticated and accurate ways of gathering data. The City and the County are developing a unified data integration system that will allow for communication and information about clients to be shared across services.

### **Strategic Plan 7.0.**

- Need more funding allocated to specific areas to meet the gap; more funding for training and education; understating fund alternative services and care; not enough funding being allocated for existing services. The City and the County are leveraging funding capabilities to increase service capacity for persons in need.

### **Strategic Plan 7.1.**

- What is the City/County doing to curtail the impacts of COVID-19 on service delivery? The City, County, and state are collaborating on efforts to address system of care gaps related to COVID-19.

### **Strategic Plan 7.2.**

- Leverage Medicaid dollars (expand the 1115 waiver) to provide the opportunity for smaller providers to bill for long term services.; The City and the County will expand efforts to maximize Medicaid invoicing.

### **Strategic Plan 8.3.**

- Friendly feedback loop. The City and the County will work toward further communication with the public and providers about the impact of funded services.

### **Strategic Plan 8.4.**

- Incentives to get participation in education efforts, especially adults, education on impact and possible addictiveness of cannabis. The City and the County may expand training capacity for the BH workforce and the larger community.

### Recommendations Already Underway

- Gaps in family needs was referenced – need for safe and accessible childcare and more prevention for families struggling with poverty. – The City funds early childcare and early child development; City Economic Development funds financial navigators.
- More transportation options, i.e., Uber. City is funding zero fares throughout 2022.
- Decriminalize homelessness; decriminalize drug-related crimes; foster a trauma-informed community and not just bolster the criminal response to people who need help. Several of these suggestions are not in the purview of this strategic plan and the trauma-informed community is already funded through ACSD.

## **Crisis Services Forum**

### Forum Recommendations That were Integrated into the Strategic Plan

#### **Strategic Plan 1.1.**

- Safe outdoor spaces are needed in Bernalillo County and Albuquerque. The City and the County acknowledge this is a need. The City has identified some preliminary funding for this and will be moving forward with this in the next year.

#### **Strategic Plan 2.1.**

- Bernalillo County is in need of a central call number outside of 911. The state of New Mexico is in process of developing a 988-phone number that will serve as a coordination and triage line to bring people into contact with the services they need, whether it be crisis, mental health, substance use, or something non-emergency-related.
- There is a need for 24/7 Mobile Crisis Teams: In the next few years DBHS and ACS will be working toward accessing more funding for expansion of hours for Mobile Crisis teams.

### **Strategic Plan 2.2.**

- There is a need for a detox center for individuals with high medical needs. The City of Albuquerque is currently assessing the need for a sobering center/detox that can support clients with higher medical needs than the CARE Campus. Once the need assessment is complete the city will work on the development of this program. Turquoise Lodge also provides medical detox to clients in Albuquerque and Bernalillo County.

### **Strategic Plan 2.3.**

- The county is in need of a behavioral health Crisis Triage Center that can provide crisis stabilization beds and respite care to those that are in crisis who do not need inpatient but need stabilization in community. Bernalillo County has a current stabilization unit on the Care Campus that can be housed up to 16 beds and is in coordination with UNMH to build another CTC that will also serve 16 beds. This program provides two weeks of respite housing paired with intensive case management and clinical oversight to ensure a successful transition back into community.
- Albuquerque is in need of a first responder drop-off location. Both the City and the County recognize this need and will address it with the Crisis Triage Center being built on the UNMH footprint as well as the development of a 24/7 drop off location to accept appropriate referrals from first responders, law enforcement and hospitals at the Gateway Center.

### **Strategic Plan 3.3.**

- More Narcan access: Currently, there are multiple access points for Narcan, including for clients releasing from MDC, clients releasing at RRC, clients who receive services at the CARE campus, and clients who are seeking services from community providers with a Narcan license.

### **Strategic Plan 4.1.**

Bernalillo County is in need of a behavioral health Drop In-Center: Bernalillo County currently has two drop-in centers one for youth and one for adults run by New Day and Albuquerque Center for Hope and Recovery. Bernalillo County is also implementing a Living Room Model program in Tijeras that will be run by peers and provides a drop in option. Furthermore, the CARE campus is developing a Living Room Model program that will also open in 2022.

### **Strategic Plan 5.1.**

- A stronger emphasis should be placed on communication about new services and promoting and bolstering the current services. Bernalillo County will be working on launching a communication campaign for CARE campus and BHI programs to better inform the public about the county's behavioral health programs.
- Need to better communicate about the availability of services. There is an application called Open Beds that is currently up to date with specific services and available bed space for clients in the community seeking services.
- Collaborate and coordinate service resources to avoid duplicating services. This is an important priority and will be included in the Strategic Plan.

### **Strategic Plan 6.2.**

- The City and County need a centralized/universal electronic health record access. The City and the County will work toward the development of a unified data integration system that will allow for communication and information about clients to be shared across services.

### **Strategic Plan 8.1.**

- Culturally/linguistically appropriate services. The City and County identify this as a need and have included this in the current strategic plan in a section focused on improving access and decreasing barriers to services. (Also included in 8.2)
- There is a need for crisis programming to do a warm handoff for clients to long-term case management. The CARE campus programs, including the Crisis Stabilization Center, have intensive case management that works with clients to connect them to services when they discharge from service. The Mobile Crisis Teams, the LEAD team, the Albuquerque Community Safety Responders, and the Community Engagement teams all work diligently to connect clients to more intensive case management. The Resource Re-Entry program works with case managers and transition planners to provide supportive case management for clients leaving jail.

### **Strategic Plan 8.2.**

- There is no discharge plan for those in crisis after they are discharged from the hospital or are released from jail. In MDC, there are transition planners that develop transition plans with clients as they are planning to release for the highest risk clients and other case management services for lower risk clients. Hospitals also are required to provide transition planning before discharging clients. Increasing this capacity is a priority of the county and this is included in the strategic plan.

### **Strategic Plan 8.5.**

- Equity in funding to support small agencies. The city and the County acknowledge this need and will work to do a series of small-provider start-up grants with lower reporting requirements and more technical assistance so that we can improve behavioral health provider capacity and bandwidth.

### Recommendations Already Underway

- There is a need for community training on when to call 988 vs. 911. The City and County acknowledge this need and will work with the state on training and public engagement once 988 is developed.
- Behavioral health navigation and centralization: The City and the County have identified multiple places at the CARE campus and the Gibson Health Hub where navigation to services is currently occurring.
- Interim crisis center. The Gateway Center will be providing interim services for crisis at its sobering center, along with the CARE campus.
- Better intensive outpatient options at discharge and partial hospitalization. Better process and follow up. The Crisis Triage Center at the University of New Mexico Hospital will be providing

several ancillary services to include intensive outpatient options and partial hospitalization services.

- Invest in appropriate peer services. The City and the County have several peer programs, including peer drop-in centers, two living room programs, senior peer case management, and peer case management.

#### Recommended Services Already Underway or not added to the plan

- There is a need for youth-based crisis triage or stabilization center. This is a need that the County and City acknowledge. Without current funding, this is difficult to implement immediately. The City and County will seek funding for this and update Strategic Plan accordingly.
- Increase medical respite housing: This recommendation is acknowledged at this time by the City and the County. Due to increased demands in multiple areas, this recommendation as not included in the strategic plan at this time.
- Gap between what happens between 5 pm and 8 am. This recommendation is acknowledged at this time by the City and the County. Due to increased demands in multiple areas, this recommendation as not included in the strategic plan at this time.
- Urgent care 24/7 medical and behavioral health. This recommendation is acknowledged by the City and the County. Due to increased demands in multiple areas, this recommendation as not included in the strategic plan at this time.

## **Housing Services Forum**

### Forum Recommendations That were Integrated into the Strategic Plan

#### **Strategic Goal 1.1.**

- Housing first model. The majority of City-funded housing projects utilize the housing first model.
- There is a need for more outdoor spaces/encampments. The City and the County acknowledge this is a need. The City has identified some preliminary funding for this and will be moving forward with this in the next year. This will be included in the strategic plan.
- Reentry and transitional housing services are critical. Several housing programs are operated that provide support for reentry and transitional housing options. These are included in the strategic plan.
- Funding for housing should be prioritized and increased. This need is acknowledged by the City and the County, with as much possible funding going to housing programs. These ideas and funding initiatives are included in the strategic plan.

#### **Strategic Goal 2.3.**

- There is a need for more intensive case management and wraparound services for individuals with co-occurring disorders. The CARE campus programs, including the Crisis Stabilization Center, have intensive case management that works with clients to connect them to services when they discharge from service. The Mobile Crisis Teams, the LEAD team, the Albuquerque Community Safety Responders, and the Community Engagement teams all work diligently to connect clients to more intensive case management. The

Resource Re-entry Center program works with case managers and transition planners to provide supportive case management for clients leaving jail. More services for intensive wraparound are needed. This is included in the strategic plan.

**Strategic Goal 4.1.**

- There is a need for local government to step in and support unlicensed group homes. This need has been noted by the BHI subcommittee and is being addressed. There is a current effort to collaborate with the state’s Aging and Long-Term Services Department to support a one-time capital improvement of unlicensed homes to bring them up to a place where they can be licensed by the Department of Health. This is included in the strategic plan.

**Strategic Goal 6.2.**

- Improving communication about housing services. The County recognizes that this a real need for all services in the county. The City and County have specific plans to improve and expand their marketing and communication efforts in the community. This is included in the strategic plan.
- The City and the County should centralize location (web-based) for community access support. The City and the County are aware of the need for data integration efforts and data sharing efforts. This is included in the strategic plan.

**Strategic Goal 8.1.**

- The City and the County should Increase funding to find and retain staff/pay raises: The City and The County acknowledge the need to more substantially support the workforce shortage and are working increasing pay for behavioral health providers across their contracts.

Recommended Already Underway

- There is a need for more housing and more vouchers. The City and the County are aware of this need. There are currently several voucher programs, including one for clients releasing out of MDC, individuals in need of short-term support out of the Behavioral Health Initiative, and several housing programs, such as the Community Connection Supportive Housing Program, Tiny Homes, and two single-site programs. More housing is needed and in the next few years, the City and County will have to seek further funding to support the great housing need our community is experiencing.
- Offer alternatives for people who decline services. The County and City programs are voluntary. When we rely on best practices that support service engagement, we see that offering rather than mandating services is the most effective way to effect change. There are multiple mandated services for individuals with behavioral health needs, such as treatment court, mental health court, probation, pre-trial services, and incarceration. There are also approaches to providing harm reduction services and outreach efforts outlined in many places in the strategic plan that address this need.
- Hire Community Peer Support Workers in Permanent Supportive Housing and coordinate with Medicaid organizations to increase access. Multiple programs across the City and the County are already taking advantage of this request and leveraging state and insurance funding options.



- Trainings for landlords/tenants on home ownership, legalities, renter's rights. This need is acknowledged and something that the City and County Housing Departments work to do effectively with landlords and tenants.
- There is a need for shelter for transition-age youth. This recommendation is acknowledged. The City and the County are working together in a series of community planning sessions to plan and design the implementation of a youth shelter. As capital and operation funding is identified and the project begins the Strategic Plan will be updated accordingly.

Recommended Services Not Yet Identified in the Joint Strategic Plan

- Education in legal issues/renter's rights/tenant legislation. This recommendation is acknowledged at this time by the City and the County. Due to increased demands in multiple areas, this recommendation as not included in the strategic plan at this time.
- More housing in more areas of town. This is a need acknowledged by the City and the County and something we will continue to work on in the coming years.