

**MINUTES OF THE**  
**SANTA FE COUNTY**  
**HEALTH POLICY & PLANNING COMMISSION**

**August 2, 2019**

**Santa Fe, New Mexico**

**I.** This regular meeting of the Santa Fe County Health Policy & Planning Commission (HPPC) was called to order by Chair Laurie Glaze at 9:00 a.m. on the above-cited date at the Santa Fe County Community Services Department conference Room, 2052 Galisteo Street, Santa Fe.

**II.** A quorum was established with the following members present:

**Members Present:**

Laurie Glaze  
Kim Straus  
Laura Brown  
Christa Coggins  
Nelsy Dominguez  
Sandy Dransfield  
Bonnie Keene  
Michael Munson  
Carolyn Roberts

**Member(s) Excused:**

Barry Cooney

**County Staff Present:**

Patricia Boies, Director, Health Services Division  
Rachel O'Connor, Director, Community Services Department  
Jennifer Romero, Health Care Assistance Program Manager  
Chanelle Delgado, Teen Court

**Others Present:**

Jackie Munro, Story Telling Project	
Terrie Rodriguez, NM Alliance Health	Kyra Ochoa, City of Santa Fe
Meredith Root-Bowman, Presbyterian	Dovena Benally, SFIH
Ken Jones, SFIH	Julia Bergen, CIS
Desiree Valdez, NMDOH	Ramona Flores Lopez, Citizen
Jesse Cirolia, CSV	Frances Salles, Coming Home Connection
G. Van Dorot	Winona Gishal, BCBSNM
J. Cassutt-Sanchez, City Council candidate	Peter Bastone, Anchorum
Edward Archuleta, Director, St. Elizabeth's	Robyn Corvelli Hunt, Las Cumbres
Elizabeth Peterson, Santa Fe County Connect Consultant	

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### **III. Introductions**

Those present introduced themselves.

### **IV. Approval of Agenda**

Commissioner Coggins moved to approve and Commissioner Roberts seconded. The motion to approve the agenda passed without opposition.

### **V. Approval of Minutes: June 7, 2019**

Commissioner Munson moved approval and Commissioner Brown seconded. The motion carried unanimously.

### **VI. Matters of Public Concern**

Chair Glaze mentioned that the Municipal Drug Task Force released its report to the City Council. Comments are available on the City's website; however, the recommendations are not finalized.

### **VII. Presentation**

#### **A. Santa Fe County Connect: Partnerships and Accomplishments**

Patricia Boies, Director, Health Services Division, announced that Jennifer Romero has been named the Health Care Assistance Program Manager. A major role for her will be to continue with Santa Fe County Connect, the subject of today's presentation.

CSD Director O'Connor provided the history of the County's healthcare assistance program and how it has changed over the years. Following the termination of the sole community provider program and the introduction of the Affordable Care Act, the state changed its statute making it possible for counties to expend their funds to address specific issues. Santa Fe County developed its *Health Action Plan* and Santa Fe County Connect developed from that with the goal of addressing the needs of individuals by connecting them with the clinical care and community services they need to stay healthy, leading to improved overall community health.

Health Care Assistance Program Manager Romero said with input from the navigators, county residents and stakeholders, clarity emerged and an identity for Santa Fe County Connect was developed.

Jackie Munro captured the voice of Santa Fe County residents and obtained a perspective of the program through video. Ms. Munro said her mandate was to effectively communicate what the network was to the residents, stakeholders and potential funders. With the assistance of three individuals who made use of the network and navigators, three three-minute campaign

storytelling videos were developed. They represent the diversity of the issues that people face as well as the demographics of the community. [The three videos were shown at different intervals throughout the presentation]

Ms. Munro offered the following thoughts:

- You can't see the big picture of what our community needs unless you put all of the little pictures together.
- Santa Fe County Connect navigators listen deeply and build trusting relationships with individuals to better understand and meet their needs, working toward a healthier community for all Santa Fe County residents.

Elizabeth Peterson, Santa Fe County Connect consultant and project manager, highlighted the power and courage shown in the individual in the first video, noting that the video illuminates the social determinants of health, i.e., where one lives, if there is reliable transportation and access to good food, etc. These factors all contribute to health and well being. While genetics and medical/clinical care play a part, healthy behaviors and social and economic factors contribute greatly. The premise of the program is to look at the social determinants of health and provide access to resources to support individuals' well-being in their community.

Ms. Peterson said Santa Fe County is a strong community with lots to offer and Santa Fe County Connect is developing a model that supports its goals. As a ground-up and "any-door" model, Santa Fe County Connect can meet people where they are and provide them with opportunities to feel healthier and attain a sense of well-being.

Ms. Romero discussed the program vision that by 2020 all County residents, regardless of income, will have access to high quality health care and be linked to the resources they need for health and well being. This can be accomplished by building the network. A slide of the various participating organizations within Santa Fe County Connect was shown. That number is increasing. She mentioned that the inclusion of the City of Santa Fe has served to expand the program.

The goals for Santa Fe County Connect are as follows:

- Residents and providers collectively identify problems and co-create solutions
- Navigators link residents to resources within a cohesive provider network
- Social, economic and physical environmental resources are available to all residents
- Information systems are coordinated. Data are collected, monitored and evaluated to improve services and population health while reducing health care costs

Ms. Peterson emphasized that Santa Fe County Connect is a community program and everyone has a place at the table. The first meeting of the navigation cohorts had 13 at the table. Currently, there are more than 80 navigators attending meetings where they discuss, among other things, barriers within the internal process and the community to getting people what they need. The navigators continue to work together to identify problems and create solutions. She discussed the composition of the advisory committee – 12 or more individuals who have been or are enrolled in Santa Fe County Connect – that will meet quarterly to identify barriers. These

individuals will be paid a stipend for their assistance and provided transportation, childcare and food.

Ms. Peterson noted that:

- The program started with eight community organizations and there are now 35 programs
- In FY18, 639 individuals received navigational assistance and 1,583 social determinants of health were identified
- During three quarters of FY19, 966 individuals received navigational assistance
- The County has contracted with a licensed clinician to provide clinical guidance to navigators. Protocols and network standards have been developed for using the software platform which are updated semi-annually

Regarding the program's goal of an integrated platform, Ms. Romero offered the following:

- Unite Us platform was selected by the stakeholders and navigators
- Unite Us is not a database but instead a platform that speaks in real time
- A referral is sent out and when the referral is accepted, the other referrals are immediately updated
- The platform provides community accountability
- The platform shows what an organization is doing without generating paper
- The navigator can choose services based on location for the resident to easily reach
- PIRE, a research and evaluation firm, is under contract to evaluate Santa Fe County Connect and to assist in standardizing questions on the platform to ensure the questions can be evaluated and are useful
- The platform provides sustainability; attracting new partners with financial support is important
- The platform allows individuals to self-refer into it

Ms. Ochoa said she would like to see a network-wide evaluation. She also advocated the integration of PMS Care Coordination and HUGS into the network and Unite Us integrated with other platforms.

Ms. Romero pointed out that the emergency flexible fund is there to prevent crises.

The Commission offered that:

- The video stories are very powerful
- Expand referrals to include access to the outdoors – local parks, etc.
- End of life issues should be considered

In response to the question of what can HPPC do, Ms. O'Connor said the BCC has been supportive of navigator positions and HPPC could help communicate to the BCC that this is useful in our community. A presentation to the BCC on Santa Fe County Connect will occur before year-end, a sustainability plan will be needed, as well as a contractor hired to assist in the development of that plan. The HPPC recommended that the BCC strongly support sustainability for Santa Fe County Connect, to secure funding and growth of the network.

Ms. O'Connor lauded her health services staff and the team that has worked on Santa Fe County Connect.

**VIII. Matters from the Commission and Staff**

**A. Director's Report**

Ms. Boies reported on the 2020 Census and said that any undercounting of the County census will have severe fiscal consequences. The BCC recently created a Santa Fe County 2020 Census Complete Count Committee. Using a data-driven analysis to identify the hardest to count areas and populations, people representing those demographics have been appointed to serve on the Committee, including health care and education leaders and Somos Un Pueblo Unido. The state will be allocating some outreach funding and Santa Fe County will receive \$137,000. Ms. Boies said a five percent undercount would create an annual loss to the County of \$27.5 million. Over ten years that means \$275 million lost. The League of Women Voters has made the census their number one priority. She was pleased to say there are great people involved in this important issue.

Mr. Straus said the census mapping will dovetail as important data for the social determinants to support populations.

Ms. O'Connor made these announcements:

- Tony Flores, who had been Deputy County Manager, is now Public Works Director and the Crisis Center is on the fast track under his leadership
- The behavioral health Core Leadership team met this month and mapped out themes for the nine meetings. Currently, the team is developing an inventory of behavioral health services. This is a process that came out of the Santa Fe County behavioral health strategic plan and while the County is coordinating, it is a community problem-solving effort
- Santa Fe County is working on a joint project with Bernalillo County in Edgewood
- Santa Fe County has been funded by DOH for a joint project between CSD and the Fire Department to conduct follow-up on individuals and families involved in drug overdose

Commissioner Brown mentioned that she serves on the Overdose Fatality Review Team.

**B. Other Matters from the Commission**

Commissioner Dransfield introduced a motion that HPPC strongly supports the sustainability of Santa Fe County Connect. Commissioner Brown seconded and the motion passed by unanimous voice vote.

Commissioner Brown suggested inviting the Health Security Act representatives back to HPPC to discuss advocacy prior to the next legislative season.

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**IX. Future Agenda Items**

Items are being developed.

**Announcements**

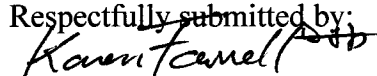
The September 6<sup>th</sup> HPPC is cancelled. The date for a special HPPC meeting is still under consideration.

**X. Adjournment**

This meeting was declared adjourned at approximately 11:00 a.m.

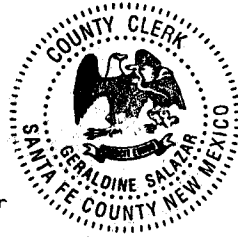
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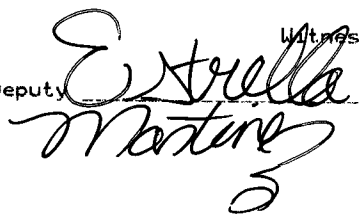
  
Laurie Glaze, Chair  
Health Policy & Planning Commission

Respectfully submitted by:  
  
Karen Farrell, Wordswork

COUNTY OF SANTA FE ) HEALTH POLICY & PLAN M  
STATE OF NEW MEXICO ) ss PAGES: 6

I Hereby Certify That This Instrument Was Filed for  
Record On The 13TH Day Of November, 2019 at 10:00:19 AM  
And Was Duly Recorded as Instrument # 1901759  
Of The Records Of Santa Fe County



Deputy  )  
Witness My Hand And Seal Of Office  
Geraldine Salazar  
County Clerk, Santa Fe, NM