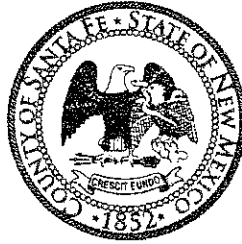


Henry P. Roybal
Commissioner, District 1

Anna Hansen
Commissioner, District 2

Robert A. Anaya
Commissioner, District 3



Anna T. Hamilton
Commissioner, District 4

Ed Moreno
Commissioner, District 5

Katherine Miller
County Manager

Memorandum

To: *Santa Fe County Board of County Commissioners*

From: *Katherine Miller, County Manager, SFC*
Rachel O'Connor, Director, Community Services Department, SFC

Date: *September 11, 2017*

Subject: *Community Services Monthly Report*

Health Services

The RFP for the Primary Partner at the Crisis Center is at procurement and should be going out this month. In the meantime we are doing presentations on the existing model and meeting with folks to begin to ascertain what sort of agreements need to be put together once a primary partner is chosen. In addition, we have started to do some preliminary work on design of the Center, and have done some walk throughs of other buildings.

The first draft of the Gap Analysis has been completed by Pam Hyde and we are working with her on some revisions. We plan to discuss the Gap Analysis at the Health Policy and Planning Commission meeting held on October 4, 2017.

Last month we hired a Behavioral Health Program Manager, Alex Dominguez, who started at CSD this week. Alex brings a lot of great experience from Bernalillo County.

This week the Accountable Health Community team, led by Kyra, held their first training for community based Navigators that we fund. It was very heartening to see them all in one room and to know that this project has become a reality. The goals of the training were to begin to use common tools for assessment, data collection, etc.

The RFP for Federally Qualified Health Centers has now been posted at Procurement.

I met with the Mayor this past week who is interested in doing a joint resolution on drug overdose issues. He has asked me to work with his staff on a Resolution.

On October 12, the Food Policy Council is holding an event at the Convention Center, focusing in part on the Farm/Ranch initiative that Erin Ortigoza is working on and other food initiatives

Commissioner Hansen, Rachel Brown and myself has a meeting on Friday with attorney's that are interested in working with us on bringing a lawsuit against the drug industry, similar to what Bernalillo and Mora County are doing. They were joined last Friday by the Attorney General. Both legal and CSD are doing research on this issue.

The Mobile Health Van did a record 285 screenings during August. We are gearing up for this fall's flu shot season, and this year we will again be partnering with CHRISTUS to provide free flu shots at over 20 locations in Santa Fe County.

The !Que Cute! Healthy Baby Low Birth Weight Prevention initiative completed its second year of programming in June of 2017. This year, the number of women served was 55, with clients remaining in services for at least six months. !Que Cute! consists of high intensity, relationship-based navigation for at risk pregnant women. The navigator conducts outreach and connects women to services, often transporting and sometimes accompanying them to appointments with a variety of clinics and social service agencies to build wraparound services. This year, the navigator has access to flexible funds, which has helped with getting needed IDs, submitting housing applications, and preventing eviction. Risk factors include Substance Abuse and mental health disorders, and 40% of clients are homeless or at risk for homelessness. The majority live at or below 100% Federal Poverty Level. The navigator has been successful in linking clients to early primary care—with the average gestational age at the time of first visit improving from 11 weeks last year to 5.5 weeks this year. In a client population that experiences a high level of stress and family crisis, the navigator has successfully connected 43 women with education, employment, housing, and behavioral health resources. There were 20 births in 2016, and 2 of the babies (10%) were just under 2500 grams, one born at 36 weeks and one delivered by cesarean at 37 weeks. These mothers were both undergoing treatment for opiate addiction.

Community Safety

The first Operation Northern Safety multi-agency saturation patrol of this fiscal year took place on Tuesday evening. The Sheriff's Department, City Police, State Police and Pojoaque Tribal Police participated in the Saturation patrol. The DWI program has not received stats from all the participating agencies, but data provided by the City Police shows one DWI arrest, three arrests for outstanding warrants and a total of 66 citations for miscellaneous traffic violations.

Teen Court staff is gearing up for our annual Teen Attorney Training on October 4th. The program is available to all students 9-12 grade. We will be notifying all public and private high schools throughout the month of September. We will also post the flyer on our Teen Court website and reach out to the New Mexican.

Community Operations

Please note the latest stats from Imagination Library:

- 1,700 children are enrolled in the Dolly Parton Imagination Library Program
- 1,687 books were distributed by the Dollywood Foundation in August 2017
- 10,510 books have been mailed to children in Santa Fe County in 2017
- 30,401 distributed books since the inception of the Dolly Parton Imagination Library
- A total of 1,698 children book in Spanish have been distributed by the United Way
- 410 children have graduated from the program

The Stanley Cyclone Center hosted a benefit roping the first week in September and over 250 ropers were present. By all accounts the roping went well. The Center continues to be used weekly by 4-H and will be used for cooking classes, ropings, and dog shows in the upcoming two months.

CSD and Public Works staff met with Gabe Montoya from the Pojoaque Pueblo to look at horse stalls located at the Santa Fe Downs that the tribe is willing to donate to Santa Fe County. The stalls were not in the best condition.

Friday 9/1/17 Volunteer Coordinator, 13 students from the Master's Program, and 5 crew leaders from The Trails Alliance of Santa Fe worked 3.5 hours on the Little Tesuque Creek Trail and connecting trail. Duties included building an erosion control feature, trimming back vegetation and basic trail maintenance.

Senior Services

The Community Meeting on HWY 14 was held this past Center and staff attended. There had about 40 people present and it went very well. Public Works has been keeping us abreast of plans and the process has been very smooth.

Seniors attended both the County Fair and today are at the State Fair.

Senior Centers held their summer barbeques through the month of August. They were well attended at each Center.

Rufina is again serving congregate meals. There were 283 units in the month of August for a total of 26 people.

MINUTES OF THE
SANTA FE COUNTY
HEALTH POLICY & PLANNING COMMISSION

September 1, 2017

Santa Fe, New Mexico

I. This regular meeting of the Santa Fe County Health Policy & Planning Commission (HPPC) was called to order by Chair Reena Szczepanski at approximately 9:05 a.m. on the above-cited date at the Santa Fe County Community Services Department Conference Room, 2052 Galisteo Street, Santa Fe.

II. The following members were present:

Members Present:

Reena Szczepanski, Chair
Sophie Andar
Christa Coggins
Laurie Glaze
Vivian Heye
Bonnie Keene
Michael Munson
Carolyn Roberts
Kim Straus
Anna Voltura

Member(s) Absent:

Don Reece

County Staff Present:

Patricia Boies, Director, Health Services Division
Rachel O'Connor, Director, Community Services Department
Kati Schwartz, Health Services Staff
Alex Dominguez, Health Services Staff
Julia Valdez, Constituent Liaison

Others Present:

Kathy Armijo-Etre, CSV	Andres Mercado, SFFD
Kristen Carmichael, Christus Community Health	Sami Edge, Santa Fe New Mexican
Jesse Cirolia, Christus Community Health	Monica Leyba, CSV
Desiree Valdez, NMDOH, Health Promotion	Mary Magnusson, CSV
Caitlin Rhoades, Southwest Care Center	Melissa Hongkham, Con Alma
Anne Albrink, NAMI	Betty Sisneros Shover, NAMI

Susan Kammerer, CSV
Miguel Chavez, Community Member
Shelley Mann-Lev, SFPA
Korina Lopez, Youth Shelters
Elizabeth Petersen, AHC consultant
Aurora Trujillo, CSV
Jill Martin, American Psychiatric Nurses Assoc.

Mark Boschelli, PMS
Julian Duran, BCBS
Terri Marney, PMS
Sylvia Barela, Santa Fe Recovery Center
Tim Dabbs, NAMI

III. Introductions

Those present introduced themselves.

IV. Approval of Agenda

Commissioner Roberts moved to approve and Commissioner Glaze seconded. The motion to approve the agenda passed without opposition. [Commissioner Heye was not present for this action and arrived immediately thereafter.]

V. Approval of Minutes: August 4, 2017

Corrections were noted and incorporated in the minutes. [See IX. B, page 6.]
Commissioner Glaze moved approval as amended and Commissioner Roberts seconded. The motion carried by unanimous voice vote.

VI. Matters of Public Concern

None were presented.

VII. Presentations

A. Community Concerns about Access to Behavioral Health

Ms. O'Connor introduced Alex Dominguez, who will start next week and managing behavioral health service contracts and coordinating preparations for the crisis triage center. She noted there is a great deal of energy around the issue of behavioral health in the county and city.

Betty Sisneros Shover, president of NAMI Santa Fe, stated the National Alliance on Mental Illness is an all-volunteer organization and considers itself the voice and moral authority on mental illness. They are dedicated to education, support and advocacy, and she distributed flyers explaining their mission. As advocates, they work to improve lives by telling their stories, participating in meetings, and working on legislation, such as the Assisted Outpatient Treatment Act. Additionally, they listen to input from community members, including numerous complaints about CHRISTUS St. Vincent's. She spoke of the incident on July 20th when a man was killed. "The system failed him."

Ms. Shover said this incident galvanized the community over the issue of lack of access to optimal behavioral health services. The common note voiced was inadequate admission to the

behavioral health unit and lack of substance abuse treatment. She and Tom Starke met with CSV's CEO and the Santa Fe Police Chief to express their feelings. She said that NAMI is eager to meet with the new personnel on board at the hospital and to work toward a coordinated system. She mentioned that NAMI provides no cost programs such as the Family to Family program.

Tim Dabbs, also from NAMI, said his experiences with the hospital's emergency department have been traumatic and frustrating.

Commissioner Voltura commented that her experiences in the emergency department have shown her there is a great deal of burnout in personnel. There is a lack of referrals and more training is needed to deal with these issues.

Anne Albrink, a member of NAMI and an attorney, said the definition of "danger to self and others" should be expanded.

Commissioner Heye commended NAMI and indicated the medical model needs to get away from the dichotomy of patient and doctor, and indeed, the whole disease diagnosis concept.

Ms. Shover said family members need to be fully integrated into the system.

Andres Mercado agreed that burnout is a real problem due to structural issues.

Mr. Dabbs stated the police and EMTs do a good job, whereas people at the ER can be dismissive.

Former County Commissioner Chavez spoke of improving the situation at the jail, since it is the de facto mental health facility.

Ms. O'Connor noted that a third re-entry specialist has been hired at the detention center. A new psychiatrist has been brought on board and Narcan is being distributed. Re-entry specialists may be co-located at the new crisis triage center.

Terri Marney spoke of the need for coordination in order to avoid siloing.

Chair Szczepanski said a team approach is called for, along with community feedback.

VII. B. Behavioral Health Service Line at Christus St. Vincent

Kathy Armijo-Etre said behavioral health issues are close to her heart. She recognized the burnout situation and gave an update on what the hospital is doing. The needs assessment outlined three super-priorities: behavioral health, senior care, and violence intervention.

She introduced the new members of the CHRISTUS St. Vincent team. Monica Leyba, the new chief nurse executive, described her 36-year experience with the hospital. She said, "A nurse can touch hundreds of thousands of patients."

Mary Magnusson, the new clinical manager of behavioral health said she was new to Santa Fe and gave highlights of her background. She has been very involved in crisis intervention training (CIT). Her initial contact with the staff at CSV was positive and she lauded the esprit de corps.

Aurora Trujillo will be working to establish a free clinic for people with no access to healthcare, and Jessie Cirolia is the new manager of community health. Additionally, Susan Kammerer, the previous clinical director of behavioral health, will be staying on in a consultant capacity.

Ms. Armijo-Etre stated that along with the needs assessment an implementation plan is in place that includes training at all levels, Narcan dispensing, an outpatient behavioral health clinic, and a Suboxone clinic. An external consultant will be developing recommendations on behavioral health services. She said they are funding the Santa Fe Recovery Detox Center, enhancing the model, with \$487,500. Additionally, \$276,000 is going towards community benefits through local non-profits.

Ms. Armijo-Etre described the HUGS program that focuses on the most frequent emergency room users. They plan to expand this and continue intense patient navigation.

Commissioner Andar asked for details on the violence intervention priority, and Ms. Armijo-Etre said that encompasses child abuse, and violence against women and seniors. She said she would be happy to give a presentation on that at some point in the future.

Mr. Dabbs asked if CSV got public funding for behavioral health services. Ms. Armijo-Etre said they receive funds through Medicaid, but there are no special grants. Mr. Dabbs spoke of the mentally ill visiting the hospital and then being besieged by debt collectors. Ms. Armijo-Etre provided information on the patient billing advocate.

In response to questions from Mr. Chavez, Ms. Armijo-Etre said Santa Fe Recovery Center has taken over the sobering center. Ms. O'Connor mentioned that if the 1/16 GRT passes it could fund augmenting the current enhanced social detox model with a medical detox.

Commissioner Roberts asked about providing Suboxone over weekends. Sylvia Barela explained how the current system works, saying there is an alternative protocol that is used on weekends. If medical detox is established, it would increase the availability of Suboxone-certified physicians. A discussion ensued regarding why more doctors do not have licenses that would enable them to prescribe Suboxone.

Korina Lopez from Youth Shelters asked about the planned behavioral health room, and stressed how addicts in need of help detoxing regard their situations as urgent, even if the staff does not. Ms. Armijo-Etre said the nine-bed room is now open and staffed. Ms. Magnusson commented that suicide prevention training is essential for staff.

Mr. Dabbs asked if staff was acting under any constraints and Ms. Armijo-Etre said they have full support from their board.

Shelley Mann-Lev commended the good faith efforts and noted Narcan was in effect the “low hanging fruit” as far as possible steps.

VII. C. Training of Law Enforcement in Behavioral Health Crisis Response

Mark Boschelli gave an update on the mobile crisis response team:

- There have been 39 presentations to first responder organizations, encompassing 250 participants
- There was a training seminar for the Santa Fe Police Department with 76 participants
- A MIHO (Mobile Integrated Health Office) training on motivational interviewing was held with five participants.

Mr. Boschelli spoke about “teachable moments” whereby first responders become acquainted with crisis situations on the job. This is a valuable training tool in the field. He pointed out that deinstitutionalization trends have emphasized the need for this type of intervention. He commended the County for funding the Mobile Crisis Response Team (MCRT). He noted that the hospital at one point funded CIT training; the problem is keeping the program staffed. He stressed how complicated and “messy” the issues surrounding behavioral health are.

In response to questions, Mr. Boschelli provided the following information:

- With time, first responders gain trust and start calling on the MCRT regularly
- There is additional non-crisis contact with NAMI families
- He outlined the various programs that are currently in place all over the County
- Most of the experience with the Police Department has been positive, but whether there have been any changes in use of force policies and procedures, the evidence is mostly anecdotal
- They are called in to situations of potential homicide and suicide, as well as domestic violence
- Peers are involved in the treatment modality
- One method of preventing burnout is to remove negative people as staff and consider future measures for improvement, as well as combining efforts. Family member involvement is important
- “Verbal judo”, i.e., confrontation, is not encouraged. They encourage the antithesis of that in order to de-escalate -- to wit, listening.

VIII. Matters from the Commission and Staff

A. Director’s Report

Ms. Boies said the next HPPC meeting will concentrate on the results of the gap analysis project conducted by Pam Hyde, who provided preliminary presentation at a recent HPPC meeting. The October 6th meeting will take place at the Southside Library, 6559 Jaguar Drive.

Ms. O’Connor reported on the following items:

- Work on the crisis center continues with the hiring of Mr. Dominguez, the completion of the scope of work and the provider RFP will be going out. She envisions two phases in modifying the building with the participation of the chosen provider

- A fact sheet for the September 19th 1/16 GRT election has been developed. Among the possibilities for funding are medical detox, long-term continuation of the MCRT. She urged everyone to encourage voter participation

There was a discussion about submitting a letter to the editor or op-ed piece closer to the time of the election.

VIII. B. Other Matters from the Commission

Chair Szczepanski asked the Commission members to think about updating the priorities outlined in the *Health Action Plan*. The gap analysis will be useful in informing that effort.

The next meeting will be at an alternate location (the Southside Library). There have been problems in designating other venues during the regular HPPC meeting time. Ms. Boies noted that several County community centers, including in Eldorado and Edgewood, are used by seniors during that time. Community centers including Nambe, La Cienega, and Nancy Rodriguez could be used, as well as the Stanley Cyclone Center.

Commissioner Andar called attention to the August meeting minutes' mention of a "schizophrenic" and various alternatives were raised.

Commissioner Andar moved to amend the minutes to read "person diagnosed with schizophrenia" Commissioner Roberts seconded and the motion carried unanimously.

IX. Announcements

- A. Next HPPC meeting Friday, October 6, 2017, 9 a.m., Southside Library, 6599 Jaguar Drive, Santa Fe, 87507**

X. Adjournment

This meeting was declared adjourned at approximately 11:30 a.m.

Approved by:

Reena Szczepanski, Chair

Health Policy & Planning Commission

Respectfully submitted by:

Debbie Doyle, Wordswork

DRAFT

SUBJECT TO APPROVAL



