

Sandoval County Community Services

FY18 Annual Report



To a safe, healthy, and thriving (!)

Sandoval Community – now,
and in all the days to follow.

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Introduction

The Sandoval County Community Services Department provides a wealth of services throughout our geographically and culturally diverse community that covers over 3700 square miles (!), guided by our **mission of improving quality of life by providing those we serve with access to health care and social services**. Our Department's workforce of nearly 100 employees and appx 250 volunteers are proud to serve the County's residents, and we do this as among our greatest of honors.

This Annual Report for the Sandoval County Community Services Department reflects services provided for the term July 1, 2017 through June 30, 2018, and we invite you to also learn more through our website: www.sandovalcountynm.gov

Stakeholder engagement, oversight, and transparency are central values of our Department and achieved through a variety of Boards and Councils that include the Sandoval County Health Council, the DWI Task Force, the DWI Planning Council, the Supportive Housing Steering Committee, the Juvenile Justice Advisory Board, the Senior Services Advisory Council, and the Pena Blanca Community Center Board.

Community Services staff work very hard on behalf of those we serve, and I would like to recognize all of them for their clear commitment and genuine dedication to the Sandoval community. It remains an honor for me to witness their *Hearts in Action* on a daily basis.



Together, we extend our sincere extension of thanks to the community for allowing us the continued privilege to serve you, our neighbors and friends. We also extend our thanks to our many community partners with whom we stand shoulder-to-shoulder in service and for whom without we would only be half as strong. May this next year continue to bring all within our community improved health, safety, and joy as we march on, march on...

Anne Ryan
Anne Ryan, Director
July 18, 2018

Community Health Programs

Our Community Health Program is based at the Sandoval County Health Commons, which represents a consortium of care provided among Community Services staff, the State of New Mexico's Department of Health, and Presbyterian Medical Services. Together, these three entities representing the public and private sectors at the state and local level are able to serve the whole person through a wide array of services that include Nutrition, Health Promotion, Harm Reduction, Individual and Family Services, Primary and Behavioral Health Care, and Dental Services.



Our Community Health Programs saw considerable advancements in FY18, and as a result we've significantly strengthened our support to the community. More specifically:

- **Our Health Care Assistance Program's (HCAP) Menu Changes** now reflect a far more robust array of services commensurate with our values to better support community members. In addition to services such as Audiology and Dentures, we also expanded Behavioral Health options and safety items for Seniors such as shower grab bars and pain reduction/balance support shoes to help prevent one of the top reasons our elders are rushed to the Emergency Room: falls.
- **Veterans Preference** was also added to HCAP in recognition and honor of the many Sandoval Veterans whom deserve the power of choice, convenience, and easier access.



- **The Community Health Information System (CHIS)** is the software used to track and monitor HCAP management. Several mandatory updates were made in order to comply with recent changes to the Claims Act.

When residents visit the Health Commons to obtain health care coverage assistance or are greeted by the Community Health Team at outreach events, the Eligibility and Community Outreach Workers meet with them to see what type of insurance they may qualify for and then assist them in applying for that coverage. As a result of these critical programs, many residents are able to obtain health care coverage perhaps for the first time.

Health Outreach

We increased our outreach efforts and even exceeded our goals in this area absent any additional resources other than the true dedication demonstrated by the Community Health Team. Over the course of FY18, the Community Health Team participated in 222 health outreach and education events. These efforts not only work to promote health, they help educate residents about the health-related services available to them and to inform residents about ways to access health and social services where applicable.

Enrollments

Our enrollments, too, exceeded goals. Each year the Eligibility and Community Outreach Workers must be certified by the Federal Government as Enrollment Counselors for the Affordable Health Care Act and certified by the New Mexico Department of Human Services as Medicaid Determiners.

In FY18, the Community Health Team enrolled 1053 Sandoval County residents into either Medicaid or Medicare, 52 into the New Mexico Health Exchange, and another 547 into social service support programs such as LIHEAP, SNAP, and related.

Enrollments exclusive to those detained at the Sandoval County Jail remain challenged by the need for consistent access due to the changes that the Jail has seen over the course of the last year. In addition, because this offered service of enrollment into a covered health care plan is voluntary, it is not unusual for a detainee to decline. To make this point clearly: of the 550 detainees offered enrollment services, only 190 accepted the opportunity (and of whom all qualified and were enrolled). And because this population tends to have higher healthcare needs, more work needs to be done to educate them about the importance of having health insurance and their eligibility under the Affordable Care Act. To the best extent possible Community Services is committed to helping the new leadership at the Jail in this effort. As one significant step in this direction, in FY19 we will begin to



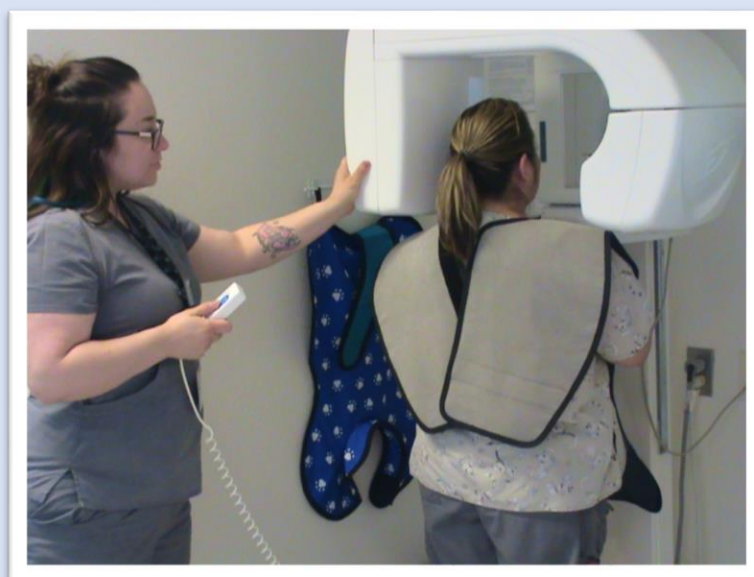
transition these enrollment services over to the new Jail Health Services vendor. This way the current challenges of consistent access will have been nearly eradicated while the need for health education can be considerably enhanced.

And for those not eligible for enrollment into Medicare or Medicaid, they are likely eligible for enrollment into the County's Health Care Assistance Program (HCAP) as these income guidelines are at a higher threshold than those required under Medicaid or Medicare. To qualify under HCAP, one must be a resident within Sandoval County and must be at or below 185% of the Federal Poverty Level Guidelines.

As part of the budget process each year, the Director submits a Resolution to the Commission outlining services covered and the amount available per person for each service, both of which are outlined in the two tables below.

Income eligibility thresholds for FY18, and includes for comparison the Federal Poverty Guidelines along with the State of New Mexico's Medicaid eligibility thresholds:

No in HH	Federal Poverty Guidelines (Gross Monthly)	State of New Mexico Medicaid Eligibility (138% Threshold)	Sandoval HCAP Eligibility (185% Threshold)
1	\$1,005	\$1,387	\$1,859
2	\$1,353	\$1,868	\$2,504
3	\$1,702	\$2,349	\$3,148
4	\$2,050	\$2,829	\$3,793
5	\$2,398	\$3,310	\$4,437
6	\$2,747	\$3,791	\$5,081
7	\$3,095	\$4,272	\$5,726
8	\$3,443	\$4,752	\$6,370



HCAP Payment Plan for FY18:

Service Type	Maximum Per Claim	Maximum Per Year
Ambulance - Emergency Basic Life Support (BLS)	\$417	\$834
Ambulance - Emergency Advanced Life Support Level 1 (ALS1)	\$494	\$988
Inpatient Hospital	\$5,000	\$10,000
Outpatient Behavioral Health	\$150	\$1,000
Indigent Burial Expense/Cremation	\$600	\$600
Outpatient Primary Care	None	\$2,500
Pharmacy - Prescriptions and Medications per Medicaid formulary. Excluded are all Schedule 2 Medications and special prescriptions under \$5.00	None	\$1,200
Senior Safety Essentials	None	\$500
Dental	None	\$2,500

The Sandoval County Health Care Assistance Program is established by way of Resolution and is funded by 1/8 of 1% of the previous year's County Gross Receipts Taxes.

As required by State Statute, 1/16 of the 1% or 50% of the 1/8 of 1% of this fund must be sent to the New Mexico Department of Human Services each year to fund the Medicaid program which provides health coverage and other services throughout the State.

Residents must apply each fiscal year to determine their eligibility. Once the individual is determined to be eligible for the program, they are eligible to access all covered services for that fiscal year. Payments from the Health Care Assistance Program are made to the provider, not the patient, and Sandoval County is extremely privileged to have so many esteemed local providers helping to keep Sandoval healthy!

Service utilization under HCAP varies by service type and can be due to a whole host of factors. For example, those utilizing pharmacy services tend to be people with chronic disease such as high blood pressure, pain, heart disease, and diabetes. Service utilization also varies by zip code, which can be used as a guide for health professionals in order to best target health resources.

The tables below shows such a snapshot of our utilizations statistics for FY18:

FY18 HCAP	Men	Women	< Age 18	Age 19 - 50	> Age 51
Total Applicants: 619	249	370	44	497	78
Total Rx Utilization: 1074	259	815	14	321	739
Total Primary Care Utilization: 795	194	601	49	439	307
Total Behavioral Health Utilization: 5	1	4	1	2	2
Total Cremation Utilization: 10	7	3	0	0	10
Total In Patient Hospital Utilization: 1	0	1	0	0	1
Total Senior Safety Essentials Utilization: 80	26	54	0	0	80
Total Dental Utilization: 1792	694	1098	89	653	1050
Total Ambulance Utilization: 7	2	5	0	1	6

Zip Code (870 Prefix)	87001	04	13	24	25	27	41	43	44	46	48	53	83	03	24	44
Utilization	7	281	16	1	3	3	5	12	4	1	15	4	2	1	158	106

A consistent trend seen every year is the underutilization of behavioral health services, despite expanded access and service options. Speculation is never wise absent comprehensive assessment, but these statistics beg the question why when the other offered services are readily tapped. One possibility is that the HCAP population is pressed with too many other life demands to take advantage of this service. Another could be that this service is not viewed as necessary. Or from a strengths-based perspective it's perhaps reflective of the natural supports that exist within the Sandoval community such as strong families, friends, and faith-based organizations, schools, and neighborhoods that provide for people the types of emotional supports needed to sustain.

Another obvious standout is that of gender. Please note the gender variance in utilizing Primary Care and Dental Services. This is not an atypical trend which again is the result of a number of factors: women's health care includes a wider range than that of men; women tend to be more on top of medical matters than men and less "doctor averse;" men tend to minimize symptoms that should otherwise be assessed by a health professional; and other factors.

Regardless of the reasons behind particular variances, the data demonstrates well that Sandoval County cares for its residents by providing health coverage that hundreds of community members effectively access each year.

Community Partners of the Community Health Programs

- State of New Mexico, Human Services Department
- State of New Mexico, Department of Health
- New Mexico Providers Association
- Sandoval County Health Council
- Sandoval Regional Medical Center
- Presbyterian Rust Hospital
- Lovelace Westside Hospital
- Riverside Funeral Home
- Presbyterian Medical Services
- El Pueblo Health Center
- Wendy Gallegos Audiology
- Pharmacy Plus
- A+R Medical Supply
- Real Time Solutions
- Z-Tech, Inc.

Prevention and Intervention Programs

Our Prevention and Intervention Programs are based in the Old County Courthouse in the Town of Bernalillo and they provide a whole host of services throughout The County aimed at preventing substance abuse or system involvement and intervening with therapeutic support and monitoring services in an effort to improve community health and safety.

Compliance and Counseling

The Adult Misdemeanor Compliance Program is only one of three in the State that is fully accredited. This is a noteworthy accomplishment deserving of proud recognition. In FY18, the program served a total of 1100 County residents whom were either referred by the Courts or walk-in self-referrals, and this figure can be considered significant on balance with County population.

And while we always aim for successful case closures in order to help reduce recidivism and improve public safety and community health, approximately 48% of offenders unsuccessfully complete the program. It's important to note, however, that many from this cohort in fact fully complete the program *less payment of their probation fees* and in such cases the Courts



still require that they be closed as unsuccessful. Since many of those we serve are impoverished, in the future we are hoping to work with the Courts on ways to more factually highlight success of program completion independent from one's ability to pay fines.

Working to reduce recidivism is futile absent counseling coupled with compliance, and we have some of the most credentialed counselors serving as lifelines for those committed to sober living and a new normal that can feel fraught with challenges while getting there. In addition to offering individual and group counseling following nationally recognized Evidenced Based Practices (EBPs), we also offer integrative therapies such as Acu-detox on a regular basis.

The total number of residents served for substance abuse under these programs in FY18 was 493, and of these 63% of participants completed the program successfully.

We also recognize that in order to help reduce Domestic Violence we must equally work to treat the offender and we do this through our 52-week Batterers Intervention Program. This is an intensive program that can last up to 18 months with demonstrated efficacy of reduced anger and aggressive behavior for those whom truly commit to the program. The total number of those

served by this program in FY18 was 58, and of these about half completed the program successfully.

Youth Programs

We have two primary programs targeting youth, and both aim to help prevent system involvement and/or substance abuse so that Sandoval youth are able to grow and become healthy, productive adults and future leaders.

Our youth substance abuse prevention program works within the schools and in the community to provide outreach and education through events and Evidenced Based curriculums such as the *Dare to be You* program. In FY18, the total number of youth served by this program reached 4,712 youth. Wow!



Annual Pow-Wow to Promote Youth Health and Positive Choice Making

And our Juvenile Justice program works in conjunction with The State of New Mexico's Children, Youth, and Families Department and related partners to provide a continuum of services for youth at risk or involved in delinquent behavior while increasing emphasis on prevention and early intervention.

Our Reception and Assessment Center is provided through New Day and offers Law Enforcement a safe drop-off site for at risk youth in order to receive community based services intended to help support their success. The total served by this program for FY18 was 247.

Our Learning Labs are based in both the Bernalillo and Cuba Public Schools and they are aimed to provide enhanced academic supports and credit recovery while our Alternative Education Settings (AES) are based in the Rio Rancho Public Schools and are similarly aimed to provide

academic support and credit recovery but through a different approach specific to that District. In FY18, 93 students were served through the Learning Labs and 142 students were served through the AES program.

One example of a billboard campaign created by students at Independence High School in partnership with Rio Rancho Police Department supported by Sandoval County Prevention Programs



Our Victim Offender Mediation Program follows a Restorative Justice Model and brings together all parties affected by the delinquent act and works to restore relationships and bring resolve. Ten families were served through this program in FY18.



And the Sandoval County Ropes Course is an experiential learning opportunity based at the National Guard and allows at risk youth unique outdoor challenges that help to build confidence, teach teamwork, and create vision. While dormant for the last few years, in FY18 we were able to certify a number of County staff and National Guard members whom now serve as excellent role models for the youth whom participate in this program.

In FY18 over 52 students from Cuba, Bernalillo, and surrounding areas were able to take advantage of this special opportunity.

Permanent Supportive Housing

The Sandoval County Permanent Supportive Housing Program provides rental assistance and case management services to our community members struggling with homelessness, behavioral health issues, and other life challenges.

The program is authorized by Title IV of the Stewart B. McKinney Homeless Assistance Act and has been amended by the Hearth Act. The Program is designed to link rental assistance to supportive services for chronically homeless people with chronic disabling conditions and their immediate family members.



The Federal Housing and Urban Development provides grant monies to be used for rental assistance for this population. Rental assistance funds must be matched by The County through supportive services appropriate to the needs of the population to be served.

The overall goals and objectives of the program are to integrate an individual into the community, to assist participants with ways to increase their income and/or employment, to ensure access to appropriate support services, and to enhance the individual's ability to reach self-sufficiency.

In FY18, this program served and supported over 80 people throughout all areas of the County and saw a total of eight new enrollments.

Community Partners of the Prevention and Intervention Programs

- State of NM, Department of Finance Administration, Local Government Division
- State of NM, Human Services Department, Office of Substance Abuse Prevention
- State of NM, Children, Youth, and Families Department
- U.S. Department of Housing and Urban Development
- New Mexico Coalition to End Homelessness
- New Mexico Mortgage Finance Authority

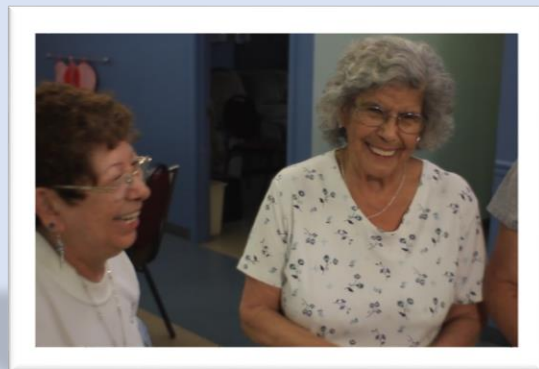
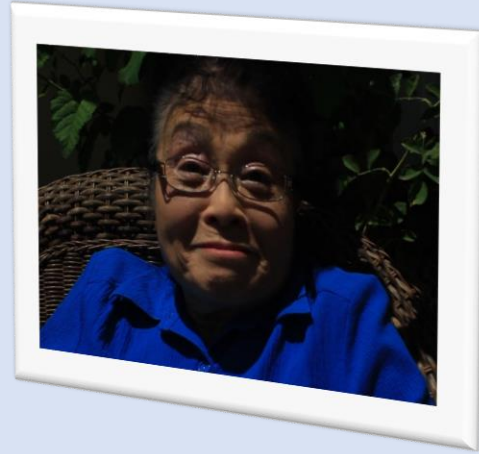
- City of Rio Rancho (CDBG)
- Presbyterian Medical Services
- Valle del Sol
- New Mexico National Guard
- Statmar Consulting
- New Day Youth Services
- Five Sandoval Indian Pueblos
- Local Collaborative 16
- Santa Ana Pueblo
- Zia Pueblo
- Sandia Pueblo
- San Felipe Pueblo
- Sandoval Coordinated Response to Domestic Violence / Haven House
- Independence High School
- Cuba Independent Public Schools
- Bernalillo Public Schools
- Rio Rancho Public Schools

Senior Programs

And our Senior Programs serve perhaps the most precious among us: our beloved elders for whom without we would not be who we are today. Through these important programs, we want them to know how much they are cherished and revered for their wisdom, their life's work, and their wit!

Center Programs

Center programs include health and social activities enrichment, educational presentations, relevant referral services, congregate and home delivered nutritious meals, as well as transportation for things like grocery shopping, medical appointments, and Center activities.

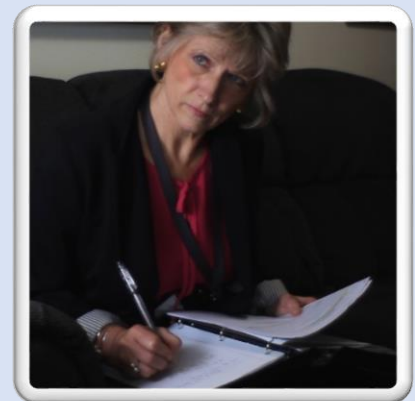


In addition to the multigenerational Pena Blanca Community Center, Senior Centers are located in the Town of Bernalillo, The Villages of Corrales, Cuba, Placitas, and Jemez Springs, while the Meal Site is based in The City of Rio Rancho. Together, these serve as a centerpiece for healthy social activities and civic engagement, and in FY18 we saw 557 new enrollments, hosted over 250 events, and offered nearly 3,800 Center activities. Remarkable, indeed!

Field and In Home Services

This program provides home-based services to our homebound seniors following a non-medical model and includes services such as light housekeeping, caregiver respite, and case management.

This heavily relied upon and highly utilized service is a lifeline for so many within our community, and in FY18 staff provided just over 1,800 hours of case management, 2,610 hours of caregiver respite, 6,523 hours of homemaker services, and over 24,883 units of safe door-to-door transportation.



Senior Volunteer Program

And our Senior Volunteer Program follows a national model and includes Foster Grandparents, Senior Companions, Retired Senior Volunteers, and the Senior Employment Program. They are an exceptionally inspiring group whom serve as role models to us all!



In FY18 the program supported six Senior Employees, 13 Senior Companions, 14 Foster Grandparents, and 248 Retired Senior Volunteers. Yes: *248 Retired Senior Volunteers (!)*.



Community Partners of the Senior Programs

- State of New Mexico, Aging and Long Term Services Department
- North Central NM Economic Development District, Non-Metro Area Agency on Aging
- Share Your Care
- Senior Olympics
- Senior Services Advisory Council
- Center volunteers and professional instructors
- Senior Volunteer and Senior Corps Workstations:
 - RR Public Schools
 - Cuba Independent Public Schools
 - Jemez Valley Public Schools
 - Storehouse West
 - St. Felix Pantry
 - Roadrunner Food Bank,
 - Read West
 - Friends of the Library at Loma Colorado
 - Sandoval Academy of Bilingual Education
 - Needle Crafters of Rio Rancho
 - Meadowlark Senior Center
 - Project Linus
 - El Zocalo
 - St. Anthony's Kitchen
- City of Rio Rancho
- Village of Corrales
- Village of Cuba
- Town of Bernalillo

Food and Nutrition Programs

And finally, our Food and Nutrition programs are perhaps some of the most vital to the community. In FY18 we provided over 83,317 congregate meals at Centers throughout the County, over 96,611 “meals on wheels” to home-bound residents, and supported over 48 mobile food pantries and 36 supplemental food distributions in all areas of the County.

Also this year we launched *Sprouting Sandoval*, an ongoing dynamic initiative intended to improve overall community health and is outlined in the pages that follow.



Sprouting Sandoval is a series of Community Services Division (CSD) initiatives designed to improve health at the individual, family, and community level. *Health Starts with Self* is among its core values while we work to promote locally-sourced, healthy, nutritious foods as an essential factor for a healthy life and healthy community through the (re)investment in our Heritage Farmers. These health education and outreach programs will be done through a

multiplicity of mediums: experiential learning activities, art, lecture, food service contracts with local growers, and more. *Sprouting Sandoval* commenced conceptually in the fall of 2017 with the intent to plant seeds towards a health-filled sustainable Sandoval future.

WHY IT'S IMPORTANT

- **Place Matters:** Proven studies that demonstrate zip code as among the largest determinants of health. We see this in Sandoval as we continue to mega-source “food” (do we even recognize food anymore?) from elsewhere, eroding our economy of what was once a flagship farming hub.
- **We really are what we eat:** And the devastating impact of heart disease, proven preventable through lifetime lifestyle choices of regular exercise and healthy diets rich in plant-based foods.
- **Public Pennies, Public Health, and the Power of Procurement:** Imagine if all food-purchasing government and quasi-government entities within Sandoval were to pool their collective bargaining power (both hospitals, all schools, the County and relevant municipalities). It would change the name of the game *and put community health first*. Simply put, when you put profit before people, people lose. Period.



Taps natural talent and natural resources in naturally sustainable ways.



Produces the product of produce, a proven disease preventer when primary in diets and is also biodegradable and eco-enhancing.



Follows doctors' age-old orders and protects perhaps our most precious resource: our children. “*The health equity gap can be closed in a generation if children are the focus.*” (WHO on social determinants of health)

PROJECT EXAMPLES

1. **Education and Certification:** During the fall of 2017, a cohort of 12 within CSD participated in the NMSU Garden-to-Table program featuring a variety of professional Nutrition and Wellness experts on matters such as food insecurity in New Mexico, Mapping the Meal Gap, farmers market tours, how to conduct healthy food and recipe demonstrations to a diverse audience using principles of Garden-to-Table, heart-healthy meal preparation, best brain foods, the infinite benefits of using locally sourced products,

diabetes-specific diets, and more. A condensed version of the series was included in the CSD fall biannual In Service while this “Cornucopia Cohort” then cooked for their colleagues using the applied principles learned in the program. They will subsequently (and selectively) rollout these same applied principles within senior and community centers in partnership with our Ag Agent and Master Gardeners inclusive of Garden-to-Table recipe demonstrations tied to the Food Nutrition Program.



2. **Let’s Cook!** Is a multigenerational cooking program offered by *Kids Cook!* that provides families with experiential learning opportunities about the importance of healthy eating habits to include farm-to-table family activities and conclude with a communal meal. We piloted the program in the fall of 2017 in Pena Blanca followed by the Jemez Valley in the spring of 2018. Funding permitting, CSD can offer this program throughout the other regions in the future.
3. **Streamline the Food Nutrition Program and Remove Age Restrictions:** Create a Food Nutrition Services Bureau within CSD unrestricted to age demographic as hunger does not discriminate. Head bureau with a seasoned and experienced Food Services Manager to help professionalize the staff, the service, and more robustly tackle hunger while focusing on locally-sourced healthy foods.
4. **Fresh Possibilities Farm et al:** Help to develop local farms and contract with them to eventually, over time, scale supply to meet the demand needs of our Food Nutrition Program. *Fresh Possibilities* is an innovative organic farm based in Pena Blanca and is our first partner planting crops exclusively for the CSD Food Nutrition Services program.



5. **Mobile Food Pantry:** Offer Mobile Food Pantry services targeting rural, underserved populations inclusive of locally-sourced, healthy foods. St. Felix was awarded this competitive contract and in partnership with CSD this service commenced in January of 2018 using the Pena Blanca, Village of Cuba, and Jemez Valley County Centers as distribution sites.

6. ***From the Soils of Sandoval*** was a partnership between CSD and professional artists Geraldine Brussel and BethAnne Bethel, both of whom are Sandoval residents and actively engaged with our Senior Centers. Together they conducted a series of professional art workshops at select Senior and Community Centers with canvas art featuring locally-sourced healthy native foods (apples, squash, watermelon...). These professionally-facilitated art pieces created by local residents were featured as part of a community Studio Tour and will adorn the walls of dining areas among the Centers as part of community health outreach and education.



7. ***La Comida es Medicina*** (Food is Medicine) was part of a greater initiative by local artist Jade Leyva that exhibited throughout North America including at the National Hispanic Cultural Center. *SEEDS: A Collective Voice* aims to educate communities about the health impact of locally sourced plants and the importance of supporting locally-sourced growers through the collective creation of community mosaic murals made from seeds. The *La Comida es Medicina* mural was titled in representation of CSD's mission and is a perfect symbol of the intent behind *Sprouting Sandoval*. It is publicly installed

on the second floor of the County Administration Building and was completed among all ages of hands and hearts in Jemez Valley, Placitas, Master Gardeners, Rio Rancho Bernalillo, Pena Blanca, and the Sandoval Academy of Bilingual Education. Its image will also feature at the New Mexico Hunger Summit in September of 2018.

8. ***Preserving Traditions: Heritage and Modern Farmers of Sandoval County*** is an ongoing Oral History Project with



Sound Seed Productions that will feature at El Zocalo, the Farm and Ranch Museum, the Historical Society, websites and related

venues for use as outreach and education about the interdependence of community health and economic development, the positive health impact of sourcing from local growers, and honoring our Heritage Farmers in hopes of also planting seeds that inspire the younger generations.

9. **Request funds to update the Health Commons' kitchen and return to original intent:** The kitchen at the Health Commons is intended to teach families how to prepare healthy meals. Over time it unfortunately turned into a breakroom and storage area. With the help of DOH, this has since changed but renovations are needed in order to return it operationally to its original intent. A \$17k estimate has been secured we will be working to secure the necessary funds.
10. **Invite Ag Agent and Master Gardeners to move into The Health Commons** inclusive of irrigated adjacent plot for partnered Seed-to-Need (or similar) model. This redefines the Health Commons in progressive ways and underscores the *Food is Medicine* fact, while also serving as a symbol of Sandoval values as we work to ensure equity of access and affordability of locally sourced foods for all County residents.
11. **Expansion of canning center opportunities** for the community, up to and including having select CSD staff facilitate canning workshops among certain community and senior centers. CSD largely funds the Canning Center operated by NMSU in conjunction with Jemez Valley Schools and this is a lifeline for many in that region, esp when preparing for the cold winter months.



Looking Ahead

Looking ahead, we're eager to tackle another year with even more drive due to the dedication of staff that only continues to grow.

We will be expanding to advance animal welfare efforts within The County by partnering with Watermelon Mountain Ranch in order to offer free spay/neuter services to qualifying



households. As a Class A County, not to mention one of the fastest growing, we must advance our current animal welfare efforts to reflect Sandoval standards. This program is a step in that direction.

This partnership will also include the ability to offer canned pet food on a limited basis to those we serve through the food pantries or whom are homebound. Thanks to a generous grant awarded to the Watermelon Pet Food Bank, we can serve as an additional distribution vehicle in order to help target those most in need. Too often we see those with pets giving their companion animal the food intended for themselves. We know that for many pets are family, and by helping to support pets we can more effectively help to support the people who love them.

We'll also be working with the Human Resources Department to reorganize Community Services so that it reflects a true career ladder for our committed professionals whom deserve opportunities to advance in ways that are commensurate with present day industry standards. This can be a time-consuming and arduous process, but it's one worth taking in support of staff and to modernize in ways that will also improve recruitment and retention efforts.



Finally, it's been a long time coming – nine years in fact – for the completion of the new Senior Center in the Town of Bernalillo. For this we extend immense thanks to the efforts of everyone involved, especially those of Greer Stafford Architects and Anissa Construction. Because of the committed efforts by so many, FY19 will inaugurate infinite memories created within this beautiful new Center.



The Sandoval County Community Services Department remains privileged to serve and is committed to the health and happiness of our treasured community. *Health is wealth*, and for that, we are rich beyond measure. ❖



Sandoval County Community Services

FY18 Annual Report

