

FY19

# Community Services Department Annual Report



Nine Years in the Making (!): The New Bernalillo Senior Center Opened in October of 2018



## Introduction

Warm Greetings Community Members, Colleagues, Friends and Neighbors:

This Annual Report of the Sandoval County Community Services Department (CSD) reviews the period July 1, 2018 through June 30, 2019 (FY19), and it's our extreme pleasure to reflect upon the thousands of residents and families whose lives we've touched *and have in turn touched our own*. Those whom we've helped to secure health care, to counsel, to console, to inspire *and to be inspired by*, to support, to shelter, to share a smile, to offer respite, to provide hope, to offer a nutritious meal, or to bring a sigh of relief because we were even able to help their furry four legged family member. In celebration of the beautiful hearts within the County, **thank you** for the gift of giving and receiving.

The Community Services Department represents the public health and social services arm of the County, and we're based throughout all Districts within Sandoval. The majority of our services are financed through grants and other restricted funding sources, which translates to very little impact on the County General Fund but with *exponential* impact of providing essential health and social services to County residents. Providing services that are culturally informed and allow for transparency with community input are core values to our Department, and is the reason why we have an Advisory Board or Council tied to each one of our offered programs. Continuing education and professional development is also a hallmark within our workforce so that we may always strive to learn and advance absent any compromise of our standards.

The plethora of programs and services we provide is only made possible because of our incredible team of impeccable professionals, and it's my deep honor to be able to highlight their remarkable work, their caring commitment, and their determined dedication to always go above and beyond to help a community member in need. For those of you whom have had the opportunity to get to know any of them over the years, please join me in extending a standing ovation of immense appreciation to all Community Services staff members.

Should you wish to learn more about any of the programs and services presented here, you're always invited to visit the CSD homepage through the County website. And whether you're new to Sandoval and simply exploring some of our services, or you're a longtime resident involved with our programs and enjoy seeing the friendly familiar faces contained within these pages, please know how privileged we remain by your trust.

*Anne Ryan*

Anne Ryan, Director  
Community Services Department





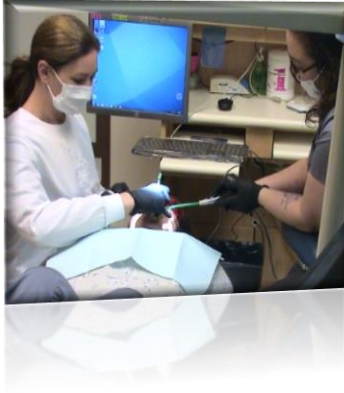
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## Community Health Programs

**Community Services Health Programs** are 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 levels are able to serve the whole person through a wide array of services that include Health Care Plan Enrollments, Nutrition, Health Promotion, Harm Reduction, Individual and Family Services, Primary and Behavioral Health Care, and Dental Services.



When residents visit the Sandoval County 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 health 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

In FY19, the Community Health Team increased its health outreach throughout the County and even exceeded its goals in this area absent any additional resources other than their continued commitment and true dedication. Over the course of FY19, the Community Health

Team participated in 164 health outreach and education events, which work to not only promote health, but to also 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

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 State of New Mexico as Authorized Medicaid Determiners.



In FY19, the Community Health Team enrolled 850 Sandoval County residents into either Medicaid or Medicare, which exceed the original goal of 800. Also in FY19, the Community Health Team enrolled 40 County residents into

the New Mexico Health Exchange, and another 292 into social service support programs such as LIHEAP, SNAP, and related.

Enrollments exclusive to those detained at the Sandoval County Jail continue to be challenged by the need for consistent access due to the changes that the Jail has seen over the course of the last two years. 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 321 detainees offered enrollment services, only 111 accepted the opportunity (all of whom 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. As such, Community Services continued its commitment to assist the new leadership at the Jail in this effort by working to ensure that the new Jail Health Services vendor could assume this role as a matter of standard procedure upon detainment. After working to help them become State Certified in the spring of 2019, the Jail officially assumed this function effective June 1, 2019. This measure will now eliminate the former challenge of consistent access while the need for health education can be considerably enhanced.

And for low income County residents 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 Community Services 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 FY19, 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	\$1,041	\$1,437	\$1,925
2	\$1,410	\$1,945	\$2,608
3	\$1,778	\$2,453	\$3,289
4	\$2,146	\$2,962	\$3,970
5	\$2,515	\$3,470	\$4,652
6	\$2,883	\$3,978	\$5,333
7	\$3,251	\$4,487	\$6,014
8	\$3,620	\$4,995	\$6,697

**HCAP Payment Plan for FY19:**

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	\$2,750
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 Statewide Medicaid program which provides health coverage and other services throughout New Mexico.

Sandoval County residents must apply each fiscal year to determine their HCAP eligibility. Once the individual is determined to be eligible for the program, they are able 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 data tables below show a snapshot of HCAP utilization for FY19.

#### **FY19 HCAP Utilization by Service Type**

<b>FY19 HCAP</b>	<b>Men</b>	<b>Women</b>	<b>&lt; Age 18</b>	<b>Age 19 - 50</b>	<b>&gt; Age 51</b>
Total Applicants: 634	264	370	30	529	75
Total Rx Utilization: 1134	366	768	7	264	863
Total Primary Care Utilization: 583	157	426	19	270	294
Total Behavioral Health Utilization: 1	1	0	0	0	1
Total Cremation Utilization: 21	13	8	1	1	19
Total In Patient Hospital Utilization: 2	0	2	0	1	1
Total Senior Safety Essentials Utilization: 70	27	43	0	0	70
Total Dental Utilization: 1886	632	1254	62	655	1169
Total Ambulance Utilization: 8	2	6	0	0	8

#### **FY19 HCAP Utilization by Zip Code**

<b>Zip Code (87 Prefix)</b>	87001	004	013	024	025	027	041	043	044	046	048	053	083	103	124	144
<b>Utilization</b>	12	246	26	3	2	2	8	8	2	4	19	5	2	2	178	114

The Sandoval County Health Commons is also the original hub for the Sandoval County Health Council, which is a Commission-appointed body that serves to promote, create, and support healthy communities in collaborative ways and inclusive of community input.



Among the services provided through this distinguished group of volunteer health professionals includes the administration of a Community Needs Assessment which outlines health priorities and is updated and reviewed every three years.

The most recent Community Needs Assessment was conducted in FY19 and identified four priority focus areas:

- Increase Access to Health Care: Insurance availability and provider access that maintains primary care provider teams as the key to continuity of care within an appropriate cultural context.
- Increase Healthy Behaviors through Health Literacy: Healthy eating, active living (increased exercise and decreased screen time) and mindfulness with emphasis on elementary aged children and their families.
- Improve Community Mental Health including decrease in substance abuse, depression, and suicide.
- Improve chronic care and disability management with a focus on the aging population including diseases of the nervous system, e.g. Alzheimer's and Dementia.

The report may be viewed in its entirety through the CSD home page under Boards and Councils, and it's these four primary focus areas that will serve as the basis for recommended targeted health initiatives while working to bridge service gaps.

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## Prevention and Intervention Programs

**Community Services 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 supports and monitoring services in an effort to improve community health and safety.

### DWI Prevention, 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 FY19, the program served a total of 1092 County residents whom were either referred by the Courts or walk in self-referrals, a measure that is significant on balance with County population.



Prevention Billboard Created by IHS Students

And while we always aim for successful case closures in order to help reduce recidivism and improve public safety and community health, in FY19 approximately 53% of offenders served unsuccessfully completed 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*. 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 still hoping to work with the Courts on ways to more factually highlight success of program completion independent of 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 clinicians serving as lifelines for those committed to sober living and a new normal despite the many challenges along the way. 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.

In FY19, the total number of residents served for substance abuse under these programs was 374, and of these 78% of participants completed the program successfully, which is a significant increase from last fiscal year of only 63%.

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 goals of reduced anger and increased self-control for those whom truly commit to the program. The total number of those served by this program in FY19 was 52, and of these exactly half completed the program successfully.

As part of Continuous Quality Improvement (CQI), these programs are evaluated by an outside professional contractor. Upon completing their required court sanctions, clients are offered information and comments regarding their satisfaction and experience with the programs.

Clients voluntarily complete confidential questionnaires that use a Likert scale to evaluate their overall satisfaction which includes their perception on what they gained from the experience. In addition to the rating scale, they are provided space for general comments to gauge more subjectively feedback not queried by the standard scale. The two tables that follow reflect results compiled for FY19.

### **FY19 Compliance Monitoring Services Client Survey Results**

	<b>% Very True/Mostly True (Desired Response) n=131</b>						
	<b>4 Very True</b>	<b>3 Mostly True</b>	<b>2 Somewhat True</b>	<b>1 Not at All True</b>	<b>0 Does Not Apply</b>	<b>Mean Score</b>	<b>% Very True/Mostly True</b>
1. Satisfied with overall quality of services.	n=105 80.2%	n=19 14.5%	n=5 3.8%	n=0 0.0%	n=2 1.5%	<b>3.7</b>	<b>94.7%</b>
2. Treated Respectfully by Compliance Staff.	n=115 87.8%	n=9 6.9%	n=5 3.8%	n=0 0.0%	n=2 1.5%	<b>3.9</b>	<b>94.7%</b>
3. Satisfied with the accomplishments made during supervised probation.	n=113 86.3%	n=12 9.1%	n=4 3.1%	0 0.0%	n=2 1.5%	<b>3.9</b>	<b>95.4%</b>
4. Easy to schedule visits with Compliance Officer.	n=111 84.7%	n=10 7.7%	n=5 3.8%	n=1 0.7%	n=4 3.1%	<b>3.7</b>	<b>92.4%</b>
5. Experience led to positive changes in life.	n=111 84.7%	n=9 6.9%	n=8 6.1%	n=0 0.0%	n=3 2.3%	<b>3.9</b>	<b>91.6%</b>
6. Program was beneficial to well-being.	n=108 82.5%	n=9 6.9%	n=12 9.1%	n=0 0.0%	n=2 1.5%	<b>3.7</b>	<b>89.4%</b>
7. Plan to continue sobriety.	n=118 90.2%	n=9 6.9%	n=2 1.5%	n=1 0.7%	n=1 0.7%	<b>3.9</b>	<b>97.0%</b>

## FY19 Clinical Counseling Services Client Survey Results

	% Very True/Mostly True (Desired Response – High Mean Score Is The Desired Outcome) n=131						
	<b>4 Very True</b>	<b>3 Mostly True</b>	<b>2 Somewhat True</b>	<b>1 Not at All True</b>	<b>0 Does Not Apply</b>	<b>Mean Score</b>	<b>% Very True/Mostly True</b>
1. Satisfied with Overall Quality of Services.	n=102 77.9%	n=19 14.5%	n=8 6.1%	n=0 0.0%	n=2 1.5%	<b>3.7</b>	<b>92.4%</b>
2. Treated Respectfully by Counseling/Treatment Staff.	n=116 88.6%	n=8 6.1%	n=6 4.6%	n=0 0.0%	n=1 0.7%	<b>3.8</b>	<b>94.7%</b>
3. Worked Well with Counselor.	n=110 84.0%	n=12 9.2%	n=7 5.3%	n=0 0.0%	n=2 1.5%	<b>3.8</b>	<b>93.2%</b>
4. Felt Safe Talking About Issues in Counseling.	n=113 86.4%	n=10 7.6%	n=6 4.6%	n=1 0.7%	n=1 0.7%	<b>3.8</b>	<b>94.0%</b>
5. Satisfied with Accomplishments Made in Counseling.	n=107 81.7%	n=10 7.6%	n=12 9.2%	n=0 0.0%	n=2 1.5%	<b>3.7</b>	<b>89.3%</b>
6. Treatment Led to Positive Changes.	n=105 80.2%	n=14 10.7%	n=10 7.6%	n=0 0.0%	n=2 1.5%	<b>3.7</b>	<b>90.9%</b>
7. Gained Clearer Understanding of Problems and How to Solve Them.	n=99 75.6%	n=17 13.0%	n=10 7.6%	n=2 1.5%	n=3 2.3%	<b>3.6</b>	<b>88.6%</b>
8. Improved Ability to Respond to Issues and Problems in Healthier Way.	n=106 81.1%	n=12 9.1%	n=12 9.1%	n=0 0.0%	n=1 0.7%	<b>3.7</b>	<b>90.2%</b>
9. Increased Self-Confidence as Result of Participation in Counseling.	n=103 78.6%	n=12 9.2%	n=12 9.2%	n=2 1.5%	n=2 1.5%	<b>3.7</b>	<b>87.8%</b>
10. Learned Strategies to Solve or Cope with Problems.	n=105 80.3%	n=13 9.9%	n=10 7.6%	n=1 0.7%	n=2 1.5%	<b>3.8</b>	<b>90.2%</b>
11. Strengthened One or More Self-Management Skills (i.e. managing time, stress, etc.).	n=101 77.2%	n=14 10.7%	n=13 9.9%	n=1 0.7%	n=2 1.5%	<b>3.6</b>	<b>87.9%</b>
12. Recommend Counseling/Treatment to Other Individuals Who Have Similar Problems.	n=103 78.6%	n=13 9.9%	n=11 8.5%	n=2 1.5%	n=2 1.5%	<b>3.6</b>	<b>88.5%</b>
	% Not At All True (Desired Response – Low Mean Is The Desired Outcome)						
	<b>4 Very True</b>	<b>3 Mostly True</b>	<b>2 Somewhat True</b>	<b>1 Not at All True</b>	<b>0 Does Not Apply</b>	<b>Mean Score</b>	<b>% Not At All True</b>
13. I Could Have Done More to Make Counseling Useful (Not True is Better).	n=18 13.7%	n=13 9.9%	n=25 19.1%	n=62 47.4%	n=13 9.9%	<b>1.8</b>	<b>47.4%</b>
14. Counselor Could Have Done More to Make Counseling More Useful (Not True Is Better).	n=10 7.6%	n=8 6.1%	n=14 10.7%	n=78 59.5%	n=21 16.1%	<b>1.5</b>	<b>59.5%</b>

## Youth Programs

We have several programs specific to youth, and all 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 FY19, the total number of youth served by this program reached 7,082 youth. Wow!

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 was provided through A 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 FY19 was 307. It was with both regret and gratitude that we accepted New Day's term notice which they submitted in order to focus exclusively on Bernalillo County. As such, the contract for this service going into FY20 was awarded to Youth Development Incorporated (YDI), longtime subject experts in this field for many decades and with whom we're just as privileged to partner.

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 FY19, 189 students were served through the Learning Labs and 255 students were served through the AES program. Students served by both programs nearly doubled from last year.

Our Victim Offender Mediation Program follows a Restorative Justice Model and brings together all parties affected by a delinquent act and works to restore relationships and bring resolve. There were no referrals for this program in FY19.

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, patience, measured choice making, and create vision for a positive future. While dormant for several years, since 2017 we've been working to change that by building

internal capacity through County-sponsored certifications of select staff. In FY19, 23 youth were able to take advantage of this special opportunity.

For youth whom pose a threat to public safety, Sandoval County has a Joint Powers of Agreement with Bernalillo County's Regional Youth Detention Center. This is a national model site as designated by the Annie E. Casey Foundation for its progressive reform efforts in working to reduce detention through diversion programs and multi-system collaborations.

In FY19, a total of 84 Sandoval youth were detained. Of those, 68% were arrests made by the Rio Rancho Police Department while the balance of arrests were made by the Sandoval County Sheriff's Office, State Police, the Corrales Police Department, and University Police. The average length of stay in FY19 was 24 days, which is far above the target goal of <15 days but expected to improve.

And in partnership with New Mexicans to Prevent Gun Violence, the mural below was completed by Bernalillo High School Students and displayed in the rotunda of the County Courthouse along with other County venues throughout the year. It was also featured during the national tour of the Parkland Students' Road to Change Tour during the summer of 2018.

Hauntingly, these youth advocacy efforts could not have hit closer to home than on February 14, 2019 -- exactly one year following the Parkland shooting -- when the Cleveland High School shooting occurred in Rio Rancho and resulted in the arrest of a 16 year old student on the charge of attempted murder.





## Permanent Supportive Housing Program

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 (HUD) 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 FY19, this program served and supported 78 people throughout all areas of the County. Regrettably due to funding restrictions we're unable to expand at this time.



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## Senior Programs

**Community Services Senior Programs** are based in Centers throughout the County and offer a whole host of invaluable services to area residents over the age of 65. These include but are not limited to medical transportation, congregate and home delivered meals, enrichment and social activities, caregiver respite, case management, and more.

Throughout FY19, Senior Programs staff met a number of major milestones while still exceeding goals on our standard services and programs. The nine-years-in-the-making opening of the new Bernalillo Senior Center and helping to host the National Senior Olympic Games are but two examples.

Those of you familiar with the former Bernalillo Senior Center are strongly encouraged to visit the new Bernalillo Senior Center so you can see for yourself the remarkable difference it's already made in the community. And while no question this heavy lift was a group effort, the local team made the entire transition look seamless and didn't skip a beat. For their invaluable work (and infinite patience!) throughout the process, they were rightfully honored at the 23<sup>rd</sup> annual New Mexico Infrastructure Finance Conference by earning a "Best Practice Award" for outstanding achievement in the area of Planning. Big bravos, indeed!



And those of you unfamiliar with the National Senior Olympic Games are just as strongly encouraged to learn more so that you can prepare to be powerfully inspired by this powerhouse of athletes from all over the nation competing with such conviction and skill. The City of Albuquerque played host to The Games this year, and this well-coordinated effort among regional entities represented our Land of Enchantment beautifully. It's important to acknowledge that the operational success of The Games was also due to our Super Senior Programs Staff whom worked closely with coordinators throughout the planning process and provided intense ground support from sunup until

sundown the entire length of The Games, which included everything from transportation to meals and everything in between.

Senior Programs staff are also among best event planners within the County. Whether it's the annual banquet honoring nearly 250 (!) Senior Volunteers, or the annual picnic and health fair in celebration of Older Americans each May, their dedication to the elders of our community is simply beyond measure.

### Center Activities and Programs

For many Sandoval residents, Center activities and programs represent a life force which they rely upon greatly as a main staple for support, socialization, and sharing. And while our Centers are certainly hubs for healthy congregate meals, their enriching programs and activities run the



gamut from health and wellness classes, field trips to fun and interesting places, group trips for necessary grocery shopping, music and art classes, social dances, educational presentations, and more. In FY19, we hosted or offered close to 5,000 activities and events.

In addition to the multigenerational Pena Blanca Community Center, Senior Centers are located in the Town of Bernalillo, The Villages of Corrales, Cuba, and Jemez Springs, the unincorporated area of Placitas, and the Meal Site is based in The City of Rio Rancho. These Centers are considered a second home for many and serve as living symbols of living well at any age.

On any given day, our average number of enrollees tops close to 6,000 residents from all over the County. This of course fluctuates as people move or experience other life changes. Another measure that fluctuates but consistently at an uptick is the number of new enrollees into our Senior Programs.

In FY19, our Center Services saw 753 new Senior enrollments. This is a near 25% increase from the previous year and reflective of the U.S. Census Bureau's estimation that more than 30 percent of New Mexico's population will be over the age of 60 by the year 2030. This would be an increase of nearly 50 percent from 2012 and would put New Mexico as fourth in the Nation of

State residents over the age of 60. Because of this, significant efforts are underway at a State level to galvanize resources commensurate with projected needs and population growth.

Also in FY19 we implemented *A Matter of Balance* classes on a biannual basis through a certified staff member. Because falls are among the top reasons Seniors are sent to the

Emergency Room, this course is targeted to help reduce that risk while at the same time help to increase activity levels in older adults.

*A Matter of Balance* is a nationally recognized and evidenced based program that was developed by the Roybal Center at Boston University.



### Field and In Home Services



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

The team whom provides these essential services to some of our

most vulnerable residents is a remarkable group of the most warm-hearted, wonderful people you'll ever come to know.

This heavily-relied upon and highly utilized service is a lifeline for so many within our community, and in FY19 staff provided over 1,900 hours of case management, 2,485 hours of caregiver respite, and 6,646 hours of homemaker services to our elders within Sandoval.





## Transportation Services

Those whom reside in urban areas take for granted one of the biggest barriers to care for those whom reside in rural communities: safe, reliable, affordable transportation. This theme rings true for New Mexico as a state but especially for Sandoval as one of the geographically largest counties covering over 3,700 square miles of predominantly rural terrain.



Beyond this and irrespective of the urban/rural divide, a common denominator for any older adult is the relief that comes from having a reliable transportation source to take them to medical and other essential appointments.

Caring for one another in this way is a primary value within Community Services and we're proud to report that in FY19 our trusted team of transport champions provided over 22,496 safe door-to-door transportation services for Sandoval Seniors.

## 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 some of the most energetic, engaged, and hands-down-amazing people within Sandoval as they commit so much of their time and true grit to good work within the community.

In FY19 this program supported six Senior Employees, 12 Senior Companions, nine Foster Grandparents, and close to 250 (!) Retired Senior Volunteers. And with a bit of help from Master Gardeners, this incredible group of volunteers even beautifully repotted all of the plants within the atrium of the County Administration Building!



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## Food Nutrition Programs

**Community Services Food Nutrition Programs** are among the most vital to the community as food insecurity is a *very real big deal*, especially in New Mexico. According to the 2017 Map the Meal Gap report, New Mexico ranks second in The Nation for having the highest rates of hunger. This same report also revealed that one in four children in New Mexico is at risk of hunger while overall (including adults) that ratio is one in six. Hunger does not discriminate according to age, and we'll continue to work in coordination with community partners to help bridge these gaps.



Our Food Services staff members are invaluable VIPs and in many ways our unsung heroes for tackling such a critical challenge. In FY19 we provided over 82,282 congregate meals at Senior Centers throughout the County, we provided and delivered over 93,185 meals to home-bound older residents, and we supported over 50 supplemental food distributions in all areas of the County.

Our mobile food pantry through St. Felix that launched last year targeting rural areas in order to increase access to healthy foods continues to grow in partnership with our rural Centers in Pena Blanca, Jemez Valley, and the Village of Cuba.



We also added the sustainable support necessary for Nacimiento, a beacon in the Cuba area, to continue to assist residents with its large-scale monthly food pantry operation at the County Fairgrounds.



And we as well unveiled a la carte salad bars to encourage increased healthy intake of fruits and vegetables, in addition to implementing recipe demonstration activities to help educate, inspire, and share several heart-healthy tasty treats, among other initiatives.

Our original Summer Meal Program for Youth pilot with CYFD is no longer a pilot but now a reliable relief for families in the Jemez Valley and Cuba areas whom struggle during the summertime when school lunch programs are closed. Because of this program they can now safely turn to our Centers and enjoy multigenerational meals with Seniors whom in turn share with them respected words of wisdom.



We also built a community garden at the Pena Blanca Center to help foster multigenerational bonding through healthy activities. And we as well played a highly significant role in this year's Hunger Summit in an effort to help build awareness and forge greater inroads towards bridging the meal gap.



Finally, our *Sprouting Sandoval* initiative that launched last year continues to cultivate increased efforts towards improving overall community health through a concerted focus on our entire food system. The pages that follow are a repeat snapshot of its descriptive from last year for those unfamiliar with these critical concepts in helping to improve community health, and all are encouraged to learn more through the CSD website.





## WHAT IS IT

*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 was also featured at the 2018 New Mexico Hunger Summit.



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



Sound Seed Productions that was also featured at the New Mexico Hunger Summit 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 a public demonstration garden for garden-to-table activities in the Health Commons kitchen. 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.

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## Animal Welfare Programs

**Community Services Animal Welfare Programs** started slowly this last year but with the intent of growing, resources permitting. Sandoval County is the only Class A County without an Animal Welfare Department. County classifications are determined by the State Department of Finance and Administration (DFA) based upon population size and net taxable property valuations. In addition to Sandoval County's Class A status, we're also one of the geographically largest in the state at 3,700 square miles, not to mention the fact that Sandoval County was as well ranked as the fastest growing. These factors alone demand thoughtful planning to meet the growing demand for animal welfare programs and services.

Presently, the Sheriff's Office remains as the Animal Control Authority for the County, and it's staffed with two Animal Control Officers with limited resources to gain ground in *pawsitive* ways. As such, Community Services has successfully embarked in a few small but significant initiatives to work towards advancing animal welfare within Sandoval County. Ultimately, the way we treat animals speaks volumes about ourselves, and we'll continue to work to make inroads on the road to expanded programs reflective of our humane values.

### Spay/Neuter Program for Low Income Residents with Pets

Pet overpopulation is a human-caused issue with dire consequences. In just two years, two dogs can add up to 128 and in six years nearly 67,000. And for cats it's exponentially higher: two cats can add up to 376 in three years and by year nine that original 1+1 can equal over 11.6 *ma ma ma million*. Gulp.

In New Mexico alone, over 60,000 homeless pets are euthanized in shelters every year. And that's just those that make it to the shelters. Others are hit by cars, shot at, starve to death, or cause serious public safety issues.

Such tragedies are entirely preventable through a collective commitment to care for pets responsibly and by creating access to low and no-cost spay and neuter programs.

In FY19 Community Services successfully started to tackle this issue through a partnership with Watermelon Mountain Ranch in our launch of a no-cost spay/neuter program for qualifying households. In our first year of this new service, 86 dogs and 19 cats were sterilized in addition to three sponsored shot clinics. Please help us pass the word so that we can continue to assist as many Sandoval households as possible.



### Pet Food Assistance Program

Thanks to our partnership with Watermelon Mountain Ranch and our friends at Pet Food Gone Wild, on an intermittent basis in FY19 we were able to supplement pet food for select residents engaged with any of the Community Services programs.

There is significant research that confirms companion animals provide clinically demonstrated health benefits to people such as helping to combat depression, lower blood pressure, increase physical activity, and reduce anxiety – all of which ties directly to the mission of the Department and is the reason we hope to more formally adopt such a program in FY20 through our friends at Companion Animal Rescue and Medical Assistance (CARMA).

Bottom line is that pets are part of the family and therefore part of our charge in working to help low income households.

### Fertility Control Program for Free Roaming Horses

The unincorporated area of Placitas has grown significantly in recent years and is now home to almost 7,000 County residents. This same area has also struggled with finding common ground over its non-domestic free roaming horses whom also continue to grow in numbers. While a legislative fix is required to truly resolve parts of the issue, bipartisan proposals presented over the years have yet to pass.

In the meantime, the County has made efforts to mitigate some of the challenges such as the task force it convened in 2015 which developed a number of recommendations that regrettably never materialized. More recently, beginning in the fall of 2018 we began to apply considerable resources towards the issue through a series of public safety measures such as new road signage, increased speed patrols, public education seminars and awareness brochures, community



surveys, 2019 legislation to resurrect the State's Wild Horse Park efforts from 2008, establishing a multijurisdictional Advisory Council that includes citizen members, and the implementation of a fertility control program to help mitigate population growth.

Other measures remain underway with the same unified mission of developing humane, legal, sustainable solutions commensurate with available resources so that we're working to responsibly plan for the future.

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## Conclusion & Stakeholder Acknowledgements



Finally, we'd like to conclude with a deep nod of immense gratitude to our funders, our colleagues, and our community partners, all of whom are listed below in alphabetical order. It's because of these relationships that we're able to collectively offer such a wide array of invaluable health and social services, standing together as a community as we forge ahead to help advance our system of care.

- **All Community Services Super Star Staff (!)**
- A+R Medical Supply
- Big Brothers Big Sisters of Central New Mexico
- Bill Diven of the Sandoval Signpost
- Bernalillo Public Schools
- Center volunteers and professional instructors
- City of Rio Rancho
- Center for Hands on Learning
- Court Appointed Special Advocates (CASA)
- Cuba Independent Public Schools
- DWI Prevention Advisory Board
- El Pueblo Health Center
- Five Sandoval Indian Pueblos

- Fresh Possibilities Farm
- Free Roaming Horse Advisory Council
- Independence High School
- Jemez Valley Public Schools
- Juvenile Justice Advisory Board
- Local Collaborative 16
- Lovelace Westside Hospital
- Mount Taylor Mustangs
- Nacimiento Community Foundation
- New Day Youth Services
- New Mexicans to Prevent Gun Violence
- New Mexico Coalition to End Homelessness
- New Mexico Mortgage Finance Authority
- New Mexico National Guard
- New Mexico Providers Association
- North Central NM Economic Development District, Non-Metro Area Agency on Aging
- ONE CommUnity
- Pet Food Gone Wild
- Permanent Supportive Housing Community Advisory Committee
- Pharmacy Plus
- Presbyterian Medical Services
- Presbyterian Rust Hospital
- Pueblo of Cochiti

- Pueblo of Jemez
- Pueblo of San Felipe
- Pueblo of Sandia
- Pueblo of Santa Ana
- Pueblo of Santo Domingo
- Pueblo of Zia
- Real Time Solutions
- Rio Rancho Public Schools
- Riverside Funeral Home
- Sandoval Coordinated Response to Domestic Violence / Haven House
- Sandoval County Commission
- Sandoval County Health Council
- Sandoval Regional Medical Center
- Senior Olympics
- Senior Programs Advisory Council
- 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

- Share Your Care
- Sibling Sandoval Departments of IT, Finance, HR, Public Works, and EMS
- State of New Mexico, Aging and Long Term Services Department
- State of New Mexico, Department of Health
- State of New Mexico, Human Services Department
- State of New Mexico, Children, Youth, and Families Department
- State of New Mexico, Dept of Finance Administration, Local Government Division
- State of New Mexico, Human Services Department, Substance Abuse Prevention
- Statmar Consulting
- Stephen Montoya of The Rio Rancho Observer
- The Waite Company
- Thirteenth Judicial District Court
- Town of Bernalillo
- Town of Cochiti
- U.S. Department of Housing and Urban Development
- Valle del Sol
- Village of Corrales
- Village of Cuba
- Watermelon Mountain Ranch
- Wendy Gallegos Audiology
- Z-Tech, Inc.

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Sandoval County Community Services Department  
Proudly Serving You with *Hearts In Action* (!)  
FY19 Annual Report

