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Late last year, I was honored to accept the position as the Director of the Department of Behavioral Health Services (DBHS) and further my commitment to the Behavioral Health Initiative (BHI) at Bernalillo County. Having been part of the team for the last several years, I have seen first-hand how these services have a positive impact and improve the quality of life for thousands of individuals in our community. These past few months on the job have been no different, as reflected in the many accomplishments we share with you in this year’s annual report.

We are proud to share that since its inception, the BHI has served over 52,000 people, transforming the way individuals with behavioral health conditions are treated in our community. We are fortunate to have a system of county leaders and elected officials who recognize the importance of delivering an enhanced system representing meaningful change to serve our most vulnerable residents with skill and care. The dedicated staff and partners with BHI continue to carry out this mission while utilizing the best tools and evidence-based practices to address our most pressing needs and ensure accountability throughout the process.

In 2019, we continued to advance a comprehensive crisis network, building on a number of critical programs, to increase treatment capacity, raise awareness about mental health and substance use issues, and provide critical support to individuals and families in need. Our ability to have a coordinated response to emergency services calls involving people struggling with mental health and substance use issues puts us at the forefront of this very critical issue which is receiving widespread attention nationwide. Working with our partners in law enforcement on our recently launched Law Enforcement Assisted Diversion (LEAD) program, is another critical piece of the puzzle in reducing the strain on our justice system while providing low level offenders with services they need to achieve wellness and greater opportunities to succeed.

Utilizing technology to address social issues, DBHS also launched a Needle Mapping application which tracks locations within the city and county, for which opioids and other drugs are impacting our community. Working with the county Planning and Development Services department, we can identify needle reports in specific areas, so that in addition to clean up, we are recording the data in a live, publicly visible format. This mapping information and the movement of discarded needles helps inform supportive services and outreach to those specific areas. For these efforts, Bernalillo County recently received the 2020 Achievement Award from the National Association of Counties and has received $1.2 million in grants to combat opioid abuse through these and other lifesaving efforts. We recently paired this GIS technology with mapping of emergency response calls where NARCAN is administered to further inform these outreach efforts. Additionally, our highly anticipated Crisis Stabilization Unit (CSU) at the CARE Campus has been a major step toward building out a crisis triage continuum. These and other BHI programs fill a gap in the behavioral health system to help end a cycle of crisis. With the CSU, clients now have the ability to stabilize, recover and achieve wellness thanks to important “step down” services which previously didn’t exist, but are now built into their care.

DBHS is proud to be a CARF accredited facility. The mission of CARF is to promote the quality, value, and optimal outcomes of services through a consultative accreditation process and continuous improvement services that center on enhancing the lives of persons served. This accreditation is an accomplishment that exemplifies the department’s commitment to continuously improving services, encouraging feedback, and serving the community. Accreditation also demonstrates the commitment of the DBHS to enhancing performance, managing risk, and distinguished service delivery.

These are just a few of the numerous successes we have accomplished this year at DBHS, many of which are outlined in the report. Thank you to our county leaders, elected officials, staff, subcommittee members and partners as well as the public for recognizing the value of a community that looks out for its most vulnerable members. We remain committed to facilitating and delivering services with care and compassion, and a commitment to improved outcomes for Bernalillo County and area residents.

Best regards,

Margarita Chavez-Sanchez
About Us

Mission

To improve behavioral health outcomes in Bernalillo County through innovative, cohesive and measurable programs, treatment services and supports aimed at preventing the incidence of crisis and substance use disorder.

In October 2017, the Bernalillo County Commission approved merging the former Addiction Treatment Services and Behavioral Health Department into the Department of Behavioral Health Services (DBHS). The Department sits under the Office of the County Manager. The new structure provides opportunity to leverage resources, maximize services, increase efficiencies, secure integrated services, and create opportunities to leverage funding sources that were held in separate departments. Behavioral Health Initiative, Care Campus Services, and Driving While Intoxicated Services are the three division housed under the DBHS.

In August 2019 the Bernalillo County Commission approved the renaming of the Metropolitan Assessment and Treatment Center to the Comprehensive Assessment and Recovery through Excellence (CARE) campus and the facilities main building was renamed the William H. Wiese Treatment and Resilience Center in recognition of Dr. Wiese, a retired physician, long-time volunteer, who served on multiple committees, who helped shaped many of the programs offered at the facility, and led the Bernalillo County Opioid Accountability Initiative.

As a leader in the community and a strong community advocate, DBHS will works collaboratively with an array of partners including but not limited to: County and City leaders and service systems (schools, Universities, hospitals and health centers, detention centers, courts, law enforcement, etc.), funders, providers, community organizations, persons at risk, persons served, persons in recovery and their families, advocacy groups, colleges and universities, other jurisdictions, and State and national organizations.

DBHS staff have presented nationally and locally at conferences and through webinars on the the BHI as a whole, the Resource Reentry Center, the Transition Planners and Boundary Spanning Case Managers, LEAD, the Frequent Utilizer Tool, Needle Mapping App, and the Crisis Stabilization Unit.

DBHS contracts with University of New Mexico Institute for Social Research (UNM-ISR) who is conducting a data analysis and evaluation to help identify target populations, best practice of services, as well as measure the effectiveness of implemented services. Direct Services as well as contracted services are undergoing UNM ISR evaluation.
CARE Campus Shift from the Normal
CARE Campus reduced the number of on-site staff to less than 75%, reduced the census of Detox and PIIP programs to allow for appropriate distancing, and implemented reasonable changes to increase safety, such as:

- Staggering bed patterns and meal schedules to allow for social distancing;
- Handwashing stations at entrances requiring all clients, visitors, and staff to wash hands prior to entry;
- Closing administrative building space to ensure custodial staff focus on increased disinfecting of areas most commonly used;
- Requiring all staff, contractors, and clients use masks;
- Limiting recovery supports to CARE Campus essential staff only;
- Working with the County’s EOC to ensure we have appropriate Personal Protective Equipment (PPE) and cleaning supplies;
- Installing technology for virtual delivery of supports such as AA, journaling, and yoga.
- Repurposing the 2nd floor north/east wings to increase Detox capacity
- modified intake procedures, with guidance from our University of New Mexico Hospital (UNMH) partners and in accordance with CDC recommendations, to include COVID-19 screening and temperature checks upon staff and client entry.

Working as a Team
The DBHS worked with partners and individuals to face challenges:

- Staff and clients made masks for the CARE campus when supplies were low;
- Off-duty staff took time to bring lunch to working staff;
- Team members facilitated the distribution of Wellness Bags filled with fresh fruits and vegetables for our essential personnel;
- Staff took on new roles to support the team in different areas;
- Public Health Team held a virtual health challenge between clients and staff, clients won;
- Staff held public mask distributions for community members;
- DBHS partnered with the Aging and Long Term Services Division (ATLSD) to assist seniors. DBHS staff hosted two senior food drives with the support of the Parks and Recreation Department, staff assisted ATLSD in calling over 5,000 seniors to assess needs and schedule delivery of foods and supplies
BHI Team Response
As a result of the public health emergency, state-wide efforts and precautions impacted BHI provider’s ability to offer supports, as they faced challenges to staffing and safety. The BHI Team immediately began advocating and working diligently with established providers to support efforts to modify programming and to explore innovative strategies to ensure continued support to the community. Our BHI leadership continued to effectively communicate with providers through modified virtual interactions to ensure that providers felt supported and valued during this time. BHI providers impressively strategized to implement virtual and telephonic communication, to continue to offer drop-in centers, case management, physical health, education, and therapeutic supports. Some providers moved 100% to virtual supports, where others partially transitioned to allow for continued face-to-face supports for housing, medical needs, and daily food distributions.

DBHS CARE’s Grant
DBHS facilitated the Behavioral Health Provider Coronavirus Aid, Relief, and Economic Security (CARES) Grant for qualified behavioral health providers to assist with unexpected costs caused by the COVID-19. The Grant funds supported:

- Expanding services to minimize the behavioral health impact of COVID-19 among Bernalillo County residents;
- Increasing access to behavioral health care services to Bernalillo County residents during the COVID-19 pandemic;
- Ensuring that behavioral health provider systems have the capacity to handle COVID-19 impacted clients through an expansion of services to address new needs.

Through this program, DBHS offered one-time grants up to $10,000 to qualifying behavioral health providers covering costs such as employee wages, vendor bills, and telehealth expansions. One million dollars has been allocated for this fund, which is available as part of the CARES Act federal stimulus package.

DBHS COVID Response Motel Voucher Program
DBHS, Bernalillo County Emergency Operations Center (EOC), and Albuquerque Public Schools (APS) Title I McKinney-Vento Program partnered to support families newly unhoused, precariously housed, or temporarily displaced as a result of COVID-19. Through this collaboration:

- DBHS provides a 3-month motel voucher to ensuring that families have a safe place to stay
- APS social workers work directly with families to establish housing stability.

APS McKinney-Vento social workers will continue to provide case management support to ensure families maintain and sustain housing, while students engage in educational opportunities provided by APS. To date this program has supported 17 families.
Campus Updates

Comprehensive Assessment and Recovery through Excellence Campus
August 20, 2019 Bernalillo County renamed the Metropolitan Assessment and Treatment Center to the Comprehensive Assessment and Recovery through Excellence (CARE) campus and a primary building on campus was renamed the William H. Wiese Treatment and Resilience Center in recognition of Dr. Wiese is a long-time volunteer, serving on multiple committees, who helped shaped many programs offered at CARES and led the Bernalillo County Opioid Accountability Initiative.

Medication Assisted Treatment
Through a collaboration between the County and the University of New Mexico Hospitals (UNMH) the UNMH clinicians now staff the CSU and provide other medical services to Detox and PIIP clients on the campus. This has allowed us to begin the implementation of Suboxone for detox and Suboxone induction. This ongoing treatment of opioid addiction at the campus will now include Suboxone with referral to community-based providers for continued maintenance. This new clinical partnership has also allowed us to expand our vital parameters, such that we can now serve more medically complex clients.

Awards and Recognitions

Stepping Up Innovator County
Bernalillo County DBHS was recognized by the Council of State Governments Justice Center and the National Council of Counties as the 18th Stepping Up Innovation Site in the Country. Bernalillo County worked with the National Association of Counties to join their Stepping Up Initiative, which has helped mobilize hundreds of counties across the country to reduce the prevalence of people in jail who have mental illnesses.

As an Innovator County, Bernalillo County’s Department of Behavioral Health Services will be called upon to share its knowledge with other counties seeking to become Innovator Counties.

National Achievement Award
Five DBHS programs are being nationally recognized by the won National Association of Counties Achievement Awards for the following programs:

- Supported Aftercare Program (Best in Category): Community Reintegration
- Youth Transitional Living Services
- Law Enforcement Assisted Diversion Program
- Narcan/Naloxone Harm Reduction Program
- Needle Mapping App and ArcGIS display

National Council for Behavioral Health Innovation Award
Bernalillo County received an Award of Excellence: Innovation at Work, from the National Council for Behavioral Health (NATCON). This award recognizes honorees in a complex health care landscape, mental health and addiction treatment organizations who are thinking "outside the box" for creative solutions to challenges.

Crisis Stabilization Unit
December 9, 2019, DBHS opened the County’s first Crisis Stabilization Unit (CSU) to serve individuals with mental health challenges not eligible for UNM’s Psychiatric Service Unit (PSU) but need supports or who are stepping down from PSU. CSU was issued a temporary licensure. On August 6, 2020 DBHS receive an onsite visit with the NM State Licensing Agency and received a Permanent Annual CTC Licensure from NM DOH. UNMH medical staff began providing medical oversight to the Social Model CSU in fall 2020.

Campus Redesign-Service Expansion
Architectural plans have been finalized for a new Detox Unit, the Observation and Assessment Unit as well as an Outpatient Clinic and Living Room Model program. Phase 1 of the redesign is began on June 30, 2020.

CARF 3 Year Accreditation
The Commission of Accreditation of Rehabilitation Facilities (CARF) has awarded Bernalillo County Department of Behavioral Health Services a three year accreditation for the following direct care programs, at the CARE campus: Crisis Stabilization Unit, Detoxification Program, Supportive After Care Program.
Comprehensive Opioid Abuse Program (COAP) grant
DBHS is a recipient of a COAP grant to conduct Mobile Outreach in areas with a significant number of individuals homeless and/or facing substance use and/or behavioral health challenges. A team consisting of an RN, an Intensive Case Manager and a Peer Specialist will utilize a retrofitted RV to visit predictable locations. The team will conduct harm reduction activities such as needle exchange, needle pick-ups, Narcan distribution/training, provide immunizations and basic wound care, and referral and resource information. Additionally, the Peer and Case Manager are available to provide ongoing case management, supports. Preliminary renovations of the RV are complete, and COVID-19 health and safety renovations and supplies purchases are being obtained to mitigate the spread of the coronavirus when the mobile harm reduction unit is deployed.

SAMHSA Early Psychosis Grant
DBHS was awarded the Early Psychosis Grant which funds the CONNECT program at UNM in an effort to develop a system of care to expand the capacity to serve youth at high risk for psychosis, with the aim of improving current function and delaying or preventing onset of psychosis.

CONNECT has screened and assessed over 150 individuals, provided stepped care to approximately 45 families, and sponsored two annual clinical trainings for community providers.
Behavioral health is of the utmost importance to the DBHS, as well as to Bernalillo County leaders. Because behavioral health can impact all walks of life, generations and people, Bernalillo County is continually working to ensure there is a strong continuum of care for individuals living with behavioral health conditions, along with their families. From homelessness to public safety, access to quality behavioral health care within the community is integral, and a lack of services can create widespread implications.

In 2014, 69% of voters overwhelmingly approved a ⅛ of 1% gross-receipts tax in order to create a behavioral health care system, Bernalillo County Commissioners (BCC) passed the Behavioral Health Gross Receipt Tax which funds the County’s Behavioral Health Initiative (BHI). The BHI utilizes partnerships within the community to leverage resources, expand services and improve access to care. The BHI seeks to invest in changing lives and promoting health, building a strong

DBHS has implemented problem based procurement process for all BHI funded program based on community input where proposals are vetted through four subcommittees, steering committee, ABCGC, and BCC.

This section will highlight some of the community supports provided through the BHI.

### Community Supports

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Individuals living with mental health and/or co-occurring substance use disorders.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Community Based Providers</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Provider business hours vary.</td>
</tr>
<tr>
<td>Payer Source</td>
<td>BHI Tax</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>Self, healthcare and Community providers, Educational Facilities, law enforcement, &amp; CYFD.</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Adult and youth Peer support and behavioral Health Services</td>
</tr>
</tbody>
</table>

### PEER DROP IN CENTERS

#### Providers
- Albuquerque Center for Hope & Recovery
- New Day’s Youth BLAST Peer Support Drop in center

#### Funding
- $300,000 annually recurring
  
- **53** Clients Served
  
- **8,716** Peer support & activity hours provided

### PEER CASE MANAGEMENT

#### Provider
- Centro Savila

#### Funding
- $620,000 annually recurring (including $200,000 for peer case management services in support of the Westside Shelter)
  
- **2,457** Clients Served
  
- **3,129** Peer support & activity hours provided

#### Population Served
- Individuals living with behavioral health needs.

#### Setting
- Community Based Providers

#### Hours of operation
- Provider business hours vary.

#### Payer Source
- BHI Tax

#### Fees for Service
- No fees for service

#### Referral Sources
- Self, healthcare and Community providers, Educational Facilities, law enforcement, & CYFD.

#### Services Provided
- Therapy, case management, high fidelity wrap around, substance use treatment, shelter.
COMMUNITY CONNECTIONS
SUPPORTIVE HOUSING

Providers
Crossroads for Women
University of New Mexico Hospital

Funding
City of Albuquerque Funding: $500,000 annually recurring
Bernalillo County Funding: $2.7 million annually recurring

Community Connections is a jail re-entry and frequent-utilizer supportive housing program of the BHI in partnership with Bernalillo County Housing and the City of Albuquerque, which provides scattered site housing subsidies, along with, intensive wrap-around services through contracted providers to support individuals who are homeless or precariously housed and have a substance use or co-occurring disorder.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Individuals 18+ years, &amp; their immediate family. high utilizers criminal justice or medical systems.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Scattered Site Housing</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>N/A</td>
</tr>
<tr>
<td>Payer Source</td>
<td>BHI Tax &amp; COA.</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>County, COA, MDC, Healthcare and Community providers.</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Case Management &amp; Housing</td>
</tr>
</tbody>
</table>

290  Clients housed
422  Average days of enrollment
5,561 Case Management Hours

LAW ENFORCEMENT ASSISTED DIVERSION (LEAD)

LEAD is a public safety program where police officers exercise discretionary authority to divert individuals suspected of low level, non-violent crime driven by unmet behavioral health needs to community based health services instead of arrest, jail and prosecution (or based on “social contact”).

Funding

Supportive Housing

LEAD is a public safety program where police officers exercise discretionary authority to divert individuals suspected of low level, non-violent crime driven by unmet behavioral health needs to community based health services instead of arrest, jail and prosecution (or based on “social contact”).

Funding

Supportive Housing
YOUTH TRANSITIONAL LIVING SERVICES (YTLS)

Providers
Casa Q
Youth Development Inc.
New Day
Serenity Mesa

Funding
$800,000 annually recurring.

Population Served
At-risk and systems involved youth, 16-24 yrs

Setting
Community Based Providers

Hours of operation
Provider business hours vary.

Payer Source
BHI Tax

Fees for Service
No fees for service

Referral Sources
Self, healthcare and Community providers, Educational Facilities, law enforcement, & CYFD.

Services Provided
Therapy, case management, high fidelity wrap around, substance use treatment, shelter.

819 Clients served (Duplicated)
3,432 Life Skills Hours provided
3,379 Case Management hours

PREVENTION, INTERVENTION & HARM REDUCTION

TRAINING AND EDUCATION

Providers
Motivational Interviewing Training Consultants
Bernalillo County Community Health Council
Serna Solutions
All Faith’s Children's Advocacy Center
NAMI
New Mexico Black Leadership Council
ARCA

Funding
$1,000,000 per year for 3yrs (non-recurring)

Population Served
community members and professionals in direct contact with populations with behavioral health needs.

Setting
Community/ Provider based setting

Hours of operation
Provider business hours vary.

Payer Source
BHI Tax

Fees for Service
No fees for service

Referral Sources
healthcare and Community providers, Educational Facilities.

Services Provided
Education and training targeting behavioral health awareness, community training, and train-the-trainer programs to raise behavioral health awareness, understanding, and skills.

3,966 Clients served (Duplicated)
153 Training Sessions
REDUCTION OF ADVERSE CHILDHOOD EXPERIENCES (ACEs)

ACEs providers support at risk children and their families across the full continuum of services including primary prevention, identification, early intervention, support and treatment, harm reduction, outreach, and services in children’s homes and within the community

**Providers**
- ADOBE (UNM)
- All Faiths
- Office of Community Health (UNM)
- Young Children’s Health Center (UNM)
- New Day
- Centro Savila
- PB&J Family Services

**Funding**
- $3,000,000 per year for 3yrs (non-recurring).

Suicide is a complex social health problem. Understanding how social factors like mental illness, substance use, violence, isolation, and stress may be interrelated motivating factors for the prevalence of suicide is important in the development of strategies of prevention for this prevalent social problem.

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**Population Served**
- Children and youth, 0-18 years & their families

**Setting**
- Community Based Providers

**Hours of operation**
- Provider business hours vary.

**Payer Source**
- BHI Tax

**Fees for Service**
- No fees for service

**Referral Sources**
- Self, healthcare and Community providers, Educational Facilities & law enforcement.

**Services Provided**
- Therapy, case management, life skills, school and legal advocacy, parenting, youth and community groups.

**10,110** Clients served (Duplicated)

**14,550** Screening and Assessments

**19,529** Service hours provided

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**SUICIDE PREVENTION**

**Providers**
- Centro Savila
- First Nations
- Albuquerque Public Schools

**Funding**
- $1,000,000 annually recurring.

**6,943** Clients served (Duplicated)

**1,080** Training & Educational Ses-
The Resource Reentry Center (RRC) is the first stop for individuals released from the Metropolitan Detention Center as they reintegrate into the community. Transition Planners work with inmates at the jail. Once inmates are released to the RRC, community health workers assist these individuals to carry out their transition plans and connect them to services.

**Funding**

$1,041,188 per annually recurring
$700,000 non-recurring

<table>
<thead>
<tr>
<th>Population Served</th>
<th>All individuals, 18+ yrs, releasing from the MDC.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Public Safety Center, 401 Roma Ave. NW (Downtown Albuquerque)</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>24 hours/7 days a week.</td>
</tr>
<tr>
<td>Payer Source</td>
<td>BHI Tax</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>Non-referral based; Voluntary service provided by DBHHS releasing to community from</td>
</tr>
<tr>
<td>Services Provided</td>
<td>On-site case management, transition planning, reentry needs assessments, access to community based resources, motel vouchers, bus passes, and access to phones, computers, snacks, complimentary Wi-Fi, cell phone charging station, and a safe place to stay until morning.</td>
</tr>
</tbody>
</table>

2,475 Transports to the RRC

16,961 Individuals released through the RRC

80% Individuals transported to the RRC accessed one or more service.

**MOBILE CRISIS TEAMS**

Mobile Crisis Teams (MCT) are a Bernalillo County and City of Albuquerque collaboration. MCTs respond to individuals experiencing a nonviolent behavioral health crisis that necessitates a 911 response.

Two Non law enforcement teams are in development with Bernalillo County Fire Department.

**Funding**

$1,000,000 annually recurring.

2,181 MCT calls in FY20
Bernalillo County Department of Behavioral Health Services also administers various grant funded supports to the community through the NM Department of & Administration Local Government Division Liquor Excise Tax. A function the our department is to collaborate and a facilitate prevention education, substance use treatment, alternative sentencing programs and DWI enforcement service. This section is an overview of these supports.

**Prevention**

**Be Above the Influence**

Patricia Rael & Associates implements the Be Above the Influence curriculum to a minimum of 1,500 High and Middle School age youth in Bernalillo County. Also, available for large and small employers to advocate the Be the Above the Influence Campaign goals and partnerships. To date, there are over 200 partners within Bernalillo County.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Underage youth, teachers, coaches, counselors, law enforcement, parents, adults, older youth, and community.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>APS Schools, Private Schools, Community Centers, Libraries, YMCA, Boys &amp; Girls Clubs, ABQ Sunport, Churches, Museums, Businesses, City-County Departments, Movie Theaters, Radio stations, Public Buses, Lobo Football, Lobo Basketball, KOAT TV-7.</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Yearly-ongoing</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>posters, banners, Johnny Boards, billboards, and promotional material</td>
</tr>
</tbody>
</table>

1330 students served

**All Stars**

Public Safety Psychology Group provides a SAMHSA “All Stars” 12-week evidence-based prevention curriculum to a minimum of 750 youth per year in 6 APS and 2 Charter Middle Schools. All Stars is a school-based program for middle school students (11-14 years old) designed to prevent and delay the onset of high-risk behaviors such as drug use, violence, and premature sexual activity. The program focuses on five topics important to preventing high-risk behaviors: (1) developing positive ideals that do not fit with high-risk behavior; (2) creating a belief in conventional norms; (3) building strong personal commitments to avoid high-risk behaviors; (4) bonding with school, pro-social institutions, and family; and (5) increasing positive parental attentiveness such as positive communication and parental monitoring.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Middle School Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>APS Middle School</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>7 schools, 10 lessons, 515 students</td>
</tr>
<tr>
<td>Payer Source</td>
<td>(Liquor Excise Taxes)</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Educational lecture to prevent underage drinking and develop positive life skills</td>
</tr>
</tbody>
</table>

1261 Students participated in All Stars.
Envision Your Future

Envision Your Future provides the Envision Your Future (EYF) curriculum to a minimum of 900 elementary aged students in community centers and afterschool programs. The program is intended to develop the emotion/social intelligence to make good healthy choices with regard to alcohol and drugs.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>10-14 year olds</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>APS Middle Schools and Bernalillo County Community Centers</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Year round as requested</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Educational lecture to prevent underage drinking and develop positive life skills.</td>
</tr>
</tbody>
</table>

1721 students have participated in EYF Programming

Protecting You, Protecting Me (PYPM)

Your Life Matters provides an 8-session Protecting You, Protecting Me curriculum to a minimum of 20 classes, grades K-5th, to a minimum of 400 youth with pre and post testing.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Elementary School Youth</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>APS Elementary School</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Determined by school schedule</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Educational lecture to prevent underage drinking and develop positive life skills</td>
</tr>
</tbody>
</table>

1255 Lessons provided to students

Take a Ride on Us

Take a Ride on Us is provided by Cumulus Media Broadcasting in partnership with Uber to provide a safe ride home to inebriated individuals in the Bernalillo County area through the Take A Ride On Us Program. The program is funded through the Local DWI through a contract with Cumulus. The program is operation on various holidays and

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Bernalillo County Adults</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Bernalillo County Metropolitan Area</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Holidays, such as Memorial Day, 4th of July, New Year’s Eve</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Uber safe ride home</td>
</tr>
</tbody>
</table>

6224 Safe Rides provided
**Prevention Works**

Prevention Works provides for a credentialed and certified prevention program with Certified Prevention Specialist oversight. The purpose, goals, and objective of the Certified Prevention Specialist is to have a highly qualified prevention professional that can oversee all aspects of the program, while providing technical assistance, “Systems Thinking” strategies, evaluation, community assessments, strategic planning, logic models, research and development, and filling all requests for facilitating or presenting to key stakeholders, in all areas of the Prevention Programming.

12 DWI service providers received oversight and evaluation

7 New DWI related services

<table>
<thead>
<tr>
<th>Population Served</th>
<th>DWI Related Prevention Service Providers funded by the DBHS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>DWI Related Service Provider Agency Offices and / or services areas during implementation and reviews.</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>As needed</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Oversight, Implementation, Evaluation and Monitoring of the DWI related services providers.</td>
</tr>
</tbody>
</table>

**MADD (Power of Youth Prevention)**

MADD provides two of their national research-based prevention programs:

1. **Power of Youth** - MADD New Mexico’s Volunteer Resource Coordinator works with middle and high schools to schedule Power of You(th) presentations via Zoom or in person if available, as well as distribute the Power of You(th) handbook – ‘The Power to Take a Stand’ – to the students.

2. **Power of Parents** - MADD New Mexico’s Volunteer Resource Coordinator, with the assistance of volunteers, schedules and facilitates 25-minute workshops to give parents the parent handbook and motivate them to read and use the handbook to talk with their teens about alcohol.

MADD works with community partners, such as coalitions, PTA members, school officials, law enforcement and others to schedule the workshops.

The program has seen statistically significant reductions in underage drinking year over year.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Middle/High School Youth and Parents and Guardians.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Schools and other community settings, or online.</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>As Needed</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Underage Drinking Prevention Education</td>
</tr>
</tbody>
</table>

31 Youth Served as of April 1, 2020.
**Boys and Girls Club (Positive Action Youth Prevention)**

Boys and Girls Club implements the Positive Action curriculum at Emerson Elementary School. Serving 50 youth in grades 1st thru 5th. Each youth participates in the Positive Action program, which consists of 22 lessons. Each youth also completes a pre and posttest which gauges program efficacy.

Randomized-controlled trials have confirmed Positive Action to be effective for mental health.

### Table 1: Boys and Girls Club (Positive Action Youth Prevention)

<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>APS Elementary school sites.</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>8 presentations per fiscal year</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Implementation of Positive Action National youth life skills curriculum.</td>
</tr>
</tbody>
</table>

### Table 2: SafeTeen Program

SafeTeen, NM provides a school assembly program which uses components of the “Every 15 Minutes” program originated in Chico California. The program includes five (5) APS high schools and two (2) charter schools/youth organizations to create awareness of negative driving behaviors or dangers of alcohol and/or drug use and promotes positive decision making by high school students.

### Table 3: Alcohol Literacy Challenge™ (ALC)

Peter D & Associates provides 10 ALC Presentations to incoming freshmen at the UNM. Presentations are 50 minutes in length, covering Alcohol Expectancy Theory, Alcohol Dosage, UNM Social Norms Statistics, and Alcohol Safety. These presentations reach at least 2,000 students. A 10 question pre/post survey measures knowledge of alcohol expectancy theory and the application of the ALC content for college students.

**50** youth served

**1575** students participated in ALC

**9300** Students have attended SafeTeen assemblies
**Community Custody Program**

Metropolitan Detention Center provides a Community Custody Program to DWI offenders through security, treatment tracking and compliance.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Inmates from the Bernalillo County Metropolitan Detention Center who meet program requirements</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Home / residence incarceration</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>24 / 7</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Partially funded by Liquor Excise</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>Fees determined by the Bernalillo County Community Custody Program</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>Judicial Systems in Bernalillo County</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Alternative Sentencing through reintegration, electronic monitoring, random drug testing, random home visits and weekly meeting requirements</td>
</tr>
</tbody>
</table>

**Youth Services Center**

Youth Services Center provides an 8-week early intervention program to a minimum of 70 screened offenders booked with a DWI, MIP (Minor in Possession) or those referred through the Court process.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Youth who have been arrested for DWI or Minor in Possession</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Bernalillo County Youth Services Center (Classroom setting)</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Monday – Friday 8am – 7pm</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>Youth Services Center/Bernalillo County 2nd Judicial District Children Court</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Alternative Sentencing through psychoeducational groups and activities</td>
</tr>
</tbody>
</table>

**DWI Enforcement**

Bernalillo County Sheriff’s Department and Albuquerque Police Department provide DWI enforcement services to reduce the incidence of DWI and DWI related crashes with visibility of local enforcement through DWI Checkpoints, Saturation Patrols, Underage Alcohol Purchase Stings and Special Saturation Patrols.

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Bernalillo County residents and visitors</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>Within Bernalillo County as determined by local law enforcement agencies</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>Determined by the events occurrence.</td>
</tr>
<tr>
<td>Payer Source</td>
<td>State of New Mexico Department</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>N/A</td>
</tr>
<tr>
<td>Services Provided</td>
<td>DWI Enforcement services to reduce DWI incidence &amp; DWI related crashes and fatalities</td>
</tr>
</tbody>
</table>

**Assessments**

- **Alternative Sentencing**
  - Population Served: Inmates from the Bernalillo County Metropolitan Detention Center who meet program requirements
  - Setting: Home / residence incarceration
  - Hours of operation: 24 / 7
  - Payer Source: Partially funded by Liquor Excise
  - Fees for Service: Fees determined by the Bernalillo County Community Custody Program
  - Referral Sources: Judicial Systems in Bernalillo County
  - Services Provided: Alternative Sentencing through reintegration, electronic monitoring, random drug testing, random home visits and weekly meeting requirements

- **Youth Services Center**
  - Population Served: Youth who have been arrested for DWI or Minor in Possession
  - Setting: Bernalillo County Youth Services Center (Classroom setting)
  - Hours of operation: Monday – Friday 8am – 7pm
  - Payer Source: Liquor Excise Taxes
  - Fees for Service: No fees for service
  - Referral Sources: Youth Services Center/Bernalillo County 2nd Judicial District Children Court
  - Services Provided: Alternative Sentencing through psychoeducational groups and activities

- **DWI Enforcement**
  - Population Served: Bernalillo County residents and visitors
  - Setting: Within Bernalillo County as determined by local law enforcement agencies
  - Hours of operation: Determined by the events occurrence.
  - Payer Source: State of New Mexico Department
  - Fees for Service: No fees for service
  - Referral Sources: N/A
  - Services Provided: DWI Enforcement services to reduce DWI incidence & DWI related crashes and fatalities

- **Assessments**
  - **207+ assessments completed**
  - **20** Youth referred to Alternative Sentencing
  - **19** Youth completed Probation

- **Assistances**
  - **116** DWI Enforcement Activities
  - **105** DWI Arrest
### Treatment

<table>
<thead>
<tr>
<th><strong>Population Served</strong></th>
<th>Adults seeking treatment for substance abuse disorder and who have a DWI in their history</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Setting</strong></td>
<td>Clinical</td>
</tr>
<tr>
<td><strong>Hours of operation</strong></td>
<td>Monday – Friday; 8am – 5pm</td>
</tr>
<tr>
<td><strong>Payer Source</strong></td>
<td>Partially funded by Liquor Excise Taxes</td>
</tr>
<tr>
<td><strong>Fees for Service</strong></td>
<td>No fees for service</td>
</tr>
<tr>
<td><strong>Referral Sources</strong></td>
<td>Bernalillo County Assessment Center</td>
</tr>
<tr>
<td><strong>Services Provided</strong></td>
<td>Intensive Outpatient Treatment Services, Outpatient Treatment Services, Case Management Services, Individual and Family Treatment</td>
</tr>
</tbody>
</table>

### Centro Savila

Centro Savila provides an Intensive Outpatient (IOP) and Outpatient (OP) substance abuse treatment service to adults who have a current or pending DWI charge. The program also offers bilingual services and services to undocumented clients.

14 received treatment
196 treatment hours provided

### New Mexico Solutions Treatment

**New Mexico Solutions** provides Intensive Out-Patient (IOP) and Out-Patient (OP) substance abuse treatment service to adults referred by the Bernalillo County Department of Substance Abuse Program Assessment Center.

54 received treatment
31 successfully completed
971 treatment hours provided

<table>
<thead>
<tr>
<th><strong>Population Served</strong></th>
<th>Adults seeking treatment for substance abuse disorder and who have a DWI in their history</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Setting</strong></td>
<td>Clinical</td>
</tr>
<tr>
<td><strong>Hours of operation</strong></td>
<td>Monday – Friday; 8am – 5pm</td>
</tr>
<tr>
<td><strong>Payer Source</strong></td>
<td>Partially funded by Liquor Excise Taxes</td>
</tr>
<tr>
<td><strong>Fees for Service</strong></td>
<td>No fees for service</td>
</tr>
<tr>
<td><strong>Referral Sources</strong></td>
<td>Bernalillo County Assessment Center</td>
</tr>
<tr>
<td><strong>Services Provided</strong></td>
<td>Intensive Outpatient Treatment Services, Outpatient Treatment Services, Case Management Services, Individual and Family Treatment</td>
</tr>
</tbody>
</table>
CARES Campus Services

Substance use and behavioral health services offered by the Department of Behavioral Health Services provides a variety of programs to reduce the impact of alcoholism, alcohol use, drug dependence, drug use and behavioral health conditions within the community. The goal is to make Bernalillo County a safe place to live and work. Clients from all walks of life participate in the variety of programs and services offered, including: Public Inebriate Intervention Programs, Detoxification from Alcohol and Substance Abuse, the Supportive Aftercare Program, the Addiction Treatment Program, the Mariposa Residential Program, Renee’s Project, and the Crisis Stabilization Unit.

All of the programs seek to provide services to individuals in need of financial assistance and intensive care,

PUBLIC INEBRIATE INTERVENTION PROGRAM (PIIP)

<table>
<thead>
<tr>
<th>Population Served</th>
<th>18 years+ and in need of sober observation.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>CARE Campus</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>24 hours/7 days a week.</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes &amp; Private Grant from the UNM HSC</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>community sources, law enforcement, or walk in</td>
</tr>
<tr>
<td>Services Provided</td>
<td>provides a brief respite as well as resources referral</td>
</tr>
</tbody>
</table>

The Public Inebriate Intervention Program was developed and implemented in Fiscal Year 2013 to relieve congestion in the University of New Mexico Hospital’s Emergency Room and Psychiatric Emergency Services.

Its intent was to reduce the number of bookings at the Metropolitan Detention Center by providing stabilization, observation and placement support services at the CARE campus to public inebriates. Program provides clients a safe sobering place and a meal. Individuals can stay for services up to 24 hours unless they choose to participate in the CARE Detox Program.

5742 individual received PIIP services

*PIIP demographic Data FY20 (July 1, 2019 through June 30, 2020)
The Detox Program, a CARF Accredited program, offers a short-term social model that addresses alcohol and alcohol use problems in Bernalillo County. The program provides a safe environment for those requiring detoxification services, non-medical interventions, and referrals. It also assists those who would otherwise be transported by law enforcement or emergency medical services to jail or local emergency rooms.

Medical services are delivered through a collaborative effort with the University of New Mexico Hospital and other local hospitals. Staff provides observation, intervention, safety, and educational services on addiction to all clients entering the program. Staff also offers screening, brief assessment, referral, AccuDetox, substance abuse psycho-education groups, recovery planning, treatment planning, and discharge planning/follow up (when appropriate).

<table>
<thead>
<tr>
<th>Population Served</th>
<th>18 years+ adults in need of detoxification from alcohol or dual substances</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>CARE Campus</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>24 hours/7 days a week.</td>
</tr>
<tr>
<td>Payer Source</td>
<td>Liquor Excise Taxes</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>Clients are referred from the PIIP program and community sources.</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Crises stabilization, counseling, case management, educational services and referrals</td>
</tr>
</tbody>
</table>

**2,645** Individual receiving detox services

**4** Average length of days stayed

- **74%** Male
- **26%** Female
- **<1%** Transgender

- **61%** Alcohol
- **30%** Opiates
- **29%** Methamphetamine
- **2%** Marijuana

- **80%** Bernalillo County Residents
- **19%** Non Bernalillo County Residents
- **1%** Unknown

*Detox demographic Data FY20 (July 1, 2019 -June 30, 2020)
## ADDICTION TREATMENT PROGRAM (ATP)

| Population Served: | Metropolitan Detention Center (MDC) inmates who have been identified as having addiction treatment needs while they are incarcerated at MDC |
| Setting: | MDC |
| Hours of operation: | Classes are two hours a day, five days a week, for four weeks |
| Payer Source: | Liquor Excise Taxes |
| Fees for Service: | No fees for service |
| Referral Sources: | Clients will be referred from the MDC intake process and the detox program |

### Services Provided
The ATP program is an American Society of Addiction Medicine (ASAM) Level III.3, clinically managed jail-based program. ATP uses evidence-based therapy and Community Reinforcement Approach (CRA) curricula in conjunction with relapse prevention planning, psycho-educational programming and living skills groups.

ATP provides a four week inpatient jail-based treatment program for DWI offenders and offenders referred by the judicial system with addictions to alcohol and/or other drugs. The program utilizes a Community Reinforcement Approach based treatment modality. Each program participant receives a week of structured assessment by a licensed clinical staff member. The week of assessment is followed by three weeks of curriculum designed to provide a solid base core of knowledge and skills that can aid clients in maintaining a substance free life.

### Demographic Data FY20 (July 1, 2019 - June 30, 2020)
- **Gender**
  - 77% Male
  - 23% Female
- **Drug of choice**
  - 52% Methamphetamine
  - 42% Opiates
  - 29% Alcohol
  - 20% Marijuana
- **Residence**
  - 83% Bernalillo County Residents
  - 14% Non Bernalillo County Residents
  - 4% Unknown

556 individuals participating in ATP
28 Average Days of participation

A pre-post-evaluation of a cohort of 197. ATP program participants was conducted. Data was recorded 18 months prior to individuals entering the ATP program and 18 months after they left the ATP program.

- **Completed the ATP program**
  - 80%
- **Decrease in average bookings**
  - 57%
CRISIS STABILIZATION UNIT (CSU)

<table>
<thead>
<tr>
<th>Population Served:</th>
<th>Adults 18+ yrs in need of short term residential stay due to an emergent mental health need.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting:</td>
<td>CARE Campus</td>
</tr>
<tr>
<td>Hours of operation:</td>
<td>24 hours a day, 7 days a week</td>
</tr>
<tr>
<td>Payer Source:</td>
<td>BHI Tax</td>
</tr>
<tr>
<td>Fees for Service:</td>
<td>No fees for service</td>
</tr>
<tr>
<td>Referral Sources:</td>
<td>Clients are referred from UNM Psychiatric Center inpatient and outpatient services. Referral sources will expand to other communities.</td>
</tr>
<tr>
<td>Services Provided:</td>
<td>A 16-bed capacity and a 14-day maximum stay. Clinical and case management supports as needed. Daily activities include discharge planning, yoga, art experience group, journaling, and other therapeutic groups.</td>
</tr>
</tbody>
</table>

In line with other DBHS programs, the Crisis Unit will function as a social model program. DBHS will provide a warm hand-off to other community behavioral health facilities providing a higher level of care as needed. Initially, the Crisis Unit will take referrals from University of New Mexico Hospital (UNMH) programs. Clients to be accepted will be over the age of 18 and have experienced a recent decline in behavioral and/or emotional stability due to a precipitating event or events. CSU received a permanent Crisis Triage Center licensure in August 2020 and is a CARF Accredited program.

Gender

- 47% Male
- 37% Female
- 2% Transgender

Drug of Choice

- 8% Methamphetamine
- 4% Opiates
- 4% Alcohol

Residence

- 84% Bernalillo County Residents
- 13% Non Bernalillo County Residents
- 3% Unknown

*CSU demographic Data FY20 (July 1, 2019 - June 30, 2020)

As newly implemented CARE Campus Program, CSU is a specialized treatment facility designed for those individuals experiencing a mental health crisis who are not suicidal and/or homicidal but whose coping skills have been temporarily eclipsed by life events. The CSU program has the capacity for 16 beds, with a 14-day length of stay. Services include daily living/socialization skills training, individual and group therapies, and targeted therapeutic activities offered within a supportive and client centered treatment environment with the focus of returning individuals to their home environment after therapeutically resolving the life events that led to the crisis state.

86 individuals served
7.6 Average length of days stayed
SUPPORTIVE AFTER CARE COMMUNITY (SAC) PROGRAM

<table>
<thead>
<tr>
<th>Population Served</th>
<th>Adults 18 years+ and drug and alcohol free for 30 days.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Setting</td>
<td>CARE Campus</td>
</tr>
<tr>
<td>Hours of operation</td>
<td>average length of stay generally runs 30-120 days and is based on the client’s specific needs</td>
</tr>
<tr>
<td>Payer Source</td>
<td>NM Behavioral Health Services Division</td>
</tr>
<tr>
<td>Fees for Service</td>
<td>No fees for service but they must pay rent and initial deposit</td>
</tr>
<tr>
<td>Referral Sources</td>
<td>Clients are referred from the Detox program and community sources</td>
</tr>
<tr>
<td>Services Provided</td>
<td>Structured living environment that emphasizes daily living skills and long-term management of recovery, Community Reinforcement Ap-</td>
</tr>
</tbody>
</table>

A pre-post-evaluation of a cohort of 68 SAC clients was conducted. Data was recorded 18 months prior to entering SAC and 18 months after leaving, for those who completed the program, and those who discharged early or administratively discharged. The sample for this study was relatively small, so we viewed this as a precursor to a larger, more rigorous examination. We found compelling evidence that participation in the SAC program had positive effects on clients no matter how participants exited the program. The average number of bookings decreased in all categories, as did the average number of return visits to both Detox and PIIP.

- **41%** Completed the SAC program
- **93%** Decrease in average bookings
- **61%** Decrease in average number of return visits to PIIP or Detox

- **35** individual receiving detox services
- **45** Average days of stay

**Gender**
- **63%** Male
- **37%** Female

**Drug of choice**
- **60%** Alcohol
- **37%** Opiates
- **23%** Methamphetamine
- **1%** Marijuana

**Residence**
- **86%** Bernalillo County Residents
- **14%** Non Bernalillo County Residents

*SAC demographic Data FY20 (July 1, 2019 -June 30, 2020)
# MARIPOSA RESIDENTIAL PROGRAM

The Mariposa Residential Program provides housing, medical services, case management, and drug rehabilitation services to pregnant/post-partum women and their infants. Through collaborative efforts with the New Mexico Department of Health and the University of New Mexico, the DBHS operates an eight-bed Residential Program on the CARE Campus. The program serves women in the community, as well as women transitioning from the Metropolitan Detention Center.

| Population Served: | Females, 18yrs + diagnosed with drug/alcohol dependence, pregnant and Post-partum along with infant |
| Setting: | CARE Campus |
| Hours of operation: | 24 hours a day, 7 days a week |
| Payer Source: | University of New Mexico Health Services Center |
| Fees for Service: | No fees for service |
| Referral Sources: | University of New Mexico |
| Services Provided: | housing, medical services, case management, transportation, and drug rehabilitation. |

7 women participating
20 Average days enrolled

# RENEE’S PROJECT

The Renee’s Project Supportive Housing Program provides supportive housing assistance and case management services for homeless women who have children and are recovering from drug and/or alcohol addiction. DBHS works closely with identified women to reintegrate them into the community after being homeless. Staff encourages and facilitates the reunification process between women and their minor children. Participants are provided with rental assistance vouchers. Case management services include links to community-based recovery services as well as other supportive services.

| Population Served: | Females, 18yrs + with children who are homeless and recovering from substance addiction. |
| Setting: | CARE Campus |
| Hours of operation: | 24 hours a day, 7 days a week |
| Payer Source: | US Department of Housing & Urban Development (HUD) |
| Fees for Service: | No fees for service |
| Referral Sources: | Community Referral |
| Services Provided: | Case management services and housing support. |

5 women participating

# ASSESSMENT CENTER

Individuals referred by the MDC Community Custody Program who require Substance Abuse Treatment Services are screened for the Community Addictions Program and are referred to appropriate treatment providers.

207 Total Assessments
105 Referrals to NM Solutions
68 Referrals to Community partners

| Population Served: | Adults 18+ participating in the from the Community Custody program who require Substance use Treatment Services. |
| Setting: | Home / residence incarceration |
| Hours of operation: | Monday – Friday 7:30am – 4pm |
| Payer Source: | Liquor Excise Taxes |
| Fees for Service: | No fees for service |
| Referral Sources: | Metropolitan Detention Center Community Custody Program |
| Services Provided: | CAP Screening and referral |
As part of Campus program-based Quality Assurance/Quality Improvement effort, we track a series of performance measures. These include tracking of medication errors and type of error, campus-based incidents, transports to the hospital, who initiated the transport, and the reason for the transport. We also ask clients to complete a satisfaction survey when they leave the Detox program or the CSU to assess the impact of services. Our Quality Assurance/Quality Improvement Committee meets monthly to review these measures (and others, like drug of choice) in order to gain a better understanding of our clients, staff, policies and practices, and to make improvements to our programming.

### Campus-Based Incidents

<table>
<thead>
<tr>
<th>Incident Type</th>
<th>Count</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medical</td>
<td>607</td>
<td>31.4%</td>
</tr>
<tr>
<td>Behavior</td>
<td>192</td>
<td>10.2%</td>
</tr>
<tr>
<td>Medication error</td>
<td>127</td>
<td>6.7%</td>
</tr>
<tr>
<td>Suicidal</td>
<td>57</td>
<td>3.0%</td>
</tr>
<tr>
<td>Aggression/threat to other client or staff</td>
<td>38</td>
<td>2.1%</td>
</tr>
<tr>
<td>Contraband</td>
<td>34</td>
<td>1.8%</td>
</tr>
<tr>
<td>Transport</td>
<td>29</td>
<td>1.6%</td>
</tr>
<tr>
<td>Medication found</td>
<td>25</td>
<td>1.4%</td>
</tr>
<tr>
<td>PIIP capacity</td>
<td>24</td>
<td>1.3%</td>
</tr>
<tr>
<td>Client fall</td>
<td>19</td>
<td>1.0%</td>
</tr>
<tr>
<td>Client self-discharge</td>
<td>18</td>
<td>0.9%</td>
</tr>
<tr>
<td>Seizure</td>
<td>17</td>
<td>0.9%</td>
</tr>
<tr>
<td>None or NA/Blanks</td>
<td>14</td>
<td>0.8%</td>
</tr>
</tbody>
</table>

Between July 1, 2019 and June 30, 2020, DBHS CARE Campus programs had 1008 incidents with an average of 84 per month. Incidents are categorized by type. The highest recorded incidents were medical, medication error and behavioral nature. Over FY20 medical and medication error incidents trended downward and behavioral incidents trended upward.

Over FY20, the highest number of incidents was in March 2020 with 125 incidents total. We assume the spike in incidents at this time roughly occurred when CARE started accepting walk-in clients using methamphetamines, and that the drastic drop after that month was due to reduced censuses during the COVID-19 pandemic.

**FY20 Medication Errors**

- **95** medication errors
- **7.9** average of per month

Medication errors have trended down significantly in FY20 which we attribute to improved training, policies and procedures.

**FY20 Medical Transports**

- **565** medical transports
- **47** average per month

Of those 217 were by emergency medical services, 290 transported by CARE in non-emergency situations, and APS transported 68 individuals.
Quality of Life
Beginning in July 2019, DBHS has began offering clients discharging from CARE’s Detox program the opportunity to fill out a survey which asks them to rate their experience. Two of the questions ask clients to rate, on a scale from 1-10, their quality of life before they entered Detox, and as they discharge. The questions are as follows:

- How would you rate your quality of life when you entered this program?
- How would you rate your quality of life today?

Statistical comparison of the answers to the two questions were conducted using a difference of means and verified with a Wilson sign-rank test. The differences graphed above show that during FY20 clients rated their quality of life significantly better after undergoing Detox. The only exception was September 2019, in which the number of surveys gathered was so low that statistical significance was not achieved despite seven clients rating their quality of life two points higher than before they went into the program.

Client Satisfaction
The following charts show Detox program and Crisis Stabilization Unit clients’ responses to questions on our client satisfaction survey for FY20. The orange and green bars show the monthly average percentage and the blue line shows the number of surveys received.

During the early days of COVID-19, fewer surveys were received as completing them was not a priority. This has now been addressed.
What’s Next

DBHS continues to expand our ability to improve behavioral health outcomes in Bernalillo County by maintaining strong partnerships with local government, community providers and Bernalillo County residents. As we continue to grow we strive to meet our strategic goals and respond to the needs of the community. Below are some next steps for FY21.

**Single Site Supportive Housing**

This joint City and County project will provide individual housing units with on-site services for single adults aged 18+ who are homeless or precariously housed and who have a diagnosable mental, behavioral or emotional disorder, substance use disorders, and/or serious mental illness; and experience significant behavioral health challenges that require a more intensive level of services to maintain stability.

The proposal includes 40-60 individual housing units, with on-site services, staffed 24-hours a day, with security cameras both inside and outside of the building.

**Project update:** City of Albuquerque awarded a contract for development and land acquisition and Bernalillo County has selected Hope Works as the provider of supportive services.

**Single Site (Multi Family)**

Proposal includes a 45-unit single-site permanent supportive housing community, including:

- 4- two bedroom, two bathroom units
- 41-one bedroom, one bathroom units
- easy to maintain unit finishes/material and appliances
- Laundry appliances located in each unit
- Courtyard for community gathering centrally located & accessible.

Easily access on-site supports include case management, medical and BH services, non-medical transportation, counseling, employment, family and education services, assistance with federal/state benefits.

**Project Update:** Bernalillo County Housing Department has begun the Project development process.

**Capital and Start Up - RFP**

Bernalillo County began the solicitation of proposal to provide capital or start up funding to expand the behavioral health continuum in Bernalillo County. Services proposed were to build capacity, enhance existing services or address underserved population or service gaps. Proposals needed to encompass the needs of the individual and family and be trauma informed.

**Project Update:** The DBHS received and reviewed 67 submissions of which 12 candidates moved into the contract negotiation stage. Once negotiations are complete the names of providers and services delivery will be publicly announced.

**Crisis Triage Center and Psychiatric Replacement Hospital**

Crisis Triage Center (CTC) and Psychiatric Replacement Hospital will function as a step down services for individuals who need continued stabilization after being evaluated in the emergency room or inpatient facility and do not meet the medical necessity criteria for inpatient services. Bernalillo County has been working in conjunction with UNM HSC to create and fund the CTC and adult psychiatric center, signing a memorandum of understanding in Jan. 2020.

**Project update:** Bernalillo County and the University of New Mexico (UNM) have agreed to locate the new crisis triage center on the UNM Health Sciences Center (HSC) campus adjacent to the existing UNM Psychiatric Center creating a centralized continuity of healthcare services in the community.