



HUMAN
SERVICES
DEPARTMENT



NMFA OVERSIGHT COMMITTEE
BHSD

JULY 1, 2021

NEAL BOWEN, PHD - DIRECTOR

INVESTING FOR TOMORROW, DELIVERING TODAY.

BEFORE I START...

On behalf of all colleagues at the Human Services Department, we humbly acknowledge we are on the unceded ancestral lands of the first peoples of what today is known as the State of New Mexico, including its Pueblos, Tribes, and Nations past and present.

With gratitude we pay our respects to these communities and their homeland.



PHOTO COURTESY: HSD Employee



MISSION

To transform lives. Working with our partners, we design and deliver innovative, high quality health and human services that improve the security and promote independence for New Mexicans in their communities.

GOALS



We help NEW MEXICANS

1. Improve the value and range of services we provide to ensure that every qualified New Mexican receives timely and accurate benefits.



We make access EASIER

3. Successfully implement technology to give customers and staff the best and most convenient access to services and information.



We communicate EFFECTIVELY

2. Create effective, transparent communication to enhance the public trust.



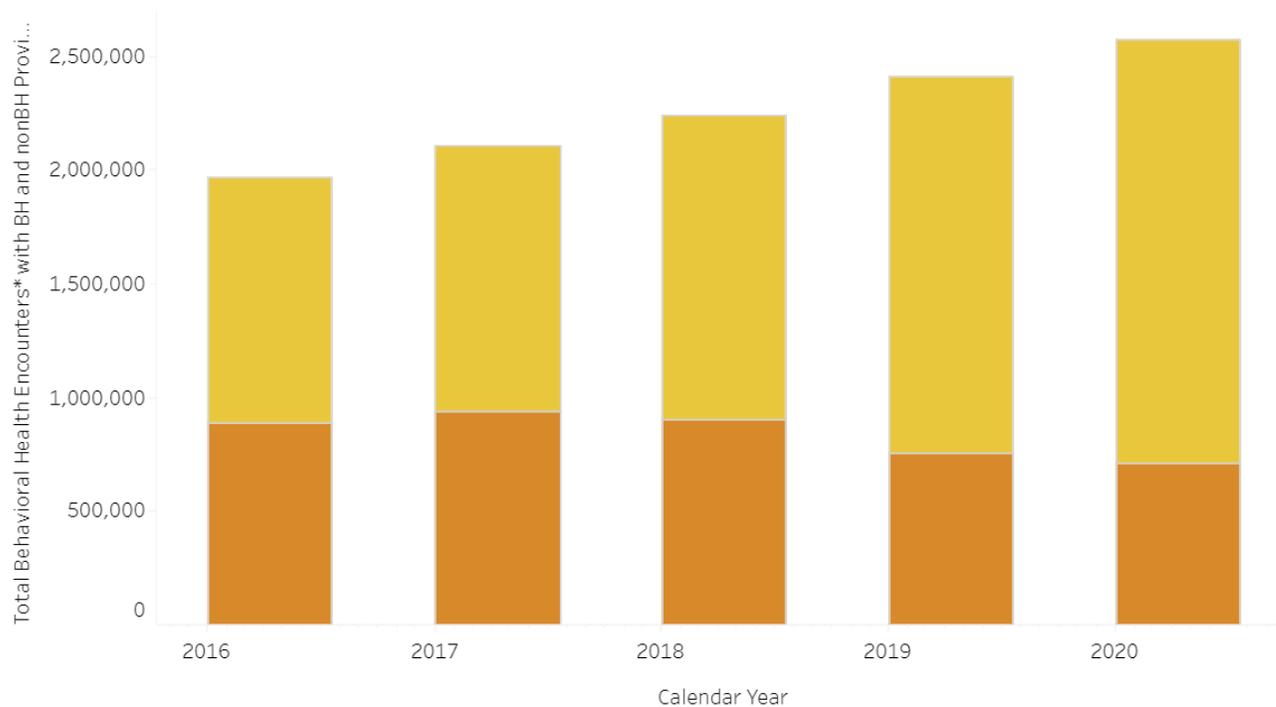
We support EACH OTHER

4. Promote an environment of mutual respect, trust and open communication to grow and reach our professional goals.



BH TRENDS - ENCOUNTERS

How good is my Managed Care Organization (MCO) at working with providers to ensure I have a behavioral health (BH) visit with a BH or non-BH provider?



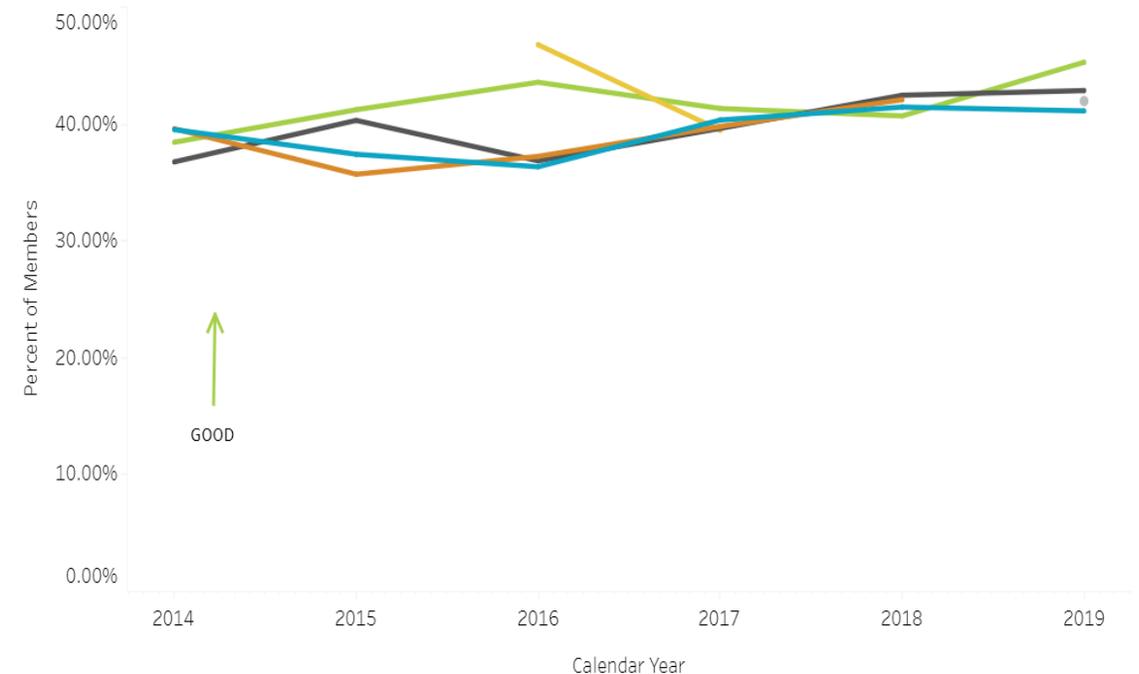
Data updated: 5/11/2021

- 23.5% increase in BH visits from 2016 to 2020
- Visits with BH Provider went from 55.1% to 72.5%

INITIATION OF SUD TREATMENT

- Comparison is to Mountain States: 45.2%
- NM MCOs report between 41% and 42.8%
- **Drug Overdose Deaths in NM increased 25% in 2020**
- ED visits for BH issues rising – especially among girls under 12

How good is my Managed Care Organization (MCO) at working with providers to ensure I receive treatment initiation for alcohol or other drug (AOD) dependency, should I need it?



Data updated: 6/2020

EXPANSION OF SERVICES

- High-Fidelity Wraparound
 - Available to children throughout the state
- Expanded training and monitoring of Evidence Based Practices
- 988
- Mobile Crisis Response
- Crisis Triage Centers +

THREATS TO ABILITY TO RESPOND

- Workforce
 - Quantity
 - Training
 - Retention
- Start up funding
 - Most common request to BHSD
 - Anti-Donation Clause
 - 14 requests over last 6 months

NEW MEXICO FINANCE AUTHORITY

- Behavioral Health Capital Fund
 - Experience
 - “Bricks and Mortar”
 - Durable Equipment
- Expansion to Set Up and Operational Costs
 - All 14 requests would have benefited from this:
 - AARTC
 - Detox facilities
 - Crisis Response facilities
 - Sexual Assault and Domestic Violence facilities
 - Methadone Treatment Facilities
 - Mobile Crisis Response



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QUESTIONS

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