



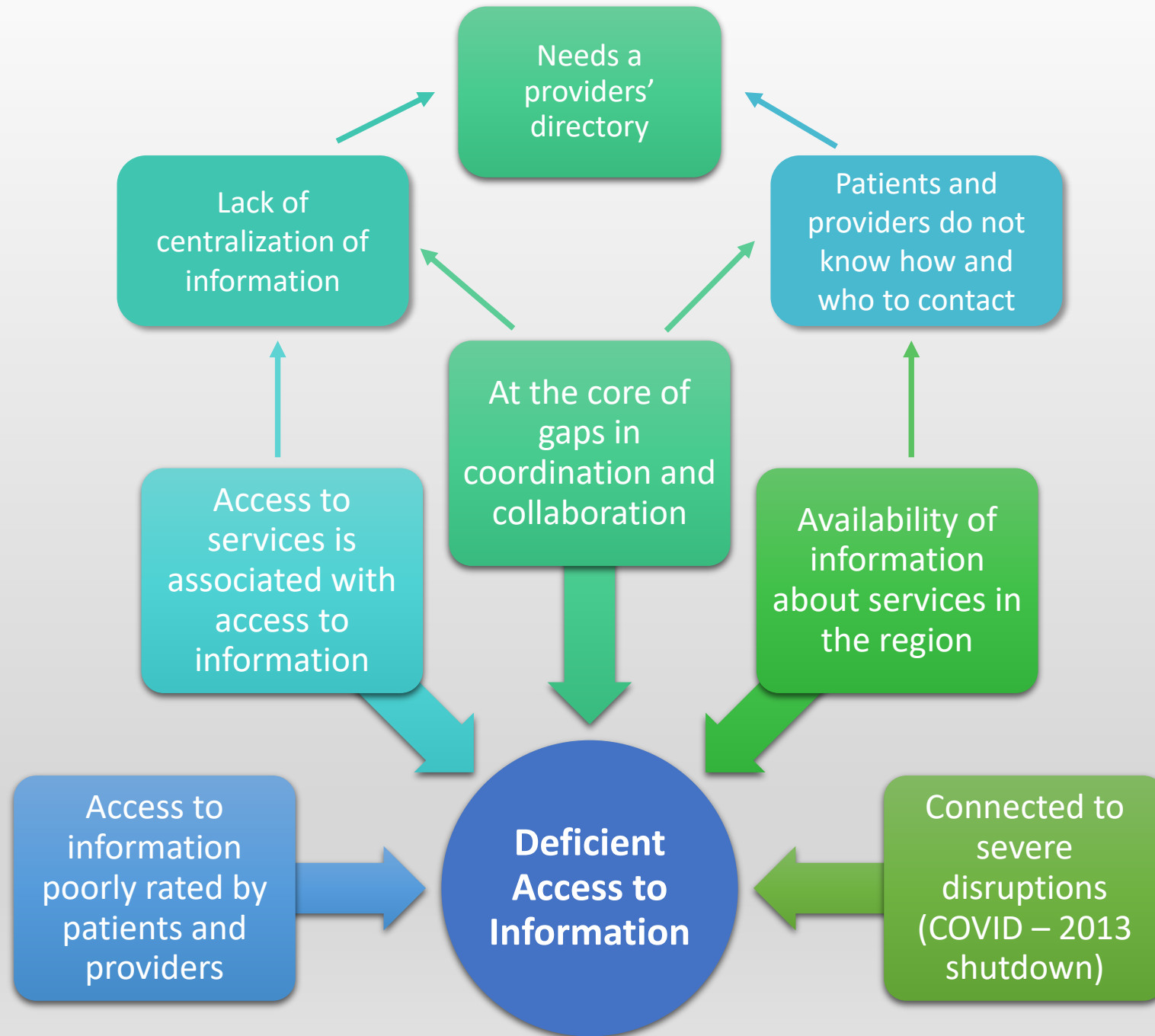
**SOAR: Southwest Outreach
Academic Research
Evaluation and Policy Center**

LC3 Community Survey

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Lack of Communication, Coordination, and Collaboration



Ultimately affects patients

Uninsured
Low-income
Non-English speakers
Undocumented
Children-Youth
Rural population
Students

Referrals across providers
Coordination of wraparound services

Services in need of better coordination

Hospitals

School Districts

Private Practitioners

Public Providers

Law enforcement and civil services

Social services

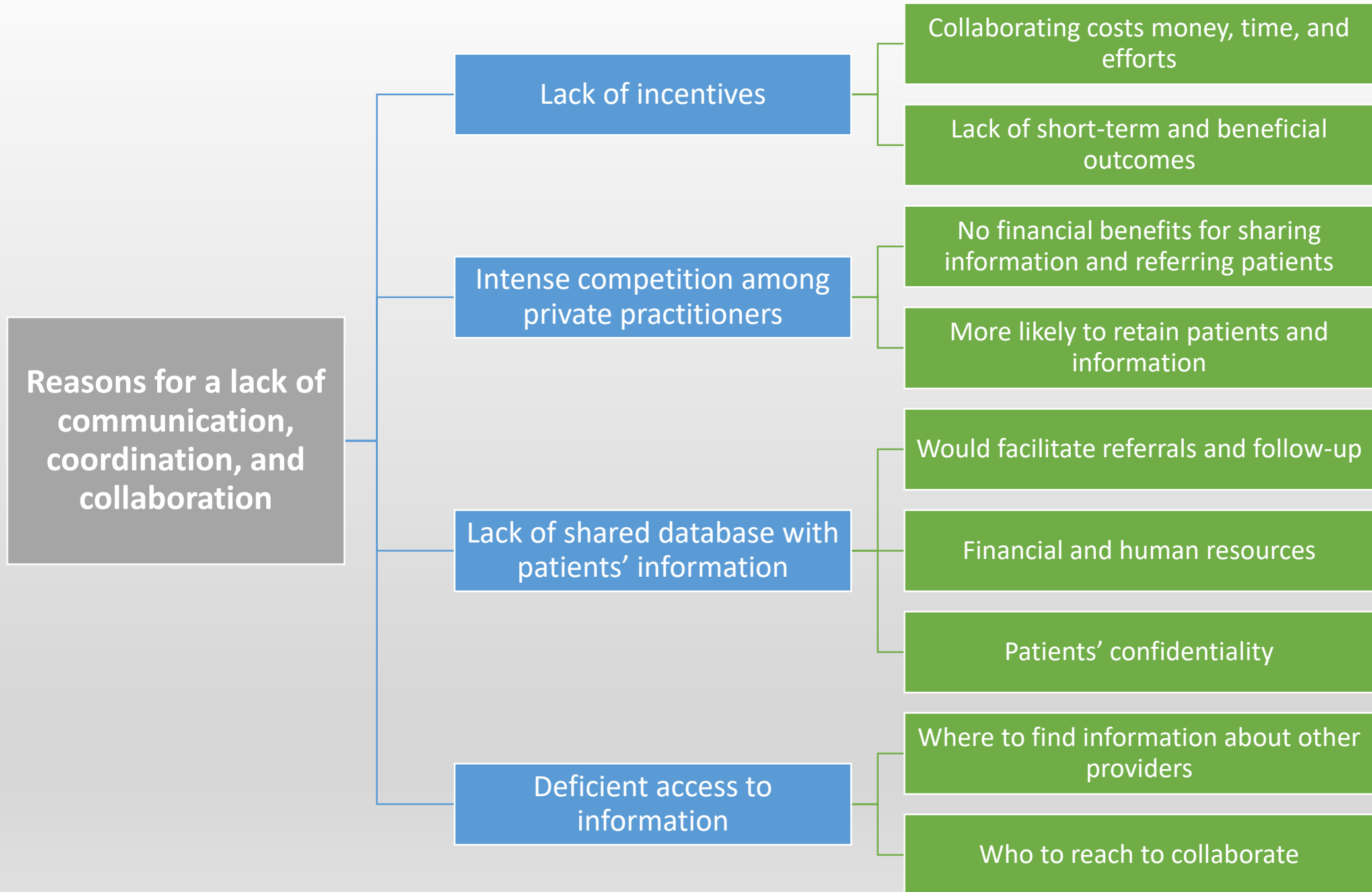
Crisis Intervention

Service areas in need of better coordination

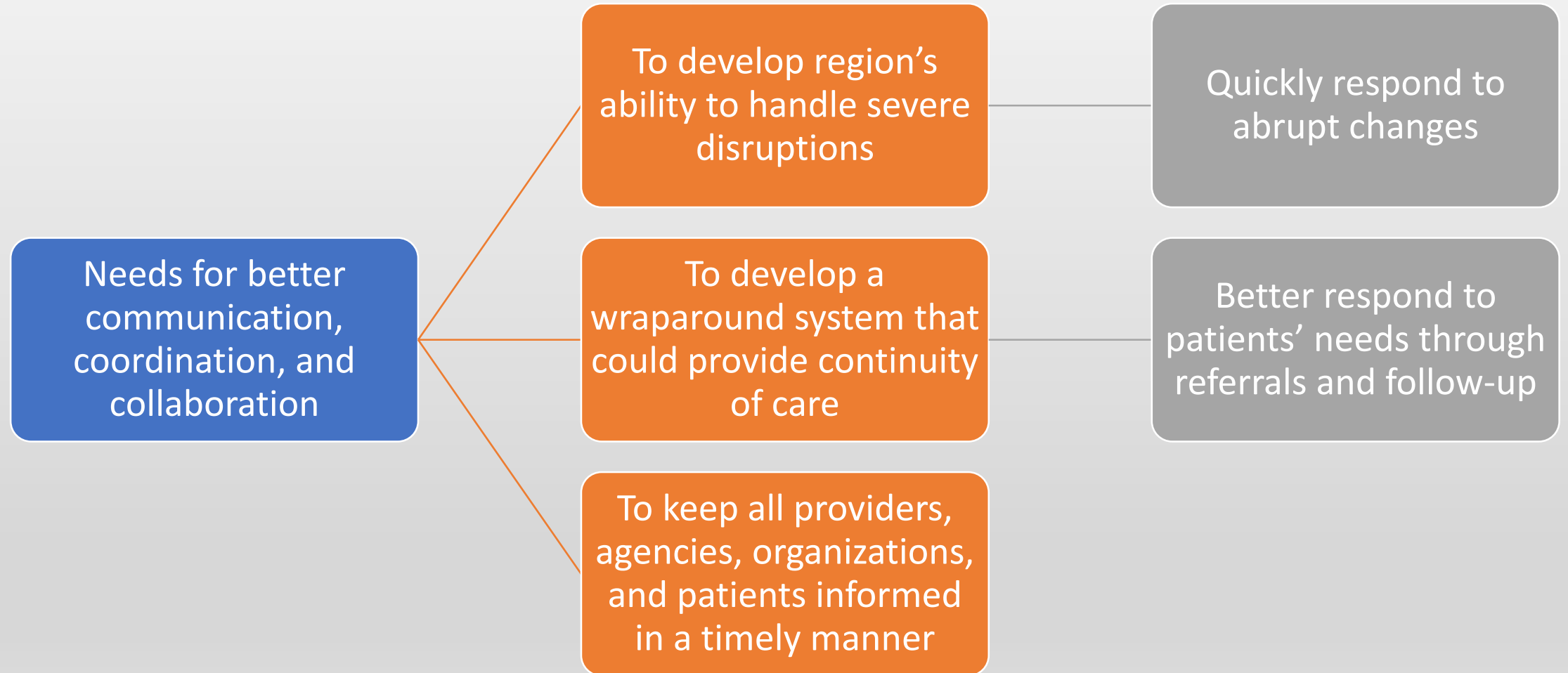
Low-income individuals

Substance Abuse and Addiction

Family Services



Why do we need better communication, coordination, and collaboration?



Transportation
Afford services

Do not cover services
Do not understand
benefits

**Important
Information about
the COVID pandemic**

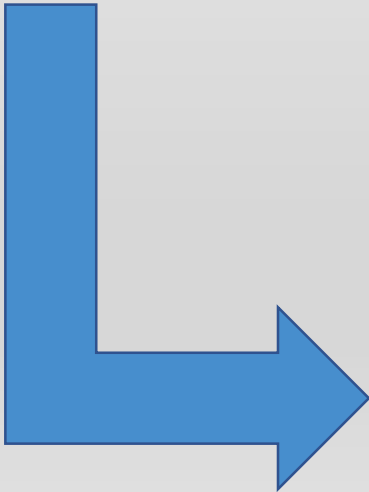
Had to shut down
services

Poor access to human and financial resources	Poor or no insurance
Patients	
Access to services	More than a 1/3 of patients not impacted by the pandemic



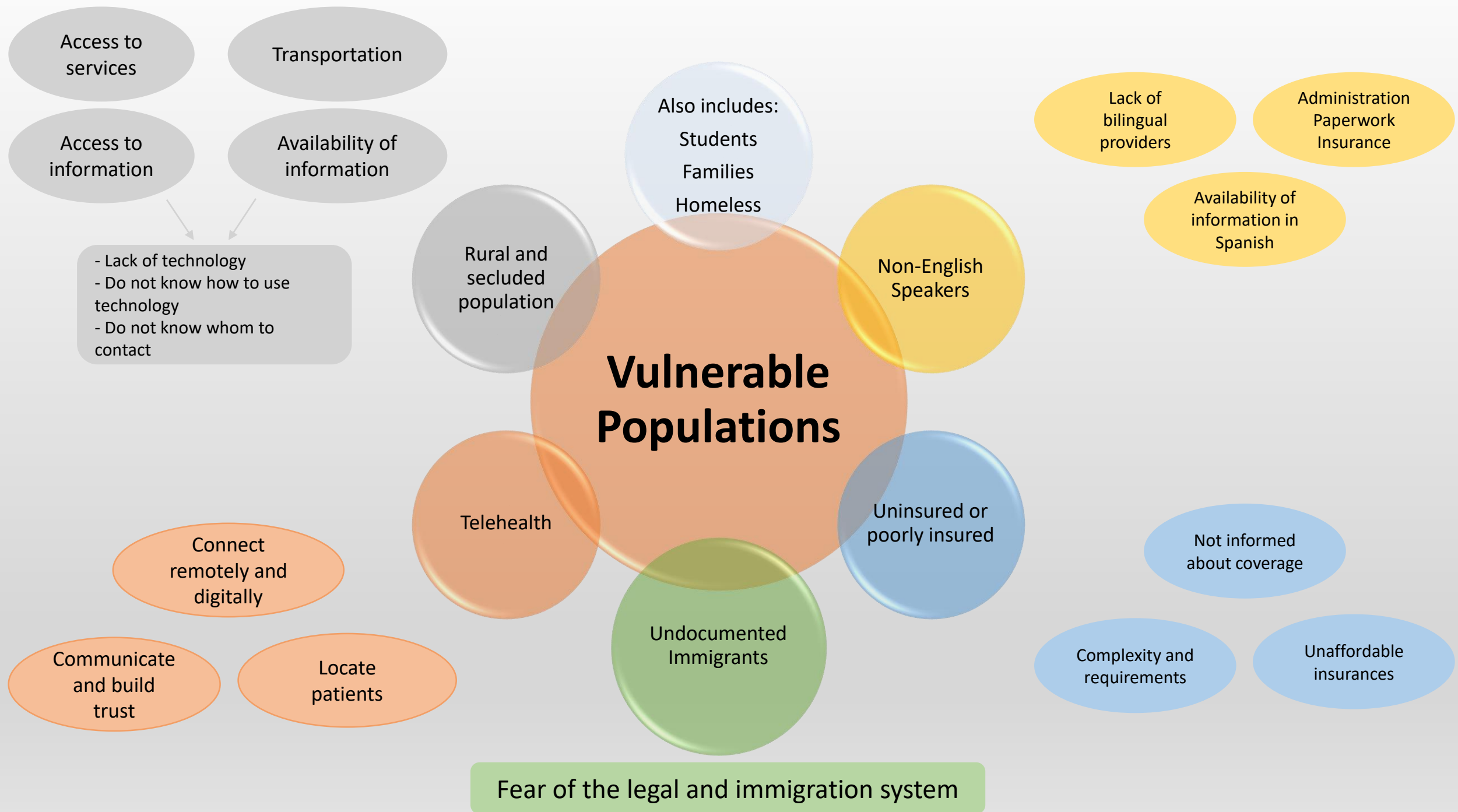
Increase in patients load	Lost patients – downsized services
Providers – Severe disruptions and organizational complications	
Reached maximum capacity	Turned down new patients

Waitlists
Turned down
Services were
shutdown

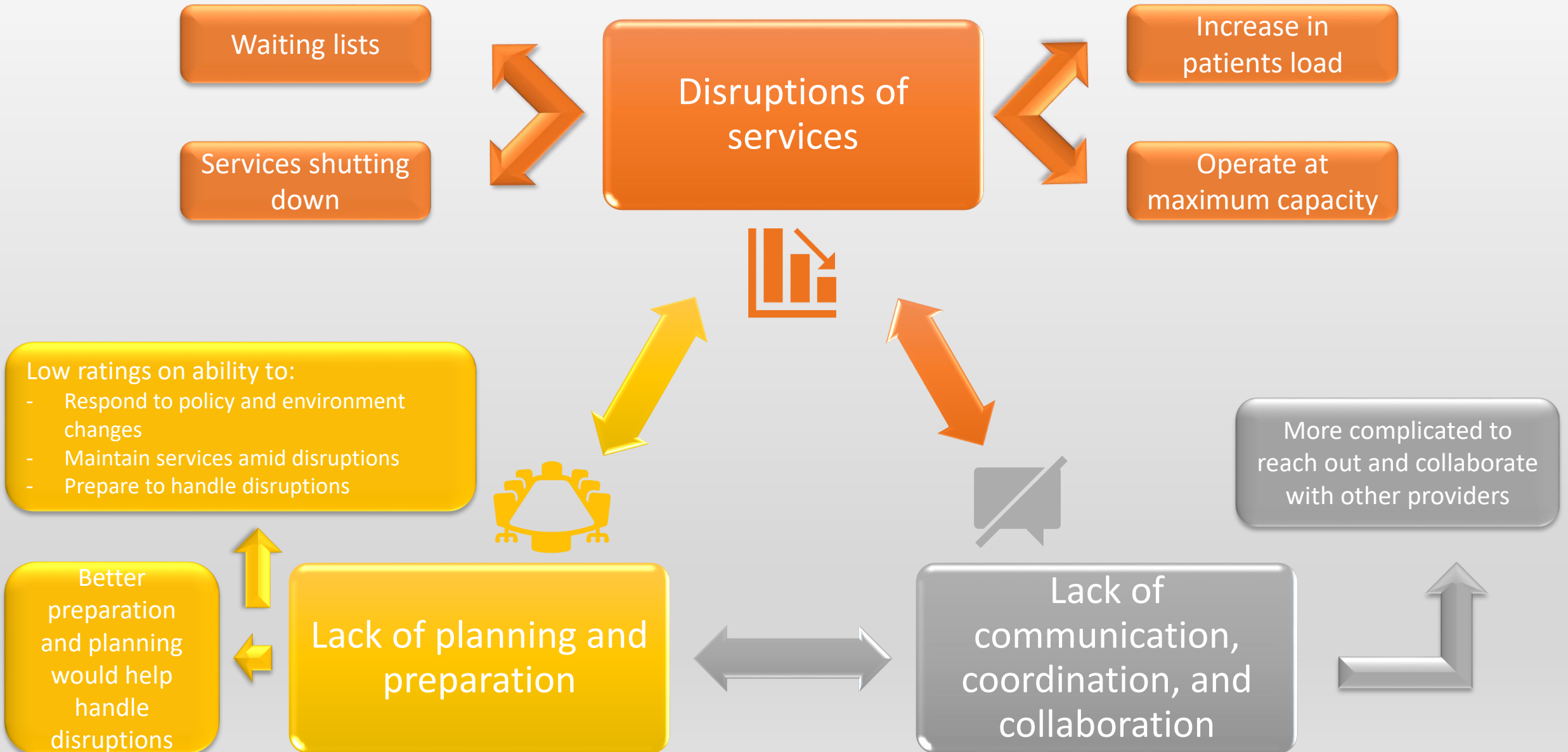


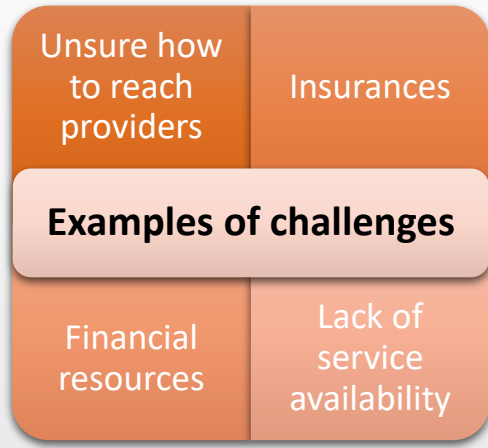
Lack of required technology	Home environment not conducive to telehealth
Common difficulties with telehealth	
Lack of trust in telehealth	Do not know how to use telehealth





The parallels between the COVID pandemic and the 2013 shutdown





Population segments:
Families, parents, children

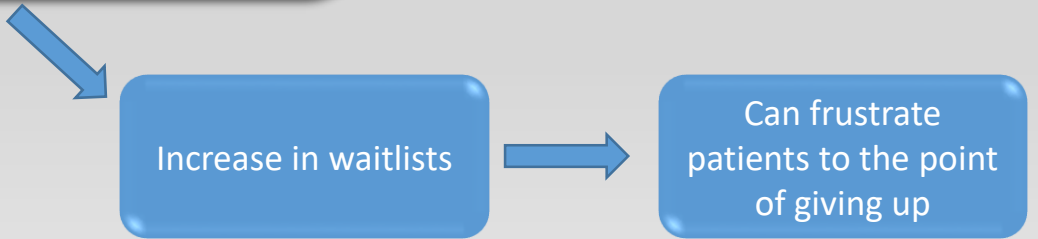
Service types:
Psychiatric, autism, supportive services, and case management



Depends on services sought, location, patients' situation:

- Children's services
- Specialized services
- Low-income
- Uninsured
- Non-English speakers

In 2018, the patient-to-mental health providers ratio in Doña Ana was **340:1**



The need for behavioral and mental health in the K-12 school system

36% of high-school students in Doña Ana reported feeling of sadness and hopelessness
14% seriously considered suicide

14% made suicide plans
9% attempted suicide
3% were injured in a suicide



Collaborate with
outside providers



Address the
stigma around
behavioral health



Provide training
to teachers and
staff



Provide resources
and support to
students and
families



Thank you!

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