



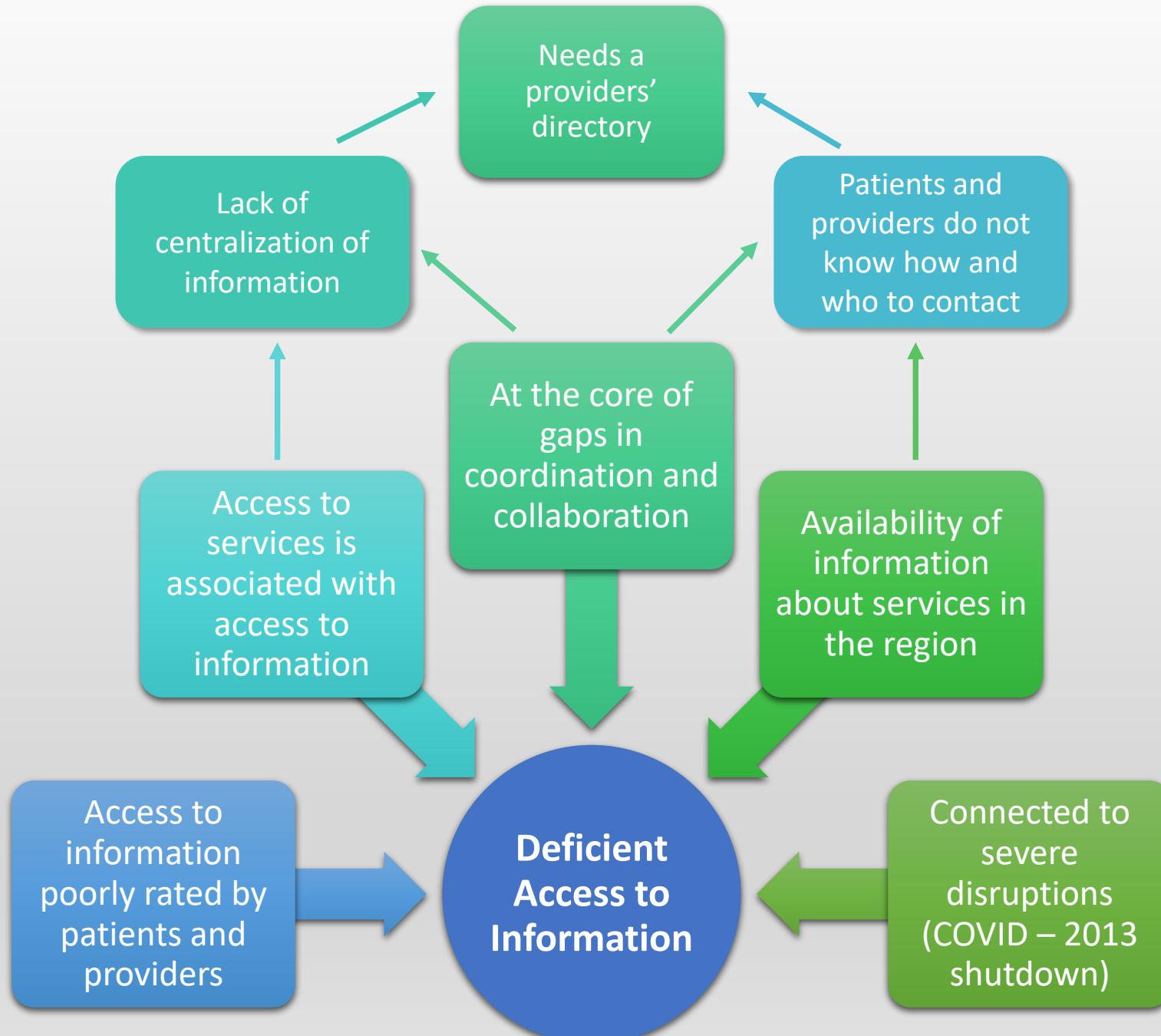
**SOAR: Southwest Outreach
Academic Research
Evaluation and Policy Center**

LC3 Community Survey

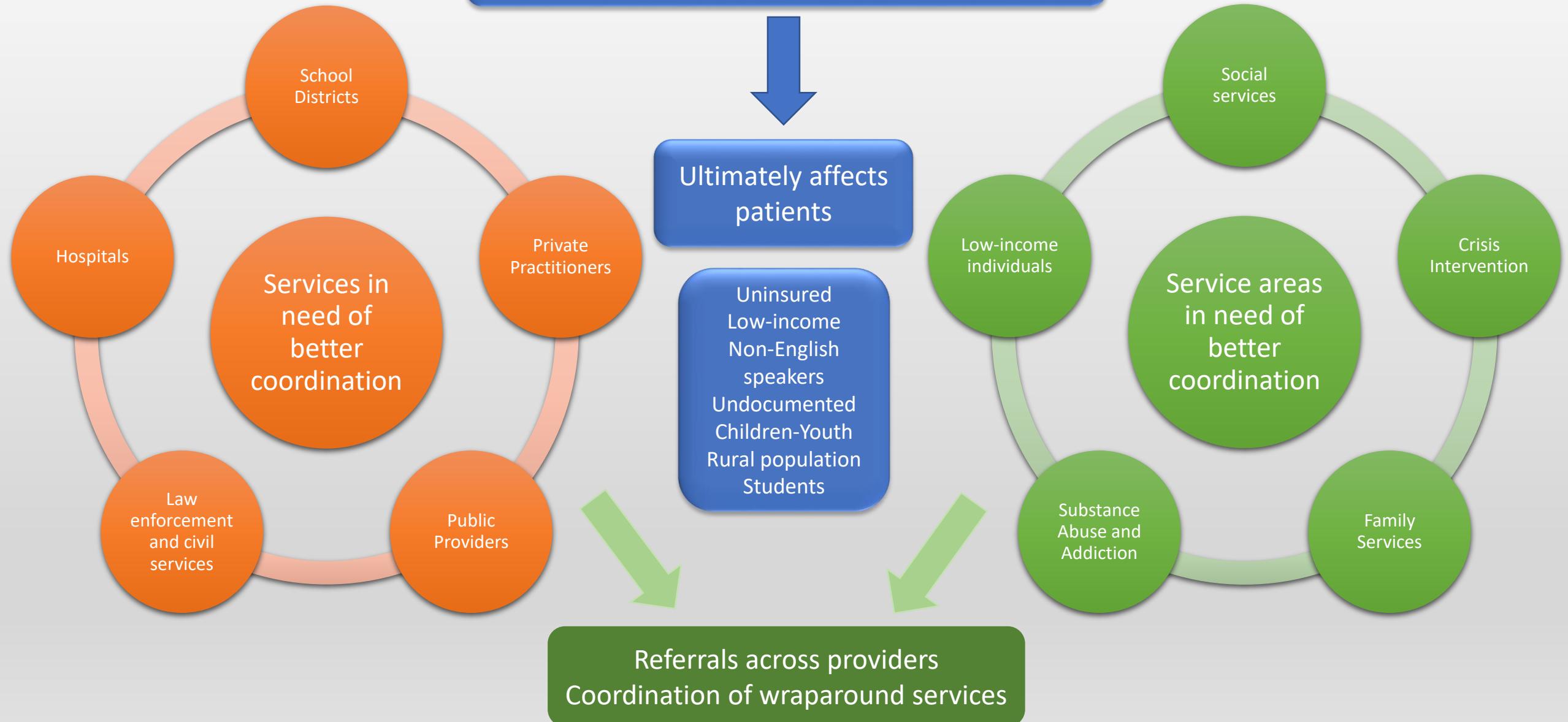
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Lack of Communication, Coordination, and Collaboration



Reasons for a lack of communication, coordination, and collaboration

Lack of incentives

Collaborating costs money, time, and efforts

Lack of short-term and beneficial outcomes

Intense competition among private practitioners

No financial benefits for sharing information and referring patients

More likely to retain patients and information

Lack of shared database with patients' information

Would facilitate referrals and follow-up

Financial and human resources

Patients' confidentiality

Deficient access to information

Where to find information about other providers

Who to reach to collaborate

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



Important Information about the COVID pandemic

Transportation
Afford services

Do not cover services
Do not understand
benefits

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

Waitlists
Turned down
Services were
shutdown

Increase in
patients load

Lost patients
– downsized
services

Providers – Severe disruptions and organizational complications

Reached
maximum
capacity

Turned down
new patients

Lack of required
technology

Home
environment not
conducive to
telehealth

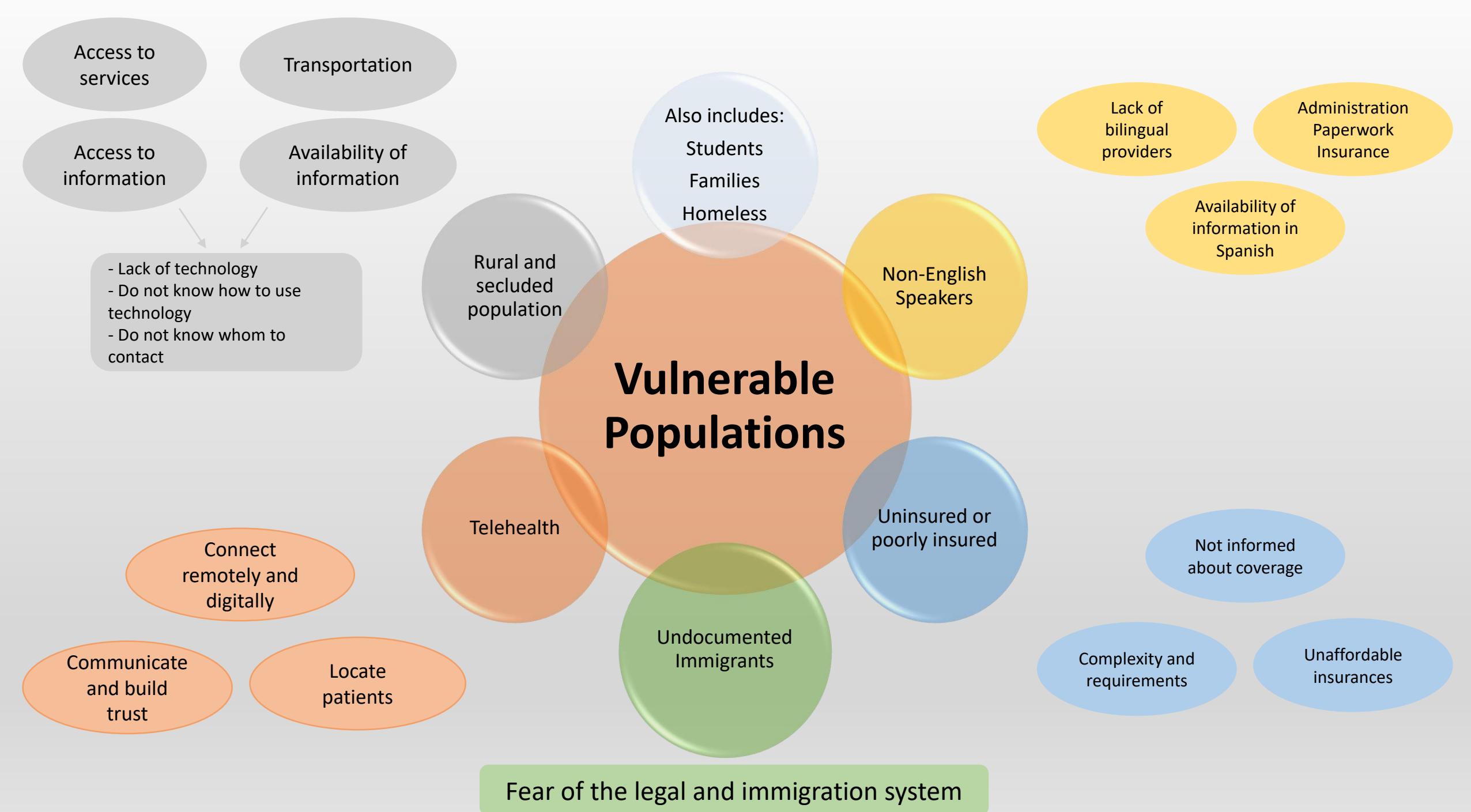
Common difficulties with telehealth

Lack of trust in
telehealth

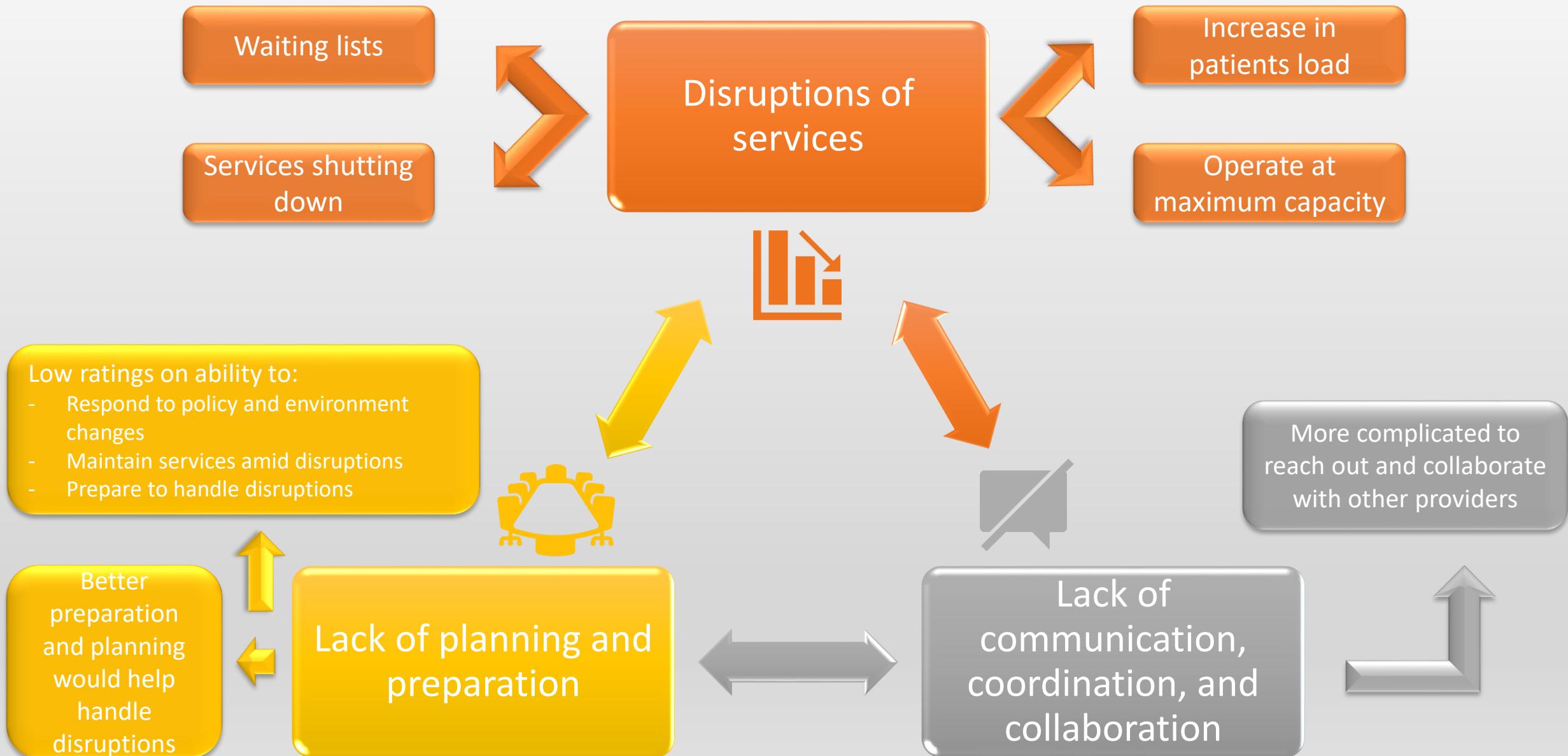
Do not know how
to use telehealth

Had to shut down
services





The parallels between the COVID pandemic and the 2013 shutdown



Unsure how to reach providers

Insurances

Examples of challenges

Financial resources

Lack of service availability

Challenges in accessing services

Shortage more severe towards vulnerable populations

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

Shortage of behavioral and mental health general and specialists' providers

Poor rating on access to general and specialized services

Combination of shortage in providers and overloaded providers

Depends on services sought, location, patients' situation:

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

Increase in waitlists

Can frustrate patients to the point of giving up

Population segments:
Families, parents, children

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

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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