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## CHAPTER VIII. COMMUNITY HEALTH SYSTEM CAPACITY

Sandoval County residents utilize services in Sandoval, Bernalillo, and Sandoval Counties. The Sandoval County Community Health Alliance has partnered with UNM Young Children's Medical Services, the Bernalillo Health Council, and Southwest Creations to develop and maintain the New Mexico Bi-Lingual Resources Directory. The resource directory may be accessed from the Health Alliance web site at [www.sandovalhealth.org](http://www.sandovalhealth.org). The Sandoval County agencies listed below are included in the directory as well as many other services in Sandoval County and Albuquerque.

### PRIMARY HEALTH CARE CLINICS

There are no hospitals in Sandoval County. There are 25 primary health clinics, including two in the Town of Bernalillo, two in the Village of Cuba, ten in Rio Rancho, and eleven located in rural Native American communities and funded by Indian Health Services (I.H.S.). The three Navajo Chapter clinics are operated by Presbyterian Medical Services. Services available at the clinics are inventoried in the Sandoval County Community Health Alliance on-line resource inventory [www.sandovalhealth.org](http://www.sandovalhealth.org).

The six clinics listed below offer sliding fees for low-income residents without health insurance regardless of their citizenship.

*In Rio Rancho:* the Presbyterian Medical Services (PMS) clinic

*In the Town of Bernalillo:* El Pueblo Health Clinic and Divine Mercy Clinic

*In the Village of Cuba:* Los Pinos Family Health and the Cuba PMS

*In Canon (in the Jemez Valley):* the PMS clinic

Divine Mercy Clinic (DMC) is the newest non-profit organization in Bernalillo, NM as of March 26, 2004. The clinic treats patients with both allopathic and complimentary medicine. A general family practitioner, volunteers his time one day a week. Medical co-pays are waived for people who cannot afford them.

Three of the six sliding-fee scale primary care clinics in Sandoval County offer pre-natal care: the Rio Rancho PMS clinic offers up to 26 weeks of care, and the Cuba Los Pinos and PMS clinics offer pre-natal care with deliveries in Albuquerque. Prenatal care for non-Medicaid eligible women with high-risk prenatal conditions are available in Bernalillo County through University Physician Associates at the University of New Mexico Health Services Center for no charge. Hospital costs and postpartum care are not covered.

## ORAL HEALTH SERVICES

Preventive oral health care is very cost-effective-- \$1 spent on dental preventive procedures saves \$4 on dental care (restorative, root canals and surgeries). Waiting lists for services at the Community Dental Service clinics in Albuquerque and the Indian Health Service clinics indicates there are inadequate services for low-income residents of Sandoval County. Oral Health clinics utilized by low-income residents of the County and tribal members are described below:

I.H.S clinics on pueblo lands primarily serve adults with critical oral health conditions. The I.H.S. clinic located on Coors in Albuquerque serves Native Americans 0-25 years of age. Children are given priority service; adults are eligible for emergency dental services only. Many County residents utilize Community Dental Services clinics in Albuquerque. The clinics serve low-income children and adults who are on Medicaid, referred by UNMH, or pay a minimum fixed \$25 fee for each visit. The clinics offer a wide range of preventive and restorative health care services. Children receive priority scheduling. Emergency services are on a first come first serve basis. The first 15 patients who arrive at the clinic between 5:30 am and 6:00 in the morning are seen – typically by 12 pm.

Participa! provides oral health care in Sandoval County schools. Participa! has provided school-based health care services in Rio Rancho, Bernalillo, and Cuba Schools for many years. The private, non-profit agency offers comprehensive exams, x-rays, cleanings, sealants, and topical fluoride and dental sealants in all the schools they serve. In Spring 2007 Participa! began providing services at the Jemez Valley School District; this new service site was a direct result of a collaborative effort between Participa! and the Alliance which took place in 2005.

Participa! provided service in 2002-2003 to children in the Bernalillo, Cuba, and Rio Rancho School Districts (Table VIII – 2). Through a collaborative effort between Participa! and the Alliance, efforts are underway to provide services to children in the Jemez Valley School District in the 2004-2005 school year. In 2002-2003, Participa! served 1553 children, 12% of the children enrolled in the schools. Of the 8010 Sandoval County school aged children enrolled in Medicaid, 10% were seen by Participa!. More recent statistics are not available at this time.

In the 2002 – 2003 school year approximately 50% of Participa!'s patients were on Medicaid and 50% were uninsured. As no funding is available to pay for services for uninsured children, Participa! has donated exams for uninsured children. Uninsured children that need other work are referred to sliding fee scale dental clinics.

<b>Table VIII - 1 School Based Oral Health Services</b>							
<b>SCHOOL DISTRICT</b>	2002-2003 School District Total Enrollment	Public and private school Aged Children* Enrolled in Medicaid*	<b>CHILDREN SEEN BY PARTICIPATION 2002-2003</b>				
			School aged Children Enrolled in Medicaid	Children not enrolled in Medicaid	Total Children Seen	% of Total School Enrollment	% of School Aged Children enrolled in Medicaid
BERNALILLO	3428	2945	443	312	753	22%	15%
CUBA	835	1475	133	99	232	28%	9%
JEMEZ VALLEY	491	408				0%	0%
RIO RANCHO	8138	3180	220	351	568	7%	7%
ALL DISTRICTS	12892	8010	796	762	1553	12%	10%
Sandoval HeadStart			13	7	20		
*Source: Total Children Enrolled in Medicaid 11/03, NM HSD; Estimate of School Aged Children enrolled in Medicaid based on 2000 census (% of children >5 <19)							
Notes: Children enrolled in private schools are included in Medicaid numbers although they're not included in school enrollment. Many Native American Children (particularly Navajo) attend Native American schools not associated with school districts.							

The Sandoval Health Commons includes space for a three chair dental clinic. The County is in the process of soliciting proposals from dentists who are willing to focus on Medicaid and uninsured patients. With the large WIC population accessing the site, there will be many potential clients.

## **UNIVERSITY OF NEW MEXICO HOSPITAL SPECIALTY CLINICS**

New Mexico residents who meet income criteria (approximately 185% of poverty) are eligible to use UNM Hospital Specialty Clinics on a reduced fee basis, if the required specialty services are not available in their County. Since Sandoval County does not have a hospital, the UNM Specialty Clinics are the only resource for some specialty services for low-income, uninsured residents. Reduced rates are not available for undocumented residents. To utilize specialty services, patients must get a referral from a primary care provider. UNM Specialty services are presented in Table VIII-3.

Adult neurology	Injury prevention	Pain
Allergy/asthma	Adult neurology	Pediatric cardiology
Dental	Allergy/asthma	Pediatric dysmorphology
Dental hygiene	Dental hygiene	Pediatric neurology
Dermatology	Dermatology	Pediatric orthopaedic
Endocrinology	Endocrinology	Psychiatry (adult & child)
Gastroenterology	Ent	Pulmonary
Hematology/oncology	Gastroenterology	Radiology rheumatology
Infectious diseases	Hematology/oncology	Surgery
Injury prevention	Maternal-fetal medicine	Urology
	Ob/gyn	
	Ophthalmology	

## PRESBYTERIAN HEALTH SERVICES

Presbyterian Health Services has been expanding over the past few years. Presbyterian's 4100 High Resort facility now includes Emergency Care, OB/GYN, Urgent Care, Orthopedic Surgery, Ear, Nose and Throat, and Radiology services, including CT, MRI, Ultrasound, and Mammography. Family practice provides appointment and non-appointment care, and serves families' primary care needs.<sup>1</sup> Sandoval County residents who need the specialty services which are available at PHS are not eligible to receive those services at UNMH.

PHS uses the Federal Poverty Guidelines to determine eligibility for charity care. A patient's income, taking into account family size, must be at or below 200% of the Federal poverty guidelines to receive 100% charity care. Those patients above 200% of the Federal Poverty Guidelines may receive a discount based on a sliding scale as indicated on the graph below<sup>2</sup>:

<sup>1</sup> <http://www.phs.org/facilities/riorancho/4100.shtml>, June 29,2007

<sup>2</sup> Charity Care Application & Approval Procedures, Approved 6/24/05, next review date 7/1/07

**Table VIII - 3 Presbyterian Health Services Sliding Fee Scale**

Gross Wages as a Percent of the Federal Poverty Guidelines	Percentage of Patient Liability Allowable as Charity Care
200% or less	100%
201% to 220%	85%
221% to 240%	70%
241% to 260%	55%
261% to 280%	40%
281% to 300%	25%

## SCHOOL BASED HEALTH SERVICES

Many students do not have access to preventive physical and mental health care information and services. Students and their families are more likely to seek assistance with a medical or mental health problem if that service is conveniently located and affordable. Schools are an obvious site for locating these services. For the past seven years, the Sandoval County Community Health Program has participated in the Healthier Schools initiative in an effort to coordinate and expand the health services available through schools.

Sandoval County school districts employ registered nurses, licensed nurse practitioners, licensed practical nurses, and nurse's aides (Table VIII-4). Based on data collected in 2003, the ratio of health personnel to students ranges substantially both between districts and within school district grade levels. The Cuba School District has the lowest ratio of students to health personnel, 401:1, followed by Jemez with 447:1. The ratio in the Bernalillo School District is 575 students per health personnel, followed by Rio Rancho with only one nursing staff member for every 929 students. The Rio Rancho School District has the widest range of nursing staff per student, ranging from 675 elementary students per health personnel to 1654 high school students for each health professional. The number of health professionals has stayed constant at all of the school districts from the 2001-2002 to 2002-2003 school years, with the exception of 1 additional nurse serving Rio Rancho elementary students.

**School Based Health Centers.** School-based health centers can provide a much wider range of services than are typically available within a school. They provide more comprehensive medical and mental health services to children in need of care. As part of the school environment, School-Based Health Centers services promote collaboration between school staff, parents, and health professionals.<sup>3</sup>

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<sup>3</sup> New Mexico School-Based Health Centers, Annual Report, Office of School Health, Public Health Division, NM DOH

Sandoval County is fortunate to have school-based health centers in three of the four Sandoval County School Districts: Bernalillo, Jemez Valley, and Cuba. The Jemez Valley and Cuba centers opened in 2007. A description of services available at the health centers is included in the Sandoval County on-line resource directory, [www.sandovahealth.org](http://www.sandovahealth.org).

In both the 2002 and 2007 Community Health surveys, County residents expressed strong support for school-based health centers (see Chapter VII – Access to Services).

***Peanut Butter & Jelly School Based Health Center, Bernalillo Site.*** Peanut Butter and Jelly is the only DOH funded pre-school School Based Health Center in the state. The center provides primary care, including EPSDT's and acute care services; mental health, substance abuse and domestic violence services, counseling, hearing, vision and dental screenings, immunizations and laboratory screenings for lead levels and anemia, case management/care coordination, and health education and promotion activities.

## **PUBLIC HEALTH SERVICES**

State Public Health offices are located at the Health Commons located at the border of the City of Rio Rancho and the Town of Bernalillo, and the town of Cuba. The Public Health Division provides free immunizations, confidential family planning STD and HIV/AIDS testing, Children's Medical Services for children 0 – 21 with long-term medical conditions, Families First for Medicaid eligible pregnant women and their children to age 3, New Mexikids and Medicaid applications and enrollment, voter registration, Health Promotion and the W.I.C. (Women, Infants, and Children) program are offered at each of the facilities. Many services are free or low-cost to persons who qualify.

## **BEHAVIORAL HEALTH SERVICES**

***Sandoval County DWI and Substance Abuse Prevention Program (SCDWI/SAP).*** The Sandoval County DWI and Substance Abuse Prevention Programs were combined into one unit in FY 02-03. The program is administered by the Sandoval County Community Services Division and is guided by the Sandoval County DWI Planning Council and the Sandoval County Substance Abuse Prevention Collaborative, multi-cultural community partnerships with representation from the Public Health Division, criminal justice, education, community members, business, and private organizations.

The prevention program delivers comprehensive substance abuse prevention in schools and communities that are community driven, research-based, and culturally appropriate. Prevention services are funded with federal and state Department of Health Funds, and DWI Distribution funds. State funding is provided through the NM DOH Behavioral Health Services Division, and the Department of Finance and Administration. Prevention funds are used to implement science-based prevention programs, including high school, middle school, elementary school, and pre-kindergarten programs.

The DWI program provides court-ordered screening and assessment, compliance monitoring, and substance abuse treatment. Once referred to the County program,

either voluntarily or as part of a court-ordered sentence, first time DWI offenders are required to complete a DWI School, attend the Victims Impact Panel and undergo substance abuse screening. Most offenders undergo supervised probation with the County’s Compliance Monitoring Program. Multiple DWI offenders are required to participate in a treatment program, and the individuals with the highest need are referred to an alternative sentencing program, in which they complete an intensive treatment program.

***Haven House, Domestic Violence Services, Rio Rancho***

Haven House is a non-profit corporation dedicated to providing support services to victims and perpetrators of domestic violence and providing education about domestic violence to residents of Sandoval County. Haven House provides an array of services to victims of domestic violence including emergency shelter, adult and children’s counseling, support groups, victim advocacy, case management, crisis intervention, children’s programs, a personal empowerment program, and community education. All services are provided free of charge and the program works with victims who live both in and outside of the shelter. The emergency shelter can house up to 25 women and children.

***La Buena Vida Behavioral Health Services, Bernalillo***

La Buena Vida, located in the Town of Bernalillo, is a community mental health center and provides mental health counseling, sexual abuse counseling, substance abuse counseling, psychiatric services, anger management, and a 24 hour crisis hotline to insured and uninsured County residents.

**MATERNAL CHILD HEALTH PROGRAMS**

**W.I.C.** The W.I.C. program is a federally-funded, special supplemental nutrition program administered by the New Mexico Department of Health and tribal agencies; its purpose is to serve low-income families by providing high-nutrient density food to promote optimal health during pregnancies. Services include food assistance, nutrition education, and referral to health services. There is no fee to income-eligible families.

The Public Health Office offers WIC services at the Bernalillo/Rio Rancho Public Health offices. The Cuba Public Health Office is co-located with Los Pinos Health Services, a primary, sliding fee scale healthcare provider. In addition, Public Health staff make regular site visits to Independence High in Rio Rancho. Five Sandoval Indian Pueblos provides WIC services for its member pueblos -- Sandia, Zia, Santa Ana, Cochiti, and Jemez. San Felipe and Santo Domingo Pueblos operate WIC programs for their members, and the Navajo Nation WIC program provides services at the three Sandoval County Navajo Chapters – Torreon, Ojo Encino, and Counselor.

<b>Sandoval County WIC Population 2006</b>	
	Sandoval County

Public Health WIC Offices	
Sandoval Health Commons	2000
Cuba Public Health Office	400
Five Sandoval Indian Pueblos	
Jemez	400
Sandia	
Santa Ana	
Cochiti	
Zia	
San Felipe Pueblo	325
Santo Domingo WIC Program	225
Navajo WIC Program	
Ojo Encino	na
Navajo	na
Counselor	na
<b>TOTAL CLIENTS</b>	
<b>SANDOVAL COUNTY</b>	<b>3350</b>
Pueblo Tribal WIC Clients	950
Public Health WIC Clients	2400
<b>TOTAL</b>	<b>3350</b>

**PB&J Family Services.** PB&J Family Services provides a range of services for Sandoval County Families, including a therapeutic nursery school, case management for at-risk families and children, child development screening, counseling, home visitation and GRADS type program at the Cuba High School, and teen education classes in County schools.

PB&J provides high quality childcare staffed by professionals who hold developmental specialist 1 certifications. Regular developmental screenings are provided for all children who attend so that development is monitored and appropriate referrals are made. Parenting education is provided to the mothers. Nursing outreach services are also provided. Some home visitation is also provided to support the families.

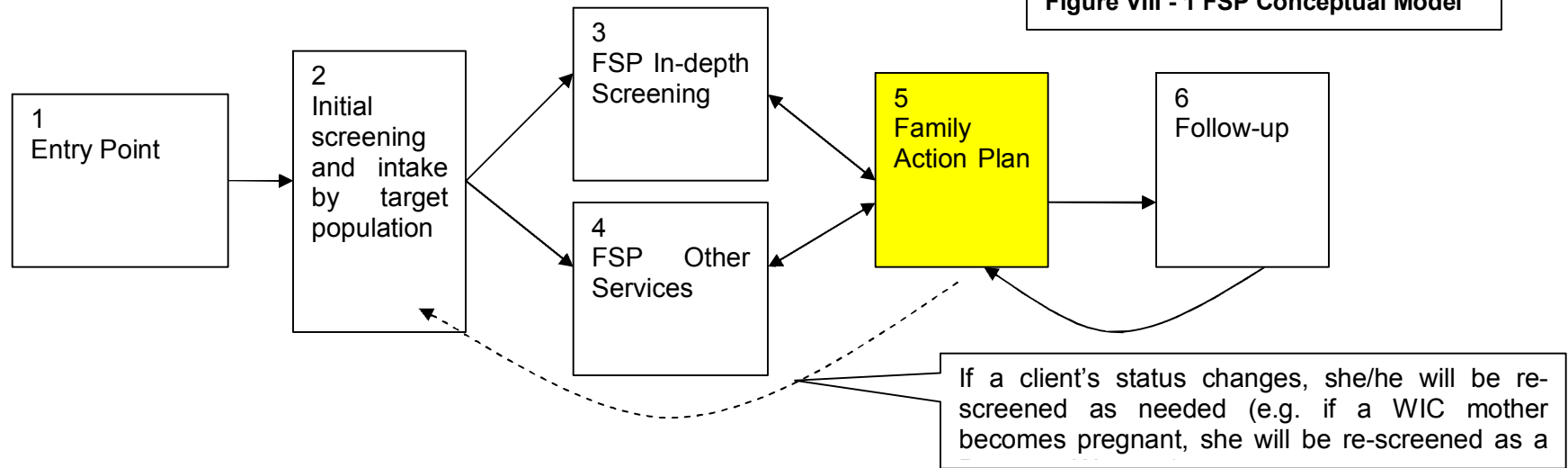
**Abrazos, Family Support Program.** Abrazo's mission is to support individuals with special needs and their families/caregivers in their efforts to achieve the quality of life they strive for. In-home and community-based services include: care coordination/case management, developmental screening, assessment and evaluations of infants and toddlers, developmental and therapy intervention for families with infants and toddlers, and respite care. Abrazos serves county residents living in pueblos and communities

along I-25, and in Rio Rancho, and is a Sandoval County Family Support Program partner.

## **SANDOVAL COUNTY FAMILY SUPPORT PROGRAM**

The Sandoval County Family Support Program (FSP) is a family-based public/private partnership which serves County residents at the Sandoval County Health Commons. FSP partners include the NM Department of Health, Public Health Division (including WIC and Family Planning), the Sandoval County Community Health Program (including Community Health Workers) and private, non-profit providers (including behavioral health, child development, and parenting service providers). The FSP pilot project opened its doors in 2002 to provide family-based, holistic services to families. A critical FSP “principle of care” is to affirm and strengthen families’ cultural, racial and linguistic identities and seeks to enhance their ability to function in a multicultural society. The State and the County are funding the FSP’s bilingual, Hispanic CHWS as part of a pilot project to bring holistic, culturally appropriate services to Public Health clients. In 2004, the FSP began a three year HRSA Integrated Women’s Health Project to improve health outcomes. In summer 2007 the FSP will open a three chair dental clinic which will provide preventive care for pregnant women and children 0 – 5 and referrals to local dental offices for ongoing prevention and treatment services. Figure VIII – 1 presents the FSP conceptual model.

**Figure VIII - 1 FSP Conceptual Model**



**1** Entry points into FSP system  
 WIC Certifications  
 Family Planning  
 FSP classes  
 Immunization  
 Medicaid Application  
 Medical Assistance Program Application  
 Children's Medical Service  
 Other

**2** Target populations  
 Pregnant Women  
 WIC Parents/ caregivers  
 Individual and family health  
 Frail elderly

**3** In-depth Screenings  
 Health access  
 Nutritional  
 Behavioral Health  
 Domestic Violence  
 Infant and Children's health  
 Women's reproductive health  
 Men's reproductive health  
 Child development  
 Parenting/relationships  
 Oral Health  
 Environmental (e.g. housing, food insecurity, poverty).  
 Perinatal Health

**4** Treatment, Prevention & Support Services  
 Certifications/Applications (WIC, Medicaid, Medical Assistance Program)  
 Behavioral Health  
 Care coordination (including DOH Children's Medical Services)  
 Breastfeeding support/counseling  
 Child development/parenting  
 Domestic Violence counseling  
 Food support (WIC)  
 FSP classes/group education  
 Home visitation  
 Immunizations  
 Life skills  
 Nutritional counseling  
 Oral health literacy & preventive care  
 Reproductive health counseling and treatment  
 Infectious Diseases  
 Pregnancy Support Services/Counseling  
 Substance abuse prevention  
 Smoking cessation  
 Home visitation for 1<sup>st</sup> time parents

**5** Family Action Plan  
 Crisis Triage  
 Strength/risk/need assessment  
 Internal and external referrals  
 Suggested FSP classes  
 Suggested family activities (e.g. tell your child a story)  
 Readiness for change assessments

**6** Follow Up  
 Interdisciplinary review for highest risk  
 Monitor/ support Action Plan items

## SENIOR PROGRAMS

The thirteen senior centers located throughout Sandoval County provide comprehensive programs to help seniors maintain independence through such support as nutritional meals, daily activities, transportation, and human services, such as homemaker, case management, and medical equipment loans. Each of the programs provides seniors age 60 and over with nutritional meals and delivers meals to homebound seniors. Within Sandoval County, senior programs are operated by Sandoval County, the City of Rio Rancho, Five Sandoval Indian Pueblos, Inc., the Navajo Nation, and San Felipe, Santo Domingo, and Jemez Pueblos. The City of Rio Rancho contracts with the County to provide congregate and homebound meals, transportation, and human services. Five Sandoval Pueblos provides senior services in Zia, Sandia, Cochiti, and Santa Ana Pueblos. Table V-8 presents the location and operator of each Sandoval County Senior Center.

<b>Table VIII - 4 Senior Centers</b>	
<i>Senior Center Location</i>	<i>Operator</i>
<i>Rio Rancho (Meadowlark)</i>	<i>City of Rio Rancho &amp; Sandoval County*</i>
<i>Cochiti Pueblo</i>	<i>Five Sandoval Pueblos, Inc.</i>
<i>Sandia Pueblo</i>	<i>Five Sandoval Pueblos, Inc.</i>
<i>Santa Ana Pueblo</i>	<i>Five Sandoval Pueblos, Inc.</i>
<i>Zia Pueblo</i>	<i>Five Sandoval Pueblos, Inc.</i>
<i>Jemez Pueblo</i>	<i>Jemez Pueblo</i>
<i>San Felipe Pueblo</i>	<i>San Felipe Pueblo</i>
<i>Bernalillo</i>	<i>Sandoval County</i>
<i>Corrales</i>	<i>Sandoval County</i>
<i>Cuba</i>	<i>Sandoval County</i>
<i>Jemez Springs</i>	<i>Sandoval County</i>
<i>Pena Blanca</i>	<i>Sandoval County</i>
<i>Placitas</i>	<i>Sandoval County</i>
<i>Santo Domingo Pueblo</i>	<i>Santo Domingo Pueblo</i>

## ECONOMIC SUPPORT SERVICE ORGANIZATIONS

### ***Sandoval County EOC - Empowering our Communities in New Mexico***

Sandoval County Economic EOC is a private, non-profit organization funded by the Federal Health and Human Services Department to help several hundred low-income individuals and families become self-sufficient, safe, stable, and involved in their communities. The SCEOC is a CHDO – a Community Housing Development Organization which receives HUD funding through the New Mexico Mortgage Finance Authority to rehabilitate a limited number of homeowner occupied houses in Sandoval County who earn wages below the area median income, to provide emergency rental and utility assistance, and to house persons who are homeless.

SCEOC offers case management services, facilitates a countywide collaborative case management effort – FAAR (Families Accessing Assets and Resources); administers a matched savings account program – Building Assets; calculates and electronically files income taxes for residents of the County; and promotes financial management training in partnership with the NM Project for Financial Literacy.

The SCEOC also administers an Individual Development Account Program which is a match savings account program enabling persons who earn an income 200% of poverty or less. Their deposits are matched at a 3 to 1 ratio and persons can save up to \$700 toward the down payment of a home.

***Central New Mexico Workforce Connection.***

The Central New Mexico Workforce Connection provides assistance with job assessments, training, and placements for residents of Tarrant, Bernalillo, Valencia, and Sandoval Counties. The One-Stop Center provides the following services free of charge to all residents:

- Resource library and videos
- Use of computers for resumes, Internet, etc.
- Job posting board
- Job search and placement assistance
- Assistance with resume writing and interviews
- Labor Market information
- Job Fairs
- Career counseling
- Aptitude and interest assessments
- Seminars on career-related topics
- On-the Job Training/Apprenticeship Training

Qualified individuals are also available for additional supportive services. All Food Stamp and TANF recipients are eligible, as well as dislocated workers, which demonstrate a need. Dislocated workers are individuals who have lost their jobs due to no fault of their own. These additional services include:

- Child/family care
- Transportation assistance
- Health Care/Mental Health Care
- Housing/Rental Assistance
- Personal, Financial, or legal counseling
- Needs-Based related payments
- Emergency financial services

The Workforce Connection operates a New Mexico Job Works One-Stop Career Center in Rio Rancho.