



COMMUNITY  
is our Greatest Resource

# CONNECT

A SANTA FE COUNTY + CITY OF SANTA FE COMMUNITY PARTNERSHIP

Coalition of Sustainable Communities New Mexico

June 15, 2021



# Why the Accountable Health Community Model?

- Many of the largest drivers of health care costs fall outside the clinical care environment.
- Social and economic determinants, health behaviors and the physical environment significantly drive utilization and costs.
- There is emerging evidence that addressing health-related social needs through enhanced clinical-community linkages can improve health outcomes and impact costs.
- The AHC model seeks to address current gaps between health care delivery and community services.

# KEY TERMS

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## CONNECT

- refers to the community of providers funded by the City and County, or other agencies serving Santa Fe City and County residents.



## NAVIGATORS

- the people in these agencies sending and receiving the referrals and coordinating care for community members seeking assistance.



## UNITE US

- the online referral platform navigators in CONNECT use to open cases and make referrals to get each client the array of services they are seeking.



## SAFETY NET SERVICES

- the services that an agency typically does or receives funding to implement that help fulfill the agency's mission (mental health treatment, youth programs to improve social-emotional learning or academic achievement, provision of food).



# A NEW MEXICAN MODEL

Relationship Based

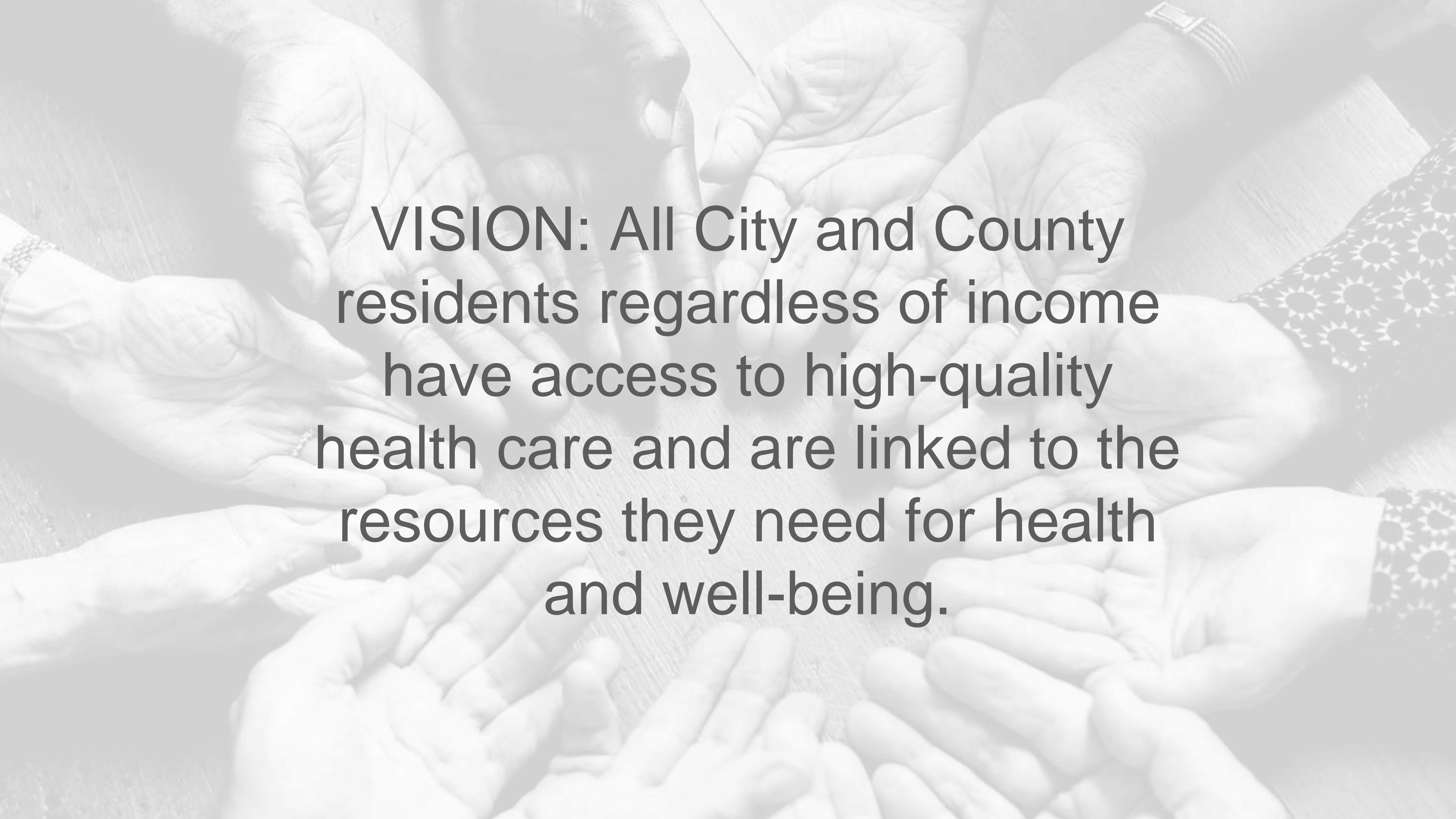
Resource Smart

Connected

Ground Up

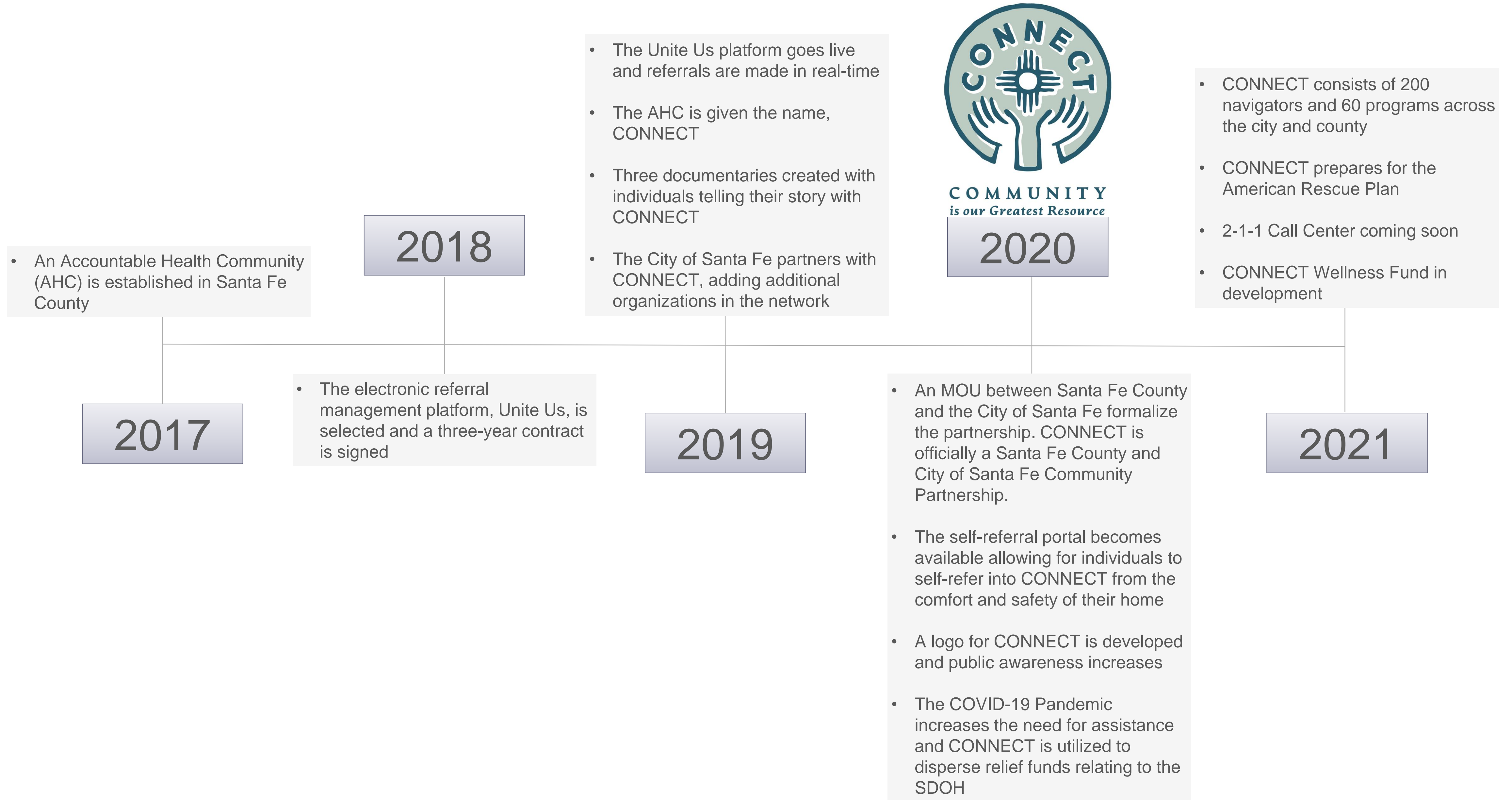






**VISION: All City and County residents regardless of income have access to high-quality health care and are linked to the resources they need for health and well-being.**

# The CONNECT Network





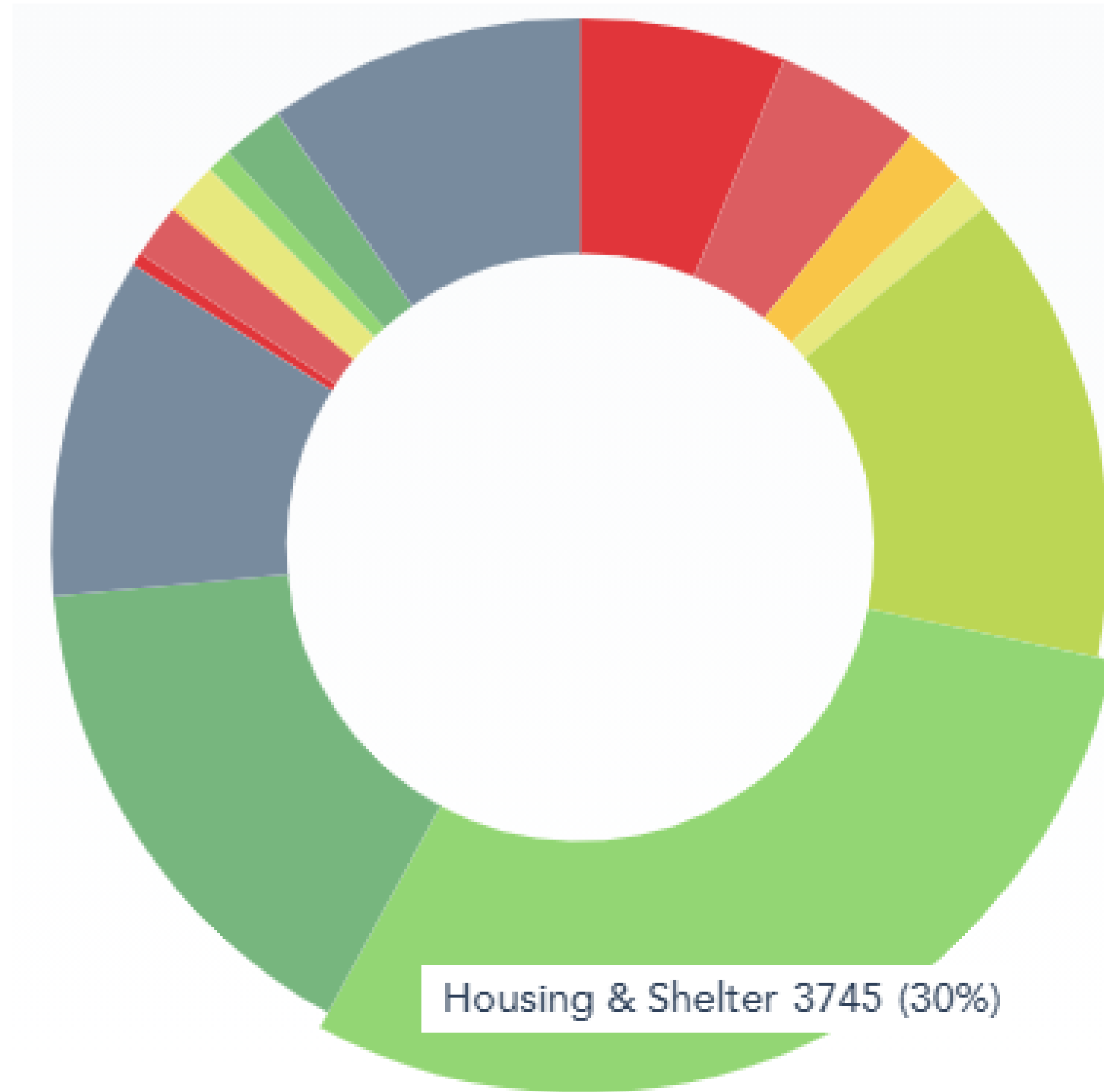
1st Judicial District Attorney's Office, Big Brothers Big Sisters Mountain Region, Boys & Girls Clubs of Santa Fe/Del Norte, Cancer Foundation for New Mexico, Catholic Charities - Santa Fe, Chainbreaker Collective, CHRISTUS St. Vincent Regional Medical Center, City of Santa Fe Fire Dept. Mobile Integrated Health Office, Coming Home Connection, Communities In Schools of New Mexico, Connection Outreach & Overdose Prevention, Consuelo's Place, Earth Care, Espanola Pathways Shelter, Fathers New Mexico, Feeding Santa Fe, **First Choice Community Healthcare, Inc.**, Foundation for Monte del Sol-Casa Program for Homeless Youth and Families, Gerard's House, Girls Incorporated of Santa Fe, **Growing Up New Mexico, Interfaith Community Shelter**, Kitchen Angels, **La Familia, Las Cumbres - Santa Fe**, Literacy Volunteers of Santa Fe, Many Mothers, New Mexico Coalition to End Homelessness, New Vistas, NM Solutions, Northern New Mexico Children's Collaborative, Salvation Army, Santa Fe County Adult Detention Facility, Santa Fe County Community Services, Santa Fe County DWI Compliance Monitoring and Tracking Program, Santa Fe County Housing ROSS Program, Santa Fe County Teen Court, Santa Fe Dreamers Project, Santa Fe Indigenous Center, **Santa Fe Public Schools Adelante**, Santa Fe Recovery Center, Santa Fe Veterans Alliance, SF Community Services (Central Hub), **SFPS Teen Parent** Program, Somos Un Pueblo Unido, **St. Elizabeth Shelter and Supportive Housing**, TeamBuilders Behavioral Health, The Food Depot, **The Life Link**, The Sky Center/NM Suicide Intervention Project, Transformative Justice Initiative, Youth Shelters and Family Services, YouthWorks

# The CONNECT Network

Since April 2019, CONNECT has served **5,767** unique individuals using our network referral management platform, Unite Us.

Housing and shelter continues to be the number one need, followed by income support and food assistance.

The self-referral portal alone has received **3,388** assistance requests since it was made available April 2020.



● Benefits Navigation	798	(6%)
● Clothing & Household Goods	566	(4%)
● Education	248	(2%)
● Employment	143	(1%)
● Entrepreneurship	1	(0%)
● Food Assistance	1831	(14%)
● Housing & Shelter	3745	(30%)
● Income Support	1977	(16%)
● Individual & Family Support	1324	(10%)
● Legal	48	(0%)
● Mental/Behavioral Health	208	(2%)
● Money Management	14	(0%)
● Physical Health	190	(2%)
● Social Enrichment	6	(0%)
● Sports & Recreation	1	(0%)
● Substance Use	94	(1%)
● Transportation	239	(2%)
● Utilities	1224	(10%)
● Wellness	5	(0%)
<b>Total</b>	<b>12662</b>	



## CONNECT BREAKS DOWN SILOS

**Grantees believe the network of navigators and grantees has created a community of support across agencies. This improves outcomes.**



*"The network overall allows us to connect my families, but I as a navigator also have a network to go to for help if I get stuck. I feel supported in a way that I didn't before, makes me feel connected to the community. That has been one of the biggest benefits for me personally."*

*"We feel a part of this community of organizations and helpers. It is enormously valuable for me, for our organization, and the clients."*



## IMMEDIATE NEEDS ARE MET

**CONNECT** and the **Unite Us** platform help meet the needs of community members in a streamlined way.



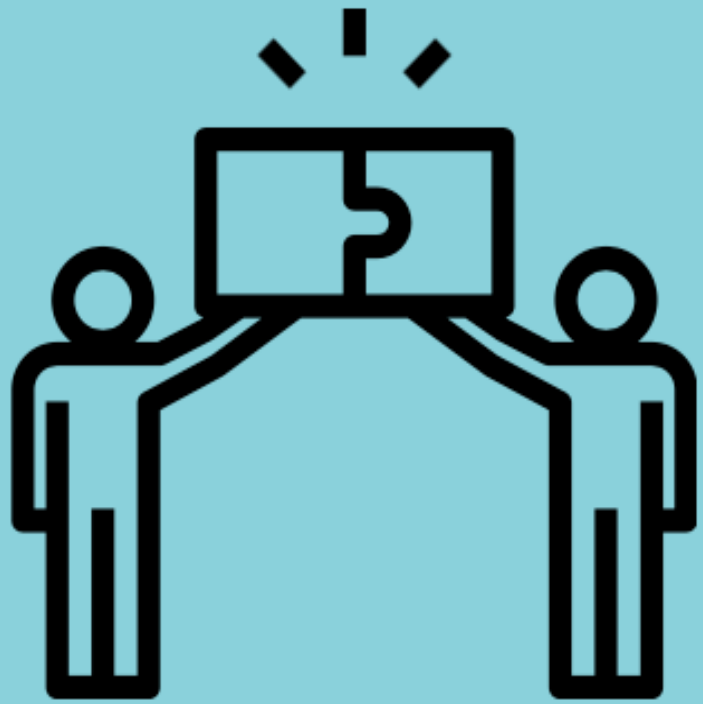
*"It allows a lot of flexibility to pay for many items and household items to support people with what they need when they need it."*

*"When we get referrals from other agencies it's easy to engage clients and to contact them and have the release signed and were able to put them in hotels and to get them into rapid rehousing and maintain relationships. We had a lot of success stories and if we didn't have this piece of the puzzle built I don't think we would have had the success we did."*



## COLLABORATION FOR THE GREATER GOOD

**Increasing knowledge of other resources in the community has allowed grantees to serve more people.**



*"We were able to help a new segment of the population, different clients than usual."*

*"We have been able to collaborate with other agencies and the fact that we don't have to ask for ID, W9s, all that paperwork for clients each time, I'm really grateful we were able to help segments of the population that might have fallen thru gaps."*

*"Similar organizations around the country didn't have access to help with rent, and because of our involvement with CONNECT (an existing system) we got access to CARES where others did not."*



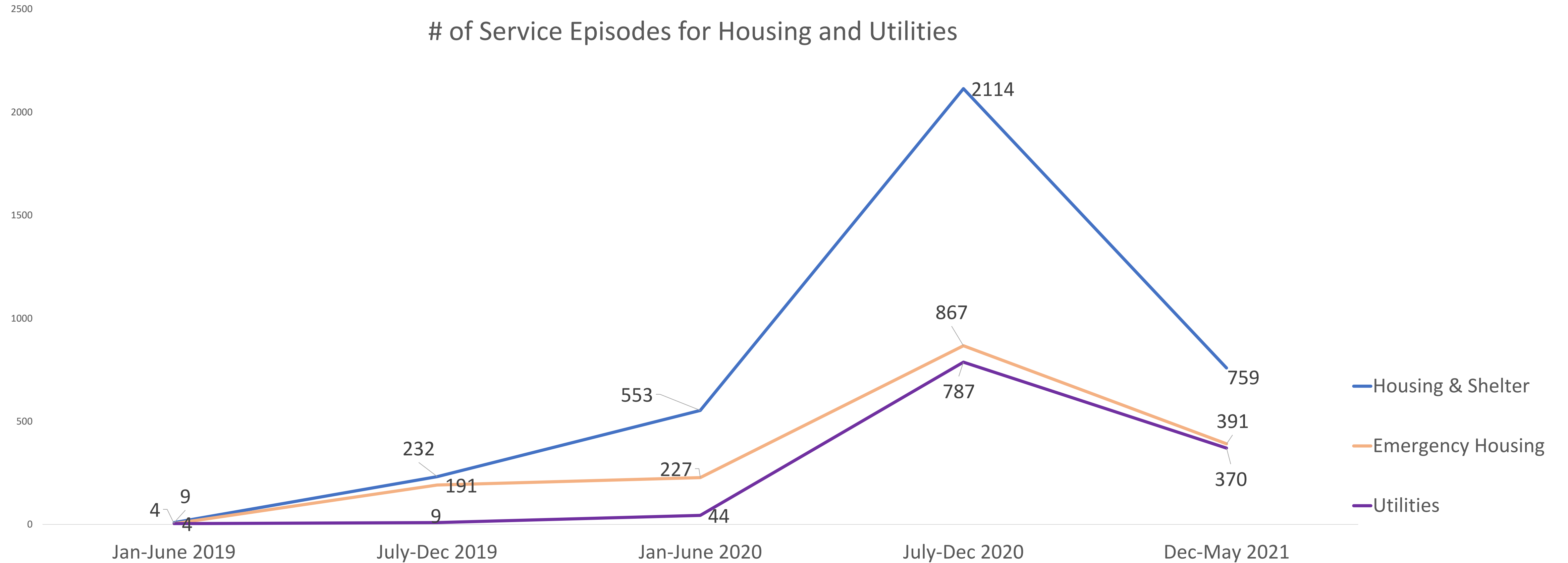
# CONNECT COVID-19 Relief

- Starting in March 2020, Santa Fe County contributed \$305,000 and the City of Santa Fe contributed \$275,000 to the CONNECT network in response to the COVID-19 pandemic.
- In October 2020, CONNECT was allocated CARES Act funds to support individuals impacted by the COVID-19 pandemic. Between Santa Fe County and City of Santa Fe, a total of \$7,653,452 was distributed through the CONNECT network.
- Of the City's \$5,196,341 contribution, \$3,585,452 was used for direct cash assistance.
- Included in the County's \$2,457,111 contribution, \$147,331 supported 18,000 grocery bags for rural areas of the county and 2,626 grocery bags delivered to people identified as homebound. Another \$157,497 supported homeless individuals housed in local shelters and hotels with 16,820 freshly prepared meals.



# 41% of housing services were for emergency housing July-Dec 2020.

Data are from the Unite Us Dashboard



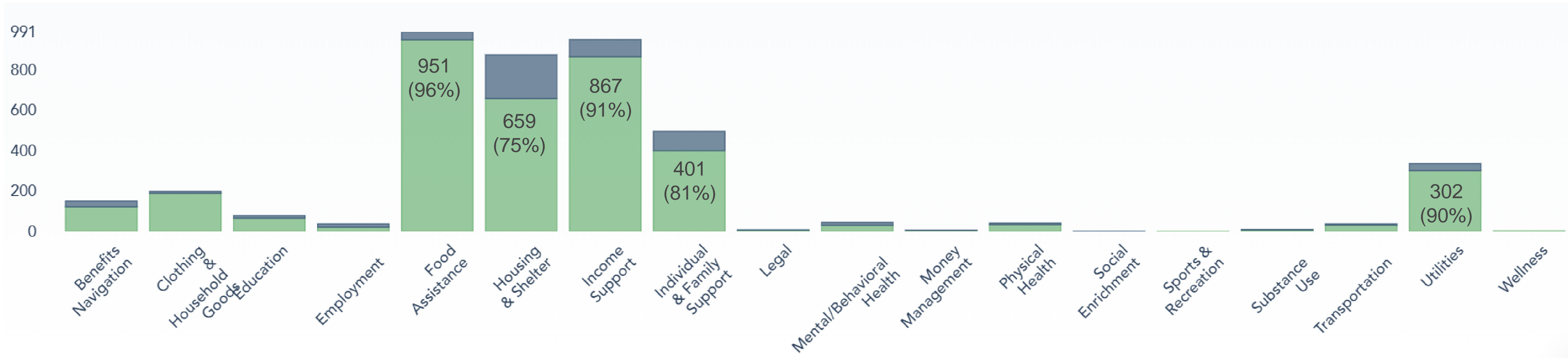


# CONNECT Success

To compare, from April 2019 to February 2020 (eleven months), 770 individuals made requests for assistance through CONNECT. Since March 2020, when the pandemic began to December 31, 2020 (ten months), 4014 individuals made requests, over a five-fold increase.

Needs for housing, food, and income support especially surged and the majority were resolved.

- Housing: 659 (75%) housing/shelter requests were resolved.
- Food Assistance: 951 (96%) requests were resolved.
- Income Support: 867 (91%) requests were resolved.
- Utility Assistance, 302 (90%) requests were resolved.





# Any Door Approach...

- Self-referral portal:  
[www.santafenm.gov/connect](http://www.santafenm.gov/connect) or [www.santafecountynm.gov/connect](http://www.santafecountynm.gov/connect)
- You can find a navigator at any CONNECT organization such as SF Recovery Center, St. Elizabeth Shelter, Interfaith Community Shelter, Las Cumbres Community Services...
- 2-1-1 Call Center coming soon



***“Look what you were able to accomplish. I feel people came together and demonstrated a huge level of resilience. We were constantly pivoting, perhaps every two hours our directives would change. That takes a lot of energy and thought.”***

***Navigators are resilient, creative, and dedicated.***

**THANK YOU!**  
**Questions?**

Photo credit SAYRA