

# THE STATE OF BEHAVIORAL HEALTH DURING COVID-19

Presentation by the New Mexico Behavioral Health  
Providers' Association

# Welcome and introductions

**Maggie McCowen**

Executive Director of the NMBHPA

**Krisztina Ford**

Board Chair of the NMBHPA and  
CEO of All Faiths Children's Advocacy Center

## Overview of behavioral health agencies meeting the needs in our state

- Number of NMBHPA members – 2014: 26, Today: 65
- Geographic area covered



- Northwestern
- North Central
- Central
- Northeastern
- South Central
- Southeastern
- Southwestern



- Northwestern
- North Central
- Central
- Northeastern
- South Central
- Southeastern
- Southwestern

**Northwestern Region**

Organization	Address	City
Childhaven	807 W Apache	Farmington
Presbyterian Health Services	Various	Various

**Northeastern Region**

Organization	Address	City
Mental Health Resources	1100 W 21	Clovis
Presbyterian Health Services	Various	Various



- Northwestern
- North Central
- Central
- Northeastern
- South Central
- Southwestern



- Northwestern
- North Central
- Central
- Northeastern
- South Central
- Southwestern

**North Central Region**

Organization	Address	City
Kids Counseling Inc.	2528 Ridge Runner Rd	Las Vegas
Las Cumbres Community Services	404 Hunter St	Española
Presbyterian Medical Services	Various	Various
Rio Grande Alcoholism Treatment Program	224 Cruz Alta Road, Suite J	Taos
Santa Fe Mountain Center	PO Box 449	Tesuque
Santa Fe Recovery Center	5312 Jaguar Dr	Santa Fe
Serna Solutions	4001 Office Court Drive	Santa Fe
Taos Behavioral Health	105 Bertha St Suite B	Taos
The Life Link	2325 Cerrillos Rd	Santa Fe
Youth Shelters and Family Services	PO Box 28279	Santa Fe

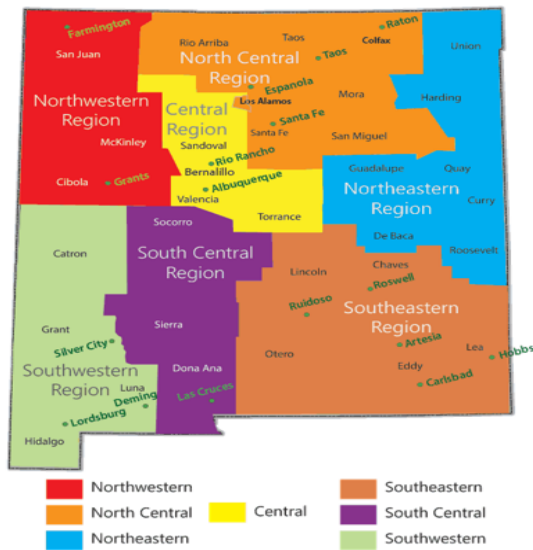
**Southwestern Region**

Organization	Address	City
Border Area Mental Health Services	315 S. Hudson St. Suite 12	Silver City
Hidalgo Medical Services	530 E De Moss Street	Lordsburg
Presbyterian Health Services	Various	Various



Southcentral Region		
Organization	Address	City
Amistad Family Services, Inc.	3100 Oak St	Las Cruces
A New Hope Therapy Center	715 E Idaho Ste 2B	Las Cruces
La Clinica de Familia	385 Calle de Alegria	Las Cruces
Mesilla Valley Hospital	3751 Del Rey Blvd	Las Cruces
Peak Behavioral Health	5045 Mcnutt Rd	Santa Teresa
Presbyterian Health Services	Various	Various
State of the Heart Recovery Inc		Las Cruces

Southeastern Region		
Organization	Address	City
Behavior Change Institute, LLC	1200 White Sands Blvd, Suite 121	Alamogordo
Guidance Center of Lea County	920 West Broadway Street	Hobbs
La Casa Community Behavioral Health Services	110 East Mesalero	Roswell
New Mexico Association for Behavior Analysis	1200 White Sands Blvd Suite 121	Alamogordo
Presbyterian Health Services	Various	Various



**Central Region**

Organization	Address	City
A New Awakening	400 1st St NW	Albuquerque
Albuquerque Health Care for the Homeless	PO Box 25445	Albuquerque
All Faiths Children's Advocacy Center	1709 Moon St NE	Albuquerque
Attachment Healing Center	1025 Hermosa Dr SE	Albuquerque
Autism Behavior Services Inc.	11000 Spain Rd, Northeast Building A	Albuquerque
Awake and Aware	10555 Montgomery Ave NE	Albuquerque
Bernalillo Academy	1801 Randolph Rd	Albuquerque
Bridges	9019 Washington St. NE Building A	Albuquerque
Centro Savila	1317 Isleta Blvd SW	Albuquerque
Courageous Transformations	3301 Los Arboles NE	Albuquerque
Duke City Recovery Toolbox	912 1st Street NW	Albuquerque
El Puente de Encuentros	221 Tormasol Ln NE	Albuquerque
Elevation Counseling	6612 Gulston Ct. NE	Albuquerque
Haven Behavioral Hospital of Albuquerque	5400 Gibson Blvd SE	Albuquerque
Heart & Soul NM	PO Box 292	Tome
High Desert Family Services	1501 San Pedro DR NE	Albuquerque
Hopeworks	PO Box 27258	Albuquerque
Mountain West Autism Services	6300 Riverside Plaza NW, Ste 100	Albuquerque
New Day Youth & Family Services	1330 San Pedro NE, Ste 201-B	Albuquerque
New Mexico Solutions	707 Broadway NE #500	Albuquerque
NM Crisis and Access Line	7850 Jefferson St NE	Albuquerque
Open Skies Healthcare	707 Broadway Blvd NE	Albuquerque

Pinwheel Healing Center	1424 Deborah Rd Se	Rio Rancho
Presbyterian Health Services	Various	Various
Red Mountain Family Services	PO Box 67197	Albuquerque
Sage Neuroscience Center	7850 Jefferson ST NE, Suite 300	Albuquerque
Serenity Mesa Youth Recovery Center	3701 Condenshire Dr SW	Albuquerque
Shadow Mountain Recovery Centers	7005 Prospect Place NE	Albuquerque
Small Steps Child Counseling	1101 Medical Arts Ave NE	Albuquerque
Southwest Family Guidance Center & Institute	2221 Rio Grande Blvd NW	Albuquerque
Streetwise Inc.	3232 Candelaria Rd NE	Albuquerque
The Community Lighthouse	7801 Academy Rd NE, Building 2, Suite 200	Albuquerque
Therapeutic Living Services, Inc.	5601 Domingo Rd NE	Albuquerque
Turning Point Recovery Center	9201 Montgomery Blvd Ne Bldg V	Albuquerque
UNM Hospitals	2600 Marble NE	Albuquerque
Valle Del Sol of NM	301 Camino del Pueblo	Bernalillo
Wellness from Within PC	10052 Coors Blvd NW	Albuquerque
Youth Development, Inc. (YDI)	6301 Central Ave., NW	Albuquerque

# Behavioral Health Services During COVID-19

## AGENDA

- Provider surveys and outcomes
- Provider and client struggles
- Increasing demands on services
- Changes in Behavioral Health and the impact of COVID-19 on our communities
- Recommendations

# Behavioral Health Provider Survey April 2020

- Behavioral Health Provider scan of services as changes were occurring due to the quarantine order
- In just three weeks' time, almost 100% of behavioral health providers transitioned to Telehealth/Telephonic services
- Programs remained nimble in providing in-person services as needed



# Behavioral Health Provider Survey June 2020

- Initially clients were willing to use Telehealth - this changed later
- Provided opportunity for clinical staff to 'peek into' people's homes
- Decrease of no-show rates and easier access to services

# Behavioral Health Provider Survey July 2020

- Clients starting to feel overwhelmed by telehealth's lack of interpersonal nature, rather than supported
- Issues of technical and broadband access
- Staff anxiety and productivity losses
- Most agencies still accept new clients but long waitlist is typical

# Changes in the Behavioral Health Field

- Surge anticipated in the Fall
- Clients need to have services for longer periods
- Potential closure of behavioral health agencies/Lack of access to programs/services
- Agencies overwhelmed with taking on social services responsibilities

# How Behavioral Health agencies are going above and beyond

- Food boxes
- Case management
- Staff putting their health and safety on the line to help clients and families

# Recommendations

## Protecting Behavioral Health in New Mexico

- Leverage federal funding
- Oppose rate reductions for behavioral health
- Remove delays in credentialing and licensing
- Reauthorize case management as a reimbursable service