



*Presentation to the*  
***New Mexico Interim Health and Human Services Committee***  
*November 9, 2010*

*by the*  
***My Community NM Task Force***  
*established by House Memorial 49*

# House Memorial 49

- House Memorial 49 (2010) - **established a task force to assess the benefits of utilizing the My Community NM resource inventory as the State's comprehensive, bilingual resource directory for underserved populations.**
- The **New Mexico Department of Health**, which has been supporting My Community NM through County Health Councils since 2002, **established and supported the task force.**
- The **task force** included **representatives from County, State, and private, non-profit organizations.**

# Presentation Outline

- What is My Community NM?
- Memorial 49 Task Force Survey
- How My Community NM can save dollars
- How My Community NM can provide up-to-date, comprehensive resource information
- Requested State Collaboration

# **Task Force Conclusions**

- **Hundreds of New Mexico organizations are collecting resource information.**
- **New Mexico spends millions of dollars each year collecting resource information.**
- **There is substantial duplication of effort.**
- **Collaboration would save dollars and improve information.**

# Project History

- **Since 2002**, My Community NM has been providing free, on-line information on a wide range of resources for underserved populations,
- The **project began** as a **collaborative effort** in **Bernalillo and Sandoval** Counties between the two County Community Health Councils and community-based organizations in Bernalillo County.
- **Most resources** are currently in **Central New Mexico** - we're **expanding statewide** - including 65 resources input by the Sierra County Health Council over the past year.
- Over **10,000 bilingual resource manuals** (**Salud Manual for Bernalillo and Sandoval counties**), developed from the My NM database, will be **in print** by 2011.

# My Community NM Features

- **Comprehensive, on-line database** of accessible, safety net and affordable resources. Such as:
  - Health - physical and behavioral
  - Housing
  - Food
  - Transportation
  - Education
  - Legal, etc.
- **Easy to understand, bilingual** information **on-line** and in **print**.
- **Icons** identify services for the uninsured, Native Americans, Medicaid recipients and Spanish speakers.

# **My Community NM Features** (cont.)

- **My Community NM community partners help collect and update information** important to their constituencies.
  - o Coalition to End Homelessness - homeless shelters
  - o NM Office of Indian Affairs - tribal resources
  - o County Health Councils - oversee resource information in their counties - Bernalillo, Sandoval, Sierra, and Valencia Counties
- **Systematic update of resources** - target is every six months
- **Organizations input and update** their own information using interactive agency questionnaires.
- **Classes provided by Community Health Workers in basic computer literacy skills and how to use My Community NM.**
  - o Over 1000 community members trained so far.

# Coming Soon

- Coalitions and research and training organizations will be added
- Community calendar
- Customized printing
- Customized reports
- Easy notifications from users about out of date or inaccurate information
- Linkages to other resource databases

# Future Plans

**In collaboration with NuneX Software and My Community NM partners:**

- **Grant data bank**
  - Target population, objectives, partners, budget, funding source etc.
- **Referral tracking/case management system**
- **Low-cost “powered by My Community NM” websites**
- **Eligibility determination tool:**
  - Including most common and popular State Programs such as Food Stamp, Medicaid, and TANF programs.
  - Customized eligibility determination for local programs for not-for-profits and other local government agencies (e.g. County indigent funds).
  - Connections to local providers that can enroll consumers.

# **Future Plans** (cont.)

**In collaboration with DOH Regions 1 & 3 Office of Community Assessment, Planning and Evaluation:**

- **GIS mapping and analysis:**
  - To help consumers find services
  - To identify service gaps
  - To support community planning

# Task Force Survey Findings

The Task Force conducted surveys of organizations and Community Health Workers (CHWS) from throughout the State that distribute and/or collect resource information for underserved populations.

- **Survey of organizations**

- 220 responses
- 71% (156) collect resource information

- **Survey of Community Health Workers**

- 42 responses
- 83% collect resource information

# Survey Highlights

- **Agencies collect** resource information to make sure its correct (65%) and because they **can't find it on other sites** (53%).
- **Only 18% update** their resource information **at least every year**.
- **84%** of respondents reported that being able to get **information at one web-site is "important or very important"**
  - *Respondents identified 140 different resources they currently use to find information for their constituencies*
- **80%** of respondents reported that having information **in Spanish is "important or very important"**.

# Data Collection Costs and Funding

- **78%** reported that **budget cuts** have negatively **impacted** their **data collection efforts**.
- **77** of the respondents estimated their **agencies annually spend** an average of \$11,136 per year -- **\$857,500** total -- collecting data. *State data collection costs were not available.*
- Data collection **funding sources**:
  - General funds (47%)
  - State agencies (28%)
  - Grant funds (27%)

# Many Agencies are Collecting the Same Information

More than 50% of the organizations reported they collect resource information about:

Behavioral health	Services for young families
Education	Housing
Food	Income Support
Physical health	Transportation
Services for people with disabilities	Child care
Domestic Violence	Employment/jobs
Early intervention	Services for Youth
Parenting	

# Collaboration Opportunities

- **77%** of survey respondents are “**interested or very interested**” in **sharing the work** of data collection and updates with partner agencies.
- 70 agencies requested additional information about partnering.
- **28%** of the organizations **receive funding from the State to collect resource information.**

# Our Collaboration Vision

- **My Community NM partners will continue to help maintain information important to their constituencies.**
- **Users will notify us** from our web site when they see inaccurate, out of date, or unclear information (on-line soon).
- **A statewide network of Community Health Workers** will add/update information important to their clients.
  - We're working with La Comunidad Habla and the New Mexico Community Health Workers Association.

## Our Collaboration Vision (cont.)

- **Health professional students** will support the database as part of their school/internship activities.
  - Discussions under way with **NM Highland University School of Social Work & DOH Children's Medical Services**, Region Two social workers.
- **Philanthropies will request their grantees** to submit information about their services and projects.
  - Discussions under way with the **NM Association of Grant Makers**.

# **Legislative Request**

Encourage State agencies, committees and contractors to utilize My Community NM to record information about the services they provide and projects they are involved in, which support underserved New Mexicans.

# Benefits to New Mexico

- State agencies as well as other organizations serving New Mexicans will **save substantial dollars and staff time** by collaborating on resource data collection.
- **New Mexicans will have easy access** to consumer-friendly, **up to date bilingual information** about critical services and programs.
- Government, philanthropic, and service organizations will have the **information** they need to **align, collaborate, and coordinate limited resources**.
- New Mexico will be better positioned to compete for grant funds. **Grantors want to know what services are available, who's collaborating, and that there isn't duplication of services.**
- **Information** gathered with public funds **will be digitally preserved and shared.**

# Requested State Collaboration

## In-kind Support

- 1. State agencies input, translate, and update information about their services** in My Community NM (e.g. Public Health Offices):
  - Data can be immediately downloaded for use by the State.
- 2. State service provider contracts include a provision to add/update information about contractor services** in the My NM database (e.g. School Based Health Centers).
- 3. State administered and/or funded resource inventories capture, preserve, and share resource information** in the My NM database.
  - WIC client referral database
  - NM Salud program provider inventories: Each Salud program has their own provider data base.
  - Optum directory of over 1500 behavioral health resources
- 4. State agencies input data about grant funded projects** they are involved in into the My NM grant data bank (in development).

# Funding Support

1. State agencies **include funding for My Community NM** infrastructure and data collection activities **in grant requests** which require resource data collection - including funding for customized data collection tools to support specific project needs.
2. State **funds low-cost data entry customization tools** to reduce data entry time by State employees.
3. State agencies **purchase low-cost My Community NM products**
  - administrative **passwords** to My Community NM databanks
  - customized **website interfaces** - permalinks/widgets - to My Community NM resource, grant, and calendar data banks

# Technical Support

The NM Department of Information Technology provides technical support to help State agencies utilize My Community NM and to facilitate interfaces with State software systems.

Contact Information:

Leora Jaeger

My Community NM

[Leora@mycommunitynm.org](mailto:Leora@mycommunitynm.org)

(505)281-2438, (505)307-3158 cell

[www.mycommunitynm.org](http://www.mycommunitynm.org)