

# Comprehensive Health Plan – Final Presentation

Presentation to the Los Alamos County Council  
12/17/24

# Quantitative Process

- Quantitative data analysis from national and state sources (2023)
- Social Services Division data (2023-24)
- Community-wide Health Care Quality and Access household survey
  - 1,034 surveys returned; 12.2% response rate

# Qualitative Process

- Individual Interviews (2023)
  - 200 Interviews of individuals from 13 – 80+; varying socioeconomic, racial, ethnic, and disability backgrounds
- Community feedback forums (Nov-Dec 2023)
  - Fuller Lodge, White Rock Library, and via Zoom
- Feedback from community leaders (2024)

# Short-term action plan highlights

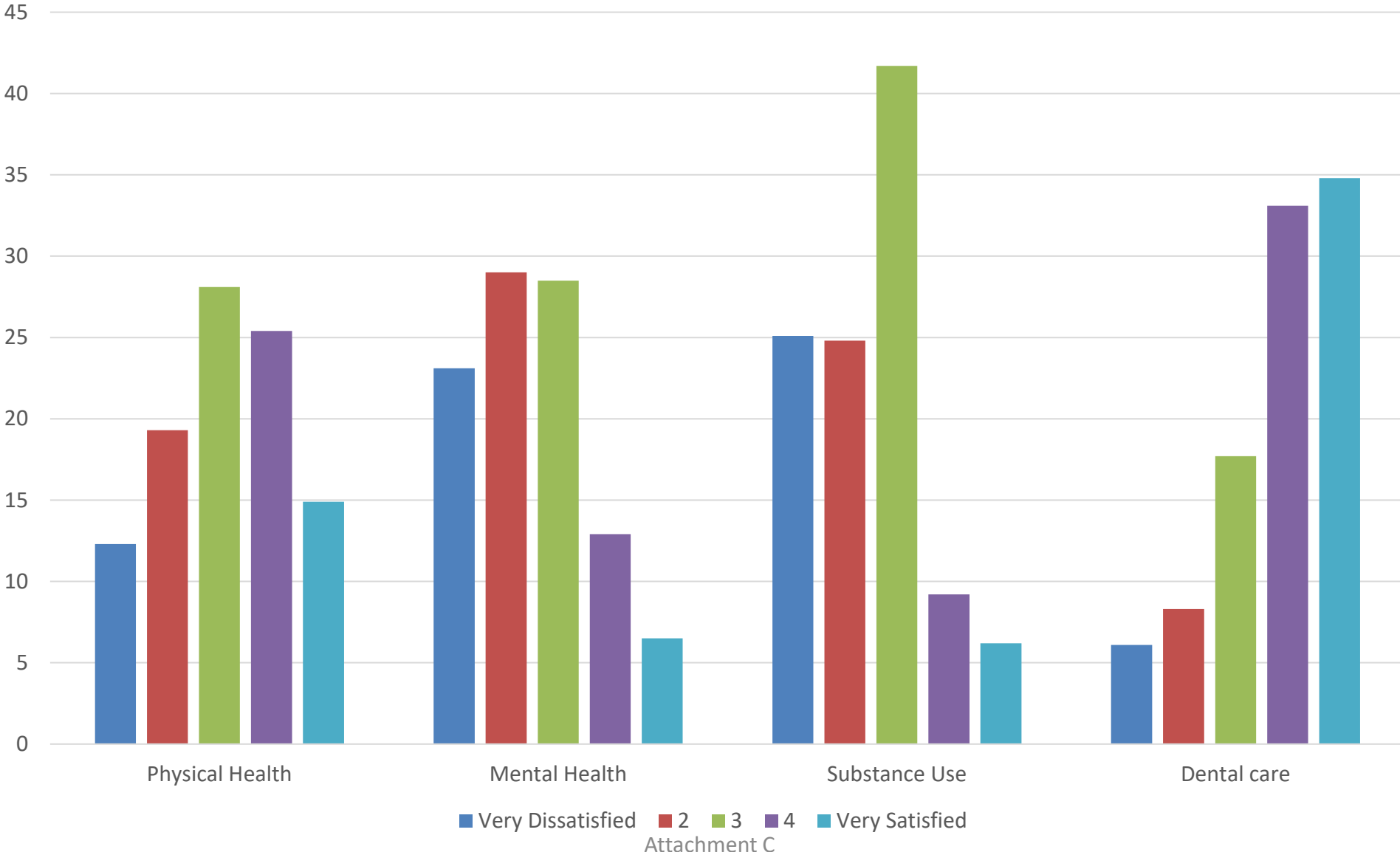
Social Services has hired an additional Case Coordination Specialist to assist with older adults' needs	<b><u>Completed</u></b>
Collaborated with providers and non-profits to come up with a plan for distributing Opioid Settlement Funds and implement effective best practices	<b><u>Completed</u></b>
Increased outreach to reach more people that may qualify for services: ChamberFest, ScienceFest, "SSD at the Library" weekly evening sessions	<b><u>Completed</u></b>
Updated some of the existing mental health resources, including <a href="https://losalamosmentalhealth.org/">https://losalamosmentalhealth.org/</a>	In progress
Initial research completed for additional mental health needs (IOP, AOT Court)	In progress
Advocacy and research for additional tele-health and video-health options	In progress
Additional mental health-related trainings to enhance providers' capacity	In progress

# Community-wide health survey highlights

## Overall, we're a really healthy community!

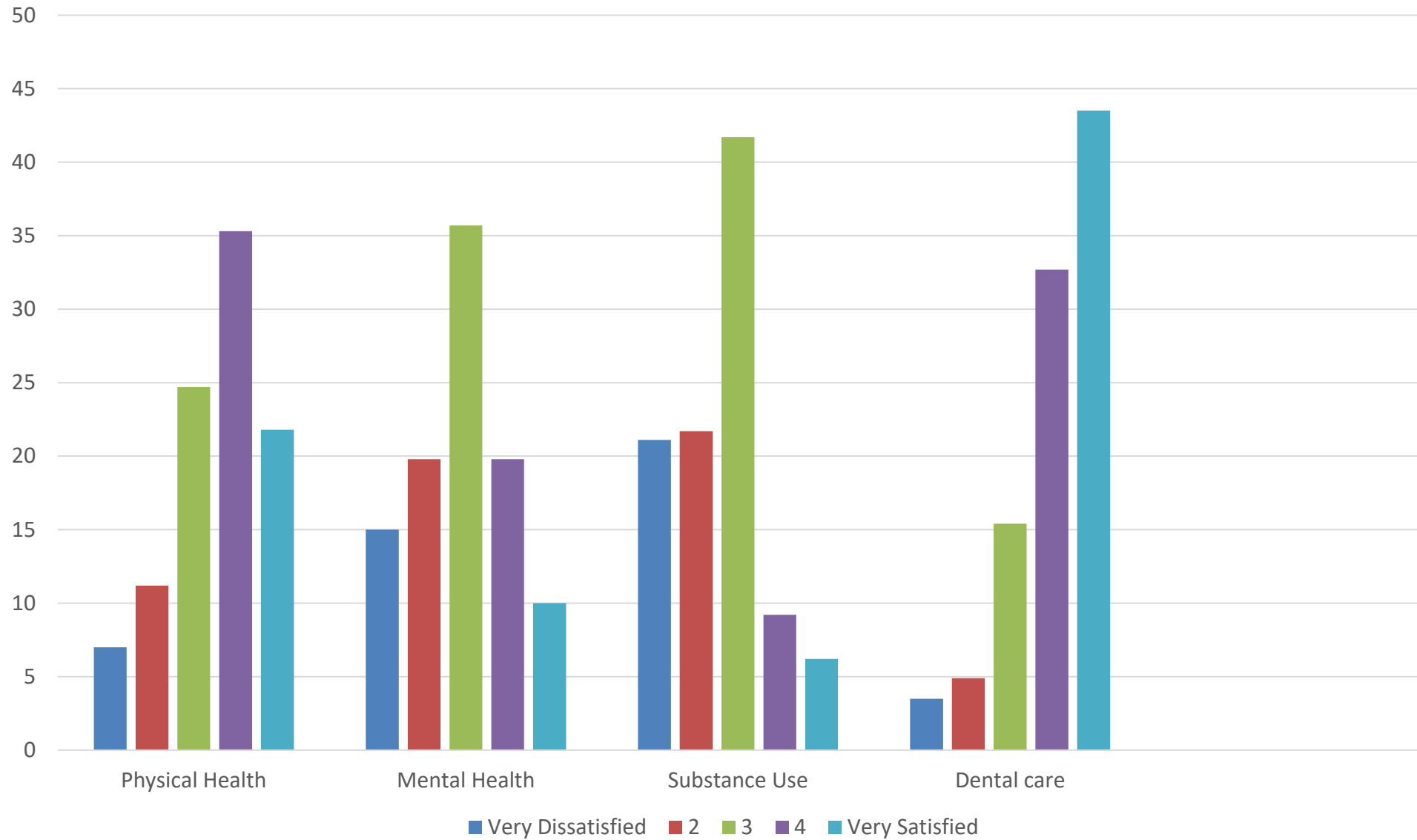
- 84.8% self-rate their health as “Excellent” or “Good”
- 99% of respondents report having health insurance; 91.3% have insurance that covers their specialists
- 99.5% of children have insurance coverage

# Availability of Care



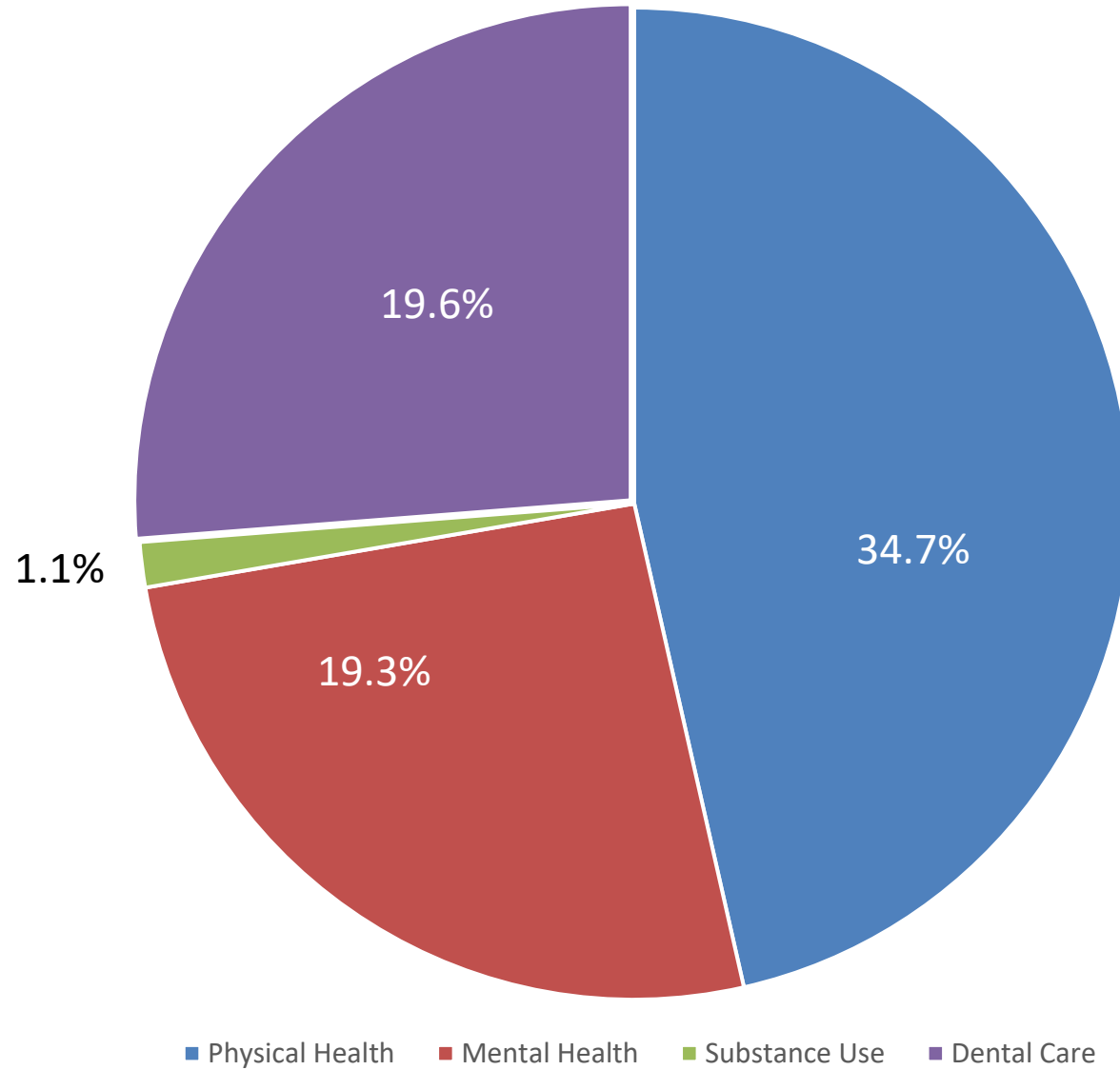
Attachment C

# Quality of Care



Attachment C

### Avoiding or Delaying care

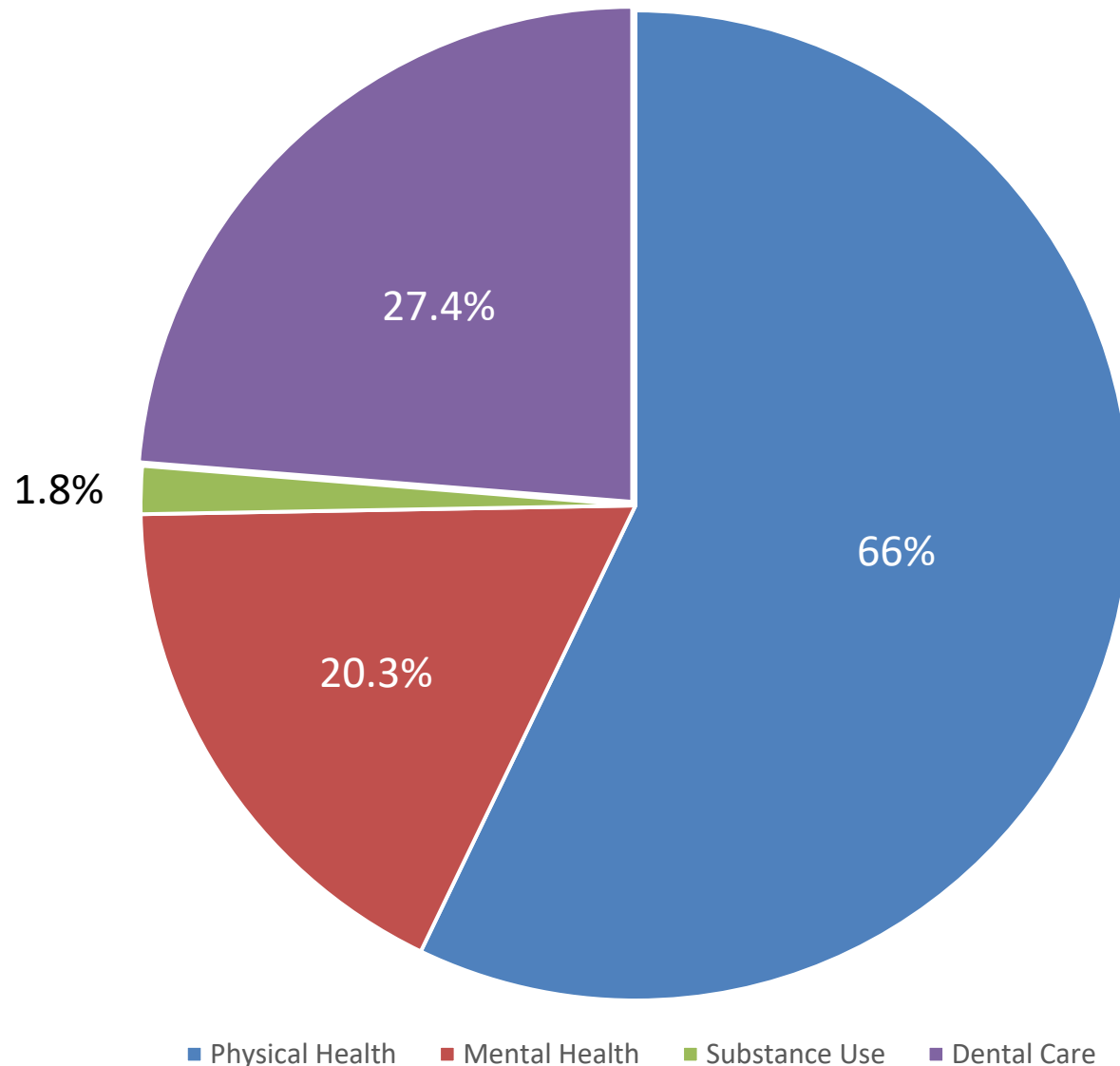


Attachment C



Why did you avoid or delay care?	20%	40%	60%	80%	100%	Frequency
Lack of transportation	4.5%					4.5%
Couldn't afford it	15.3%					15.3%
Lack of childcare	3.8%					3.8%
Couldn't get off work	6.7%					6.7%
Couldn't find a provider for what I needed	70.2%					70.2%
Couldn't find culturally/lifestyle appropriate care	5.7%					5.7%
Language barrier	0.2%					0.2%
Social stigma	3.3%					3.3%
Not able to physically access doctor's office	1.7%					1.7%
Don't know what I need/how to find care	9.3%					9.3%
Technology barriers	2.4%					2.4%
Need referral from primary care provider but don't have one	8.8%					8.8%
Need referral from primary care provider but can't get an appointment	19.1%					19.1%
Other:	29.1%					29.1%

### Seeking care outside of Los Alamos County



Attachment C

Why did you seek care outside of Los Alamos County?	20%	40%	60%	80%	100%	Frequency
Couldn't find local provider that addressed my medical need(s)						72.7%
Worried about confidentiality around accessing certain services on the Hill						6.6%
Worried about stigma of accessing certain services on the Hill						3.4%
Couldn't get an appointment with local provider						41.0%
Couldn't find local provider that accepts my insurance						14.5%
Quality of local providers is low						30.1%
Wait time to see local provider is too long						42.5%
Local provider I needed wasn't accepting patients						32.7%
Couldn't find local provider that understood my cultural/language/lifestyle differences						1.8%
Other:						12.4%

# Community-wide survey highlights

In the past 2 years, have you...?	Yes	No
Had economic challenges that prevented you from pursuing preventive health treatments?	8.8%	91.2%
Had challenges accessing affordable housing?	9.8%	90.2%
Had difficulty maintaining stable housing?	3.3%	96.7%
Had challenges with basic living expenses exceeding your household's income?	9.0%	91.0%
Had challenges accessing affordable food?	7.8%	92.2%
Had challenges accessing affordable legal support services?	6.5%	93.5%
<b><u>Sought help from the Los Alamos County Social Services office?</u></b>	<b><u>3.3%</u></b>	96.7%

Health Care Access and Quality (SDOH1)					
1.1	Community members face issues with availability and accessibility of health care options within Los Alamos County	1.1.a Co-lead the development of a regional, multi-county health plan that takes a comprehensive look at the services and specialties needed within this larger geographic catchment area	Healthcare Consultant	County Manager's Office	Medium-to-long term (12-36 months)
		1.1.b Continue to advocate that state legislators adopt state-wide measures to improve the availability and retention of medical and behavioral health personnel	None	County Manager's Office	Short (<6 months)
		1.1.c Partner with Los Alamos Police Department to create a mobile crisis outreach/response program within Los Alamos County	SSD 1.0 FTE (Community Health Worker)	Social Services Division	Medium (6-18 months)
		1.1.d Increase the availability of mental health and substance use-related services and trainings to expand the continuum of care options available within the County (for example, support groups, post-treatment support, suicide awareness, etc)	SSD 1.0 FTE (Program Specialist), plus funding for contractors	Social Services Division and County Health Council	Short (<6 months)
		1.1.e Partner with regional organizations to expand programming and address barriers to care (such as transportation) for expanded mental health and substance use treatment options (for example: Assisted Outpatient Treatment Courts; Regional inpatient triage location, Intensive Outpatient Programming, etc)	Federal and state funding; grant consultant	Social Services Division and County Health Council	Medium (6-18 months)

Number	CHC Identified Need	Recommendation	Additional Resources needed	Lead	Timeline
1.2	There are gaps in community members' knowledge of where/how to find healthcare-related services	1.2.a Create a directory of all healthcare-related providers that is available in print and online and is updated annually	SSD 1.0 FTE (Program Specialist)	County Health Council	Short (<6 months)
		1.2. b Increase the outreach and education on mental health and wellness, suicide prevention, harm reduction, and substance use prevention topics in the community	Included above	Social Services Division and County Health Council	Short (<6 months)
		1.2.c Conduct a survey of health professionals within the County to determine their service gaps and needs	None at this time	County Health Council	Medium (6-18 months)
<b>Economic Stability (SDOH2)</b>					
2	People who are low-income and facing challenges related to income instability, housing insecurity, lack of food, and/or other challenges face issues with availability and accessibility of services	2.2 Implement a “no wrong door” policy by utilizing a Multi-Disciplinary Team (MDT) approach to serving clients	SSD 1.0 FTE (Senior Case Coordination Specialist)	Social Services Division	Short (<6 months)
		2.3 Improve and expand the safety net systems that are currently in place in the County, to improve coordination, service availability, and service delivery	SSD 1.0 FTE (Case Coordination Specialist), plus funding for contractors	Social Services Division	Short (<6 months)

Social and Community Context (SDOH3)					
3	People who are low-income and facing challenges related to income instability, housing insecurity, lack of food, and/or other challenges face issues with availability and accessibility of services	3.1 Create a plan for what is needed for a co-location "action center" facility, including gathering public input	None at this time	Social Services Division and County Health Council	Medium (6-18 months)
		3.2 Expand collaborations with other health councils, social service divisions, providers, and local and regional non-profits to provide assistance to low-income individuals	None at this time	Social Services Division and County Health Council	Short (<6 months)

Neighborhoods and the Built Environment (SDOH4)					
4	Lack of affordable housing and transportation options negatively impacts health outcomes, for patients and staff	4.1 Support and advise the work of the Community Development Department, and local and regional partners, to expand the continuum of affordable housing options	None at this time	Community Development Department, Social Services Division, and other Boards and Commissions	Medium-to-long term (12-36 months)
		4.2 Support and advise on a regional health transportation plan, to identify existing transportation options in Los Alamos County, work with operator/owners to determine the extent of their services, and explore ways to expand them including potential funding options.	None at this time	Community Development Department, Social Services Division, and other Boards and Commissions	Medium-to-long term (12-36 months)

Education Access and Quality (SDOH5)					
5	Students and parents want additional ways to address students' social and emotional needs	5.1 Continue supporting the mental health and substance use work at the Los Alamos Public Schools (LAPS)	None at this time	Social Services Division and County Health Council	Medium (6-18 months)
		5.2 Expand partnerships and collaborations with other educational entities, including with UNM-LA, families who homeschool their children, and families whose children are not in any school system, to identify and plan additional mental health supports as needed (for example, suicide prevention trainings, MHFA, etc)	None at this time	Social Services Division and County Health Council	Medium (6-18 months)



# Staff Support needed to implement the Action Plan

- Within Social Services:
  - 1.0 FTE Senior Case Coordinator: Oversee Multi-Disciplinary Team
  - 1.0 FTE Program Specialist: Lead mental health and wellness trainings, programmatic outreach and new initiatives
  - 1.0 Community Health Worker (CHW), to assist with crisis outreach and related programming
  - Financial support for contractors, community initiatives, trainings, and outreach