2025 BHIZ ANNUAL REPORT

Navigation Center – San Juan County – July 1st, 2025 – June 30th 2025

ABSTRACT

The Navigation Center formally known as The Mental Wellness Resource Center was established in 2019 following the recommendation of the Behavioral Health Gap Analysis. This report was prepared to follow BHIZ grant requirement.

Thompson.Bianca

Behavioral Health Services Supervisor

Table of Contents

Services Area and community Demographics

A. Overview of The BHIZ Program

For the past five years, San Juan County has effectively utilized Behavioral Health Investment Zone (BHIZ) funds to address the growing needs related to behavioral health crises and substance use disorders within the community. A Behavioral Health Gap Analysis conducted in 2019 provided critical insight into service gaps and played a key role in guiding the establishment of a dedicated agency designed to meet those needs.

Initially launched under the name "Mental Wellness Resource Center", the agency operated under this title until December 2024. To better reflect its mission and services, the agency has since rebranded as "The Navigation Center." This change supports a more direct and accessible message to the public, emphasizing the center's role as a centralized point of coordination for behavioral health support across San Juan County.

The Navigation Center functions as a central hub, providing efficient access to coordinated services and connecting individuals with the appropriate resources. A foundation of the program is the inclusion of specialized peer support staff, individuals with lived experience in substance use and mental health recovery, who offer compassionate, relatable guidance to clients on their path toward stability and wellness.

The Navigation Center is now located at 1001 West Broadway, Suite D, in Farmington, NM 87401. This building is owned and partially operated by Presbyterian Medical Services (PMS), one of our strongest partners in serving the community. Thanks to a collaborative effort between PMS, San Juan County, and our agency, we now operate directly out of this space.

This location has been a great fit.It's easy to get to with public bus transportation and is close to medical services, counseling providers, treatment centers, shelters, government offices, and San Juan Regional Medical Center. It also allows us to support participants in the Drug Court program, which operates in the same building.

Individuals Served over The Last Five Years

BHIZ 5-Year Impact (FY 2021–FY 2025)

San Juan County's investment through the Behavioral Health Investment Zone (BHIZ) Grant has significantly impacted how our community responds to behavioral health and substance use challenges. Over the past five years, the Navigation Center, originally known as the Mental Wellness Resource Center has evolved into a trusted and central hub for individuals seeking help, support, and guidance during times of crisis.

Year 1: Establishing the Foundation

(Nov. 15, 2020 – June 30, 2021)

In our first year of operation, we focused on establishing services and building relationships. We

recorded 614 encounters, received 128 referrals from law enforcement, and made 192 direct connections to local agencies. This laid the groundwork for community trust and future collaboration.

Year 2: Rapid Growth and Community Reach

(July 1, 2021 – June 30, 2022)
Our second year saw a significant increase in engagement, with 7,478 total encounters and 3,975 new individuals served. Data collection efforts expanded, showing a client breakdown by gender (57% male, 22% female, 21% did not answer) and marital status (30% single, 17% married, 22% divorced, 5% widowed, 26% declined to answer). These numbers reflected growing community awareness and demand for services.

Year 3: Sustaining Core Services

(July 1, 2022 – June 30, 2023)
In our third year, we focused on sustaining essential services and strengthening our partnership with law enforcement. We documented 1,298 encounters and received an average of 34 referrals from our Behavioral Health Deputy. While data collection was limited this year, client engagement remained steady.

Year 4: Stronger Collaboration and Better Data

(July 1, 2023 – June 30, 2024)
This year marked deeper collaboration and more robust data tracking. We recorded 2,540 encounters, engaged in 577 law enforcement collaborations, and made 1,077 service connections to local agencies and providers.
Demographic data showed:

- Gender: 52% female, 35% male, 11% did not answer, 1% self-described, 1% transgender
- Race/Ethnicity: 52% American Indian/Native American, 28% White/Caucasian, 14% Hispanic, 2% African American, 1% Asian, 1% declined to answer, 2% other

Year 5: A Trusted Hub for Behavioral Health Response

(July 1, 2024 – June 30, 2025)
Now in our fifth year, the Navigation Center recorded 3,446 client encounters. Of these, 1,076 individuals were connected to services, highlighting our ongoing role as a vital access point for behavioral health and supportive services in San Juan County.

To further assist our community though our agency the BH deputy Smith has also make a significant impact within our population and he reports that he received 306 referrals. In addition, 119 direct service calls were made to Deputy Smith, showing an increased level of trust in our Behavioral Health Sheriff as a first responder in crisis intervention.

Impact of BHIZ grant to San Juan County Community

Through BHIZ funding, San Juan County has made lasting progress in supporting residents facing behavioral health and substance use challenges. Over five years, the Navigation Center has grown from a start-up agency to a reliable and compassionate community resource. The numbers show progress, but behind each one is a person who found help, hope, and connection and that's what truly defines our impact.

B. Navigation Center Population

As part of our ongoing effort to better understand and serve the diverse population of San Juan County, the Navigation Center continues to collect demographic data on the individuals we support. The following represents the racial/ethnic breakdown of our client population based on cumulative data:

b.1 Quantitative Measures

The Navigation Center continues to collect and analyze client data to better understand the populations we serve. This information supports program planning, funding justification, and equitable service delivery.

Client Demographics

- Gender
    - 52% Female
    - 37% Male
    - 10% Self-described
    - 1% Transgender

- Race/Ethnicity

    - 49% American Indian/Native American
    - 24% White/Caucasian
    - 11% Hispanic
    - 1% African American
    - 12% Declined to answer
    - 3% Other

- Marital/Relationship Status

    - 59% Single
    - 9% Divorced

- 9% Married
- 9% Did not wish to respond
- 6% Separated
- 4% Domestic partner
- 4% Widowed

Special Population Indicators

- 796 individuals currently on probation
- 21 pregnant women receiving services
- 155 individuals identified as literally homeless
- 572 clients reported a need for vital documentation such as birth certificates, IDs, or Social Security cards

The predominant race we serve at the Navigation Center is Native Americans, with most individuals ranging in age from 18 to 68 years old. This let us know the unique needs of our surrounding tribal communities and emphasizes the importance of culturally informed support systems.

Additionally, we have observed that approximately 12% of clients do not have medical insurance at the time of their visit. About 8% of our clientele reside on the Navajo Nation reservation but reach out to our office for services, which further demonstrates the reach and impact of our services beyond urban centers and into rural, underserved areas.

This information helps us better align our efforts with community needs and advocate for more accessible, inclusive, and equitable care for all residents.

b.2 Staff Qualifications and Service Provided

The Navigation Center supports San Juan County residents by offering coordinated services and working closely with local agencies to connect individuals with essential resources. These include connections to mental and physical health care, behavioral health services, housing assistance, and transitional living programs. Our goal is to create a safe, supportive environment where individuals in crisis or transition can receive guidance, resources, and compassionate care.

b.2.1 Staff Qualification.

The strength of our services lies in the dedication and qualifications of our team. Our staff is primarily made up of Peer Navigators who bring lived experience and are professionally trained to support individuals facing complex life challenges. In addition to providing case management, our team members hold a wide range of certifications and training that prepare them to deliver high-quality, trauma-informed support. These include:

- Certified in Comprehensive Support Services
- Presumptive Eligibility Determiner (for Medicaid and other benefits)
- Participation in SAMHSA webinars and OPRE (Office of Planning, Research & Evaluation) trainings
- Certified Public Notaries
- Completed Cultural Competency Training for behavioral health professionals
- Trained in Trauma-Informed Care, Narcan Administration, Motivational Interviewing, First Aid/CPR, and Stop the Bleed
- Completed De-escalation Training, Driving Empathy workshops, and Dual Diagnosis and Recovery Summit
- Participated in Mindfulness and Eviction Prevention workshops

Through these certifications and ongoing professional development, our Peer Navigators are equipped to guide clients through assistance programs, help address personal and systemic barriers, coordinate care, and monitor progress to ensure positive and sustainable outcomes.

b.2.2 Services Provided

Basic Services Connection

This category includes a wide range of support services frequently requested by clients to help meet their immediate and essential needs. These services include, but are not limited to:

- Narcan distribution
- Food boxes and clothing vouchers
- Notary services
- Hygiene products
- Transportation – Monthly and daily bus passes
- Baby diaper distribution
- Assistance with obtaining vital documentation, such as:
    - Social Security cards
    - Birth certificates
    - State identification cards
    - Driver's licenses
    - Certificate of Indian Blood (CIB)
- Advocacy and support during court meetings
- Coordination with jail-based services
- Care coordination with Managed Care Organizations (MCOs)
- Referrals to a variety of services that specifically address the basic living needs of our clients

Through these supports, our team ensures that clients are not only stabilized but also empowered to take the next step toward long-term recovery and self-sufficiency. Each connection is made with care and intention, based on what the individual needs most at the time of contact.

Housing Services Connections

The Navigation Center has worked diligently to build strong partnerships with local and state organizations to help support one of the most pressing needs our clients face, housing stability. Many individuals and families seeking assistance at our center are at risk of losing their homes due to various challenges, including financial hardship, mental health issues, and lack of access to affordable housing resources. Housing support remains one of the most frequently requested services, and it is one of the most critical.

From the beginning of this program, one of our key partners has been HUD (U.S. Department of Housing and Urban Development). Between program launch and 2023, we were able to help eligible individuals obtain Emergency Housing Vouchers until those funds were fully exhausted. We continue to collaborate with HUD to assist clients in applying for Section 8 housing, particularly low-income families. Our staff is trained to help complete and submit applications on behalf of clients and provide follow-up support once their names are called for eligibility.

Another valuable partnership has been with Presbyterian Medical Services (PMS) through their Eviction Prevention Program. Since mid-2023, PMS has trusted us to help manage this process by representing our clients during the application phase. We are responsible for submitting these applications, maintaining follow-up, and receiving checks that are issued directly to landlords. This partnership has allowed us to successfully support families who are in immediate danger of eviction or move in assistance providing stability at a critical time.

We also collaborate with the New Mexico Coalition to End Homelessness. Through this partnership, we conduct homelessness assessments and surveys, helping clients understand what services they may qualify for within San Juan County. We can submit one-time assistance applications on their behalf, track approvals, and ensure checks are distributed directly to landlords.

In addition to these larger partnerships, we also work closely with local housing providers such as San Juan County Partnership, Self-Reliance Navajo Nation, and several local churches. These community partners often step in to assist families in urgent situations, providing financial support and resources when other avenues are unavailable.

Emergency Shelter Access and Transitional Housing Support

Recognizing the urgent need for safe shelter, especially for individuals and families who have already lost housing or are awaiting placement into long-term housing programs the Navigation Center has taken practical steps to bridge this gap.

In response, we established an internal contract with People Assisting the Homeless (PATH) Shelter, effective June 30, 2024. Through this partnership, we have secured access to:

- One apartment unit designated for a family of four
- One bed for women
- One bed for men

This temporary housing arrangement allows us to offer emergency shelter options What makes this initiative especially impactful is the level of intensive case management we provide during their stay. Clients placed through this program are supported daily by our Peer Navigators, who work closely with them to:

- Set goals
- Search for long-term housing options
- Apply for benefits or assistance programs
- Address any barriers to stability and self-sufficiency

Through this collaboration, the Navigation Center continues to respond to this need, ensuring that even in crisis, individuals have a safe place to stay and a clear path forward. As of FY 2025, a total of 190 shelter nights have been utilized through this partnership.

Mental and Behavioral Health Provider Connections

Behavioral Health Services Partners – Presbyterian Medical Services (PMS), Cottonwood Clinical Services and ATB Behavioral Health Services

To address the growing need for accessible mental and behavioral health services in San Juan County, the Navigation Center has built strong partnerships with local providers. These collaborations allow us to better coordinate care and establish trust-based relationships between clients and service providers. Many local agencies now work directly with us and rely on our team to connect clients who may otherwise fall through the cracks.

Given the ongoing shortage of mental and behavioral health providers in our area, San Juan County Office has help us find solutions. As a result, San Juan County have been able to support three local agencies through the Health Care Assistance Program (HCAP) funding. These agencies have become valuable resources for the Navigation Center, especially for individuals who are uninsured or not yet enrolled in State Medicaid.

Through these partnerships, we can connect clients to services such as:

- Immediate mental health assessments
- Suicide crisis intervention
- Ongoing behavioral health support
- Services for uninsured or underinsured individuals

This model has allowed us to help and support our clients in moments of crisis, ensuring that no one is turned away due to lack of insurance or financial means. By removing barriers and streamlining access, we continue to provide life-saving services and reinforce our role as a trusted point of connection for behavioral health care in San Juan County.

For FY 2025, approximately 75% of our clients utilized Presbyterian Medical Services (PMS) for mental health, behavioral health, and/or substance use disorder services. Additionally, 22% of clients relied on Cottonwood Clinical Services, and 3% received support through ATB Services.

Navigation Center Internal Contract - CENIKOR Partnership for Medical Assistant Treatment (MAT)

Some of the individuals who come to the Navigation Center for help are ready to take the next steps in their recovery but face a major barrier, the inability to afford necessary medications. It has been discouraging at times to see clients willing to engage in treatment, only to be held back due to the cost of prescriptions that are essential to their health and well-being.

Recognizing this need, we established an internal support system using BHIZ funds to assist clients in accessing the medications they need. Through this resource, we were able to cover prescription costs for individuals who are uninsured or experiencing financial hardship, allowing them to continue their treatment plans without interruption.

This initiative has brought relief and hope to clients, reducing stress and making it more possible for them to stay engaged in behavioral health care, manage symptoms, and begin healing.

C. Successes:

Crisis Triage Center – A Milestone Achievement in Community Behavioral Health

The Crisis Triage Center stands as a major success and moving forward the initiative of the Navigation Center's ongoing work and strong collaboration with San Juan County leadership and community partners. This project was inspired by the clear gaps in behavioral health crisis response, as identified in the 2023 Behavioral Health Gap Analysis, fully funded through the BHIZ Grant and aligned with the program's approved scope of work and long-term vision.

The need for this center has been evident. Research shows that approximately 44% of individuals housed in jail suffer from a mental illness, and nearly 25% of patients in New Mexico's emergency departments are diagnosed with a behavioral health disorder. Unfortunately, jails are not therapeutic environments, and while emergency departments may be better suited, they often lack the capacity to offer immediate, personalized behavioral health care.

In 2023, San Juan County began exploring the possibility of establishing a crisis triage center to serve individuals in serious mental distress. The County commissioned a consulting group to develop a comprehensive business plan, which was presented to the County Commission in 2025. As a result of these collective efforts, San Juan County was awarded $3.5 million in funding during the most recent legislative session, this support was provided by both the state legislature and the governor's office.

A potential provider has been identified to manage the facility, and a suitable location has been selected but not yet confirmed bringing this long-awaited project one step closer to becoming a reality.

This milestone reflects the vision and persistence of our entire community. Through the work we do daily at the Navigation Center, we continue to witness just how urgent this need is. The relationships we have built, the services we have coordinated, and the gaps we have identified have all pointed toward this next step. What once felt like an idea or dream is now becoming a reality. We will continue striving for progress and doing the work necessary to support the health, dignity, and safety of every person in San Juan County.

Connection Success – Meeting Clients Where They Are

One of the clearest indicators of the Navigation Center's impact is our ability to connect individuals to the services they need effectively. Approximately 95% of clients who complete the intake process are successfully connected to services based on their individual needs, with many receiving those services on the same day.

This immediate response helps reduce barriers to care and shows our clients that support is available when they are ready. Of those connected, about 55% follow through and actively engage with the assistance offered whether that be behavioral health support, housing, transportation, or other basic needs.

For the remaining 5% of cases, services may not be available due to resource limitations or the individual's readiness to move forward. However, we continue to offer open-door support for whenever they are ready.

What is especially encouraging is that 65% of our clients return to the Navigation Center for additional services, even after their initial cases have been closed. This demonstrates trust in our team and the value clients place on the care and support they receive. Our goal isn't just to provide a one-time solution it's to walk alongside people through each step of their journey toward stability and self-sufficiency.

Behavioral Health Deputy – A Trusted Bridge Between Crisis and Care

The introduction of the Behavioral Health Deputy role has been a major success and a key part of improving crisis response in San Juan County. This role has strengthened the collaboration between law enforcement and local service providers, ensuring that individuals experiencing behavioral health crises are met with compassion, de-escalation, and timely connection to care.

Rather than relying solely on traditional enforcement, this partnership promotes a coordinated and supportive response that prioritizes stabilization over criminalization. The deputy works closely with individuals in crisis, helping guide them toward the services and resources they need. The result of this is often avoiding the need for incarceration or emergency room visits.

A primary goal of this initiative is to reduce repeat calls for service by encouraging individuals to reconnect with their existing support systems. Over time, this approach helps build trust between the community and law enforcement, creating a safer and more informed path toward recovery.

When appropriate, the Behavioral Health Deputy offers alternative interventions in place of criminal charges, providing individuals an opportunity for accountability and healing, rather than punishment. This model has not only enhanced public safety but has also improved access to meaningful care for those most in need.

Success Mentor – Expanding Support Through Long-Term Care Coordination

To strengthen our support for individuals who require more consistent and hands-on assistance, the Navigation Center has introduced a newly established position "Success Mentor". This role was created to provide targeted, long-term case support, especially for clients who struggle to manage essential tasks independently and often rely on others for transportation, documentation, or service access.

With the implementation of this role since June of 2025, our Success Mentor now works closely alongside our Peer Navigators, providing the extra support needed. The mentor helps manage follow-ups, maintains continuity of care, and offers personalized guidance to clients who need more intensive navigation and life management support.

This position was developed not only to benefit our clients but also to relieve pressure on Peer Navigators, allowing them to remain effective in their broader outreach and service coordination

responsibilities. Since the role was implemented, we have also launched Walk-In Wednesdays a weekly initiative that provides immediate support to clients. By adding this layer of focused care, our team can provide deeper, more sustainable assistance to individuals with the greatest needs.

The creation of the Success Mentor position was made possible through generous grant funding from the Anchorum Health Foundation, which recognized the need for enhanced case management and wraparound support.

Staff Sustainability – Building a Strong and Resilient Team

In previous years, maintaining consistent staffing levels at the Navigation Center posed a significant challenge. However, we are proud to report that in Fiscal Year 2025, the Navigation Center has been fully staffed, marking a major success in our program's development and stability.

From the hiring of a new Community Health and Social Services Director to the onboarding of one intern supporting administrative operations, we have built a dedicated and well-rounded team. This stability has allowed us to better manage our growing workload, improve service delivery, and respond more effectively to the challenges that arise in daily operations.

What sets this team apart is not only the professional skills each member brings, but also the strong workplace relationships we have cultivated. Through collaboration, adaptability, and shared responsibility, staff members support one another and consistently rise to meet new obstacles with a unified mindset. Great leadership, peer encouragement, and a shared vision for growth and impact continue to shape the culture at the Navigation Center.

In addition, our Peer Navigators and staff members have shown a remarkable commitment to professional development and continuing education. Team members have actively:

- Maintained required certifications
- Completed continuing education units (CEUs)
- Pursued higher education goals, all while working full time

This dedication speaks greatly about their ambition to grow and their deep care for the community they serve. The culture of learning, support, and shared purpose within the Navigation Center is not only sustaining our workforce it's empowering them to lead with heart and deliver services with excellence.

D. Challenges

d.1 Business perspective

Navigating Safety and Accountability in a Shared Business Space

While our mission remains centered on compassion and support, operating a public-facing service center like the Navigation Center comes with its share of challenges, especially when serving individuals in crisis.

From a business and operational perspective, maintaining a safe and respectful environment for both clients and staff has, at times, been difficult. Over the past year, we have encountered a few serious behavioral incidents involving former clients whose actions created safety concerns for the Navigation Center and our partner organization, Presbyterian Medical Services (PMS)**.**

- In one instance, a former client was caught on camera stealing equipment directly from our lobby.
- Another individual made verbal threats to staff, which created an unsafe and disruptive environment for both clients and employees.
- A third individual entered the PMS front desk area and discharged a fire extinguisher, causing alarm and property disruption.

Due to these incidents, appropriate measures were taken, including issuing formal trespasses to ensure the safety of both PMS and Navigation Center personnel. Each incident was documented and reported in accordance with protocol.

With the collaboration of PMS leadership, we develop and implement a clear safety process to protect staff and clients across both agencies. These experiences have highlighted the importance of having crisis response and de-escalation protocols in place, as well as open communication between partner organizations sharing a facility.

While difficult, these challenges have reinforced our commitment to maintaining a safe, respectful, and trauma-informed space where clients can seek help and where staff can continue doing their work with confidence and security.

d.2 Resources for families in Need

Housing for Low Income Families

Many clients face significant barriers to stable housing due to limited availability, poor credit history, insufficient income, criminal records, recent relocation from nearby reservations, or lack of family support. As a result, some end up living on the streets of San Juan County but regardless this issue we have helped 397 families with housing/rental assistance through various programs.

Transportation Services

San Juan County's limited bus routes create significant transportation barriers for individuals without personal vehicles, impacting their ability to maintain employment, attend appointments, meet legal obligations, or access family resources. The Navigation Center supports active clients by providing daily and monthly bus passes for both in-city and out-of-city travel. On average, 73 monthly passes were issued, and a total of 1,187 individual bus passes were distributed throughout the year and addition to this, we have been able to provide bus passes to other agencies we work collaboratively.

Public Assistance Dependency to Survive

Many of our clients depend on government assistance to cover basic living expenses. Some have been out of the workforce for decades and struggle to meet daily needs when public funding for housing or other support is reduced or discontinued.

Relapse from Alcohol or Drug Use

Relapse from alcohol or drug use remains a challenge for individuals in recovery. Many who have previously achieved sobriety struggle to maintain it while facing barriers such as unemployment, legal obligations, and lack of stable sober living environments. The cycle of relapse is often worsened by limited ongoing support, as case management and resources are not always consistent or long-term. Even when individuals appear to be doing well, returning to environments where substance use is normalized often among family or friends can lead to setbacks.

Limited Financial Assistance for Elderly Clients No Longer in the Workforce

One of the most difficult and heartbreaking challenges we face when serving clients at the Navigation Center is the lack of sufficient financial assistance for elderly individuals**,** particularly those who are no longer able to work due to age or physical limitations**.**

We frequently see individuals over the age of 65 who rely solely on Social Security Supplemental Income (SSI)**.** While most are enrolled in Medicare**,** this coverage only pays for 80% of medical expenses**,** leaving the remaining 20% as an out-of-pocket cost**.** Unfortunately, many of these individuals do not qualify for Medicaid because their income though minimal is just slightly over the eligibility threshold.

This places them in an incredibly difficult position where they are often forced to choose between their essential needs such as rent, food, or healthcare. We have seen clients make the heartbreaking decision to go without needed medical care because they cannot afford the cost, and they have no way to supplement their income.

Most of these individuals can no longer physically perform any type of work**,** and many live without any family or community support. Too often, we see them eventually end up homeless, relying on emergency rooms as their only form of healthcare access a system that is not built for ongoing support or preventive care.

This is a growing issue in our county that we cannot ignore. It speaks to the need for expanded resources for elderly individuals who fall through the cracks of current assistance programs, and whose well-being and dignity are at risk.

E. Obstacles

Communication and Reporting Consistency with Healthcare Authority Representatives

One of the ongoing challenges we have faced at the Navigation Center has been maintaining consistent communication with representatives from the BHIZ grant program. Throughout the grant period, we experienced frequent changes in leadership and point-of-contact personnel, making it difficult to build stable working relationships or fully understand evolving expectations.

While the meetings we participated in were helpful, the lack of continuity in communication created confusion and stress, particularly around what was being asked of our department. A significant matter stemmed from the mismatch between our financial reporting timeline and the deadlines executed for grant-related reporting. Since our budget and expenditures are managed through San Juan County's financial system and tied to project strings, we were often asked to submit financial reports for timeframes in which expenses had not yet occurred or been processed.

This pressure became particularly challenging when we were asked to project and allocate expenses in advance, including for contracted services such as Cenikor, which had an established budget allowance within a specific timeframe. We frequently had to reach out to confirm whether contracted partners would fully use their allocations, creating added strain for our administrative team.

With this request we were required to submit reports in April and May that reflected projected expenses for June, despite not having actual expenditures to report at that time. As a result, a significant portion of unspent funds appeared unused, and the state retracted those funds from the BHIZ grant, limiting our ability to use those resources for final-quarter needs.

This experience highlighted the importance of clear, consistent, and timely communication between funding authorities and program teams, especially when dealing with complex county-level budgeting processes. Moving forward, we hope to establish stronger coordination and more flexible reporting practices that reflect the realities of financial management in a government setting.

F. Quality Measures

***Success Story**:*

Housing Stability and Family Reunification

One of our clients came to the Navigation Center while living in a highly unstable and emotionally harmful environment with her child's father and his mother. In addition to the psychological distress, she was also being financially exploited by members of the household.

Despite these significant challenges, she took proactive steps to improve her situation. She applied for rental assistance and made efforts to catch up on overdue rent. However, her circumstances worsened when the landlord misappropriated those rental assistance funds for personal use and later attempted to evict her, putting her and her child at risk of homelessness.

With support from the Navigation Center, the client was able to advocate for herself, exit the toxic living arrangement, and ultimately secure stable housing. Throughout this transition, our Peer Navigator worked closely with her, helping her access necessary resources, guiding her through service coordination, and supporting her in becoming the primary caregiver for her son, who has Stage 3 Autism.

Thanks to her resilience and dedication, she has now established a safe and stable home for herself and her two sons. Her success story reflects the power of perseverance, advocacy, and the vital role of community-based support systems in helping clients achieve long-term independence and stability.

The following quality measures reflect the agency's effectiveness, reach, and growing role as a central hub for behavioral health and support services in San Juan County:

Program Engagement and Service Impact

- 95% of clients were connected to services upon intake
- 65% of clients returned for additional services after their initial visit
- 399 individuals received a single service connection
- 231 individuals were connected to two or more services during their visit
- 446 clients received intensive care coordination, involving multiple providers across San Juan County
- An average of 4 clients per week received same-day support during Walk-In Wednesdays

Partnership and Collaboration

- 145 meetings were held to strengthen relationships with local partners and improve collaboration

Equity and Community Reach

- 51% of clients served identified as Native American
- 8% of clients resided within the Navajo Nation
- 12% of clients reported having no medical insurance at the time of service

Services Successfully provided by Behavior Health Deputy Smith

- 117 cases involving unusual behavior
- 94 involving physical threats to self or others

- 69 for attempted physical harm
- 67 referred to the Crisis Triage Center

Safety and Risk Management taken in place

- Documented security incidents and corrective action taken
- Collaborative protocol development with PMS for building safety

Innovation and Program Growth

- Launch of Crisis Triage Center initiative and funding allocated
- New service location established at PMS through collaborative partnership, provided at no cost to the program
- Implementation of Success Mentor
- Internal housing partnership with PATH shelter
- Collaboration efforts for eviction prevention program through Presbyterian Medical Center PMS and New Mexico Coordinated to End Homelessness NMCEH

G. Sustainable Plans:

To strengthen the financial sustainability of our program, we are currently revisiting a Medicaid feasibility study conducted in prior years. This review will help determine whether Medicaid billing can become a viable funding stream to support core services in the future.

In addition, we are actively exploring new grant opportunities at the state, federal, and private foundation levels. These efforts are part of our ongoing commitment to diversify funding sources and reduce reliance on a single grant, ensuring that we can continue delivering services to the community without interruption.

H. Navigation Center Staff and Job Tittles

Staff Members	**Job Tittle**
Megan Cullip	Community Health & Social Services Director
Bianca Thompson	Community Health & Social Services Supervisor
David Smith	Sheriff Officer Behavioral Health Deputy
Wendy Gouge	Office Assistance III
Natasha Giroux	Peer Navigator II
Joleen Monaghan	Peer Navigator I
Logan Yazzie	Intern
Jennifer Johnson	Success Mentor as of 06/02/2025

Navigation Center Vision

Our primary goal is to serve the San Juan County community residents by addressing critical gaps in behavioral health, mental health, substance use disorders, and suicide prevention. We strive to create a welcoming and supportive environment where every individual feels safe asking for help, exploring options, and understanding they are not alone.

Through strong partnerships, dedicated staff, and community trust, the Navigation Center continues to grow as a vital access point for services connecting thousands of individuals to resources that promote recovery, stability, and hope.

Looking ahead, we are proud to share the upcoming launch of the Crisis Triage Center, a major initiative supported by the BHIZ grant and made possible through collaboration with San Juan County leadership and community partners. This facility will directly address the urgent need for a safe, specialized alternative to jail or emergency rooms for individuals experiencing behavioral health crises.

With this addition and with all the success stories, data, and system improvements already in motion we are moving toward a stronger, more connected future for San Juan County. Our vision remains clear as to be a trusted and compassionate resource that provides encouragement, guidance, and a pathway toward healing and long-term self-sufficiency.