Northwest New Mexico Council of Governments
Quarterly Report (July 01, 2026-September, 2026)

Client Services Overview

Question: We would ask for a short narrative report that explains the results of the quarter based on your program's evaluation plan, including highlights, major issues, and proposed resolution of issues. Second, would be your logic model and the data for each metrics that is available and reportable for the period of performance.

Inputs

Early Access Grant Funding

The Early Access Grant has been provided by the Northwest New Mexico Council of Governments for Region 11 which includes San Juan County Navigation Center to fund operations to continue a centralized access point for individuals seeking supportive services. Reporting will be made to display performance metrics based on the Navigation Center's logic model to Health Care Authority and Legislative Finance Committee for evaluation.

CPSW

The Navigation Center currently employs one Certified Peer Support Worker (CPSW), licensed through the New Mexico Credentialing Board for Behavioral Health Professionals.

Behavioral Health Deputy

Deputy David Smith creates a pathway for behavioral health through law enforcement by having a total of 83 referrals from San Juan County Sheriff's Office. 34 of contacted individuals were eligible for substance use and behavioral health treatment and 22 were connected to appropriate

providers. Deputy Smith was able to collaborate with the court systems, other local law enforcement, and create 4 diversions from jail to supportive services.

CRAFT Provider

We currently hold partnership with Presbyterian Medical Services as a CRAFT provider to provide supportive services to the loved ones of those struggling with addiction. The current report is pending and will be included in the second quarter report.

PlanStreet Software

The Navigation Center utilizes PlanStreet software as a case management tool to support the intake process and continual work with clients. The system allows staff to create case notes and upload documentation relevant to their case to provide a centralized record of services and interactions.

Community Partners

We currently have established community partnership with Presbyterian Medical Services for mental, behavioral, and medical care to help create a smooth transition and pathway for our clientele. We work with local shelters such as the Expansion Overnight shelter for immediate safety and shelter for the night while meeting regularly with a longer-term stay with People Assisting the Homeless (PATH) for individuals and families.

We also have a contract with ATB (Action, Thought, Behavior), a local therapy group that provides services to uninsured youth and adults.

Hospitals

The Navigation Center collaborates with San Juan Regional Medical Center to strengthen the status of behavioral health initiatives for an underserved population through identifying gaps in

care and promote continuity of care. Our director sits on the board of directors for San Juan Regional Medical Center, providing insight and input into community health needs.

Tribal Partners

We have created a partnership with a local non-profit Tribal Agency in Shiprock, New Mexico to expand services due to barriers of personal and public transportation. The Navigation Center completed outreach in the community to enroll clients into Medicaid and have been contacted to assist individuals obtain rental assistance and their vital documentation. Plans are currently underway to create a reoccurring mobile station to continuously reach out to expand clientele.

County Agencies

Partnerships are established through other County departments to help serve individuals. We operate through partnerships with the Adult Detention Center, Alternative Sentencing Division which includes DWI treatment, AXIS treatment, Re-entry Supportive Services and Compliance. Working collaboratively has created a streamline for improved communication to coordinate services.

Activities

Intake & Assessments

Our agency prioritizes accessibility through multiple pathways of service readiness. Over the course of our quarter, we were able to assist with 293 walk-ins, 253 appointments, 84 types of contact over the phone, and 23 emails. Having options for our clients to obtain access services in a manner that can help with individual needs and circumstances.

Navigation and Case Management

The Navigation Center offers comprehensive case management and service coordination to assist individuals and families in identifying barriers and immediate needs. We work through a client-

centered approach to help set goals, explore employment options, assist in transportation, behavioral health, mental health, assist in finding a medical provider, and more. Staff works with a broad range of needs that require advocacy that is tailored to each client rather than relying on a one-step approach to help guide individuals to appropriate services. The services are not limited to one specific need, but in most cases, many are needed.

Referral Coordination

- 34% Agency Referrals
- 34% Family and Friends
- 16% No Response
- 7% Website
- 3% Church
- 2% Law Enforcement
- 1% Radio
- 2% TV/Ads

Peer Support

The Navigation Center currently has one full-time Peer Navigator and one part-time contracted Success Mentor to assist clients with encouragement, understanding and guidance with individuals with shared and lived experiences. Having a relatable approach can strengthen trust in individuals and families to provide a reliable source of encouragement while working on their goals.

Crisis Stabilization

The Navigation Center received 7 mental health crisis calls and 5 in-person visits, all of which were connected to the Mobile Crisis Unit or Counselor from Presbyterian Medical Services.

Family Support

The Navigation Center continues to strengthen its support for families through collaboration with local public schools and the McKinney-Vento program. Partnerships with Childhaven further support efforts to address the immediate needs of children through emergency shelter, trauma-informed care, and advocacy. The Navigation Center also promotes community-focused initiatives by participating in Children's Roadmap sessions and advocating for resources that support children and families.

Outreach

Outreach activities this quarter engaged a diverse range of populations and community partners, including tribal organizations, student populations, and public community events. These efforts focused on increasing awareness of available services, strengthening community connections, and improving access to resources for underserved populations.

Outputs

Individuals Served

Our populations served included 51% Native American, 33% White/Caucasian, 11% Hispanic, and 2% African American. There was a 2% group of individuals that selected the option, Declined to Answer.

We served 53% females, 36% male, 9% with a classification of either unknown, and 2% transgender. Overall, the data reflects the Navigation Center's range of multiple ethnic groups and gender identities.

Client Encounters

- 281 Cases Created
- 162 Active Cases
- 766 Case Notes Completed
- 266 Cases Activity Cards Completed

Referrals Completed

We don't currently have the means to extract the data for this quarter but are currently working with our software, PlanStreet, to create a referral system to capture the data. Much of the work involved with clients entails multiple connections and points of contact. Many clients are reoccurring.

Service Connections

The Navigation Center's Client data demonstrates the continued need for accessible, coordinated support. Of the clients served, 46% requested assistance with basic services, including vital documentation, employment, transportation, food, hygiene, and clothing. Housing-related assistance accounted for 43% of client needs. An additional 6% of clients requested mental health services, 4% required assistance accessing medical care, and 1% sought behavioral health-related services. These needs reinforce the importance of continued outreach, resource education, and coordinated referrals to help individuals connect with appropriate supports.

Coordination Meetings

Director, Megan Cullip, MPH, created opportunities to work with community partners to share information, updates, address barriers and identify opportunities by actively participating in agency gatherings, conferences, case coordination meetings, and summits.

Short-Term Outcomes (0-12 Months)

Increased awareness of resources

The Navigation Center began implementing classes around general life-skills to assist clients for continued learning, continued compliance for probation requirements, and to promote self-sufficiency. We have a goal to create independence and stability by developing skills to support individuals long-term. Thus far, we have partnered with Farmington Public Library, 100% San Juan Initiative, ECHO, and the Navigation Center staff. These classes occur weekly and have, thus far, covered library services, healthy eating, job training, crisis management, and psychoeducation.

Increased access to care

The Navigation Center has successfully collaborated with Adult Protective Services, Home Health and long-term care agencies, local hospitals, local providers, reentry support services, and treatment facilities. Most of these cases were complex and involved advocacy and enhanced coordination.

Reduce Barriers

The Navigation Center, in collaboration with Tres Rios Habitat for Humanity and the 100% San Juan Initiative, successfully hosted a Housing Summit. This summit brought together stakeholders in affordable housing and multiple organizations. There were 111 active participants that day. Housing remains a substantial barrier to individual and community well-being. We are pursuing follow-up steps and strategies.