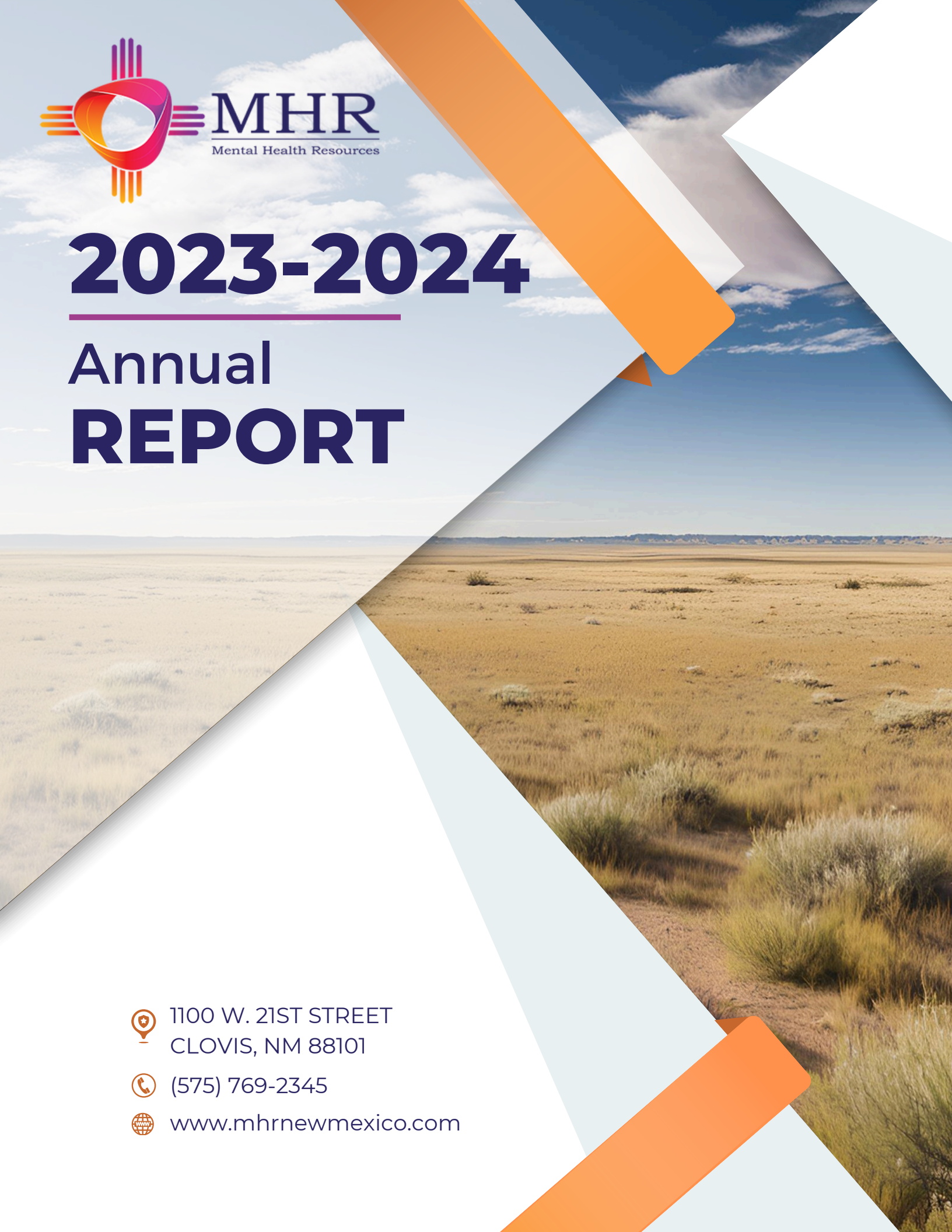
MHR
Mental Health Resources

2023-2024

Annual REPORT



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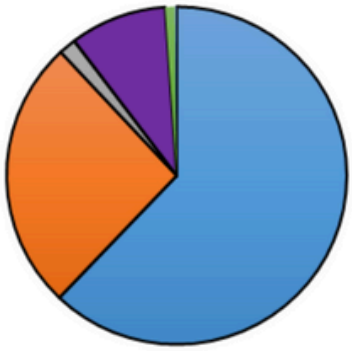
SERVICE DELIVERY

Demographics

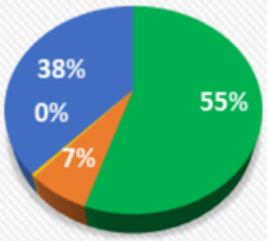
Total Clients Served: 2936
Current Clients: 1599
Homeless: 49
Veterans: 58

Total Clients by County



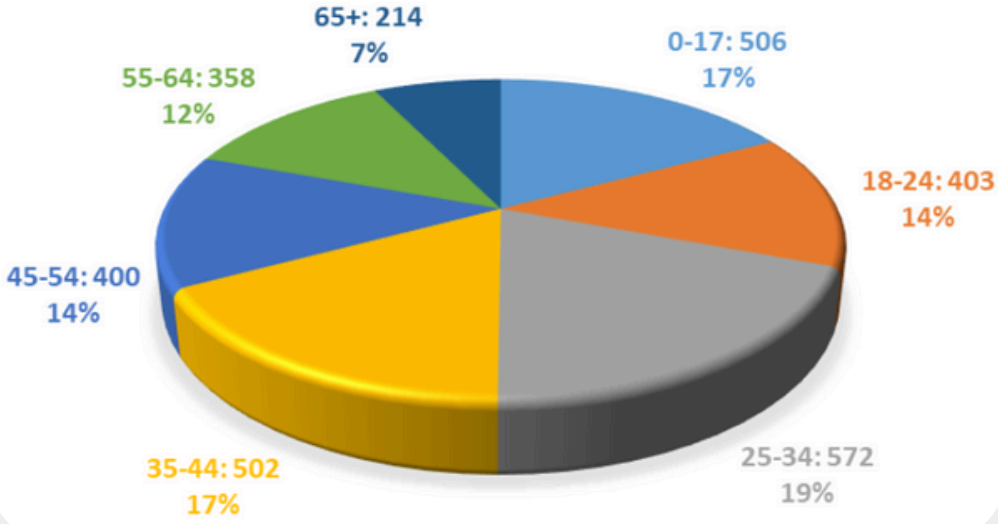
- Curry: 1836- 62%
- Roosevelt: 766- 26%
- De Baca: 48- 2%
- Harding: 1- 0%
- Quay : 272- 9%
- Other: 27- 1%
- Unknown: 5- 0%

Race Percentage of Clients served



- White: 1626- 55%
- Black or African American: 192- 7%
- Asian: 2- 0%
- American Indian or Alaskan Native: 12- 0%
- Unknown/Other/mixed: 1120- 38%

AGE OF CLIENTS SERVED



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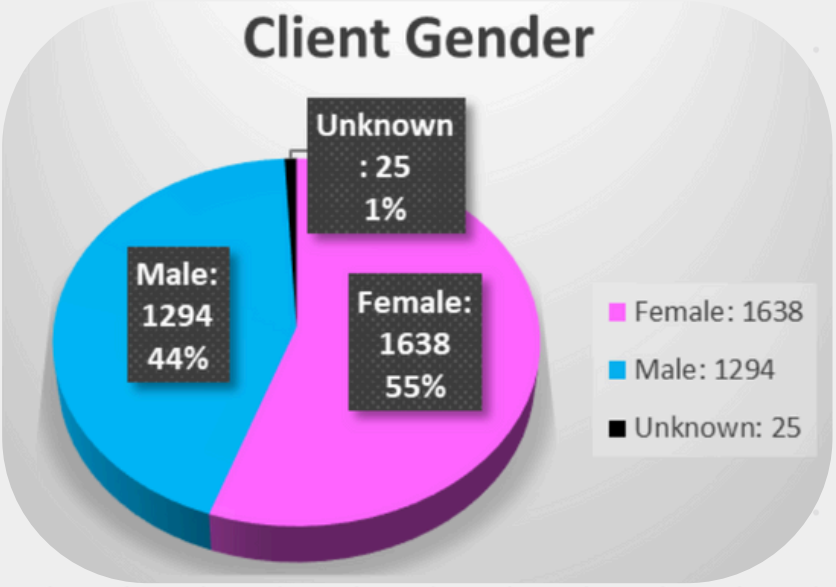
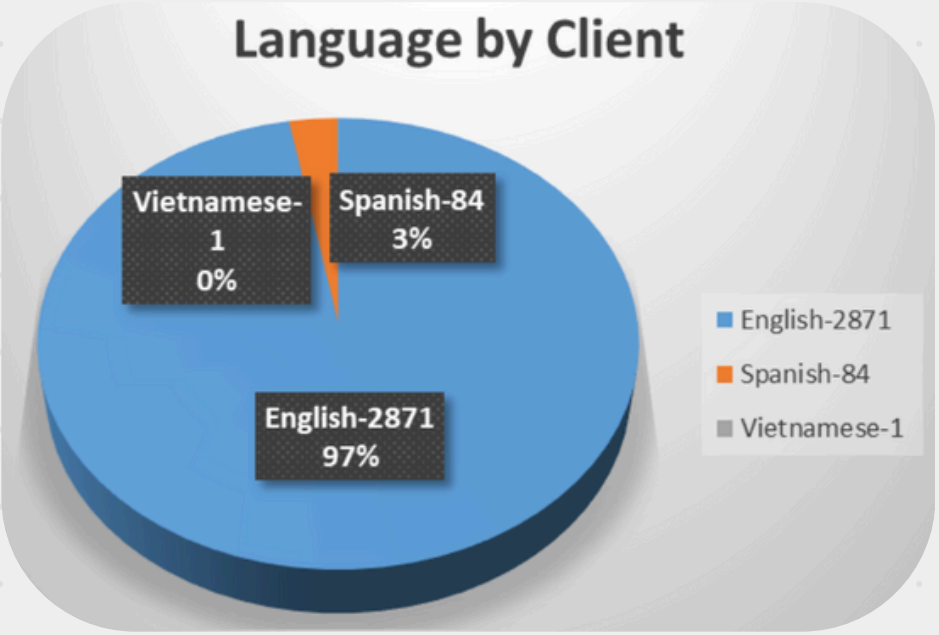
Demographics

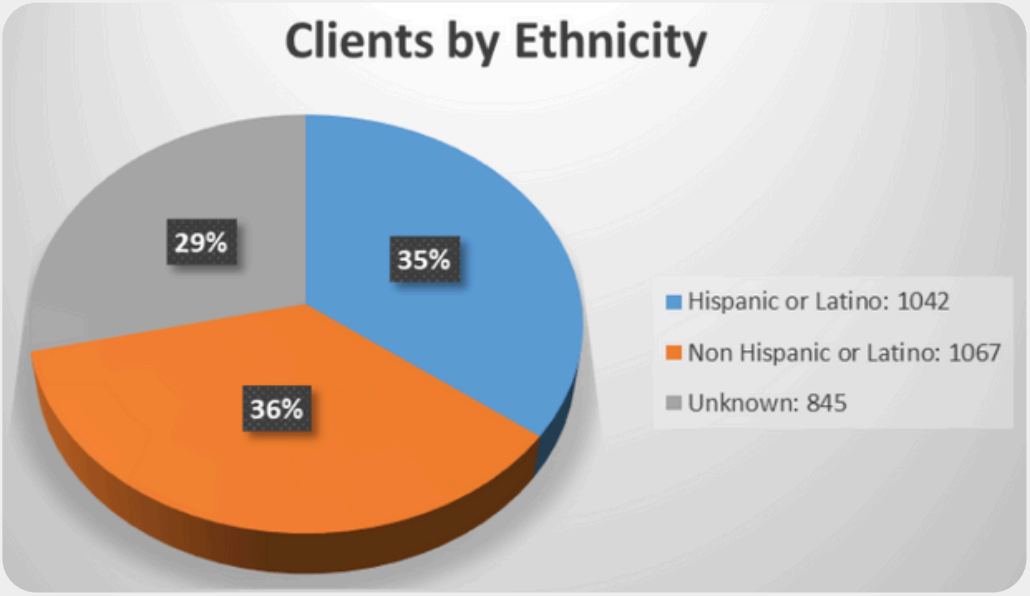
Client Gender



Language by Client



Clients by Ethnicity



Clients Served by Program

Program	Total Active as of 6/30/24	Total Served	Total Referrals	Total New Admissions	Total Discharges	Successful Discharges	Unsuccessful Discharges
Outpatient Counseling	1051	2834	unknown	1458	1481	unknown	unknown
Psychiatric	731	1167	unknown	379	470	unknown	unknown
Nursing	679	1139	unknown	369	460	unknown	unknown
CCSS	136	370	152	167	191	unknown	unknown
PSR	50	71	39	21	19	unknown	unknown
IOP	21	58	65	58	20	7	13
MAT	147	273	unknown	173	116	unknown	unknown
CLNM	486	762	261	64	278	unknown	unknown
WRAP	30	70	unknown	33	38	unknown	unknown
MST	9	27	unknown	22	26	23	3
Peer Support	101	186	75	98	86	unknown	unknown
CCP	13	29	unknown	unknown	unknown	unknown	unknown

Observations and Future Plans

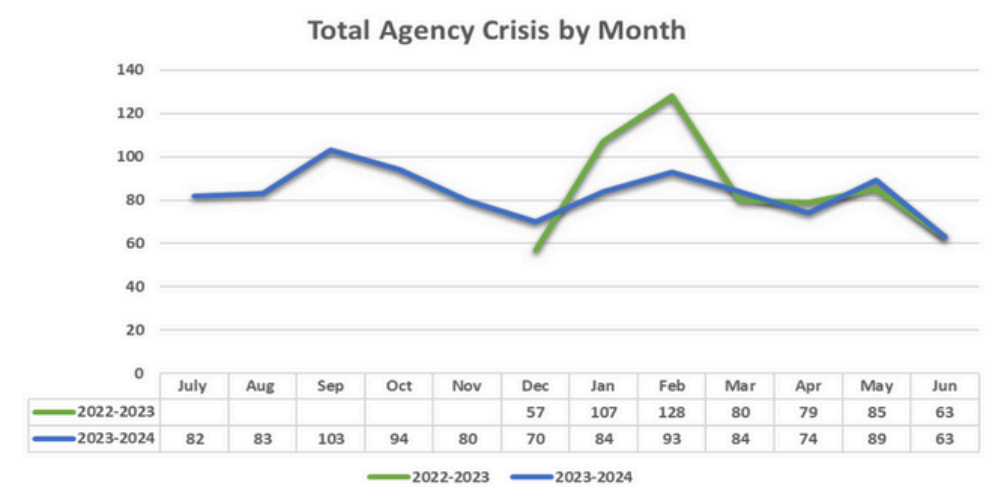
In reviewing our outpatient services, we identified the need to distinguish between clients seen only in the ER and those who were active MHR clients. Currently, these numbers are combined. We also plan to improve the consistency of discharge data across all programs, ensuring each program utilizes the same definitions and provides a discharge summary. The Quality Improvement (QI) Department will work to streamline these processes and create annual reports for each program to ensure clear and accurate reporting.

We aim to develop a consistent tracking system for housing services to monitor how many individuals are referred to housing programs that successfully secure housing. Additionally, we will improve the tracking of group participation and explore features in our Electronic Health Records (EHR) system to capture this data more effectively.

Crisis Information

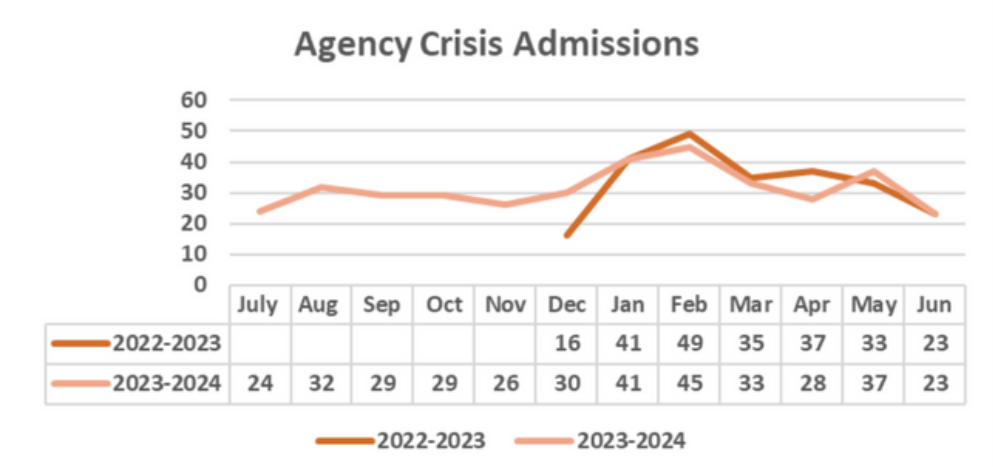
Fiscal Year 2023-2024

Total Agency Crisis: 999



	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022-2023						57	107	128	80	79	85	63
2023-2024	82	83	103	94	80	70	84	93	84	74	89	63

Total Agency Crisis Admissions: 377



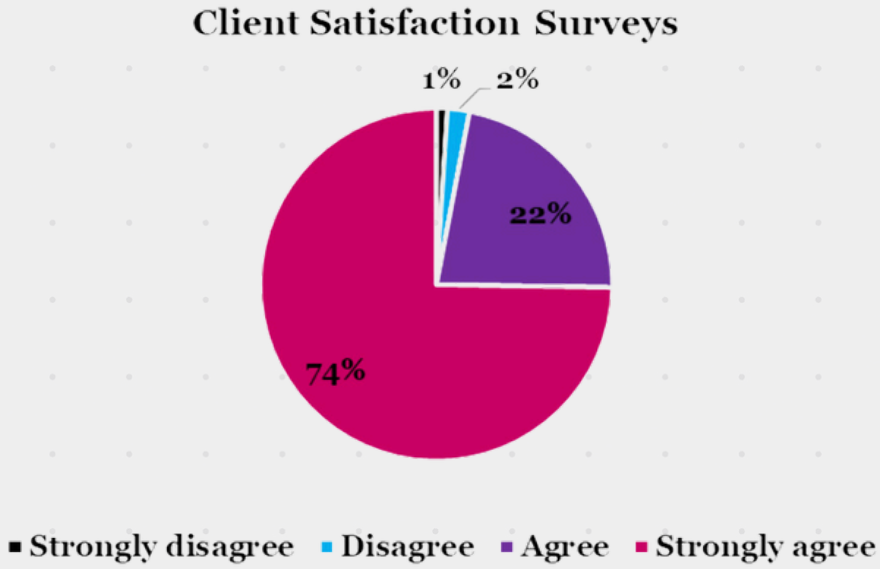
	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022-2023						16	41	49	35	37	33	23
2023-2024	24	32	29	29	26	30	41	45	33	28	37	23

Total Agency Crisis Releases: 622

	July	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
2022-2023						41	66	79	45	42	52	40
2023-2024	58	51	74	65	54	40	43	48	51	46	52	40

Feedback from Persons Served

Surveys were given to clients in October 2023, with 261 surveys given and received.



Observations and Future Plans

Overall, feedback from our recent survey was very positive, with several staff members receiving special recognition. One area of concern highlighted was the open access scheduling system, with clients noting difficulties in securing appointments with therapists. Spanish versions of the survey were provided for our Spanish-speaking clients, ensuring inclusivity.

We have integrated the survey into our Electronic Health Records (EHR) system, although they are currently completed on paper and manually entered into our system. Looking ahead, MHR is implementing a client portal, with the goal of enabling clients to access and complete future satisfaction surveys online through the portal.

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BUSINESS FUNCTION

Projects

Data Project

- MHR continues to work on the NM Data Project, tracking certain data to report to the state to help gather information about treatment effectiveness and to be used in a statewide Health Information Exchange (HIE). We have continued participating in this program and have streamlined much of the process to function smoothly.

CARF

- MHR continues to maintain its CARF Accreditation. We will have our next Survey in Summer 2025.

Certified Community Behavioral Health Clinic (CCBHC)

- MHR became Provisionally Licensed as a CCBHC earlier in 2024. MHR is currently working with the state of New Mexico to determine which changes need to be made within the organization and can begin to plan how we will make those changes. The goal to have this implemented is January 2026.

Grants

Walmart Community Grants (Portales)
PRMC and RGH 988 Alternative Crisis Triage Center
Funds from BHSD for Being a Local Lead Agency
Funds from BHSD for Move-in Assistance and Eviction Prevention (MIA-EPS)
Funds from BHSD for Linkage Support Services
Funds from BHSD for Fresh Start Rental Assistance
Funds from BHSD for Crisis Response
Funds from BHSD for SAPT Block Grant
Funds from HSD for the Rural Health Care Delivery Fund (RHCDF)
Lineberry Foundation
NMSU Center of Innovation: From Learning to Practice Grant

Human Resources

Staff Numbers by Program

Administrative (includes QI, CEO, COO, IT, Billing, HR, Grant/Policy, Payroll, EHR Trainer, and Med Records): 17	Custodial: 3
CareLink: 23	Housing: 1
CCSS: 5	Peer Supports: 5
Outpatient: 14	Prescribers: 4
WRAP: 10	IOP: 1
MAT: 1	MST: 3
PSR: 7	Nurses: 3
Support Staff: 10	**Total Staff:** 105

Spanish-Speaking Staff by Site

Clovis: 5

Portales: 4

Tucumcari: 0