

NM CARA PLAN OF CARE

Supportive Services Descriptions



The NM CARA Plan of Care assists families to access supportive services and resources during pregnancy or following the birth of an infant when there has been substance exposure prenatally

For more information, please email the CARA Program at CARA.CYFD@state.nm.us
Or view the CARA webpages at sharenm.org/CARA

October 2022

Table of Contents

Care Coordination	3
Tribal Family Services.....	5
New Mexico Financial Assistance Programs	6
Community Resources for Food Assistance	8
Prenatal Care Resources	9
Programs for Parents of Newborns, Infants & Toddlers	11
Fathers/Partners of Expecting People.....	16
Kinship Guardianship Supportive Services	16
Behavioral Health and Substance Use Treatment & Recovery Services.....	17
Returning Citizens Resources	21
Frequently Asked Questions	22
APPENDICES	24

Care Coordination

Care Coordination is a service provided by many health insurance companies to assist families to access health care and other services that can help a family to thrive. Good health relies on many factors. In addition to health care services, a Care Coordinator can assist families to find resources for transportation, housing, nutrition programs, childcare, and other services.

Your Care Coordinator is a partner in your health care who can also assist when you have questions, concerns, or problems with the health care that you, or members of your family, are receiving. A Care Coordinator will offer resources and referrals to programs and providers that respect your family’s needs, priorities, and values.

Care Coordination During Pregnancy

Medicaid Managed Care Organization (MCO): If you are enrolled with a New Mexico Medicaid MCO during your pregnancy, an insurance Care Coordinator from your MCO can provide support to you during the pregnancy and after you give birth. Your Care Coordinator can explain your insurance benefits during pregnancy and the post-partum period. They can help link you to prenatal healthcare providers, and programs such as prenatal home visiting, in the community where you live. Your Care Coordinator can also help you find health care providers with specialized knowledge of substance use management and harm reduction during pregnancy.

Private Health Insurance: If you have private insurance, you may be able to receive Care Coordination from your insurance provider if available or by referral to a community program. Contact your private insurer’s Member Services to find out what benefits are available to you during pregnancy.

Uninsured: To find out if you are eligible for New Mexico Medicaid during your pregnancy you can use the online resource of the NM Human Services Department <https://www.yes.state.nm.us/yesnm/home/index> or call HSD at [1-800-283-4465](tel:1-800-283-4465).

Families First: If you are Medicaid-eligible during your pregnancy, you can receive case management services through the “Families First” Program of the NM Early Childhood Education & Care Department (NM ECECD). A Nurse Care Coordinator will support you and your family to achieve healthy outcomes during pregnancy and throughout the first three years of your baby’s life. Learn more about Families First at the ECECD website: <https://www.nmeccd.org/information-for-parents/> Or call 1-877-842-4152.

Care Coordination for Newborns, Infants and Toddlers

Medicaid Managed Care Organization (MCO): If you are enrolled with a New Mexico Medicaid MCO during your pregnancy, your newborn will be insured under your plan for 30 days while you complete your infant’s enrollment with the MCO of your choice. Many hospitals have staff who can assist with the Medicaid enrollment of eligible newborns. Your infant’s Medicaid MCO provider will offer Care Coordination for your baby. Your baby’s Care Coordinator can assist with health care needs including well-child check-ups and specialty medical care. They can support referrals to services such as early intervention, home visiting, and infant mental health, as well as other needs your baby and family members may have.

For information about whether your child/children are eligible for NM Medicaid, you may use the online resource of the NM Human Services Department <https://www.yes.state.nm.us/yesnm/home/index> or call HSD at [1-800-283-4465](tel:1-800-283-4465).

Families First: Care Coordination services are provided by Families First during pregnancy and up to age three for Medicaid eligible pregnant people and children. Learn more about Families First at the ECECD website: <https://www.nmececd.org/information-for-parents/> Or call 1-877-842-4152.

Children’s Medical Services (CMS) Care Coordination: If you are not enrolled with an MCO, but have New Mexico Medicaid, you can receive Care Coordination for your newborn through the Department of Health Children’s Medical Services. Children’s Medical Services will provide supports and assist with access to healthcare, home services, community services and school services. [Children's Medical Services \(nmhealth.org\)](http://nmhealth.org)

Private Health Insurance: Please contact your private insurer’s Member Services to find out if Care Coordination services are available for your baby.

Uninsured: If you are uninsured at time of delivery, most birthing hospitals will have staff who will assist you to apply for Medicaid for your newborn. A CARA Navigator can also help you connect with resources for care coordination, health care, and other services for which you and your baby may be eligible.

CARA Program Navigators

CARA Navigators: For information on a CARA Plan of Care or for assistance in accessing health care, health insurance or supportive services, please contact a CARA Navigator:

Amanda Veracka, BS, CARA Navigator, at 505-318-7997 or Amanda.veracka@cyfd.nm.gov

Lisa Rohleder, MA, CARA Navigator, at 505-396-0423 or Lisa.rohleder2@cyfd.nm.gov

Susan Merrill, LCSW, NM Department of Health, Children’s Medical Services/CARA Lead & Navigator
505-470-4032 or Susan.merrill@doh.nm.gov

Tribal Family Services

If you are a member of a recognized tribe, pueblo, or nation, Tribal Family Services can support you to access prenatal and post-partum health care, behavioral health counseling, and parenting and early childhood services available in the community.

In New Mexico, Tribal Family Services can also refer you for a CARA Plan of Care and help to ensure that you are able to access services and resources supportive of your beliefs and cultural practices.

New Mexico Financial Assistance Programs

Human Services Department Assistance Programs

Financial Assistance: The Human Services Department (HSD) offers several programs that provide income support, food assistance, and health coverage. Ask your Care Coordinator for help or visit the Human Services Department website to check your eligibility and apply for state funded benefits described here. For additional information <https://www.hsd.state.nm.us/lookingforassistance/apply-for-benefits/>

SSI or SSDI: Parents/Caregivers or your newborn may qualify for Supplemental Security Income (SSI) or Social Security Disability Insurance (SSDI) if they have a documented disability.

Supplemental Nutrition Assistance Program (SNAP): Also known as the Food Stamp Program for low-income families. SNAP benefits are simple to use. If you qualify for this benefit, you will receive a SNAP debit card that you can use to purchase food products at participating grocery stores. Based on your eligibility, an allotted benefit amount will be issued on your SNAP debit card each month.

Temporary Assistance for Needy Families (TANF): TANF can help to supplement a parent’s income. This benefit requires that parents or caregivers go to work or do community service while receiving assistance. They must also meet with a case manager at their local Income Support Division.

[AM I ELIGIBLE? | Family Services of New Mexico \(state.nm.us\)](https://www.state.nm.us/family-services/)

Women, Infants, and Children Program (WIC)

The WIC Program is provided to eligible families by the NM Department of Health. WIC provides nutritious foods and health education for pregnant and nursing individuals, and for the families of newborns and children up to 5 years of age. WIC offers lactation support and/or resources for formula feeding. WIC providers can also connect parents with other community services for their family. Please visit the WIC website listed below if you are interested in eligibility or applying.

Women, Infants, & Children Website: <https://www.nmwic.org/>

Housing Assistance

Housing Assistance: Centennial Managed Care Organizations (Medicaid insurance providers), such as Blue Cross and Blue Shield, Presbyterian, and Western Sky, have a housing assistant who works with families to see if they qualify for housing programs. Housing assistance is also available through various federal Housing and Urban Development (HUD) programs across the state.

HUD https://www.hud.gov/states/new_mexico/renting

[SUPPORTIVE HOUSING, New Mexico \(networkofcare.org\)](https://www.networkofcare.org)

NM Supportive Housing website address <https://newmexico.networkofcare.org/mh/content.aspx?cid=8824>

Utilities

Utilities Assistance: an application for financial assistance with utility bills can be found at <https://www.yes.state.nm.us/yesnm/home/index>

Transportation

Health Care Transportation

Medicaid Managed Care Organization (MCO): All Medicaid recipients enrolled with a Managed Care Organization (BCBS, Presbyterian, Western Sky) can receive assistance with transportation for health-related appointments. This service is for medical appointments, including well-child check-ups and immunizations, Family Infant Toddler (FIT) early intervention services, and includes substance treatment services, such as Medication-Assisted Treatment, for MCO-enrolled Medicaid recipients. Please contact your MCO Care Coordinator, or Member Services, if you need transportation assistance.

Medicaid Members not enrolled with an MCO: please see the appendix of this document (p. 22) for a list of transportation providers, contact information, and counties served.

For non-Medicaid patients, please check with your private health insurance provider or in your local community to see what transportation services are available.

Community Resources for Food Assistance

New Mexico Association of Food Banks: The NM Association of Food Banks provides a directory of member Food Banks, with locations and contact information, and the counties served across New Mexico. New Mexico food banks often have programs for assistance with diapers and diapering supplies and may have food assistance for pets, too.

[New Mexico Association of Food Banks \(nmfoodbanks.org\)](http://nmfoodbanks.org)

Prenatal Care Resources

Prenatal care is the healthcare you receive while pregnant. Regular prenatal care throughout your pregnancy helps to catch potential concerns early and reduces the risk of complications during pregnancy and birth. As soon as you suspect you are pregnant, make an appointment with your primary care doctor, midwife, or obstetrician/gynecologist.

Prenatal Medicaid coverage: To find out if you are eligible for New Mexico Medicaid during your pregnancy you can use the online resource of the NM Human Services Department.

<https://www.yes.state.nm.us/yesnm/home/index> or call HSD at [1-800-283-4465](tel:1-800-283-4465).

Midwives

Midwives are traditional care providers for mothers and infants. Midwives are trained professionals with expertise and skills in supporting women to maintain healthy pregnancies and have optimal births and recoveries during the postpartum period. Midwives provide women with individualized care uniquely suited to their physical, mental, emotional, spiritual, and cultural needs. To find a Midwife in New Mexico:

<https://www.newmexicomidwifery.org/find-a-midwife>

Doulas

A Doula is a person who is trained to provide non-medical support in pregnancy, birth, and postpartum. Doulas provide physical, emotional, and informational support. They are trained in labor support techniques and have knowledge of the labor and birth process, common procedures, as well as infant feeding. They can assist the birthing person's partner, family, or friends to provide support. Evidence has shown that having doula support can lead to shorter labors, fewer interventions, and a more satisfying birth experience. Learn more at the NM Doula Association, <https://nmdoula.org/>

Prenatal Home Visiting

Prenatal home visitors help women to improve their personal health during the prenatal period and learn to care for the child following birth. Visits encourage mothers to maintain good nutrition, provide information regarding danger signs in pregnancy, help the mother prepare for labor and delivery, breastfeeding and other feeding options, and offer information on baby supplies, basic infant care, safe sleep, newborn behaviors, and child development. (See the next page for contact information.)

- **NM Early Childhood Education and Care (ECECD) Home Visiting Programs for New and Expecting Families:** <https://www.nmececd.org/home-visiting>
- **NM Medicaid Home Visiting Program:** If you are an expectant parent enrolled in one of the Managed Care Organizations (MCOs) that administer NM Medicaid, you may be eligible for home visiting services offered through your plan. Contact your Care Coordinator or Member Services for more information. You may also inquire to be enrolled in the Maternal and Infant Health program within your Centennial (Medicaid) Health Insurance Plan.

Prenatal and Postpartum Nutrition

Women, Infants & Children Program (WIC): The WIC Program is provided to eligible families by the NM Department of Health. WIC provides nutritious foods and health education for pregnant and nursing individuals, and for the families of newborns and children up to 5 years of age. WIC offers lactation support and/or resources for formula feeding. WIC providers can also connect parents with other community services for their family. Please visit the WIC website listed below if you are interested in eligibility or applying.

[New Mexico WIC | We strive to keep your family healthy \(nmwic.org\)](http://nmwic.org)

Postpartum Care

The postpartum period, or "Fourth Trimester," begins after the birth of your newborn. The American College of Obstetricians and Gynecologists (ACOG) recommends that postpartum care be an ongoing process. Your obstetrics care provider can help you to plan your postpartum care before the birth of your baby. Postpartum care is important because health complications can occur in the days and weeks after giving birth. These complications may be serious or even life threatening.

ACOG recommends:

- Contact your postpartum health care provider within 3 weeks of giving birth
- Obtain ongoing medical care during the postpartum period as needed
- Have a complete postpartum checkup no later than 12 weeks after giving birth
- Attend your follow-up appointments even if you are feeling well.

Beginning April 1, 2022, NM Medicaid coverage for postpartum individuals has been extended from 60 days to one full year.

Programs for Parents of Newborns, Infants & Toddlers

Newborn/Infant Nutrition

NM Breastfeeding Task Force: The New Mexico Breastfeeding Task Force (NMBTF) promotes breastfeeding and supports mothers, families, and communities by bridging gaps in breastfeeding and ensuring all families have the support they need to reach their breastfeeding goals. A breastfeeding culture includes all forms of feeding human/mother’s milk, including pumping, donor milk feeding, and milk sharing.

NM Breastfeeding Task Force: <https://breastfeedingnm.org/>

La Leche League: La Leche League provides education, information, mother-to-mother support, and encouragement to women who want to breastfeed their new baby. They are located in Albuquerque, Farmington, Los Alamos, Rio Arriba/Espanola, Santa Fe and Taos.

La Lèche League : <http://www.llnm.org/>

Women, Infants & Children (WIC): The WIC Program is provided to eligible families by the NM Department of Health. WIC provides nutritious foods and health education for pregnant and nursing individuals, and for the families of newborns and children up to 5 years of age. WIC offers lactation support and/or resources for formula feeding. WIC providers can also connect parents with other community services for their family. Please visit the WIC website listed below if you are interested in eligibility or applying.

[New Mexico WIC | We strive to keep your family healthy \(nmwic.org\)](http://www.nmwic.org)

Early Intervention NM Family Infant Toddler Program (FIT)

All children grow and develop at their own pace, however, sometimes children have special developmental needs or health concerns that may put them at risk for or cause a developmental delay. **The Family Infant Toddler (FIT) Program** provides early intervention supports and services in every county of New Mexico to the families of babies from **birth to 3 years old** who have a disability, developmental delay, or may be at risk of delay. FIT providers assist parents and caregivers to support their baby’s development with family-centered services tailored to family strengths, needs, values and priorities. All caregivers in NM, regardless of income, insurance or citizenship status, may contact a FIT agency regarding services for an infant/toddler in their care. Services are provided at no cost to families. FIT is a program of the NM Early Childhood Education and Care Department.

To learn more, contact the **FIT Program office 1-866-829-8838** or a FIT provider agency in your community:

NM FIT Program: [FIT Families | Early Childhood Education & Care Department \(nmececd.org\)](http://www.nmececd.org)

Home Visiting

What a child experiences in their first years of life makes a big difference in how their brain will develop and how they will interact with the world as they grow. Home visitors partner with families to promote child development and confident parenting by supporting the family relationships and community supports. Home Visiting is available to NM residents. You do not have to be a US citizen to receive these services. What home visitors do:

- Come to see you in the convenience of your home
- Offer support and listen to you and what you have to say
- Answer questions and share information about prenatal health, newborn care, feeding and lactation, and child development
- Help connect you with resources in your community

NM Early Childhood Education and Care (ECECD) Home Visiting: <https://www.nmececd.org/home-visiting/>

Head Start/Early Head Start

Head Start is a federally funded program that prepares eligible children to succeed in school and beyond. Head Start programs deliver services to children and families in core areas of early learning, health, and family well-being while engaging parents as partners every step of the way. Early Head Start has two options: the home-based program serves children prenatal to 3 and is available for working or non-working families; Early Head Start center-based programs serve children 6 weeks to 3 years old and are designed for working families. For a NM Head Start Program Locator, please see <https://www.nmececd.org/information-for-parents/>

Infant Mental Health (IMH)

IMH services support the parents/caregivers of children (birth to age 5) to understand their child's emotional and social development and support their child's capacity for learning and connection. It includes family-focused education that promotes safe caregiving practices and nurturing relationships. It may address problems of living associated with poverty, discrimination, substance use disorder, and social isolation or displacement. Stressful experiences affect the parent-child relationship, and young children rely on their parents or caregivers to feel safe. Infant mental health can help support families in healing after stressful experiences while respecting family values and cultural traditions.

New Mexico PreK

Prepares three- and four-year-old children for school readiness through funding from the Early Childhood Education and Care Department. There is no cost to families for New Mexico PreK. For additional information, please see <https://www.nmeccd.org/information-for-parents/>

Childcare

The [New Mexico Early Childhood Education & Care Department](#) offers childcare assistance. The childcare assistance program helps parents or legal guardians with childcare expenses. Under temporary regulations effective **August 1, 2021**, the Child Care Assistance Program can subsidize the cost of childcare for families with household incomes up to 400% of the federal poverty level (\$8,833.33/monthly for a family of four). Please review the ECECD website for up-to-date eligibility requirements.

- NM Childcare Assistance information and application: <https://www.nmeccd.org/child-care-assistance/>

Children’s Medical Services (CMS):

Offers care coordination for children (birth to age 21) who have a medical condition like hearing problems, health, or nutrition concerns, or need special pediatric care. The focus of the CMS program is to offer access to specialists through Outreach Clinics held in a local community. CMS is available in every county throughout the state of New Mexico by the Department of Health. Families can receive Children’s Medical Services and use a Care Coordinator together if they choose. CMS offers additional services for those who meet financial and medical eligibility guidelines.

Children’s Medical Services information: <https://www.nmhealth.org/about/phd/fhb/cms/>

Community Based Prevention, Intervention & Reunification Services

A community-based program that offers services to caregivers of children birth to 5 years of age. Families are offered individualized support to help them improve parent-child interaction, healthy child development, and parent or caregivers’ knowledge to meet their children’s developmental needs. Support might include home visits, case management, parenting education and transportation.

Please see the Appendix starting on p. 18 for a list of CBPIR programs statewide and a Referral form.

Family Peer Support Worker (FPSW)

FPSW are parents and primary caregivers who have the “lived experience” of raising a child and navigating child-serving systems such as child protective services, mental health, or early intervention/special education services. To locate a FPSW please see <https://centerofinnovationnm.org/family-peer-support/>

Parent/Caregiver Advocacy and Education Programs

Education for Parents of Indian Children with Special Needs (EPICS): EPICS is a Community Parent Resource Center serving families who have Native American children with disabilities or developmental delays in NM, including those with special healthcare needs. EPICS provides the following services to families and professionals: advocacy; parent-to-parent connections; resource and referral; and educational trainings.

- EPICS training information: <https://www.epicsnm.org>

Navajo Family Voices: This service provides help and support to families on the Navajo Nation. Navajo Family Voices builds partnerships among families, providers, schools, non-profits, and Diné extended families. They have an attorney on staff who can help with legal issues and information.

<https://navajofamilies.org/index.html>

Parents Reaching Out (PRO): Parents Reaching Out provides support, training, and tools for families of and youth with disabilities or complex medical needs. The goal of PRO is to help family members and youth become their own best advocates in the areas of early childhood, education, and healthcare. PRO offers a variety of programs, parenting education, and parent-to-parent support. <https://parentsreachingout.org/>

Car Seat Resources

For car seat distribution, installation/inspection clinics and for additional education about car seat laws and “how-to” videos, please visit SAFER New Mexico Now, <https://www.safernm.org/car-seat-safety/new-mexico-child-safety-seat-distribution-program/>

Safe Sleep Planning for Babies and their Caregivers

Your hospital or birthing center will provide safe sleep education before your newborn is discharged. Home Visiting and Early Intervention (FIT) programs also offer safe sleeping information and can assist your family to create a safe sleep plan at home. Information and videos on safe sleep in English and Spanish can be found at

<https://safetosleep.nichd.nih.gov/resources/other>

For the “**Healthy Native Babies Project**” Safe Sleep brochure please visit:

[https://www.nichd.nih.gov/sites/default/files/2019-04/Safe to Sleep AI AN brochure.pdf](https://www.nichd.nih.gov/sites/default/files/2019-04/Safe%20to%20Sleep%20AI%20AN%20brochure.pdf)

Safe Sleep Materials: NM Early Childhood Education and Care Department (ECECD) provides any NM family who requests it a Safe Sleep Baby Kit. The kit includes a Travel Bassinet, infant clothing, baby board books, and educational materials about Safe Sleep, baby’s development, and other resources available to families of young children. The kit is distributed upon a Family’s request by Home Visiting programs and partner agencies and organizations throughout New Mexico. To find a home visiting or partner agency in your community:

[NewMexicoKids Search \(https://search.newmexicokids.org\)](https://search.newmexicokids.org) or call 1-800-691-9067

UNM Center for Development and Disability (CDD)

The UNM Center for Development and Disability (**UNM CDD**) serves children and adults throughout New Mexico with developmental disabilities. The programs include screening, evaluation, and family education and support. To learn more about UNM CDD Early Childhood Programs, Autism Programs and Evaluation Clinics (feeding, autism spectrum disorder, and Fetal Alcohol Spectrum Disorder/ASD) visit:

<https://unmhealth.org/services/development-disabilities/programs/>

Developmental Disability Services

The Developmental Disabilities Supports Division (DDSD) of the NM Department of Health oversees financial assistance programs to individuals with a developmental or intellectual disability. An infant with a disability or other diagnosis that is expected to affect them throughout childhood into adulthood may be enrolled as early as possible with DDSD Waiver services.

- DDSD website <https://www.nmhealth.org/about/ddsd/>

Fathers/Partners of Expecting People

Supports for Fathers and Partners of Expecting Mothers: Devoted fathers and partners are very good caregivers for their babies and children. And, just like moms, they can benefit from support services. As caregivers, dads and partners can access home visiting services, early intervention programs, and childcare resources, as well as public benefits intended to strengthen families. Dads/Partners can be wonderful caregivers while they are accessing mental health services, substance abuse care and other supports. The CARA program welcomes fathers and other supportive partners to participate in creating a Plan of Care with expecting moms during the prenatal period and/or at the time of the baby's birth.

Fatherhood Programs: Fatherhood programs engage participants in conversations and activities to enhance key life skills and healthy behaviors that can help fathers strengthen relationships in their lives. These programs often offer mentoring and one-on-one support for fathers and may provide case management services and job placement supports. You can search for fatherhood programs in NM on the internet or ask a health care provider, Care Coordinator, or case manager for additional information or referral.

Kinship Guardianship Supportive Services

To learn more about resources, including social supports, financial and legal assistance, available for designated caregivers and kinship guardians of infants and children, please visit the "Kinship Navigation" page of the SHARENM website:

<https://sharenm.org/kinship-navigation>

Behavioral Health and Substance Use Treatment & Recovery Services

To find Substance Treatment and Recovery Services in New Mexico, please visit the following websites

[Get Treatment for Opioid Use Disorder | New Mexico \(doseofreality.com\)](https://www.doseofreality.com)

<https://www.anotherwaynm.org/>

<https://newmexico.networkofcare.org/mh/>

<https://www.psychologytoday.com/us/treatment-rehab/new-mexico>

Inpatient Drug and Alcohol Treatment Centers: Inpatient recovery programs, also known as residential treatment, require patients to check themselves into a controlled environment to treat their addictions. Patients stay at a clinic with 24-hour medical and emotional support. During inpatient treatment, residents can completely focus on getting well and sober without the distractions of everyday life. A typical day in residential treatment is carefully scheduled to support the patient’s wellbeing. Psychologists, counselors, and psychiatrists meet with patients individually and in group settings to assist in guiding patients to recovery. A typical inpatient program runs anywhere from 28 days to six months.

Outpatient Drug and Alcohol Treatment Programs: Outpatient drug rehab is less restrictive than inpatient programs. Outpatient recovery programs usually require 10 to 12 hours a week spent visiting a local treatment or program center. These sessions focus on drug misuse education, individual and group counseling, and teaching addicted or drug dependent people how to cope without their drug of choice. Outpatient drug rehab can be a good standalone option for someone with an addiction, or it can be part of a long-term treatment program. Outpatient drug rehab generally lasts three to six months.

Medical Detox Programs: When the body becomes dependent on a substance, removal of the substance can cause physical, psychological, and behavioral symptoms. Medical detoxification provides a safe environment for withdrawal from drugs or alcohol under medical supervision. If necessary, patients receive medication to relieve some symptoms associated with detox. This can make detox safer and easier to get through than if trying to do it on one’s own.

Transitional Living: Maintaining sobriety for anywhere from a month to six months is an incredible achievement – but the hard work is just getting started at this point. Transitional living arrangements are available after completing a traditional inpatient program. They can be an effective way for recovering substance users to establish the positive lifestyle changes they have made during inpatient treatment, setting themselves up for long-term success.

Behavioral Health and Substance Use Treatment & Recovery Services (Cont.)

Sober Living: Sober living houses (SLHs) are alcohol- and drug-free living environments for individuals attempting to abstain from alcohol and drugs.

Halfway House: A halfway house is a home for people with justice involvement or substance use disorders to learn the necessary skills to re-integrate into society and better support and care for themselves.

Behavioral Health Services

Behavioral health includes mental health and/or substance abuse counseling services. These services are provided by a trained and licensed professional and are offered in a variety of clinics or settings, including telehealth. Co-pays in NM for behavioral health services are waived under Medicaid and some private insurance programs.

- **Behavioral/mental health counseling** can help individuals to address concerns that may include behavioral, emotional, marital, vocational, rehabilitative, educational, or life-stage issues.
- **Substance Abuse Counseling:** mental health providers and counselors who specialize in substance misuse and addiction can assist individuals with harm reduction tools and planning and addressing treatment needs.

Your primary care provider or insurance care coordinator can assist you to find a provider that matches your needs.

Medication-Assisted Treatment (MAT): Medication-Assisted Treatment is the use of medications to treat opioid use disorders (OUD). MAT is often used in combination with counseling and behavioral therapies. It can help some people to sustain long term recovery. The medication options for MAT include Buprenorphine (Subutex or Suboxone) or Methadone. These medications can help lessen physical cravings and withdrawal symptoms from opioid misuse so allow a person to continue with day-to-day activities while seeking care. MAT requires a prescription through a medical provider.

<https://www.samhsa.gov/medication-assisted-treatment/find-treatment>

12-Step Program: Alcoholics Anonymous (AA) and Narcotics Anonymous (NA) are global, community-based programs that were created to help those struggling with problematic drinking or drug use, to maintain sobriety with the support of their peers. Through daily meetings and discussions surrounding addiction, AA and NA gives men and women a place to come together and share their experiences, hope, and wisdom while recovering from alcohol or a substance addiction.

https://www.addictionrecoveryguide.org/resources/state/new_mexico

Behavioral Health and Substance Use Treatment & Recovery Services (Cont.)

Certified Peer Support Workers (CPSW): Peer support workers are people who have been successful in the recovery process who help others experiencing similar situations. Through shared understanding, respect, and mutual empowerment, they help people become engaged in the recovery process and reduce the likelihood of relapse. If you are enrolled with an insurance provider or Medicaid, you can ask your Care Coordinator to connect you with a Certified Peer Support Worker (CPSW).

[Peer Counseling, NM Network of Care](#)

Community Health Worker (CHW): A CHW is a public health worker with understanding of the community where they serve. A CHW can help you navigate health care and social services in your community. They frequently have cultural knowledge and language skills helpful to the community. They provide outreach, education, informal counseling, social support, and advocacy to increase health knowledge and self-sufficiency. Your health insurance provider or primary care provider can help connect you with a CHW in your community.

Smoking Cessation: Each Managed Care Organization (insurance company) offers services to those who are ready to quit smoking. New Mexico Quit NOW offers nicotine patches and other smoking cessation items free of charge.

- For free help quitting tobacco, visit: <https://www.quitnownm.com/>

To find Substance Treatment and Recovery Services in New Mexico, please visit the websites below:

[Get Treatment for Opioid Use Disorder | New Mexico \(doseofreality.com\)](#)

<https://www.anotherwaynm.org/>

<https://newmexico.networkofcare.org/mh/>

<https://www.psychologytoday.com/us/treatment-rehab/new-mexico>

Domestic Violence Services

Domestic violence (also called intimate partner violence) or domestic abuse (also known as relationship abuse) is a pattern of controlling behaviors used by one person to achieve and sustain power over a current or former intimate partner, co-parent, or a person who is related by marriage or blood and may include other family members. Domestic violence service providers assist with a wide range of supportive services and, if needed, emergency shelter or transitional housing. Services include crisis intervention, legal help, counseling, case management, transportation, and help accessing a wide range of community resources. Emergency shelter, advocacy, and access to orders of protection remain in place for survivors of domestic violence.

Help can be accessed in several ways:

- 1. Call 911 in an emergency**
- 2. Call advocates in your community- Community Directory** <https://cyfd.org/domestic-violence>
- 3. National Domestic Violence Hotline- Call 1-800-799-SAFE (7233); TTY 1-800787-3224; Text "START" to 88788; Chat online** [Domestic Violence Support | The National Domestic Violence Hotline \(thehotline.org\)](#)

Human Trafficking Victim Resources

- The Life Link's "Anti-Human Trafficking Initiative" is based in Santa Fe and available to any individual in NM who has experienced human trafficking. Through partnerships with State government, law enforcement, community stakeholders, healthcare providers, and other interested crisis response organizations, Life Link offers intensive case management, advocacy, benefit acquisition, mental health and substance abuse services, emergency and permanent supportive housing, trauma treatment, and linkage to additional community resources. <http://www.thelifelink.org/human-trafficking-aftercare>
Hotline: 505-GET-FREE
- New Mexico Dream Center is an Albuquerque-based center that works to end human trafficking in New Mexico and support victims of trafficking. They are involved in the process of rescue, aftercare, and advocacy for formerly trafficked individuals, providing emergency housing for identified victims and collaborative partnerships to address transitional and long-term housing needs. They offer programs to address the specific needs of youth and child victims of trafficking or youth at-risk of trafficking due to homelessness or unstable housing. <https://www.nmdreamcenter.org/>
Hotline: 505-504-1301.

Returning Citizens Resources

<p>CADETS: CADETS stands for the Coalition for Advancement and Development and Employment Training. The Coalition consists of a group of local agencies, education programs, and employers that promote fast-track and specialized hands-on job training for hard to place job seekers. This program is offered to individuals returning to the State of New Mexico who will be federally supervised. A re-entry specialist can work to connect returning citizens to needed supports and programs in the community.</p>
<p>Medicaid JUST Health Program: JUST Health stands for Justice-Involved Utilization of State Transitioned Health Care. This program, administered by the Human Services Department, helps to ensure that individuals have access to Medicaid health insurance benefits upon release from prison or jail. For more information, contact Jeanelle Romero, JUST Health Medicaid Program Manager, JeanelleC.Romero@state.nm.us, (505) 827-7713.</p>
<p>Resource Re-Entry Center: The Resource Re-entry Center (RRC) is the first stop for individuals released from the Metropolitan Detention Center as they reintegrate into the community. It will help former inmates navigate the transition from jail back into society by offering access to the services and support they may need to stabilize, stay healthy, regain self-sufficiency, and break the cycle of recidivism. Additional Information: MDC Resource Re-entry Center</p>
<p>RISE: The purpose of the RISE (Reach, Intervene, Support and Engage) program is to support individuals arrested and confined in County Detention Centers whose arrest may be related to the use or abuse of alcohol or other drugs or due to mental health issues. RISE offers reentry and case management services for individuals to support the transition into the community. For more information, please contact Anita Morales at Anita.Morales2@state.nm.us.</p>
<p>NM Community-based Agencies Supporting Women Emerging from Incarceration: These non-profit agencies provide comprehensive services and individual peer support and mentoring specifically for women who are re-entering the community following incarceration.</p> <p>Crossroads for Women- https://crossroadsabq.org/</p> <p>Women in Leadership- https://sharenm.org/women-in-leadership/women-in-leadership</p> <p>New Mexico Women’s Recovery Center- https://www.nmwrc.org/</p>
<p>Additional Resources: SHARE NM offers a webpage with additional information and resources highlighting promising new programs and best practices to support returning citizens. https://sharenm.org/law-justice</p>

Frequently Asked Questions

What is a CARA?

CARA, the *Comprehensive Addiction and Recovery Act*, is a federal law that was passed in 2016 and then adopted in New Mexico in 2019. CARA requires states to identify newborns affected by substance exposure prenatally. These substances can include alcohol, nicotine, marijuana, controlled substances, and prescribed drugs or medications such as opioids.

How does CARA help families in New Mexico?

In New Mexico, CARA legislation requires health care and other providers to offer supportive services to the families of babies born exposed to substances that can affect their health and development. The supportive services are documented in a CARA Plan of Care.

CARA legislation also amended the rules in New Mexico about reporting allegations of abuse/neglect for a newborn with prenatal substance exposure. It is no longer required that hospitals and other health care providers report newborn substance exposure to the NM Children, Youth and Families Department (CYFD), unless there are specific and immediate concerns about a newborn’s safety, beyond the substance exposure.

What is a CARA Plan of Care?

- A Plan of Care (PoC) is created by you and your health care provider during your prenatal visits or at the time of your baby’s birth
- The plan helps you identify and access the supportive services you want that will help you care for yourself, your baby and family
- Services may include post-partum care, medical/dental/vision care, treatment for substance use, behavioral health counseling, parenting and early childhood services, or additional resources such as housing, transportation, food, or other basic necessities
- Other members of your family may participate in the plan of care. This can include fathers, partners, grandparents, or other members of the household

The CARA Plan of Care Program is provided to families in New Mexico through the collaboration of state agencies, hospitals, health insurance providers, and other health care and family service providers.

Who creates the Plan of Care?

Your health care provider, insurance care coordinator, or a CARA Navigator can help you create a Plan of Care that is individualized for you and your family. If you or your baby are members of a New Mexico tribe, pueblo, or Nation, you can also request assistance from your tribe’s Family Services staff in creating a Plan of Care.

The plan is created with the baby’s primary caregiver; this might include the mother, father, a partner, a designated caregiver like a grandparent, aunt, uncle, or other family member, guardian, or resource (foster) parent.

Is a Plan of Care mandatory?

No. The Plan of Care and the services that you can receive through the plan are voluntary, so you can decline to participate. If you decide to create a plan, the plan will include the services and information that you decide are most important for your family.

What is the role of CYFD in a CARA Plan of Care?

CYFD employs CARA Navigators who support families with their Plan of Care and help to ensure that the CARA Program is effective. CARA Navigators are not child welfare investigators.

What do CARA Navigators do?

CARA Navigators are employed by CYFD, NM Department of Health, and NM Early Childhood Education and Care Department. A CARA Navigator reviews your Plan of Care. They can help you with any questions or concerns you have. The Navigator can assist you to make changes to your Plan of Care when your child’s or family’s needs change. They can help you connect with a Care Coordinator and other supports such as a Community Health Worker or Peer Support Specialist.

APPENDICES

CYFD Community Based Prevention, Intervention and Reunification (CBPIR) Agencies

Community Based Prevention Intervention and Reunification Agency	Counties Served	Program Manager	Program Manager Email	Program Manager Phone #
Chaves County CASA	Chaves	Valerie Lopez	vlopez@casakids.org	575-625-0112
Colfax County Youth Empowerment Services	Colfax and Union	Debbie Ortiz	debbie_a_ortiz@yahoo.com	575-445-8191
Desert View Counseling Services	McKinley and San Juan	Amanda Lee (San Juan); Eugenia King (McKinley)	amandas@mydesertview.org eugenia@mydesertview.org	505-947-5777 (Amanda);505-979-6958 (Gina)
Families and Youth Inc	Sierra, Luna, Otero, and Dona Ana	Cynthia Garcia	cygarcia@fyinm.org	505-522-4004
Guidance Center of Lea County	Lea	Clara Breckon	cbreckon@gclcnm.org	575-318-3501
Las Cumbres, Inc.	Bernalillo, Rio Arriba, Los Alamos, Taos and Santa Fe	Oliver Gallegos	Oliver.Gallegos@lccs-nm.org	505-753-4123
Mesa Counseling	Quay, DeBaca and Harding	Michelle Erwin	michellenerwin@gmail.com	575-403-4503
PB&J Family Services, Inc	Bernalillo, Sandoval and Valencia	Wendy Wofford	wendy@pbjfamilyservices.org	505-850-2710
Positive Outcomes, Inc.	Socorro and Northern Catron	JC Trujillo	jc@positiveoutcomestherapy.com	575-838-0800
Recovery Management Center	Grant, Hidalgo, and Southern Catron	Jim Helgert	rmcorg@outlook.com	575-590-1146
Youth Development, Inc.	Bernalillo, Torrance, Valencia, Cibola, Edgewood/Southern Santa Fe, and Eddy	Cynthia Power-Manning	cmanning@ydinm.org	505-681-0244
Kids Counseling	San Miguel and Mora	Teresa Martinez	teresa@kidscounselingnm.com	505-425-2622
The Counseling Center	Otero and Lincoln	Kim Richards & COO	krichards@tcc-nm.org	575-921-4567
Roosevelt General Hospital-Arise	Roosevelt and Curry	Leigh Ana Eugene	leigh@arisenm.org	575-226-7263

See next page for a referral form for CBPIR services.

Community Based Prevention Intervention and Reunification Services Referral

Please provide as much detail as possible and include all required attachments. If this is a CYFD referral, include copies of the most recent safety assessment, risk assessment, CARA plan, and current safety plan, if applicable. If an area does not apply to a family, put N/A. Any missing information may delay the scheduling of a warm hand-off.

1. Referring Partner Information:

Date: _____ Employee Name/Title: _____ Referring Agency: _____
 Phone Number: _____ Email Address: _____

2. Family's Information:

Primary Caregiver Name: _____ DOB: _____
 Personal Phone #: _____ Email Address: _____
 Relationship to Child(ren) _____
 Address/Directions: _____

Secondary Caregiver Name: _____ DOB: _____
 Personal Phone#: _____ Relationship to Child(ren) _____
 Address/Directions: _____

Are biological parents involved in this referral? Yes No If not, please give information on where Biological parent(s) reside and their involvement with their child:

FACTS # (If known) _____ Family's Primary Language _____
 FCM Scheduled? Yes No If yes, Date _____ Location _____
 Court Date Scheduled? Yes No If yes, Date _____ Location _____

Is this a youth services referral? Yes No Is the family aware that this referral was made? Yes No

Please list all adults living in household whom the program will work with (use another sheet if necessary):

First Name	Last Name	Date of Birth	Relationship

Please list all children living in household whom the program will work with:

First Name	Last Name	Date of Birth	Biological mother	Biological father

Reason for referral/Summary of Family's Situation/CYFD recommendations:

Supports available to the family (family members, friends, other service providers working w/ family, etc.)

Family Support	Relationship	Contact Information

CYFD History (# of prior reports, Type of abuse or neglect, Substantiated or Unsubstantiated, Allegations if applicable):

FOR CYFD ONLY: COMPLETE THIS SECTION IF THE CHILDREN ARE IN CYFD CUSTODY

Are any of the children in CYFD Custody? Yes No If yes, date of custody: _____

Trial Home Visit Date _____ Transition Calendar Yes No If yes, please attach to referral.

Foster Parent Name: _____ Foster Parent Phone _____

Reason for Custody:

For Reunification services attach the following to the referral—any missing information will delay the scheduling of a warm hand-off.

- Affidavit
- Most recent Bio-Psycho-Social Assessment
- Most recent treatment plan

I certify that the referral was discussed with the family and that the information on this form was completed to the best of my knowledge:

Agency Employee Signature _____ **Date** _____

For the community-based agency only

Date referral received: _____ Date of Warm Handoff: _____

Last Updated 7/24/2020

Transportation Providers for Medicaid Members not enrolled in a Managed Care Organization:

Provider	Phone Number	County	Address	City	State	Zip Code
DOLLAR CAB	(575) 434-8294	Otero	1220 BROOKS AVE	ALAMOGORDO	NM	88310
ABARIM HOME HEALTHCARE INC	(505) 503-8262	Bernalillo	11000 CANDELARIA RD NE STE 102W	ALBUQUERQUE	NM	87112
CAREGIVERS TRANSPORTATION INC	(505) 264-6277	Bernalillo	8305 STRASBURG CT NW	ALBUQUERQUE	NM	87120
EXPRESS TRANSPORTATION OF NEW MEXICO LLC	(505) 881-7433	Bernalillo	2123 MENAUL BLVD NE STE B	ALBUQUERQUE	NM	87107
NEW MEXICO RIDE INC	(505) 883-7433	Bernalillo	112 GENERAL ARNOLD ST NE	ALBUQUERQUE	NM	87123
PARKWEST TRANSPORTATION SERVICES	(505) 833-2530	Bernalillo	8015 SADDLEBROOK AVENUE NW	ALBUQUERQUE	NM	87120
SANDIA TRANSPORTATION LLC	(505) 688-1503	Bernalillo	4414 4TH ST NW	ALBUQUERQUE	NM	87107
SECURE TRANSPORTATION COMPANY INC	(562) 941-0107	Bernalillo	510 KINLEY AVE NE	ALBUQUERQUE	NM	87102
SUPERIOR MEDICAL TRANSPORTATION	(505) 247-8840	Bernalillo	7600 LA MORADA NW	ALBUQUERQUE	NM	87120
RURAL FRONTIER EXPRESS	(575) 374-6207	Union	113 WALNUT ST	CLAYTON	NM	88415
DEMING MED TRANSIT AND CHARTER	(575) 546-7174	Luna	859 W ELM ST	DEMING	NM	88030
DEMING MEDICAL TRANSIT & CHARTER	(575) 546-7174	Luna	501 S SLATE ST	DEMING	NM	88030
FAUSTS TRANSPORTATION INC	(575) 758-3410	Taos	1010 FAUST LANE	EL PRADO	NM	87529
GOOD TO GO TAXI SERVICE	(505) 753-0022	Rio Arriba	1736 CALLE CULEBRA	ESPANOLA	NM	87532
FOUR CORNERS TRANSPORTATION	(505) 215-3019	San Juan	700 ALISE AVE	FARMINGTON	NM	87401
NAVAJO TRANSPORT SERVICES INC	(505) 327-0851	San Juan	904 SULLIVAN AVE	FARMINGTON	NM	87401
SOUTHWESTERN PRIVATE SERVICES INC	(505) 326-6024	San Juan	408 N AUBURN AVE	FARMINGTON	NM	87401
SOUTHWESTERN PRIVATE SERVICES INC	(505) 326-6024	San Juan	408 N AUBURN AVE	FARMINGTON	NM	87401
INDIGENOUS INNOVATIONS LLC	(505) 325-4420	San Juan	NAVAJO RT 504 #451	FRUITLAND	NM	87416
CHEIS TRANSPORT LLC	(505) 979-1126	McKinley	567F SWEETWATER RD	FT WINGATE	NM	87316
FAMILY FAITH MEDICAL TRANSPORT LLC	(505) 488-2495	McKinley	1501 W AZTEC AVE TRLR 57	GALLUP	NM	87301
MEDICARE TRANS LLC	(888) 888-0107	McKinley	226 W COAL AVE	GALLUP	NM	87301
NEW HORIZON TRANSPORT	(505) 863-8921	McKinley	1610 S SECOND ST	GALLUP	NM	87301
SAFE & CARE TRANSPORTATION CORP	(800) 830-8778	McKinley	202 S THIRD ST	GALLUP	NM	87301
SHI MA INC	(505) 722-8902	McKinley	3316 E HISTORIC HIGHWAY 66	GALLUP	NM	87301
VALLEY CARE & ENRICHMENT SERVICES INC	(602) 437-0106	McKinley	809 E MESA AVE	GALLUP	NM	87301
HATCH AREA MEDICAL CENTER FNDTN	(575) 267-0221	Dona Ana	251 HIGHWAY 187	HATCH	NM	87937
CARE-A-VAN SERVICES INC	(575) 397-2801	Lea	219 N SHIPP DR	HOBBS	NM	88240
JEMEZ TRANSPORTATION	(575) 834-7413	Sandoval	110 SHEEP SPRINGS WAY	JEMEZ PUEBLO	NM	87024
PUEBLO OF LAGUNA	(505) 552-6652	Cibola	2 RIO SAN JOSE	LAGUNA	NM	87026
MEDTRANS LLC	(575) 523-2244	Dona Ana	2990 N MAIN ST STE 3A	LAS CRUCES	NM	88001
RAYOS DE LUZ HOME HEALTH SERVICES INC	(575) 523-0057	Dona Ana	133 WYATT DR STE 10	LAS CRUCES	NM	88005
ROADRUNNER EMT SERVICES	(575) 532-9285	Dona Ana	1005 S TELSHOR BLVD STE A	LAS CRUCES	NM	88011
WE CARE AGENCY TRANSPORTATION	(505) 425-1200	San Miguel	1112 ROMERO ST	LAS VEGAS	NM	87701
ADAPTIVE NON EMERGENCY TRANSPORT	(505) 865-6602	Valencia	472 COURTHOUSE RD SE STE 4	LOS LUNAS	NM	87031
COMMUNITY SERVICES CENTER	(575) 356-8576	Roosevelt	1100 COMMUNITY WAY	PORTALES	NM	88130
CARE EXPRESS TRANSPORT	(505) 863-9922	McKinley	4801 E HISTORIC 66	REHOBOTH	NM	87322
SHUTTLE RUIDOSO LLC	(575) 257-1815	Lincoln	424 MECHEM DR	RUIDOSO	NM	88345
RIO MEDICAL TRANSPORT	(520) 260-6818	Grant	405 MANHATTAN PARK DR	SANTA CLARA	NM	88026
AMERICAN TRANSPORTATION	(575) 835-2678	Socorro	606 N CALIFORNIA ST	SOCORRO	NM	87801
ALAAGO TRANSPORT LLC	(505) 862-0183	McKinley	31 FIRST AVE	THOREAU	NM	87323
ZIA MEDICAL TRANSPORT	(505) 304-4398	Valencia	1343 HIGHWAY 304	VEGUITA	NM	87062