

PATHWAYS TO A HEALTHY BERNALILLO COUNTY: Are We There Yet?

Program Evaluation

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Thank you

Gracias

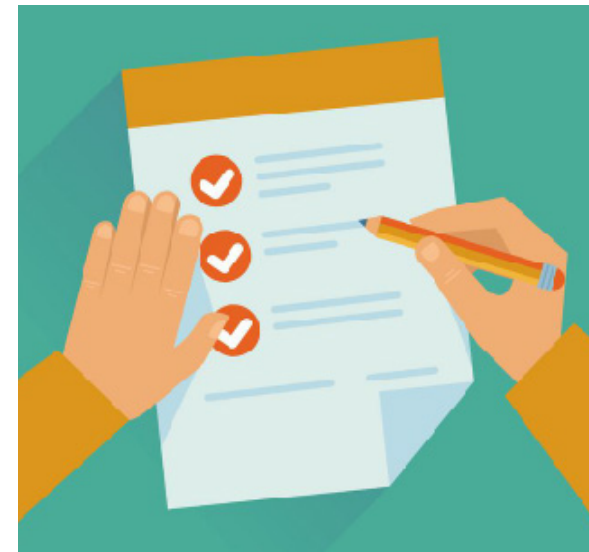
Muchas gracias

Goals of this evaluation

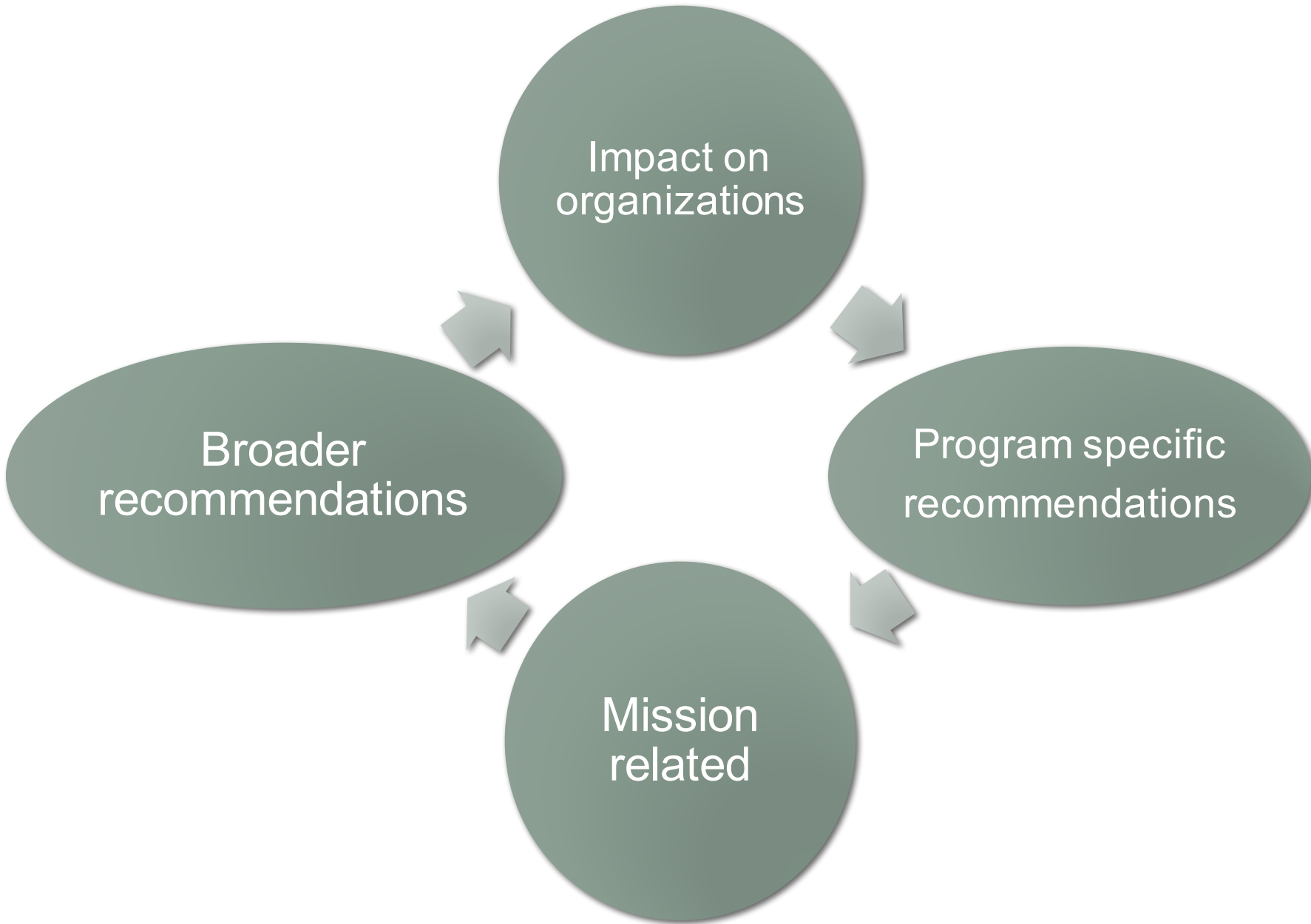
- 7th year of Pathways
- Hear from partner organizations
 - Recommendations for future program improvement
 - Assess strengths and outcomes of the program

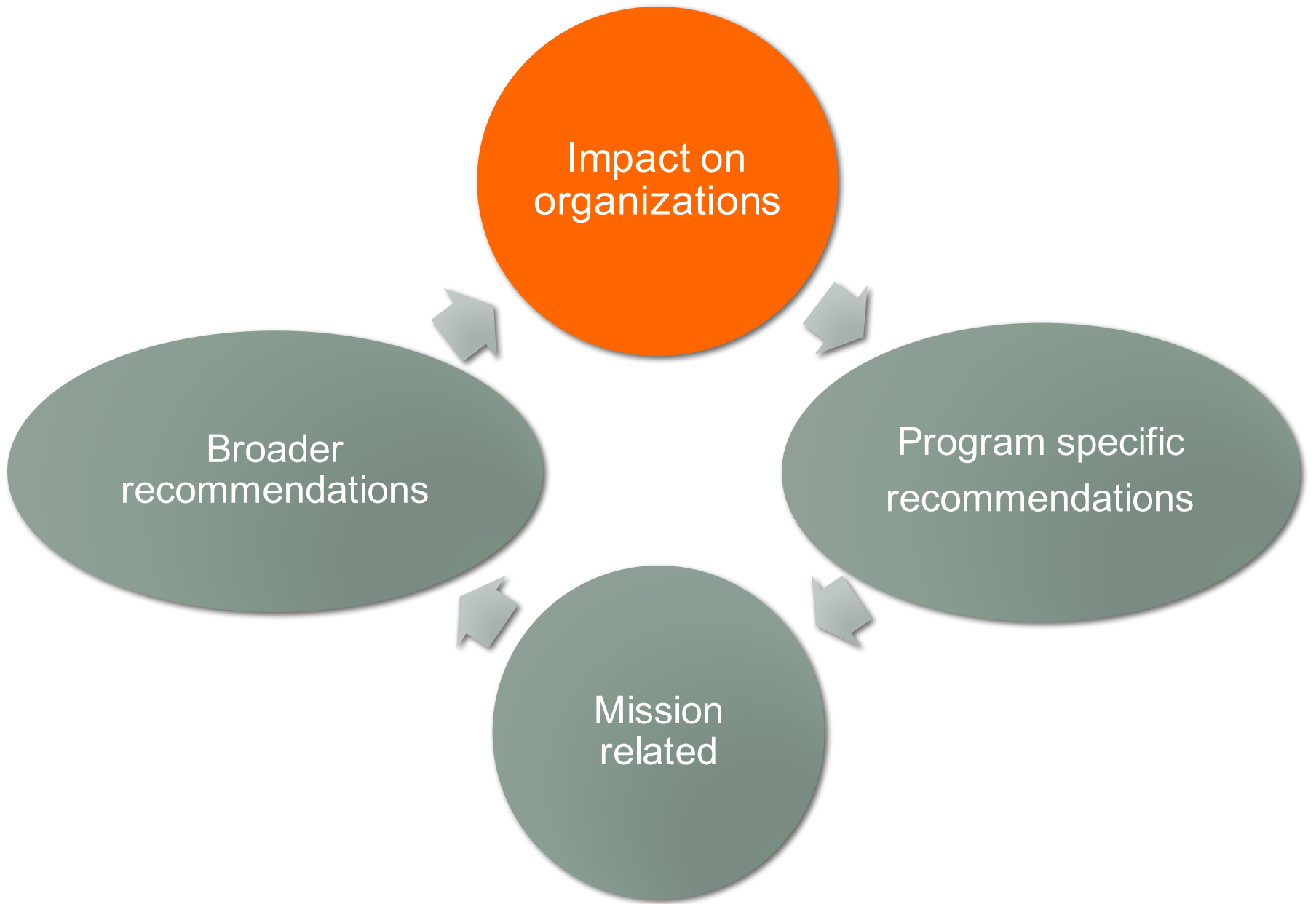
Approach

- 1) Developed interview questionnaire
 - Support from Pathways Community Advisory Group & Pathways leadership
- 2) Interviewed 40 individuals representing 18 different organizations



RESULTS





Impact on organizations

Program specific recommendations

Mission related

Broader recommendations

Pathways Impact

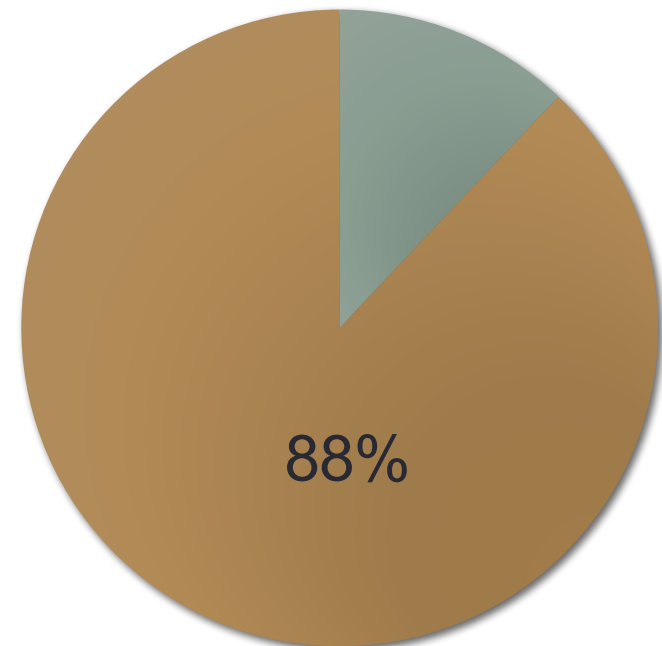
Increased Collaborations

Pathways Impact

Increased Collaborations Within

- “Pathways was the original impetus or vehicle to allow us to work together in a very formal way. It was the initiating factor for us to work together to have a meaningful impact on the South Valley.”

Supervisor



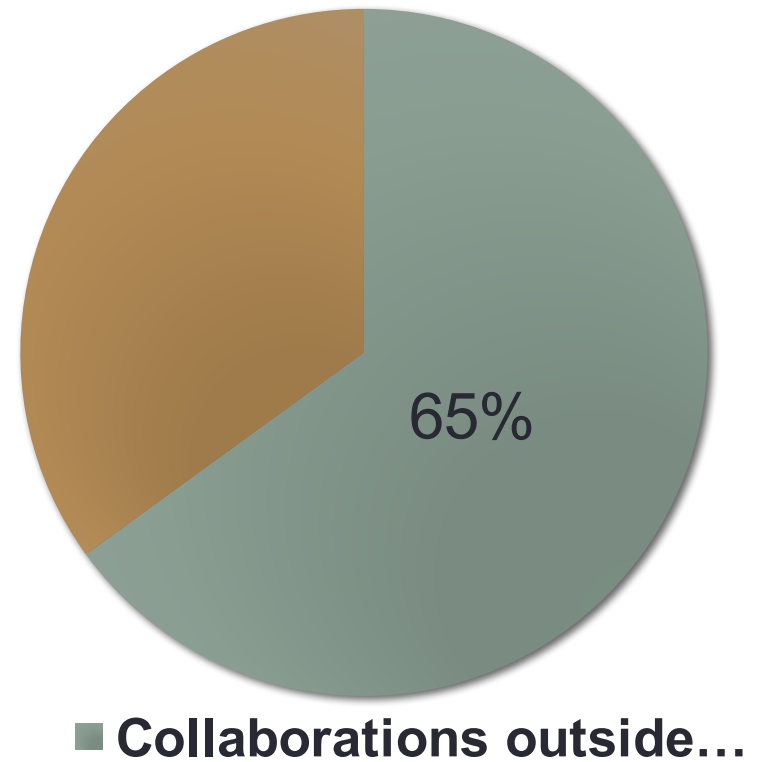
■ **Enhanced or new collaborations**

Pathways Impact

Increased Collaborations Outside

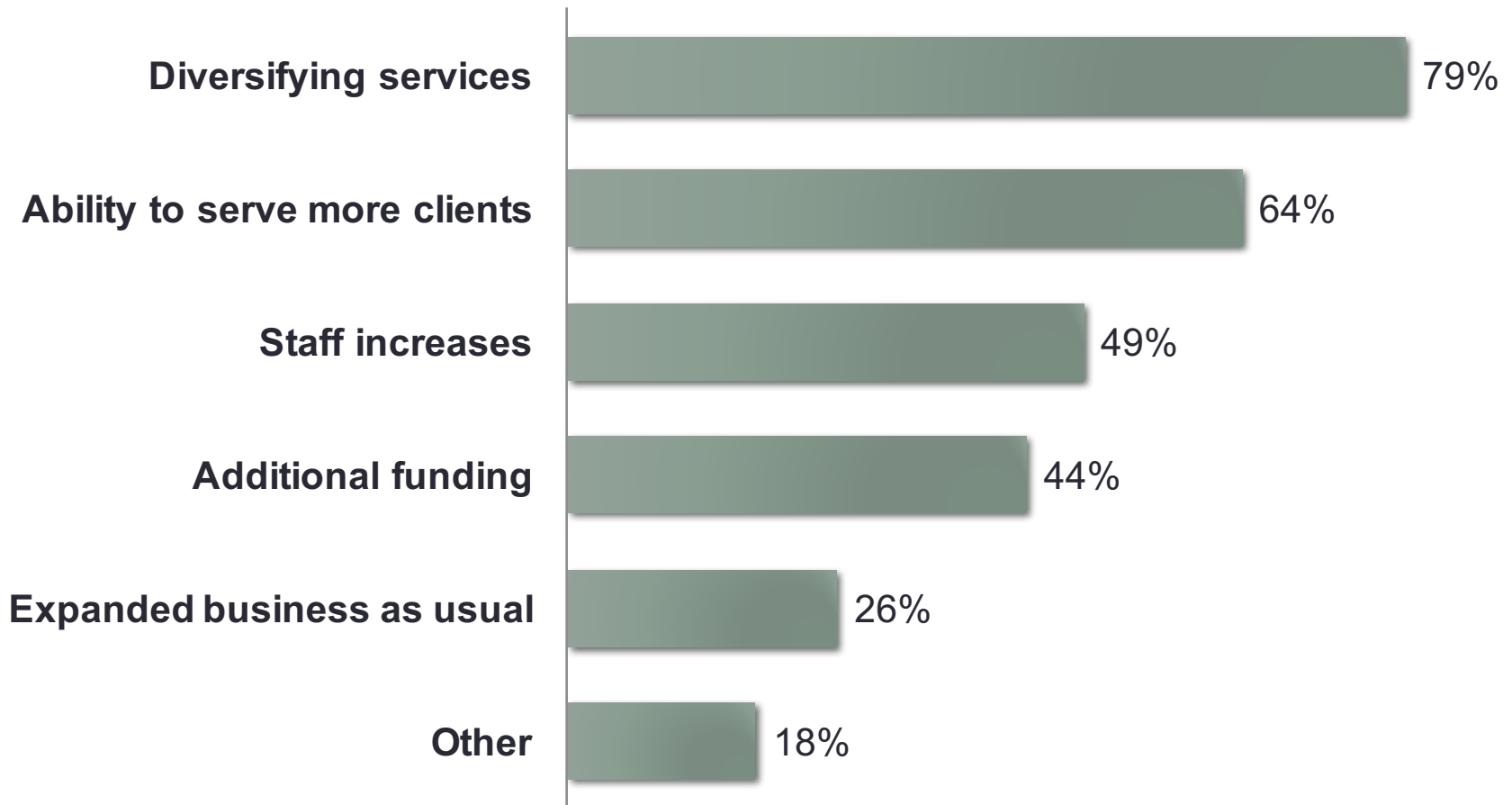
- “For education we do a lot with CNM and UNM. For health care home lately, UNMH. For financial literacy classes and at the end of the school they are able to get employed. For that we work with Prosperity Works.”

Navigator



Pathways Impact

Increased Capacity



Pathways Impact

Increased Capacity

Diversifying services

- “Being able to have Pathways allows us to offer things beyond our typical services, and is another way we can be responsive. We don't have to say: *we don't do that here*. We can now work with them.”

Supervisor

- “It also increased it in the sense that we could help clients with other issues, and it created expertise in those areas like drivers license, access to housing, etc. It helped us understand the issues that immigrants face outside of our world and how to navigate those systems.”

Navigator

Pathways Impact

Other Impacts



Pathways Impact

Other Impacts

Complemented organizations' work

- “We have long done linkage services but we now have much better structure and process to do that, a model. That is great and a good complement. Our whole organization is learning from that.” ***Supervisor***

Changes in advocacy efforts

- “We were getting input from the navigators about many of the needs in the community. Now we had first hand information of people without food, electricity, water, all of the many social and health issues people face. It created an urgency within the organization to be more mindful and attend to the advocacy of those issues.” ***Supervisor***



Impact on
organizations

Broader
recommendations

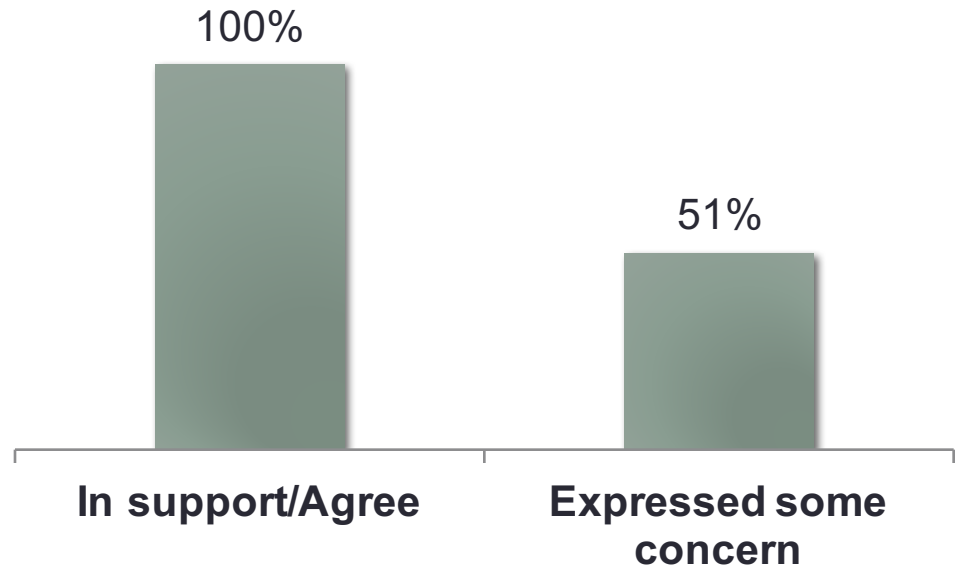
Program specific
recommendations

Mission
related

Pathways mission

- **Connecting** underserved county residents with health care and other support systems and assisting them as they navigate through it;
- **Coordinating** services for the underserved residents to achieve positive individual-level health outcomes;
- **Assuring** collaborative planning and improvement of our health care system in Bernalillo County.

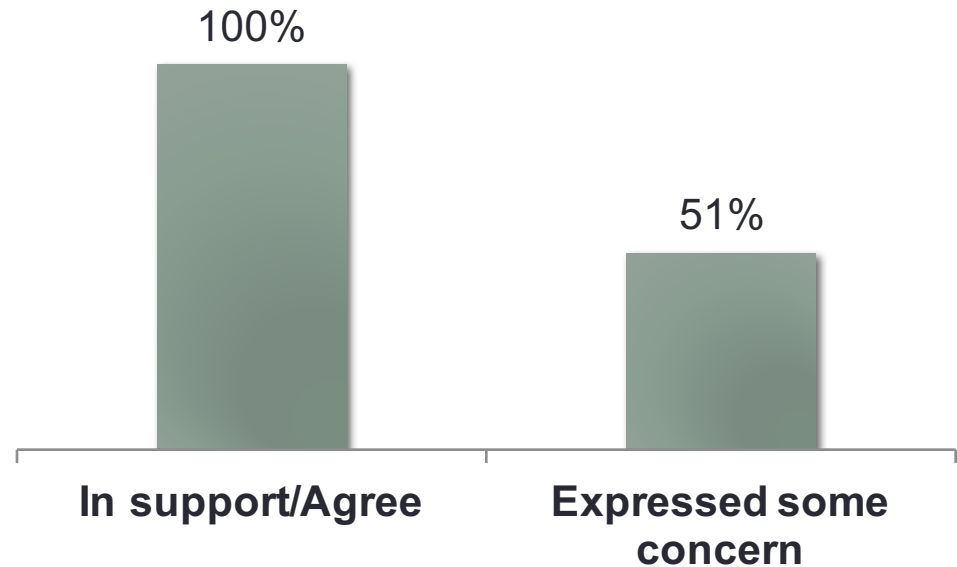
Mission related



Mission related

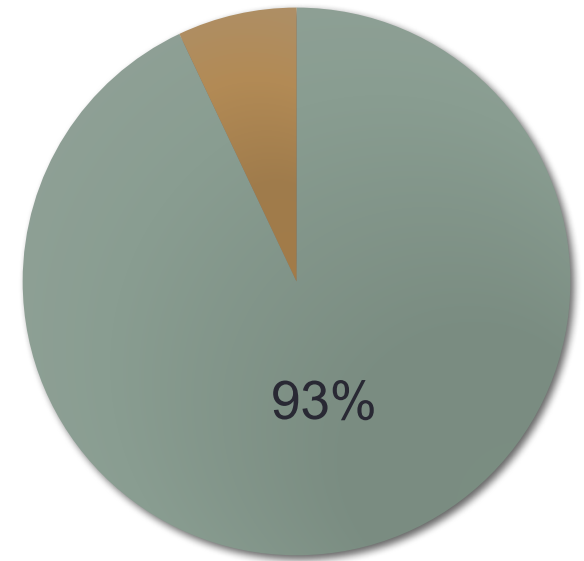
- Connecting & Coordinating → Yes

- Assuring/Systemic change → Concerns



- “It might be a little bit bold to say we have assured collaborative planning and improvement of the system. We don't sense the county is interested in that collaboration or has put forward the resources and the interest.” **Supervisor**
- “I think it is the mission of Pathways, it's just a system level issue in the middle. There is still more work to do.” **Supervisor**

Mission related Improved Health Outcomes

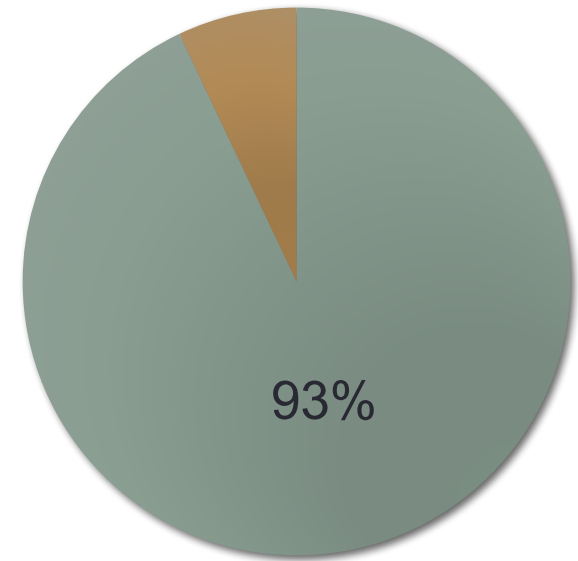


■ Positive health...

Mission related

Improved Health Outcomes

- “We had this woman who came in through Pathways, had no idea that we existed. She was homeless, no access to resources and she’s been here for over a year now. She’s getting to spend more time with her granddaughter, has a little beautiful apartment that she loves. For her, that is what it’s about.”
Supervisor



■ Positive health...

Mission related

Improved Health Outcomes

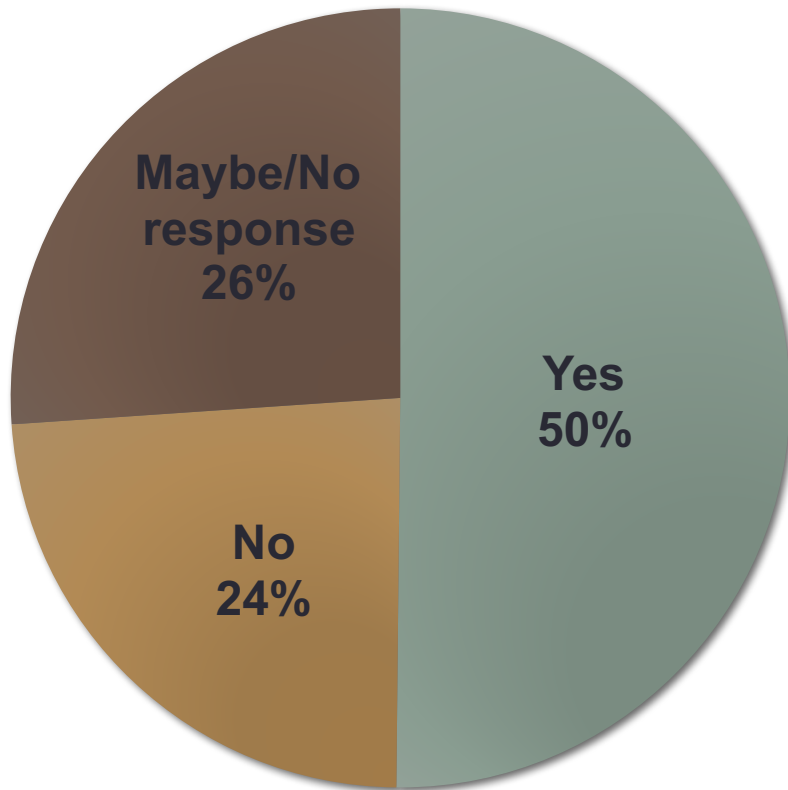
- **38% say the need in the community surpasses the funding ability**
 - “We have far more needs than we have navigators to meet those needs, and far less resources than necessary.” ***Supervisor***
- **40% agree we have miles to go before we rest**
 - “Again, it’s always a little bit a *Band-Aid* when you have a racist system, when there are systemic injustices, it’s always hard.” ***Supervisor***
 - “They are still struggling, they still have mental health needs, they are still stressed out. E.g. having SNAP, those don't really allow you to buy healthy foods. You are getting processed foods. And if you are taking the bus, you are stressed, waking up at 5am and being out there in the cold. They are in a better situation, but we can do more.” ***Navigator***

Mission related

Systemic Change

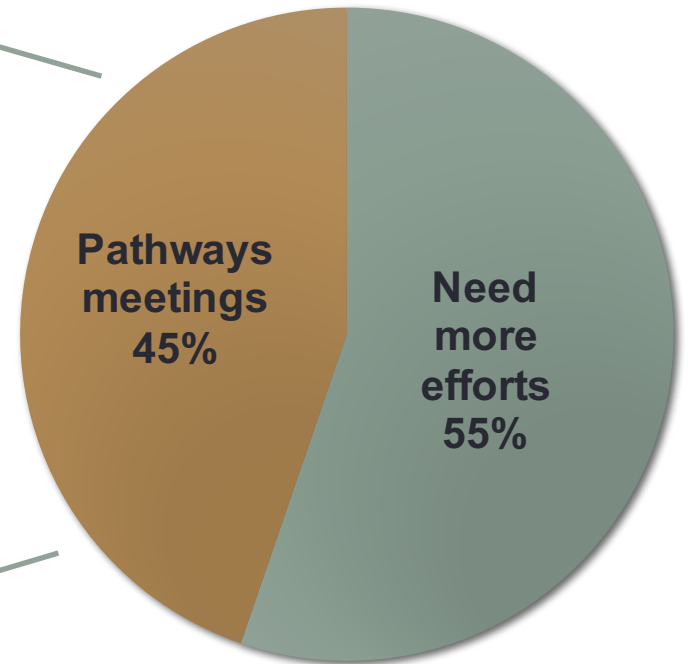
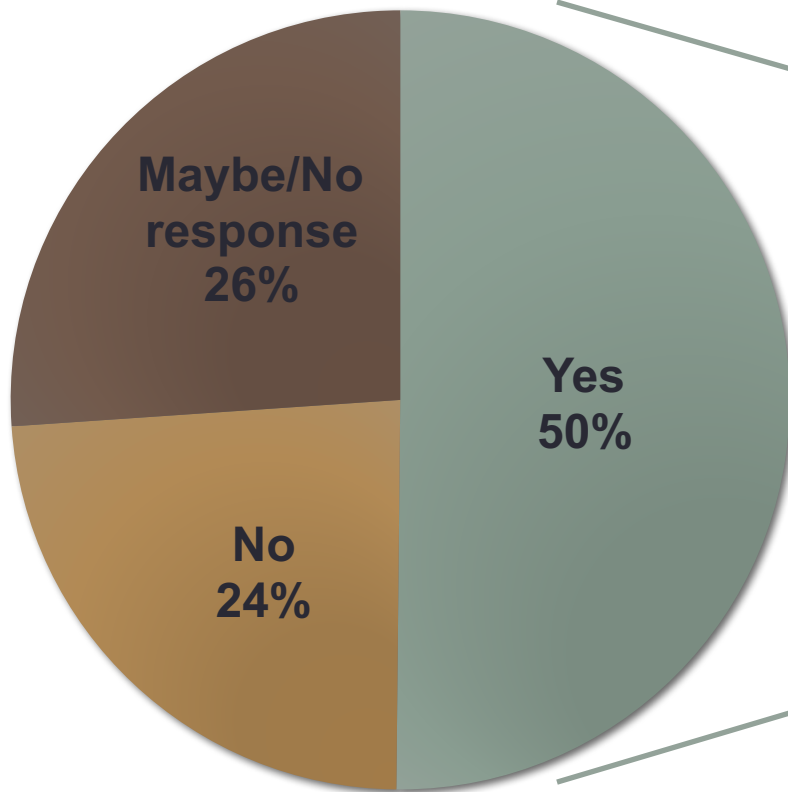
Mission related

Systemic Change



Mission related

Systemic Change



Mission related

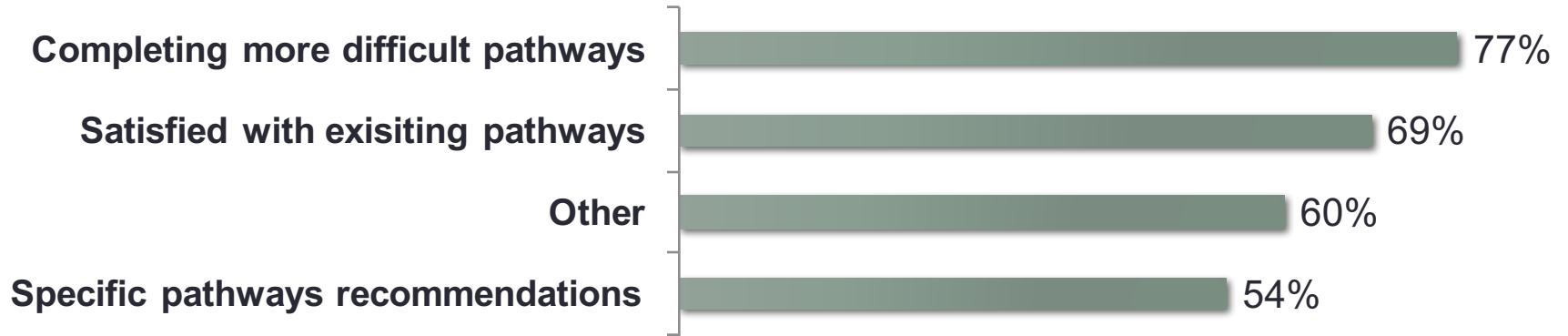
Systemic Change

- **Potential explanations**
 - Challenging process
 - Need for constant advocacy
 - Time consuming effort
 - Lack of funds for this particular effort



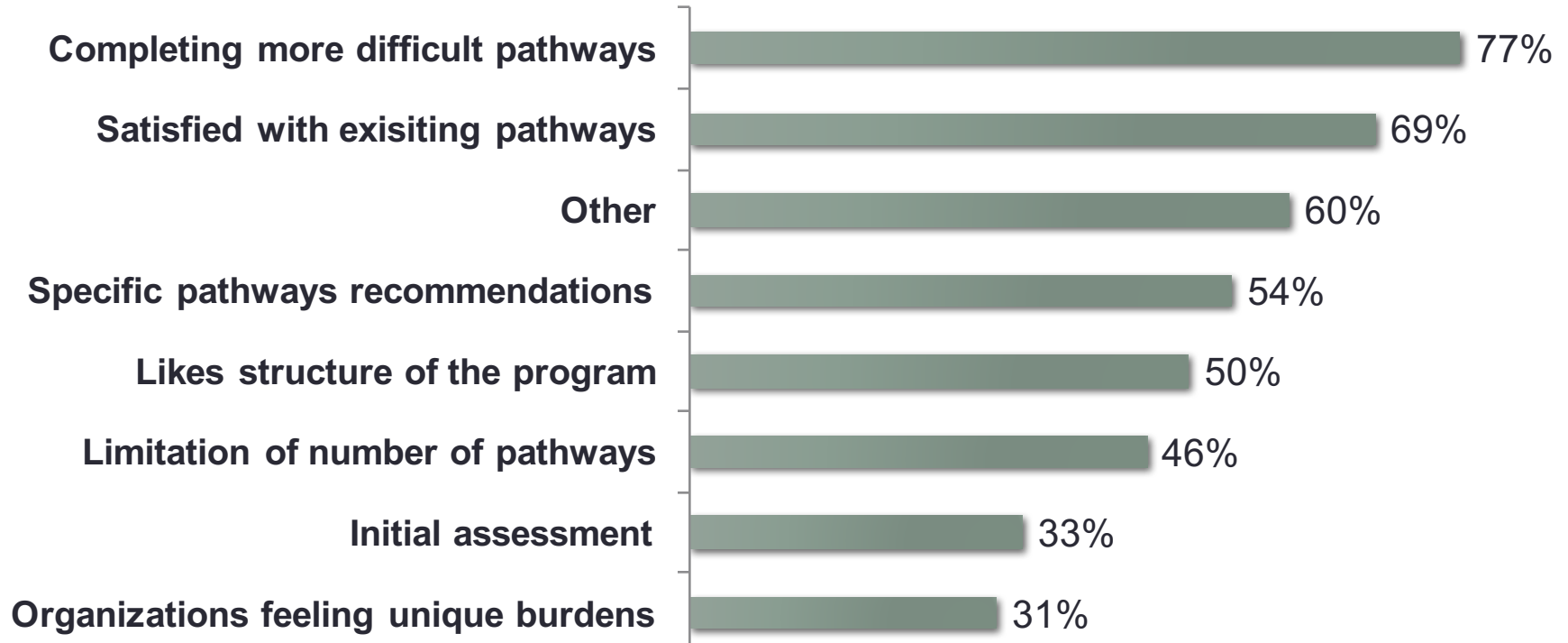
Program specific

Pathways Related



Program specific

Pathways Related



Program specific

Pathways Related



Program specific

Training Related



Program specific Training Related

Recommendations for Training

- Self-care and dealing with trauma
 - Retreat for navigators
- Funds for certifications and continuing education
- Less repetition in meetings
 - Especially for more experienced navigators
- More training for new navigators
 - Shadowing or “buddy” system
- Experiential trainings with hand-on practices

Program specific

Navigators

- **45% spoke about navigators going above and beyond**
 - “I don't turn nobody away. Everyone that comes to me I work with them.”
- **Varied levels of support/integration within organizations**
- **Organizations feeling unique burdens**

Program specific

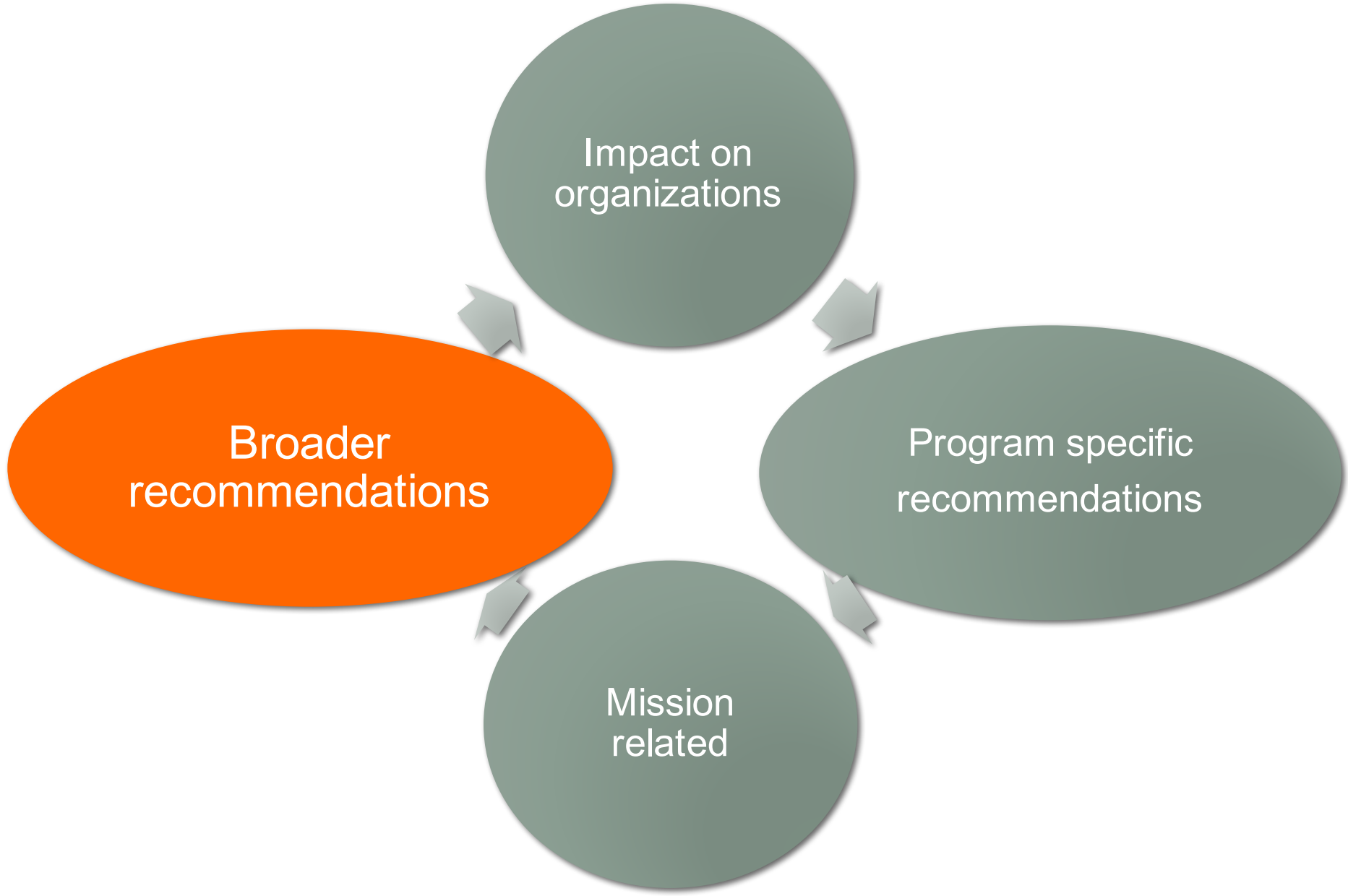
Navigators

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 - “I don't turn nobody away. Everyone that comes to me I work with them.”
- Varied levels of support/integration within organizations
- Organizations feeling unique burdens
- **Navigators personal commitment**
 - “This is what we want to do. This work is tough. We do it because we are invested in the community.”
- **Navigators personal connections and knowledge (55%)**
 - Way to navigate around barriers

Program specific

Organizations & Directors

- Leaders' attitudes and approaches to the work matter
 - **Trickle down effect**
 - Documentation issues
 - Value and integration of navigators as professionals
- Recommendation for Pathways:
 - Increased orientation & continuous engagement of Executive Directors and supervisors



Impact on organizations

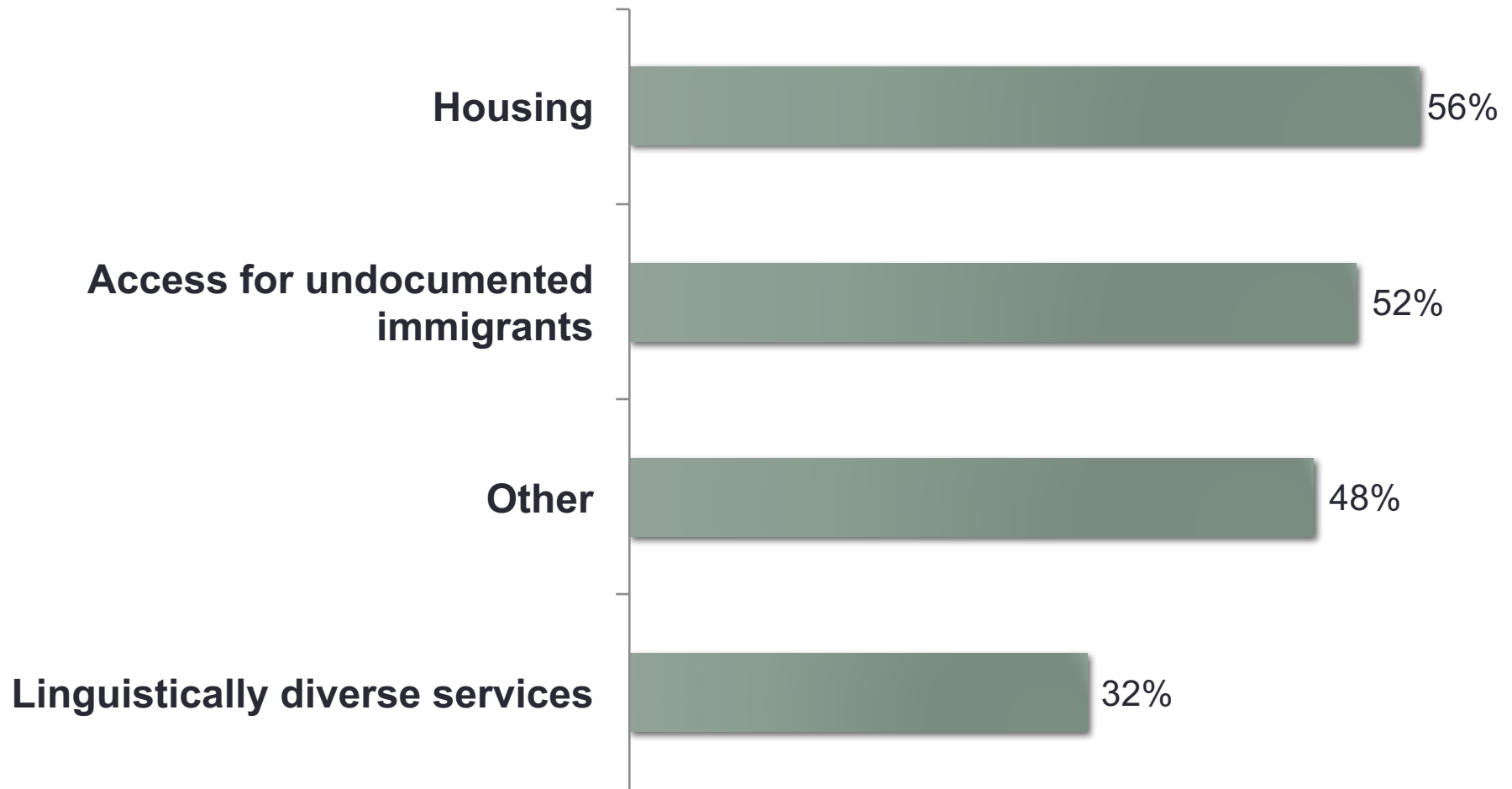
Program specific recommendations

Mission related

Broader recommendations

Broader level recommendations

Increased Advocacy for Systemic Change



CONCLUDING REMARKS

Program Strengths

- **Self-evaluation and willingness to evolve and improve**
- **Team of incredible navigators**
 - Able to make miracles with minimal funding
- **Responsive and committed leadership**
 - Able to connect with the organizations and navigators
 - Shared goals
 - Able to navigate potential conflicts of interest
 - *Example:* location of the HUB



Thank you!
Gracias!

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