YES New Mexico CONNECT

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Safety, Dignity, and Choice: Leveraging YesNMConnect to Restore Survivor Autonomy

Learning Objectives

01 **Identify and analyze the structural barriers** that survivors face when navigating fragmented social services, specifically focusing on how systemic friction impacts client safety and retention.

02 **Evaluate existing organizational workflows** against trauma-informed best practices, identifying critical intervention windows where technology can alleviate the survivor's administrative burden.

03 **Leverage YesNMConnect localized directory and screening tools** to safely map and match multifaceted family needs (e.g., housing, legal aid, and mental health resources) without compromising survivor privacy.

04 **Implement secure, closed-loop digital referrals** within a local community network to facilitate warm handoffs, ensure system accountability, and monitor referral outcomes.

05 **Formulate a technology-integrated case management strategy** that balances automated resource tracking with survivor autonomy and data-consent control.

Checking In: Bright Spots

We know the current system has gaps, but you are serving communities every day.

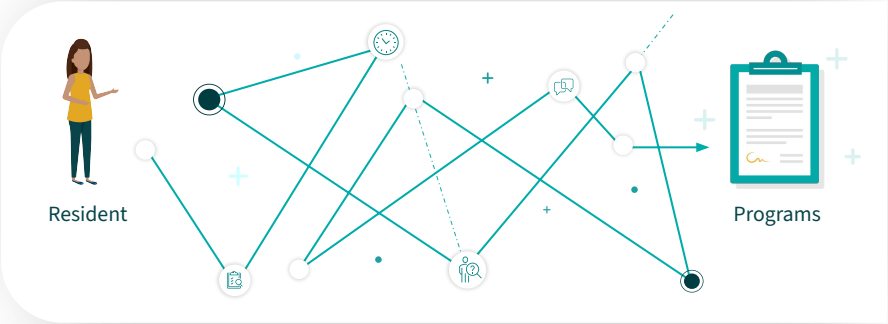
Think of a quick story of a time a referral or handoff went well. What made it work well?

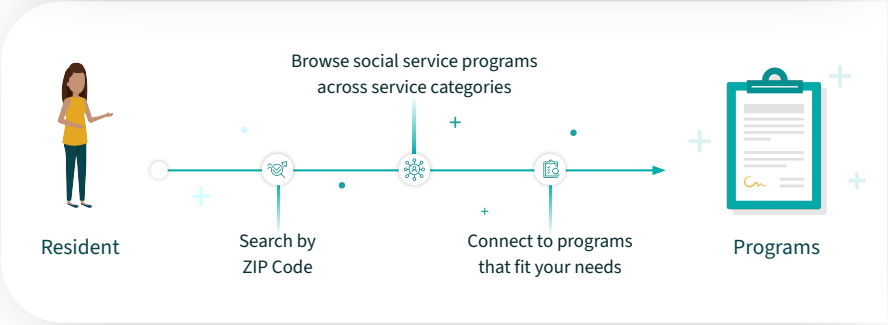


Why YesNMConnect Matters for New Mexico

Easier connections mean New Mexicans are treated with **greater dignity and ease.**

- Dropped referrals, repetitive intake storytelling and long wait time causes frustration. A CLRS **helps bridge the gaps** between what a person **needs to be independent** and how they can **access the service**.
- Strengthening connections between statewide and local providers allows for **easier handoffs and coordination and honors the survivor's limited time**
- Participating in a shared platform generates data to **inform where gaps exist** in service availability and funding.





What is YesNMConnect?

YesNMConnect is New Mexico's statewide referral system that helps New Mexicans find things like healthy food, a safe place to live, or help with bills. It connects people to local programs with dignity and ease.

Our community of partners includes state agencies, counties, tribes, pueblos, nations, providers, nonprofits, faith-based organizations, and residents working together.

We use the same tools to keep information up-to-date and "close the loop" on service delivery. When our vecinos get the services they need, everyone in New Mexico has a fair chance to live a better life.

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The YesNMConnect Vision & Mission

The Vision

All people in New Mexico live in communities with equitable access to the conditions they need to thrive.

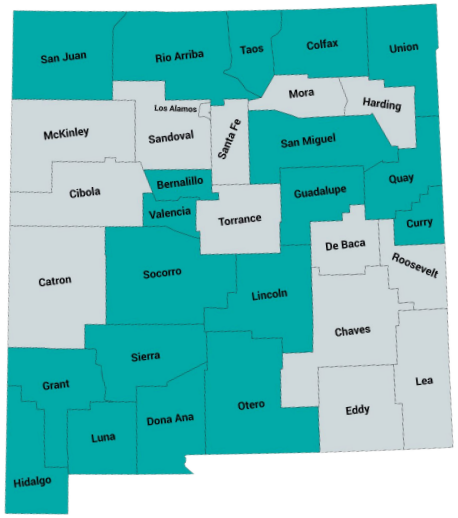
The Mission

Strengthen the coordination of care and inform solutions for resource gaps for those in need by connecting people, service organizations, and community partners morme quickly and more effectively - resulting in a healthier, more equitable community for all.

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A Collective Effort

COUNTIES



Participating Counties to date

STATE AGENCIES

- Health Care Authority
- New Mexico Aging Services
- NMHealth
- New Mexico Department of Workforce Solutions

MANAGED CARE ORGS

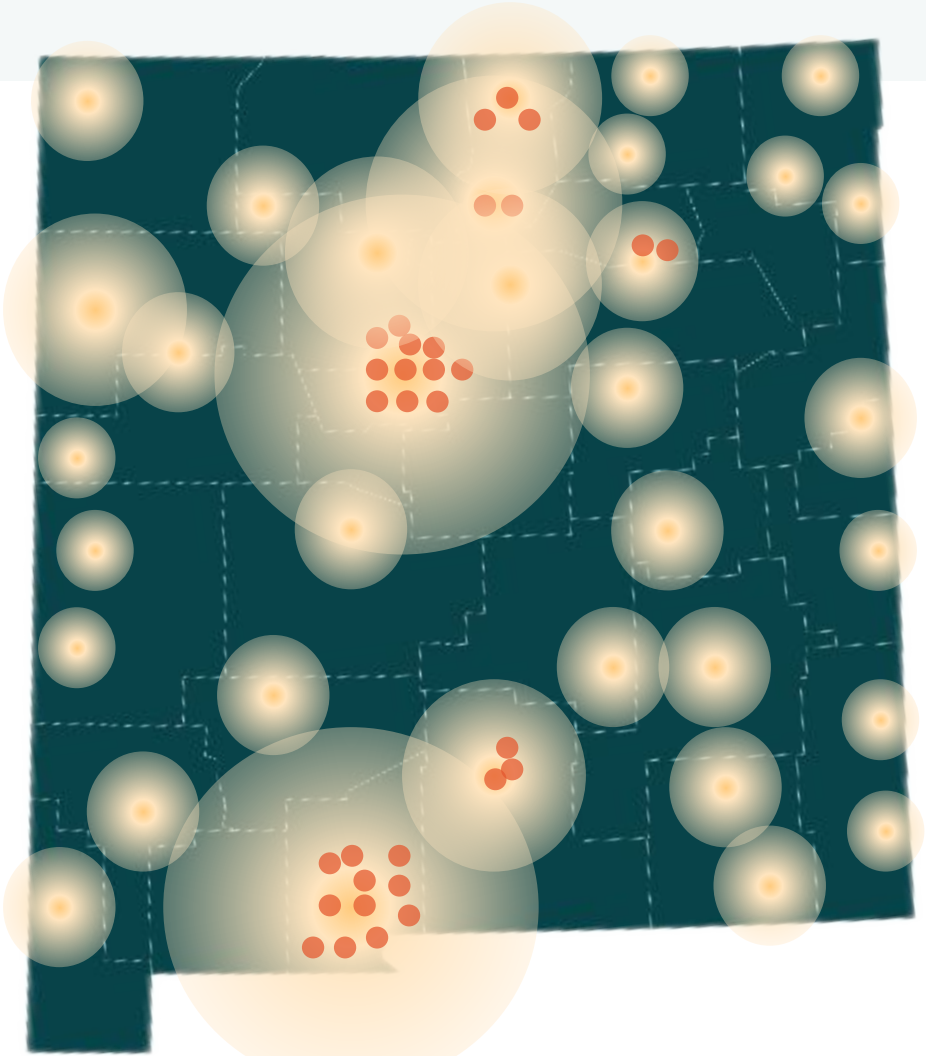
- BlueCross BlueShield of New Mexico
- Molina Healthcare
- Presbyterian
- United Healthcare

BEHAVIORAL HEALTH

- Nurstead Mental Health & Consulting Services
- GCLC Guidance Center of Lea County, Inc.
- ANA Behavioral Health Services

COLLABORATORS

- NM Health
- New Mexico Courts — The Judicial Branch of New Mexico
- Roadrunner Food Bank of New Mexico



Statewide Engagement

YesNMConnect spans the state with active partners, thousands of local programs, and search & referral activity across communities.

953,679
Searches

2,317
Local Engaged Programs

19,765
Referrals

28
Partner Agencies & Counties

Every New Mexican Has a Role to Play

- **CBOs** - program staff can receive inbound referrals, and make referrals to other organizations.
- **Counties** - navigators can connect residents to programs quickly and effectively.
- **Healthcare Providers** - patient care coordinators can provide resources beyond traditional care to increase overall well-being.



- **Residents** - individuals can privately search on YesNMConnect.nm.gov.
- **State Agencies** - navigate to programs, and list their programs to more easily connect residents.
- **Initiatives & Collaboratives** - champions of the program, connect programs and residents into the ecosystem.

Supporting ease, dignity and privacy

- **Open Network.** Available from anywhere and anytime across the state.
- **Private and secure**. We're HIPAA Compliant and HITRUST Certified.
- **Flexibility.** The tool is easy to use and is meant to help those in need and the organizations that serve them.

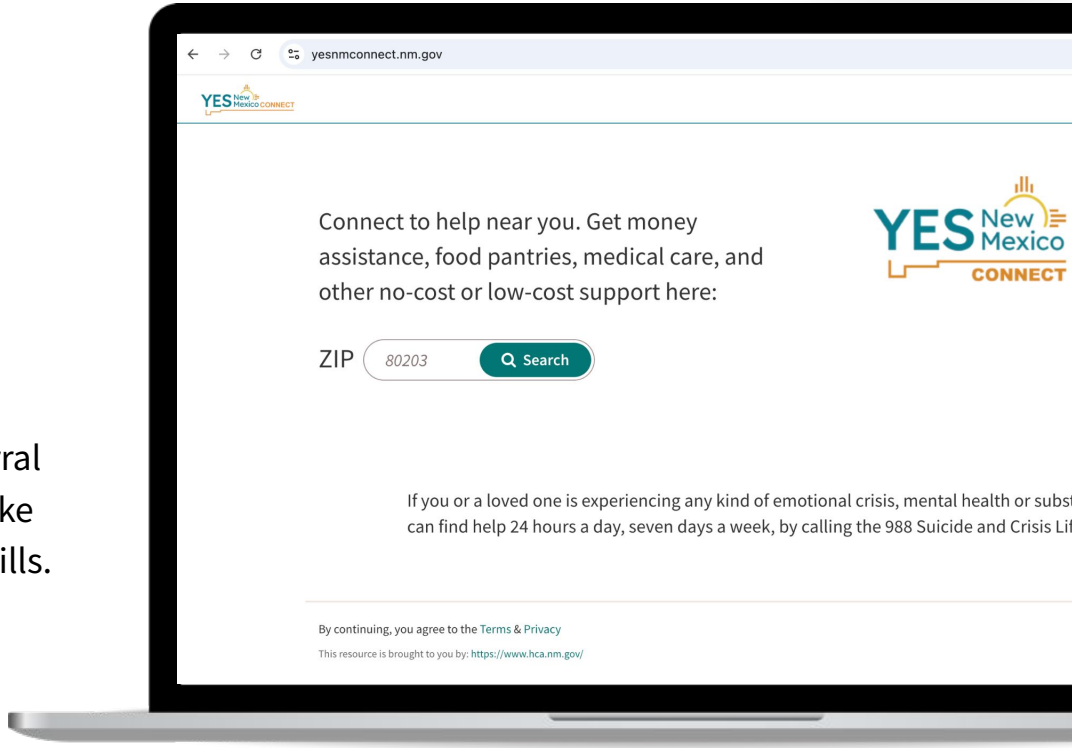


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YesNMConnect is New Mexico's statewide referral system that helps New Mexicans find things like healthy food, a safe place to live, or help with bills.

yesnmconnect.nm.gov



YesNMConnect and your workflow

Benefits of YesNMConnect

Easier Connections for the People You Serve

Residents don't tell their story repeatedly, and get connected with more dignity.

Start Small. No Extra Burden

Joining isn't one-size-fits-all. Participate at a level that fits your organization.



Get Credit for the Work You're Already Doing

Quantify the work you do every day connecting residents to resources.

Less Time Chasing Referrals

Spend less time tracking down referrals, and more time helping the people you serve.

How the Workflows Look



The “Finding Help” Flow

- You learn what a person needs
- You search the system for a program
- You send their info to that program



The “Giving Help” Flow

- Someone finds your program
- They send a request to you
- You confirm if you were able to help

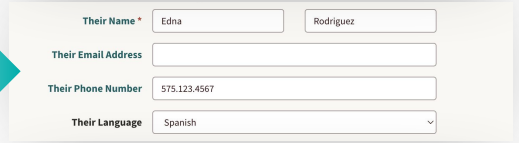
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Easier Connections

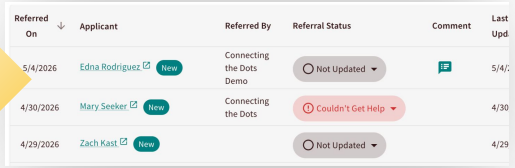
1. A community organization lists their program on the YesNMConnect platform.



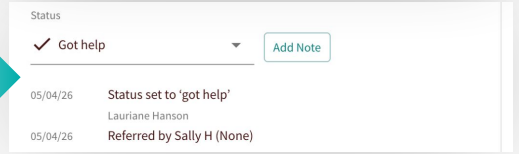
2. A navigator helps residents in need by referring them to the program.



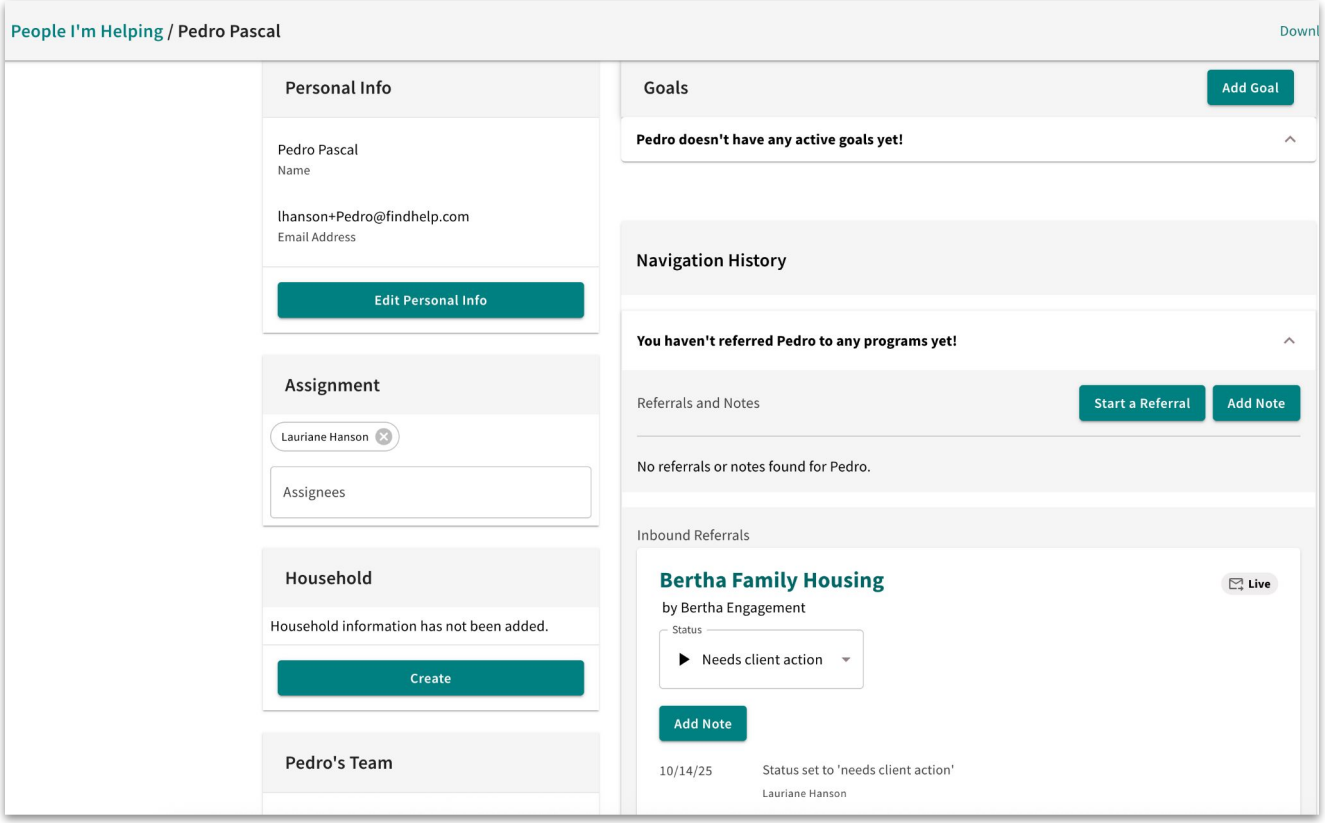
3. The program receives the referral and updates the status based on eligibility, capacity, etc.



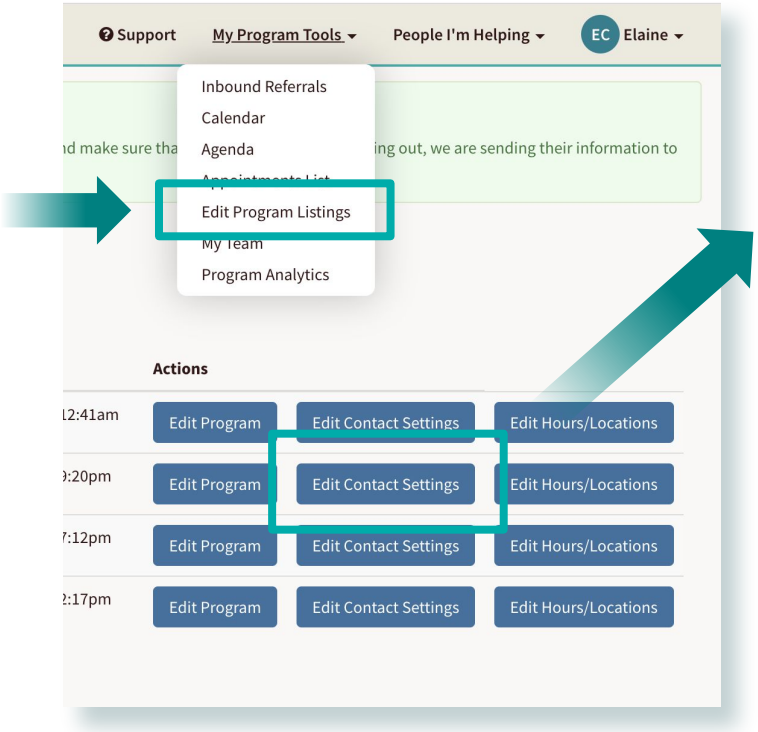
4. The navigator, program staff, and individual referred can all see the updates and outcome of the referral.



Get credit for the work you are already doing



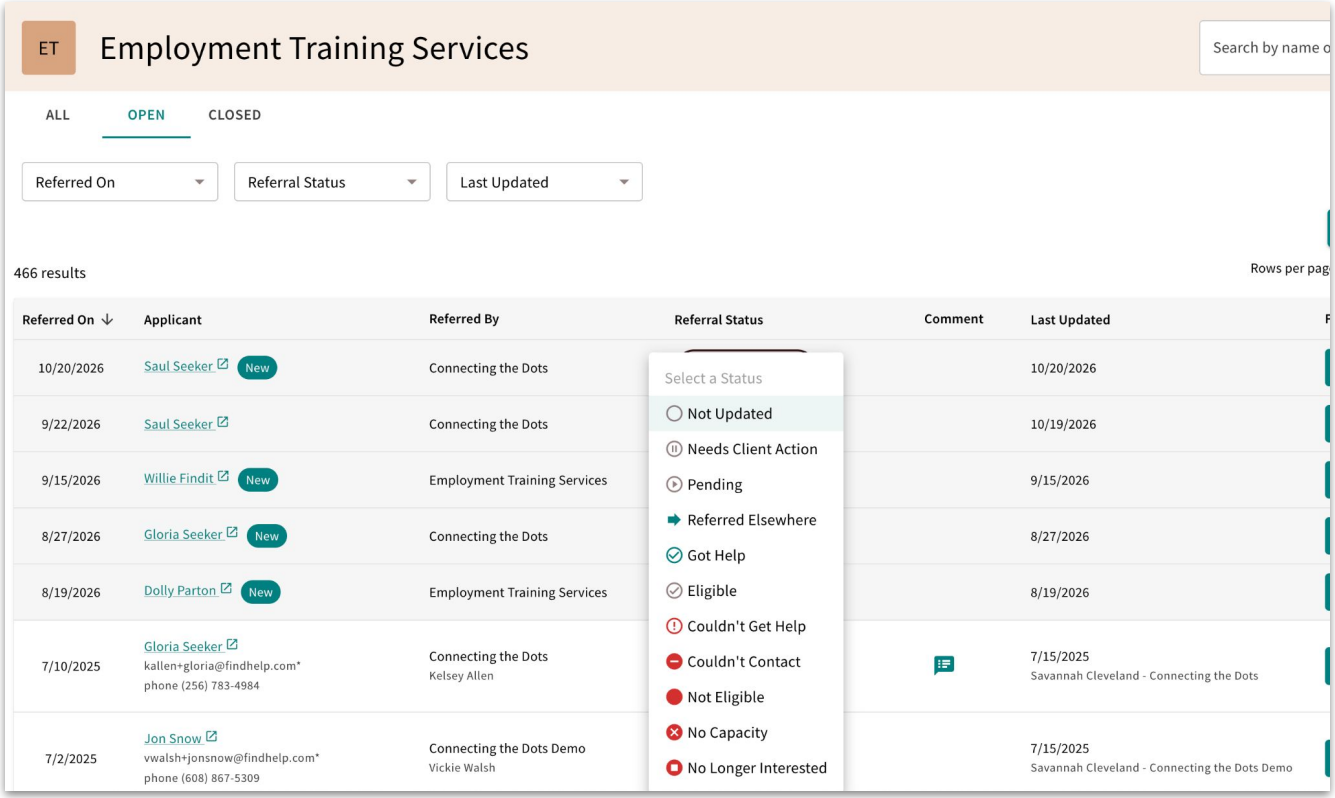
Select an intake tool that fits your needs



- Send us their name and contact information via findhelp in a secure email (default) ✓
- Fill out a screener application to determine eligibility ✓
- Fill out an existing application, scheduler, or contact form ✗
- Schedule an appointment ✓
- Visit our website, call, or email us to receive services ✗

✓ Allows you to close the loop

Streamline referrals to your program



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Checking Out

What is working that we want more of?

Think about one ‘Next Action’ you can commit to take.

- I plan to Claim My Program
- I am ready to be a navigator
- I will attend the next training
- I need more information

Was there something you learned from the session that you want to follow up on?



Convenings and training

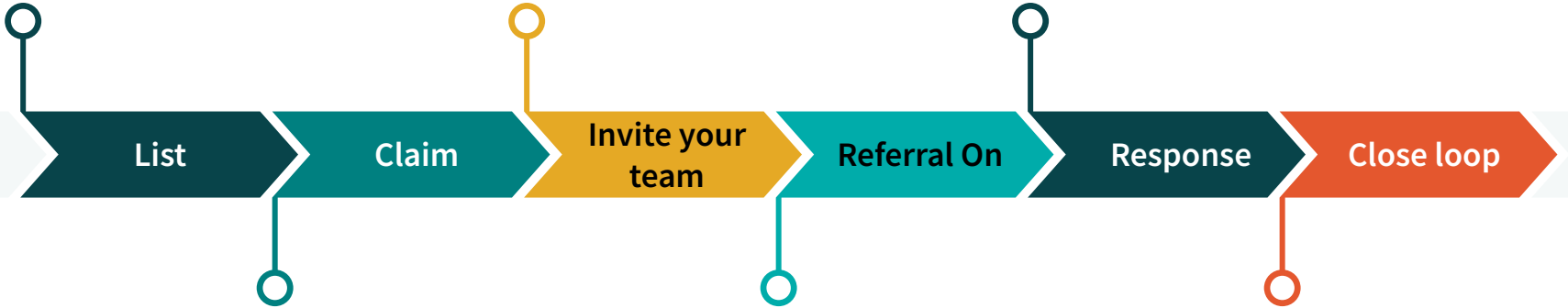
Connect with colleagues, make new connections or learn online

Milestones for Programs

Make sure your organization's programs are listed on YesNMConnect.

Invite team members who need to interact with the programs or the referrals.

Access the inbound referral dashboard and update the progress of referrals.



Take ownership of your program(s) by claiming them. Multiple team members can complete this step.

Select an intake tool that fits your program workflows.

Finalize the status of the referral and close the loop.

Milestones for Navigators

Register to attend a navigator training.

Navigate to YesNMConnect, search for resources and make referrals.

Close the loop on the logged referrals.



Create a free account on YesNM.gov.

Access the People I'm Helping dashboard as your central hub for tracking the individuals you've helped.

YesNMConnect Community Convening in Albuquerque

Thursday, November 12, 2:00-4:00PM, Location TBD

Reduce Admin Work

Streamline referrals coming into your organization from partners across the city and state.

Expand Your Reach

Instantly connect clients with a Trusted Network of local partners.

Track Client Success

See when referrals result in delivered services, and quantify your impact in the community.

RSVP by Nov. 5th

Welcome to Your YesNMConnect Hub!

YesNMConnect (powered by Findhelp) aims to connect people in need and the programs that serve them - with dignity and ease. This free technology helps New Mexicans find and connect to community resources, and supports local programs' abilities to keep their services up-to-date. Join the movement!

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https://go.findhelp.com/nm-ce-self-service-hub



Learning Objectives

- How to search for and connect people to resources
- How to send and track your referrals
- How to claim your program & join the YesNMConnect network

Format

- Virtual Standing Webinar (1st and 3rd Thursday)
- Virtual Session for your group (reach out to schedule)

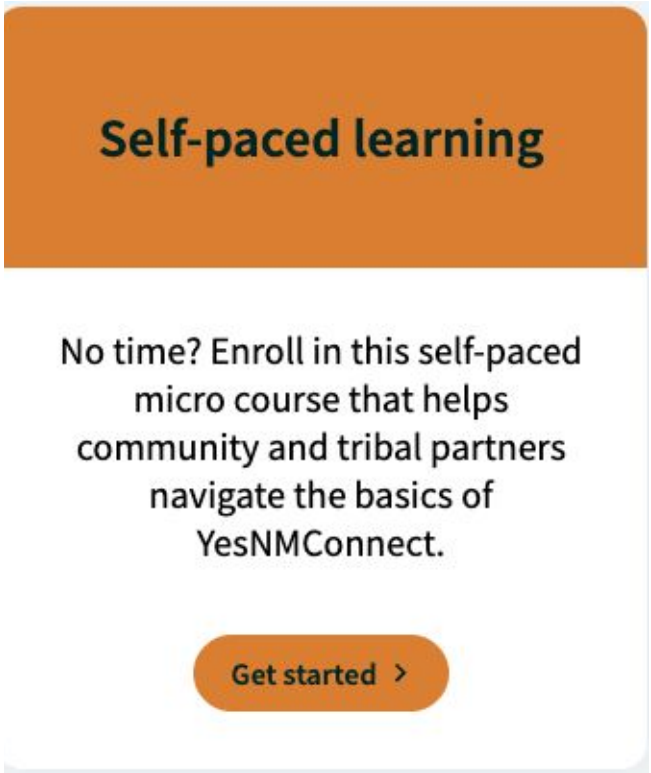


Learning Objectives

- Manage program listings and collaborate with your team
- Manage intake and determine eligibility
- Capture your impact using our analytics reporting

Format

- Virtual Standing Webinar (4th Thursday)
- Virtual Session for your organization (reach out to schedule)



Learning Objectives

- Introduction to YesNMConnect
- Program Tool Overview
- Navigator Functionality

Format

- Online, self-paced

Let’s connect!



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