

Community Services Department (CSD): Updated April 1, 2020

CSD Senior/Community Center Programs:

- All Center activities scheduled through April 30th remain cancelled.
- Beginning the week of April 5th, our drive-through and home-delivered meal services for Seniors will occur on *Mondays, Wednesdays, and Fridays*. This will allow us to reduce frequency of contact in order to help mitigate spread as well as to conserve our Personal Protective Equipment (PPE) supply while also supporting essential staff. Please rest assured that quantity (and quality!) of meals will not be sacrificed as we will double-up on our M/W/F meal distributions to ensure that all enrolled Seniors will continue to receive a consistent supply of meals. Please additionally rest assured that continued and consistent check-in calls remain unobstructed.
- County-sponsored Food Pantries will continue but with strict mitigation modifications of outdoor distribution of pre-packaged “to go” boxes with proper social distancing at all times.
- Transportation services for Senior residents will continue for necessary appointments but with not more than two patrons at time in County vehicles per current State guidance. Vehicles are disinfected before and after each service and drivers are properly outfitted with recommended PPE.
- All Senior Volunteer Programs remain cancelled less those that can occur remotely *and safely* (such as mask-making from home with County-provided supplies, check-in calls from Senior Companions, and related examples).
- In Home services continue to be modified based upon a Center for Disease Control (CDC) screening tool with remote-based case management services while homemaker services remain suspended.

CSD Prevention and Intervention Programs:

- The Old County Courthouse located at 711 Camino Del Pueblo in the Town of Bernalillo and where the County’s Prevention and Intervention Programs, select administrative Extension services, and the District Attorney’s Office are based will remain open for staff only so that they can continue to provide essential services in a modified and remote-based ways during this temporary period.
- All active clients of the Adult Misdemeanor Compliance Program will be contacted by their respective Compliance Officer about their case-specific reporting modifications during this temporary period.

- All active clients enrolled in Clinical Services will be contacted by their respective Counselor about their case-specific treatment modifications during this temporary period.
- All contracted Youth Providers will be contacted to confirm the temporary suspension of school-based services pending further notice from the Public Education Department, and/or CYFD-approved field based and remote services.
- Permanent Supportive Housing clients will receive remote services in addition to relevant modifications based upon the Center for Disease Control's (CDC) screening tool, and they will be contacted by their case manager to participate in a simple phone questionnaire.
- Administrative Extension Services by NMSU staff may be modified according to NMSU provisions, and patrons can phone 867-2582 for additional details.
- Services provided to members of the public by the District Attorney's Office will be modified to remote and/or field-based provisions and affected patrons may phone 771- 7400 for additional details.

CSD Health Commons:

- The Sandoval County Health Commons Facility will remain open for staff only so that they can continue to provide essential services in a modified way during this temporary period.
- Health Care Enrollment Specialists will be reaching out remotely to active clients to ensure continued coverage of their public plans.
- Those seeking public enrollments may contact the Community Health Program by phoning 867-2291 for remote enrollment services under presumptive eligibility provisions during this temporary period.
- Affected Presbyterian Medical Services (PMS) clients will be rescheduled and/or redirected to alternate PMS sites as appropriate. For additional details please phone the PMS Family Center at 896-7100.
- Department of Health clients will be contacted by a DOH staff member about modified service provisions during this temporary period and are also encouraged to call their respective practitioner or case manager for additional details.