

Santa Fe County Youth Behavioral Health Case Management Program Update

Last Edited 5/13/25





How it Started

The Youth Behavioral Health Case Management Program was created in response to repeated concerns from stakeholders, families, and youth during community focus groups held in 2022–2024.

A common thread emerged:

Parents and youth didn't know where to turn when behavioral health concerns arose.

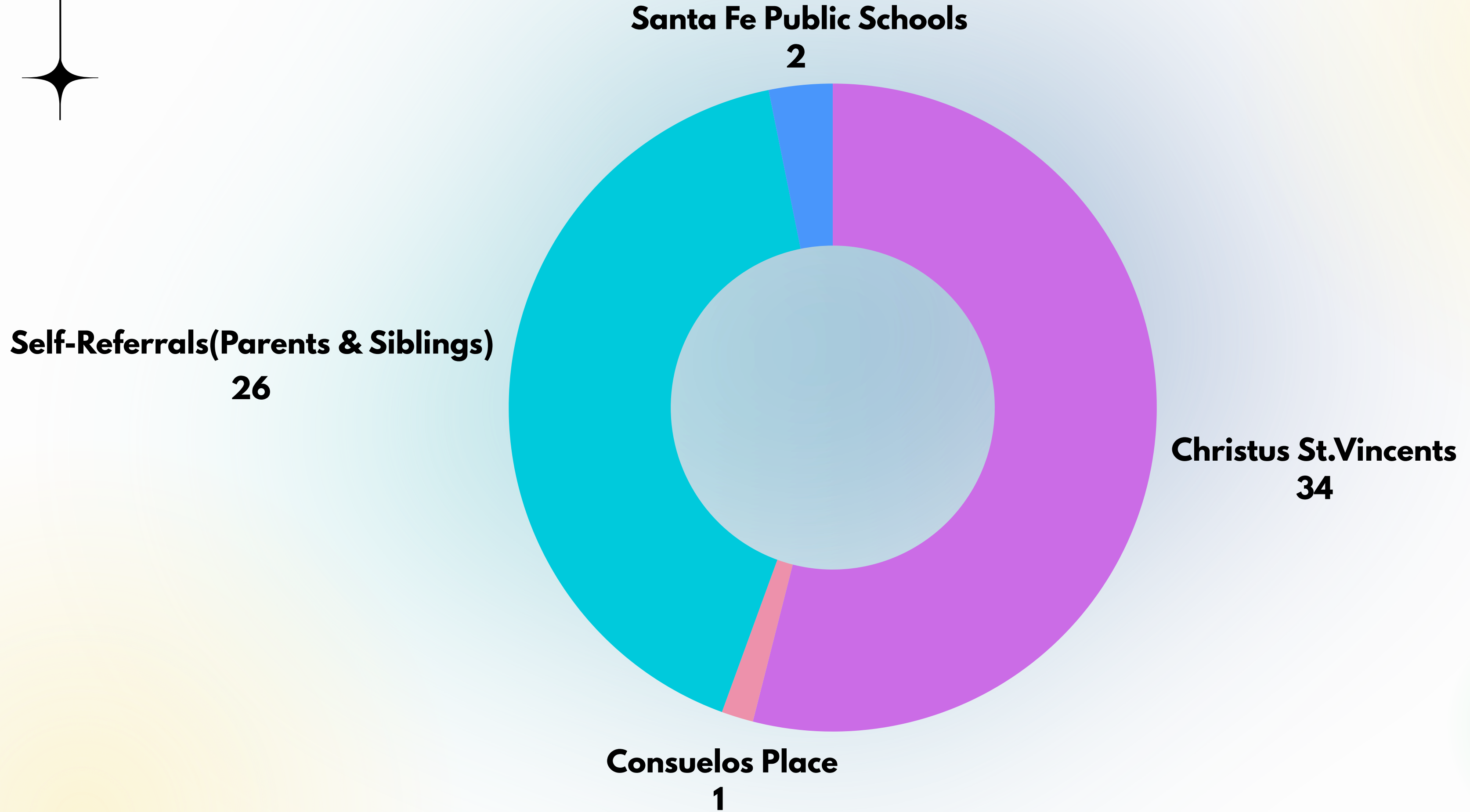
This lack of direction often led families to seek emergency services, resulting in poor follow-through, increased system strain, and a missed opportunity for early, least restrictive interventions. Families were left to navigate the system alone, often during crisis.

In response, the County launched the Youth BH Case Management Program to provide dedicated, compassionate guidance—connecting families to the right care at the right time and preventing crises before they escalate.

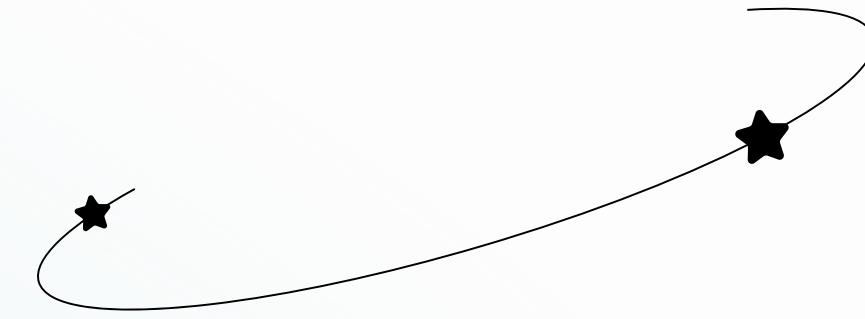
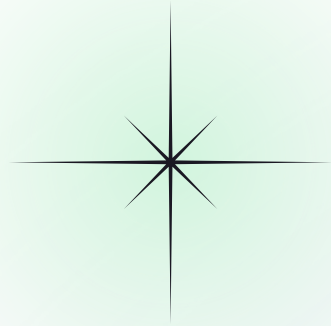
Case Management Support & Intensity of Services Provided

- Each client and family receives an **average of 3 hours per week** of tailored support provided by their assigned case manager.
- Support includes **direct check-ins**, advocacy, and connecting to critical resources such as housing, employment, healthcare, education, and mental health services.
- The intensity of support varies by client and family need, ranging from **low-touch guidance to high-intensity** case management involving multiple weekly engagements and coordination with external providers.
- Our approach is grounded in relationship-building, cultural responsiveness, and trauma-informed care, aiming to empower families toward **stability and long-term success.**

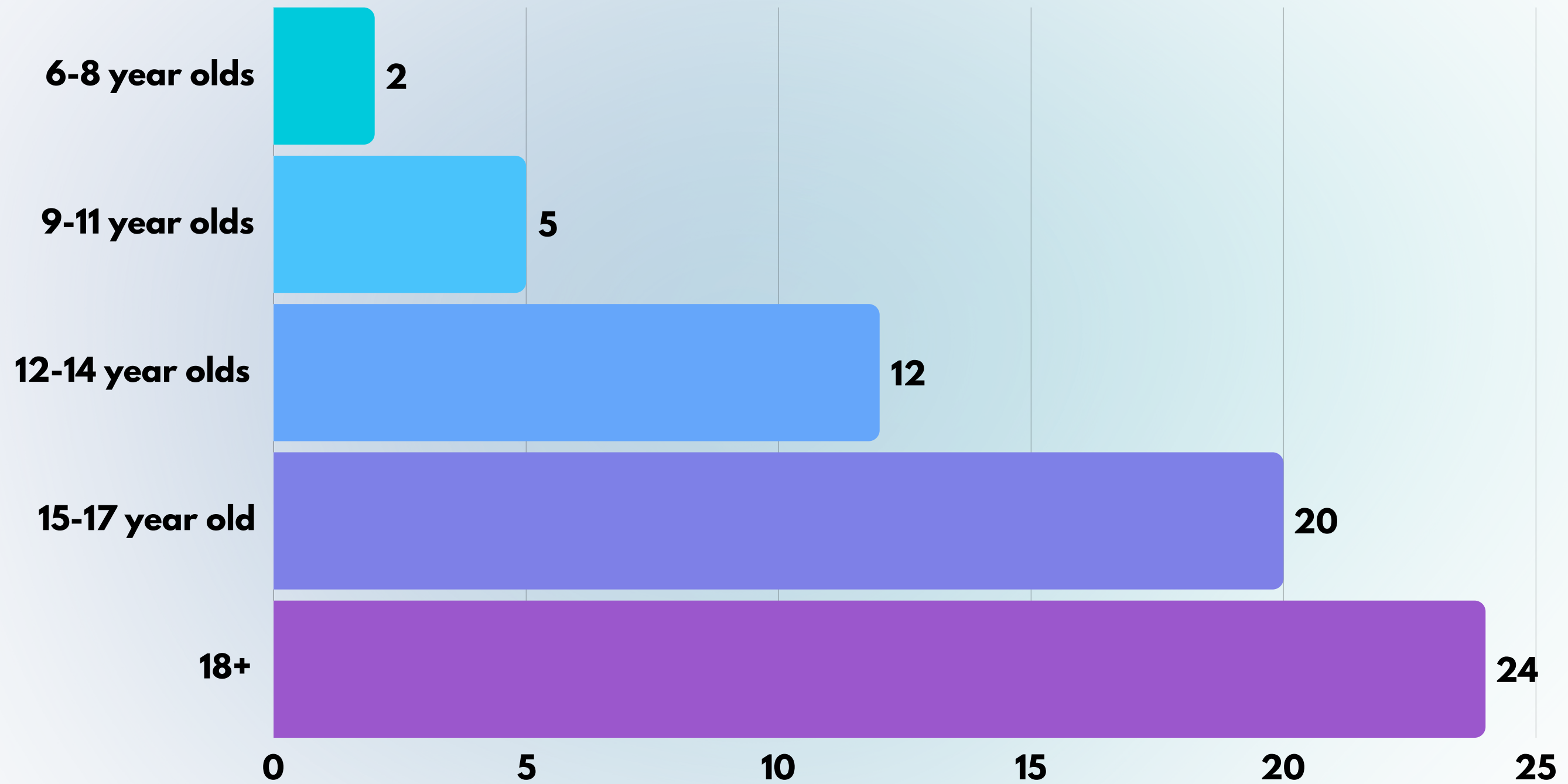
Referral's From Community Partners



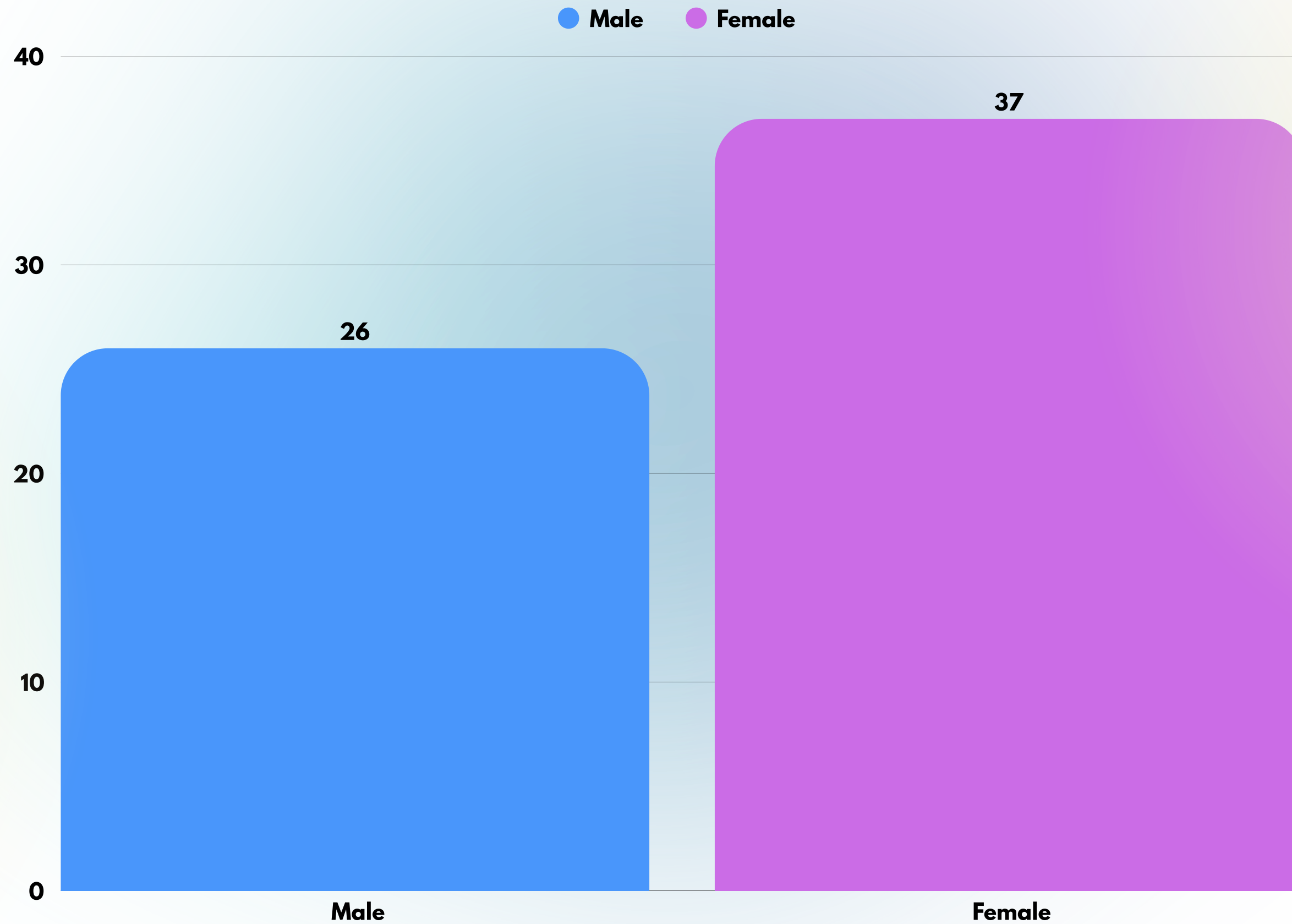
Ages



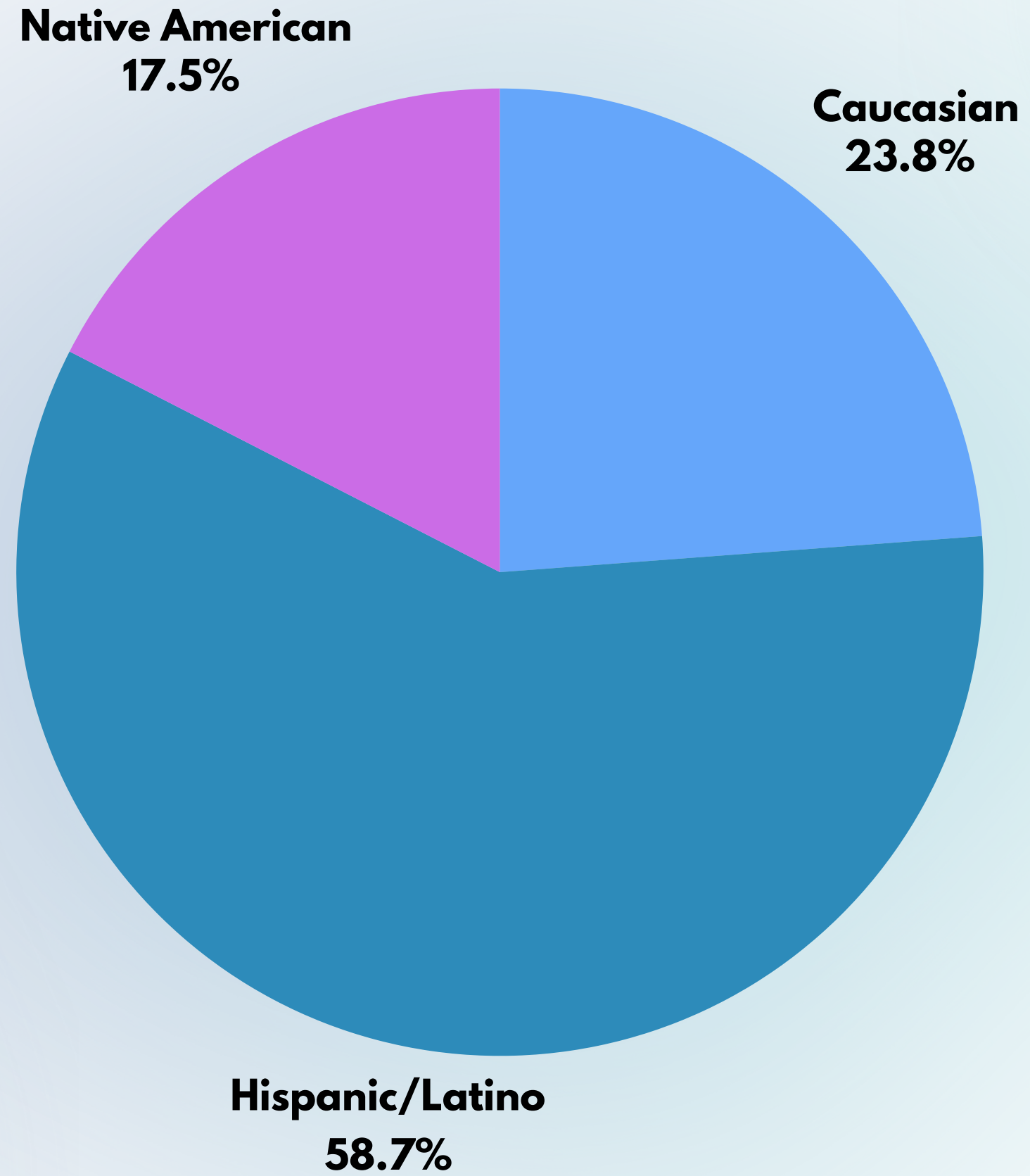
- 6-8 year olds
- 9-11 year olds
- 12-14 year olds
- 15-17 year old
- 18+



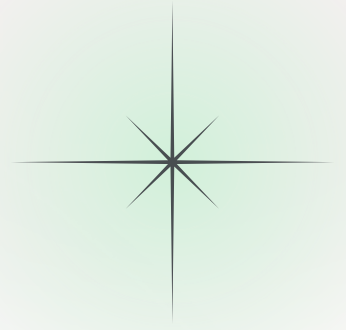
Gender



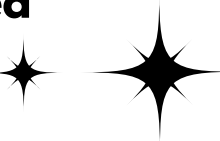
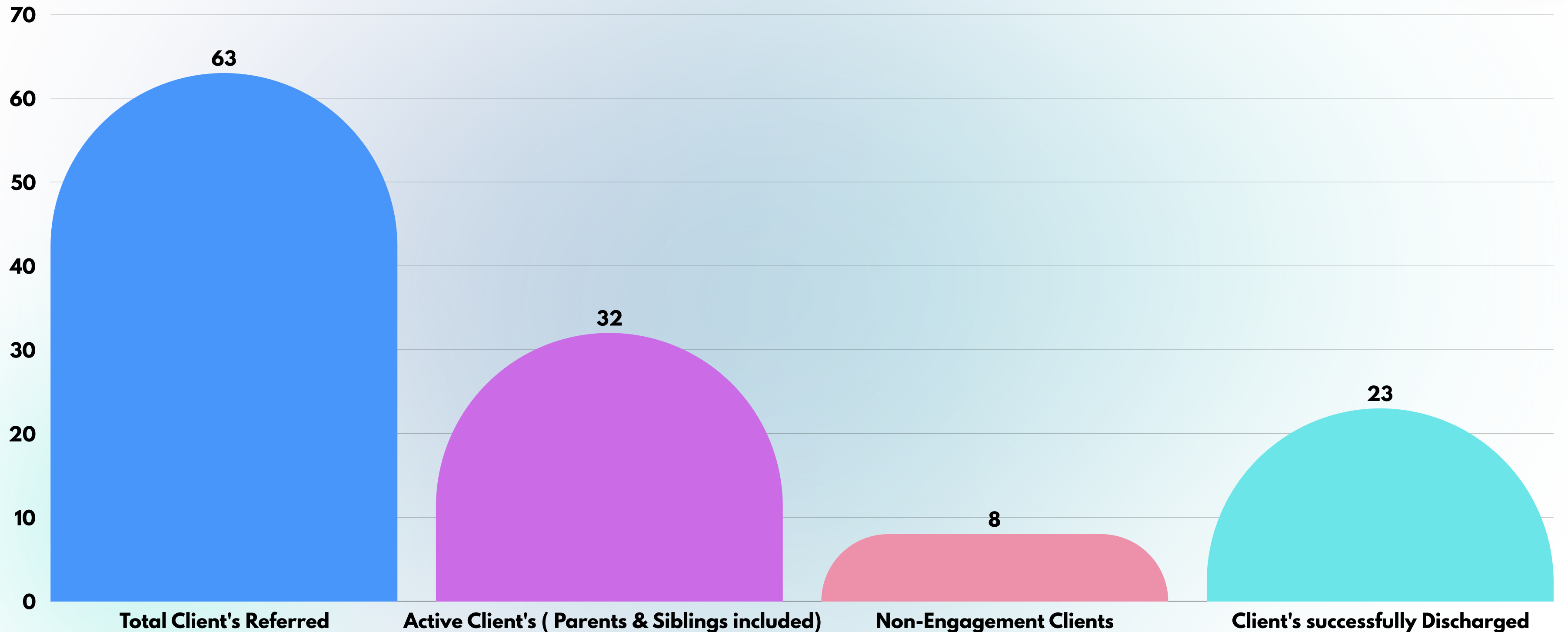
Ethnicity



Youth Case Management by the Numbers



● Total Client's Referred ● Active Client's (Parents & Siblings included) ● Non-Engagement Clients ● Client's successfully Discharged



What Youth and Families Are Saying

"I am so grateful for Christina and her support in helping my daughter receive much needed services including group therapy."
-Parent

"I am very appreciative of everything Christina has done to support and help my family! Christina does miracles."
-Parent

"When meeting with other service providers their recommendations were all things you have already got me plugged into- they were very impressed with the level of support you have provided us! You (Christina) are amazing and I feel very blessed to have you involved in this capacity for me and my son!"
-Parent

"I truly appreciate everything you've done for me, Christina. Thank you so much for your support!"
-Youth

"Christina is helping, and I am so grateful for her... I do not want to stop working with her!"
-Parent

"It truly feels like my prayers are being answered, and I appreciate your support during this time."
-Youth

"I appreciate you (Christina) so much. Thank you for your help; it means a lot to me!"
-Youth

"I am so grateful to be connected with Christina. I was really beginning to feel as though there would be no solution in a long-term sense of solution. Once we were lucky enough to connect with Christina, I now have hope!"
-Parent

Vision for the Future

- Our vision is to expand our Youth Behavioral Health Case Management capacity to better meet the complex needs of high-risk youth in our community.
- We are seeking to grow our team by adding one additional case manager in FY26, allowing us to respond more effectively to referrals from Christus and other high-stakes agencies.
- Our current case manager is nearing full capacity, and demand continues to rise—particularly among youth with intensive behavioral health and safety needs.
- Adding a second case manager transforms this into a collaborative team model, ensuring appropriate coverage, support, and program sustainability.
- This growth ensures we can continue to provide consistent, high-quality, and trauma-informed support while maintaining manageable caseloads and strong outcomes.



Questions?

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