Annual Evaluation Report 2021

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PB&J

FAMILY SERVICES

Tracking Clients and Keeping in Touch: A System Design for Expanding PB&J's Data Collection Capacity

UNIVERSITY OF NEW MEXICO EVALUATION LAB

Executive Summary

PB&J Family Services (PB&J) is a nationally recognized non-profit organization that has served the Albuquerque community since 1972. Through intensive wrap-around services, PB&J works to strengthen the capabilities, competencies, and agency of children and families.

PB&J has worked with the Evaluation Lab since 2017 to expand its evaluation capacity. As a result of this collaboration, PB&J now routinely tracks an array of family functioning metrics for clients at intake and discharge. The metrics enable PB&J to track families' progress in parenting knowledge and skills, child safety, satisfaction of basic needs such as housing and nutrition, school readiness and social-emotional development.

The goals for this year's project were to design two interconnected systems for collecting client stories and tracking clients' long-term outcomes. The evaluation questions that helped guide the process are as follows: which strategies for collecting and managing stories, both during and after receiving services, are congruent with PB&J's organizational context, values, and needs? How will this system function? How will PB&J measure success?

The team assembled best practices to devise a decision-making process and engaged in a series of conversations with PB&J leadership and staff. These conversations began with a discussion of needs and dreams and proceeded to hashing out operational and technical details. A parallel process developed a data request for child safety outcomes from the Child Protective Services division in the Children, Youth, and Families Department. At the time of publication of this report, the request was still pending. (See appendix F.)

Several themes emerged from the needs and dreams conversations that then informed data collection and analysis. PB&J wanted a system that collected stories from many clients, and that centered the client in determining what stories are shared. Collecting stories should not be a burden on staff or clients. The system should be easy to access. These organizational needs were later translated to the evaluative criteria of cost, client agency, administrative burden, story generation, and client privacy, and were considered in the drafting of the recommended system design. The quantity and quality of data to assure project alignment with organizational values and constraints was also considered.

The proposed system includes recommendations for (1) collecting and managing clients' in-program success stories, and (2) tracking clients after they are discharged to evaluate their long-term outcomes. The system design includes nine unique components, each of which is interconnected. While the components can be isolated, the system is meant to function.

In addition to the logistical and technical aspects of the system, the evaluation team also prioritized building a culture of connection, trust, and story sharing. As clients further engage with the system's components in-program and after they are discharged, sharing stories, and staying in touch becomes more normalized. This incremental approach to trust building is foundational to the system's function and is critical to future iterations of the project.

Ongoing evaluation of the system is critical to its longevity and success. PB&J should pay particular attention to issues of accessibility for all stakeholders. Additionally, many technical details will be clarified over time. For this reason, sufficient organizational resources should be allocated to both the initial pilot and the corresponding evaluation activities needed to strengthen the system design over time.

Introduction

PB&J is dedicated to nurturing families and supportive communities through a heart-centered approach that centers families, parents, and children so that children can grow to their full potential. The organization offers a variety of programs, from therapeutic parenting to a Pre-K extended day facility, that help clients develop agency and resilience, and, ultimately, prepare them to succeed.

PB&J would like to expand its data collection capacity to include two systems. The first part of the system would ensure that client contact information was kept up to date throughout the program and would also start the process of collecting client success stories while they are in the program. This would help clients and staff recognize and celebrate the small successes that can lead to meaningful changes in family dynamics and personal development.

The second part of the system tracks outcomes into the future, after clients are discharged. PB&J will be able to assess whether children remain safe and whether parents and children enjoy positive life trajectories. It will also provide a way for either PB&J or the client to reach out about story sharing.

Both systems provide a source of stories that PB&J could share with the community, both for promotion and outreach purposes. Annual surveys with incentives, a Facebook group dedicated to story sharing, and a quarterly email newsletter enable PBB&J to reach out to clients. For the staff, there is now reworked intake, discharge, and end of program feedback forms, with added sections that include more means of collecting contact information.

The 2020-2021 team was composed of the following members:

PB&J

- Jennifer Thompson, LCSW, Associate Director of Clinical Services
- Felicia Tapia-Alvidrez, LCSW, Associate Director of Family Services
- and Tashi Swierkosz, DJ, Development & Communications Manager

UNM

- Kendal Chavez, Evaluation Lab Fellow and MPA candidate
- Jonathan Wright, Evaluation Fellow and MA in History candidate
- Melissa Binder, Team Lead and Associate Professor of Economics

Meetings

Data collected through bi-weekly Zoom meetings with PB&J informed the development of a proposed system design that aligned with the contextual needs of the organization. There was an existing relationship within the group, and this ensured a smooth transition for the project. It was easy to make considerable progress as PB&J explained what they wanted from the project. The UNM team took detailed meeting notes which were reviewed and edited to ensure that the important points were clear.

These meetings formed much of the data collection for this project. The schedule was for bi-weekly meetings with PB&J; the UNM team also met in the weeks between each PB&J meeting. On one occasion, the UNM Evaluation Team discussed the project with additional staff at PB&J in a Managers' meeting on December 3, 2020. This was a chance to showcase the future proposed system and receive valuable feedback from managers of different projects within PB&J.

Story collection options

The UNM team articulated the trade-offs among story collection options in a matrix that considered five criteria: cost to organization, client agency fostered, administrative feasibility, stories generated, and ensuring privacy. The options were: status quo, client stories, two-tiered consent, and blanket consent. The first option of status quo refers to staff continuing their current practice of discussing client stories internally at staff meetings. For self-nomination, the client brings up and shares their personal stories. Two-tiered consent requires a consent form to be signed before entrance to the PB&J program and at a time that staff wish to use a client's story. Finally, clients could sign a blanket consent form that allows PB&J staff to use any story for any purpose they choose. (See table 1.)

The matrix allowed the Evaluation Team to articulate what ideas would be more successful than others. Blanket consent was viewed as an extreme option. Clients could not choose which stories they allow PB&J staff to use. However, if staff chose to go with the status quo option, client stories would not be recorded from the staff discussions. The Team decided that the status quo and blanket consent options were too extreme. The Team ultimately chose the self-nomination option. This option gives maximum agency to clients and can be implemented with a minimum burden on staff. Ultimately, the Team settled on using a private Facebook group for clients and former clients and maintained and moderated by the Development Director.

Table 1: Story collection options

Analysis: Current Client Stories and Data PB&J's process for collecting and sharing current clients' stories prevents the organization from fully expressing the organization's short and long-term impacts.					
	High, moderate, low fiscal impact on organization	High, moderate, low client agency	High, moderate, low administrative capacity	High, moderate, low quantity of stories generated	High, moderate, low impact on client privacy
OPTIONS	**Cost to organization**	**Client agency fostered**	**Administrative feasibility**	**Stories generated**	**Ensuring privacy**
Status Quo - Collecting and sharing client stories at staff meetings	Low - story collection occurring through existing organizational practices	Low - client agency not prioritized	Low capacity - not many working on project	Low - stories collected organically	Low - privacy of clients not assured due to informal process of consent
Self-nomination of personal stories of success/ inspiration	Moderate - see administrative feasibility	High - clients identify when stories should be shared and participate in self-recognition process	Moderate - would require systemization of processes, including training of staff	Moderate - would create an environment of sharing that may encourage others to collaborate, with the chance of minimizing the total number collected	High - clients have choice of what is and is not included as it is their prerogative to share
Two-tiered consent: before services begin and after critical stories have been shared	Moderate - additional staff hours may be needed to develop second layer of consent	Moderate - permission would have to be obtained, and it would be stories they help choose	Moderate - would involve more time spent actively recording stories in a sharable format	Moderate - clients may decide not to share stories at time of request for consent. While collection of stories will still be generated, the total number may decrease.	Moderate - consent to share stories secured before and after services
Blanket consent for use of all client stories	Low - occurring through existing organizational practices	Low - organization identifies and frames stories, not clients	Low - would only be a signed document	High - stories made available for numerous usages for set amount of time	Low - many different uses to make client aware of

Designing a system for long-term client tracking

The next stage was to establish how to keep in touch with clients after discharge. The Urban Institute suggests that non-profits consider nine elements for keeping in touch with clients after discharge.[1] The elements are as follows:

[1] *The Urban Institute. 2003. Finding out what happens to former clients.* https://www.urban.org/research/publication/finding-out-what-happens-former-clients.

1. Update intake process:

Clients should be introduced to the idea of keeping in touch both during and after the program. Multiple types of contact information can be collected, including phone number, email address, and the names and phone numbers of people who are in touch with the client.

2. Determining timing of follow up:

Conducting more than one follow up, while ideal, requires immense staff time and financial resources. Organizations are recommended to identify whether follow up should occur immediately, within three months, six months after service, or within a year from completion of programming. The sooner clients are contacted, the easier it will be to locate and survey them.

3. Choose how to administer follow up:

A combination of efforts spanning from online surveys, mailed reminder cards, and telephone calls are ideal for follow up. Combining mail with telephone calls, for example, will increase the response rate.

4. Inform clients about the need for follow up:

Clients should regularly be informed throughout services that they will be followed up with after service is completed. The way that the need for follow up is framed and messaged is critical to the success of collecting information after discharge.

5. Obtain client consent for follow up:

Consent for follow up should be collected at time of service. This level of consent can be built into existing intake materials or can be collected later in service. The consent form should include vehicles for communication, including phone, email, and mailing address, as well as best times to reach out and how communication should be conducted. If incentives are to be offered, they should be referenced at time of consent.

6. Discuss follow up procedures with the client at exit:

At time of exit, the client should be offered an "appointment card" with information regarding the follow up conversation. Information regarding time, date, call-in or website access, incentives offered, and confirmation of client's contact details should be included in the card. Include aspects of confidentiality here with the client.

7. Maintain contact with former clients:

Maintaining contact with former clients results in easier follow up efforts. Two appropriate options are referenced: strategic scheduling of after-care meetings and utilization of multiple forms of informal check-ins to ensure maintained contact information. Appropriate confidentiality procedures should be adhered to.

8. Offer clients incentives for participating:

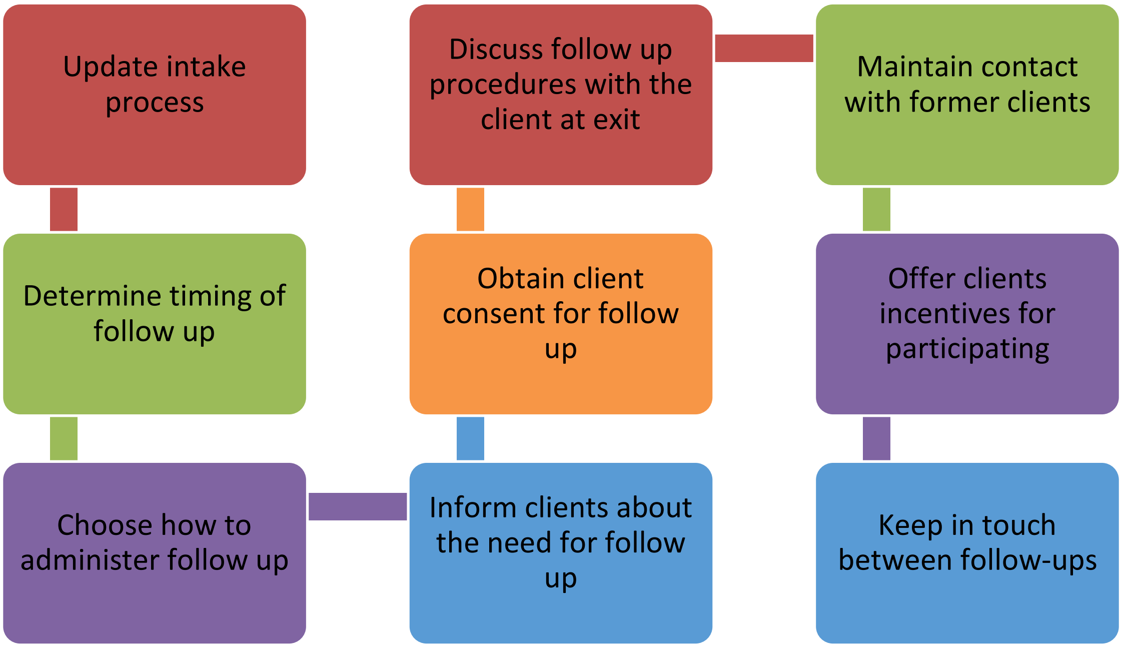
Incentives are key to assuring high response rates and can be provided through use of cash or non-cash items like gift cards to grocery stores or bus tickets. A best practice is to offer a wide variety of incentives so that participants have agency in selecting their item of choice. Additional incentives may be considered for hard-to-reach populations.

9. <u>Keep in touch between follow-ups</u>:

Efforts would be made by the organization to reach out to the client through short and simple online messages ensuring that contact information is correct on the child/client's birthday and bi-annual online surveys checking in on their progress.

As the list seemed daunting, the UNM team developed a visual process map. (See figure 1.) Over the course of several months, the combined team systematically reviewed each element, hashing out options and priorities. The decisions reached were the basis for the proposed system. (See table 2.)

Figure 1: Process map for long-term client tracking



Source: Adapted from The Urban Institute. 2003. Finding out what happens to former clients. https://www.urban.org/research/publication/finding-out-what-happens-former-clients.

Table 2. Decisions for each element

Element	Decisions
1. Update intake process	Include email, social media accounts, contact info for people who can reach you when we can't.
2. Determining timing of follow up	60-90 day follow-up after discharge, annually on client's birthday.
3. Choose how to administer follow up	Family specialist will set up "check-in" phone meeting with client 60-90 days after discharge. Annual Birthday Survey.
4. Inform clients about the need for follow up	Discussed during the intake and discharge process. Need for follow up framed as critical to the success of collecting information after discharge.
5. Obtain client consent for follow up	Consent added to intake form and first meeting with the client in the program.

6. Discuss follow up procedures with the client at exit	Discharge procedure includes verbal and email notice about 60-90 day check-in and Birthday Survey.
7. Maintain contact with former clients	The 60-90 check-in meets the Urban Institute best practice of contact within 3 months after discharge. Contact also maintained via a quarterly email newsletter, engagement in the Facebook group for clients and former clients.
8. Offer clients incentives for participating	$10 gift card for completing Birthday Survey.
9. Keep in touch between follow-ups	Quarterly email newsletter and Facebook group.

Proposed Client Tracking System

The proposed system incorporates contains five in-program steps and four post-program steps. The in-program steps are:

1. Collecting email, social media, and enhanced contact information at intake.

2. Maintaining current contact information with a contact refresh form every eight weeks.

3. A moderated Facebook group for current and previous clients to share their challenges, experiences and victories. PB&J staff could reach out to members about sitting for interviews to share their stories.

4. A form for the client to complete at the end of the client's program focused on reflection. The client could self-nominate to sit for an interview.

5. The staff member discharging a client will review post-discharge follow-up activities: a 60-90 check-in, the quarterly email newsletter, the Facebook group and the Annual Birthday Survey. The client will also receive an email with this information.

The steps after discharge are:

6. A guided interview set up as a Salesforce form for the 60-90 Check-In. Focus on client well-being and current contact information. Option to re-enroll client at PB&J or provide community referral. Reminders about the Quarterly email newsletter and the Birthday Survey.

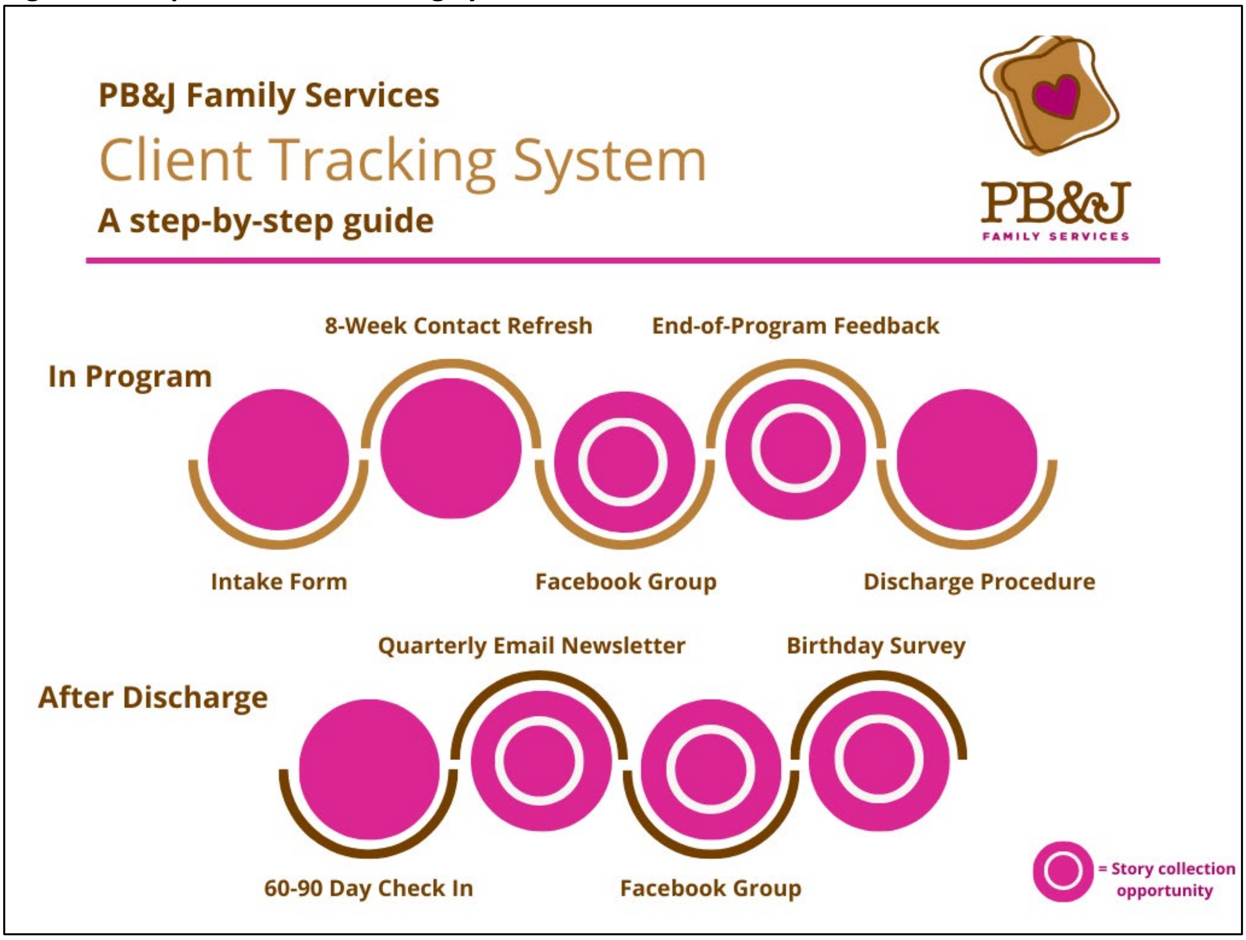
7. A quarterly email newsletter with PB&J news, resources, and links to the Facebook group.

8. Ongoing Facebook group.

9. Annual Birthday Survey with questions about outcomes including income, education, and family functioning. Respondents receive a $10 gift card as a birthday present / incentive.

Figure 2 illustrates the proposed client tracking system.

Figure 2: Proposed client tracking system



Details for each step during program

Steps 1, 2 and 5: Intake form, 8-week contact refresh, and Discharge procedure

These steps address keeping track of the most current contact information. The following fields will be added to current intake and discharge forms:

- Client email addresses (preferred and alternate).
- Social media platform (preferred and alternate).
- People who can reach the client when PB&J can't. This information is different from emergency contact and could include trusted out-of-state relatives.

The staff person overseeing the discharge process will also let the client know to expect a 60–90-day check-in call, and the annual "birthday" survey. Ideally, clients would have the option to add the date and time to their phone calendar immediately. Alternatively, the client could receive a physical appointment card. Immediately following discharge, the former client would receive an email about the follow-up activities.

A new 8-week contact refresh procedure will help keep contact information updated. It is not uncommon for clients to be wary about sharing contact information and even emergency contacts at intake. They may not want their friends and relatives to know that they are receiving services at PB&J. Over time, clients begin to trust their family specialist, and may be more willing to provide more contact information. The 8-week refresh will also help PB&J follow-up with clients who drop from the program without a formal discharge.

The 8-week contact refresh will also include a script that reminds both clients and staff that PB&J is interested in the client's welfare in the long-term and will be following up after discharge. The desire to stay in touch is the reason for periodically refreshing contact information.

(See appendix A for how these changes could be implemented in Salesforce.)

Step 3: Facebook group

This is one of part of the Client Tracking System that emphasizes story sharing through social media and interaction with other clients. The Facebook page provides a safe space to share and read stories from former and current clients. This increases the client's awareness of an online PB&J community that can support the client during and after the program. During the program, the Facebook Story Sharing page would be introduced to clients to share and celebrate their victories, both large and small.

After discharge, the page could be an important reflective tool for the client. Whether or not they posted or used the Facebook page for inspiration during the program, the page remains open for clients who have left PB&J.

Current and former clients would request access to the page after agreeing to rules that foster a positive and safe online environment. The request form also collects basic information, for example, whether the member is a current or former client.

A PB&J staff moderator will review content before it can be published. Various privacy coding options can ensure that comments on a post also go through a moderation process and if a member violates the group rules they can be banned from the page. With the protected nature of many clients' information, there will also be an option to post anonymously or through the moderator so that the story can be shared without revealing an online identity. Anonymity and who can see each post is the most important consideration and the area that should be continually assessed by PB&J to ensure that the online space remains a safe environment. (See appendix B).

Step 4: End-of-program feedback

The End-of-program feedback form would accompany the other standard forms given when the client leaves the 16-week PB&J parenting education and other programs. The difference is that the form is an opportunity for the client to reflect on their time with PB&J and to offer a story or experience from their time to show how their situation has improved. The form allows clients to share their stories anonymously. Anonymity encourages honest feedback. However, clients will have the option to provide their name, and give the PB&J staff an opportunity to discuss this story further.

The reflective style of this form changes from the more factual nature of other documents that the client completes at the end of the program. The "open answer text" allows the client to fully explore their experience with PB&J. It would encourage discussion of personal connections such as experiences with their family or staff that were achieved by the client during the program. Clients would have enough time to reflect on their experience as this form would be asked for during the last class in the 16-week program. Additionally, the staff member the client was working with would have been able to prepare them for this. Either through the program meeting or if the client was already a part of the Facebook Story Sharing page, reflective stories would be something they were used to. If this story collection method proves to be popular with the clients as a part of the discharge and reflection process from their program, PB&J could explore the potential of this being included as part of a program rather than just afterwards. It could even be improved by having direct links to the Facebook Story Sharing page to help the client sign up.

(See appendix C for End-of-program feedback form.)

Details for each step after discharge

Step 6: Post discharge 60-90 day check-in

Salesforce will ping the family specialist at 30 days post discharge as a reminder to set up a 60-90 day check-in phone call with the former client. One purpose of the check-in is for staff to see how the client is doing, and to reconnect them with services, if needed. A second purpose is to encourage an ongoing affinity for PB&J, which will make it more likely that the former client completes the Annual Birthday Survey.

A guided interview in Salesforce will ensure that the check-in is uniform across family specialists. The staff will have a script to read to the client to help them understand why the check-in is important. (See appendix A.)

The process of questioning also allows clients to feel comfortable answering questions about their lives. This increases the chances of them sharing a story or joining the PB&J Facebook Story Sharing page or Quarterly Newsletter.

Step 7: Quarterly Email newsletter

Aimed at former clients specifically, the quarterly Email newsletter provides clients with updates about PB&J. The newsletter will be a short 1–2-page informational online pamphlet that will be emailed to former clients on a quarterly basis. There is a subscribe and unsubscribe option to ensure that the clients can stay in touch without feeling pressured.

The newsletter also offers the opportunity for clients to access other PB&J documents dedicated to sharing stories. Links will be available to the Facebook Story Sharing page. The newsletter will include the most current information. Yet, it can be continually improved by analyzing how many clients said they accessed other documents through information provided through the Newsletter. A staff member at PB&J would create the newsletter in MailChimp and import current and former client emails from Salesforce.

(A sample newsletter is provided in appendix D.)

Step 9: Annual Birthday Survey

The Annual Birthday Survey would collect information about the current circumstances of a former client and their contact information. The survey updates information provided during the program, including marital status, education, employment, and entitlement income. It also includes the 20 questions from the Protective Factors Survey, which clients answer at intake and discharge. By collecting this information annually, PB&J will be able to track clients on outcomes that reflect material, physical and social well-being. In addition to checking boxes, respondents also have the opportunity to respond to the following three open-ended questions:

- How are your kids doing?
- What is going well in your life right now?
- What is challenging in your life right now?

In addition, former clients who report that they had an experience that they wish to share are invited to tell their story, and then asked if they would be willing to sit for an interview.

The survey will be sent annually at the time of the client's birthday. A Birthday Survey serves two purposes. First, birthdays are salient for most people, and since there is a gift for completing the survey, respondents may be more likely to recall and respond to a Birthday Survey. Second, sending surveys throughout the year will spread out the workload.

The will be a $10 gift card mailed to the respondent.

(See appendix A for Salesforce email notice to former clients and appendix E for draft Birthday Survey.)

Next Steps

Ongoing feedback and input from all stakeholders interacting with the system's components—PB&J staff, current clients, and clients after discharge—will provide a unique opportunity to make the system design truly work. A focus on the following steps is recommended for initial piloting of the system design.

Spanish translation

All system design components that interface with clients, including the staff-led interview guides and Salesforce emails, need to be translated into Spanish to align with the current language capacity of the organization. It is also recommended that story sharing opportunities be provided in multiple languages to broaden the data collected. The Evaluation Lab have confirmed that they can translate the document.

Integration of system components into Salesforce

PB&J will benefit from immediate application of the appropriate system design components in Salesforce. Due to issues of client privacy, all system components that include direct stories from clients will be omitted from Salesforce. (See appendix A.)

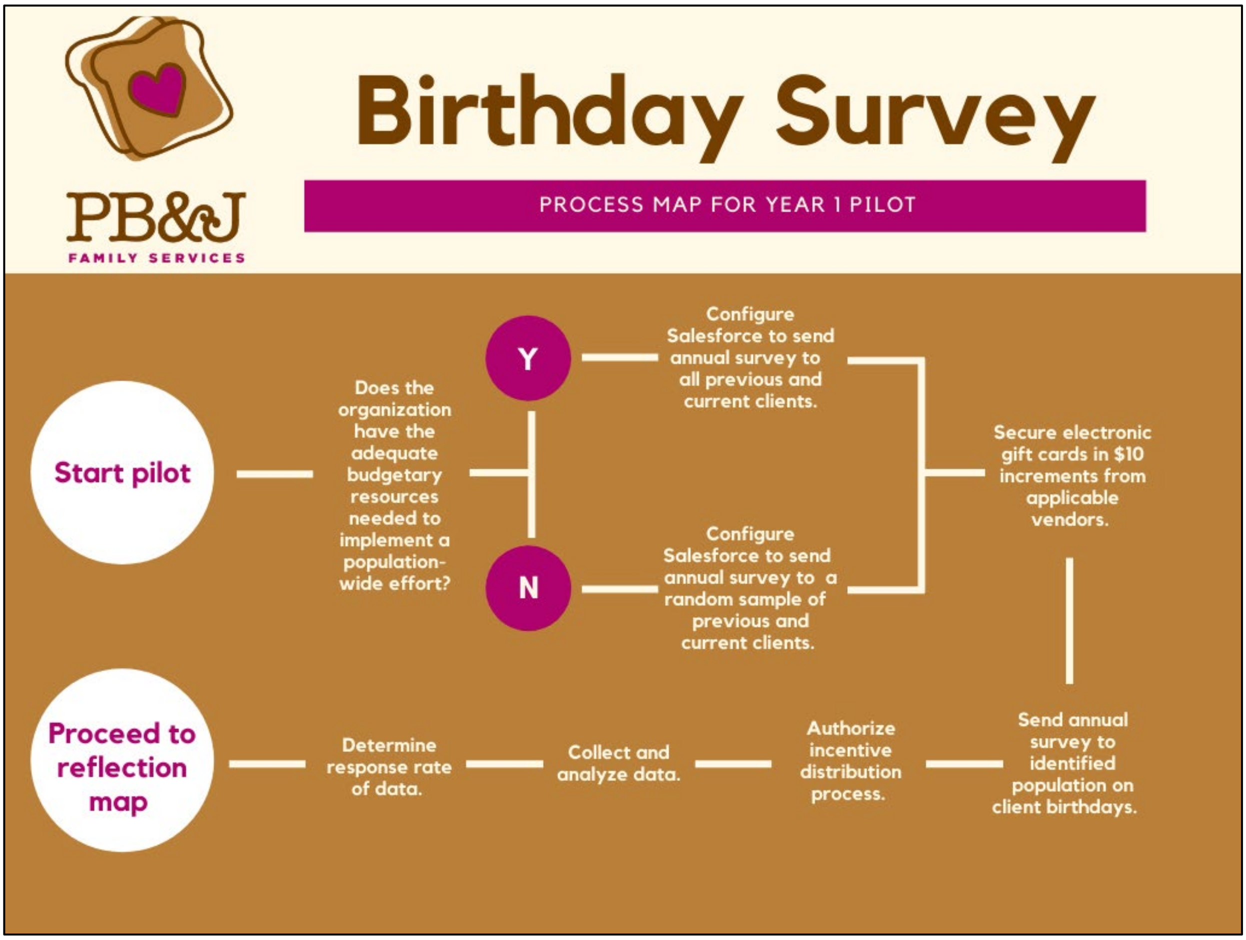
Piloting the Annual Birthday Survey

The recommended system includes one component, the Annual Birthday Survey, that will require added attention and support for the initial pilot phase of the project. The Annual Birthday Survey component will also allow for better understanding of the other components in the system, including how the nine components connect and their success in engaging clients. For example, if piloting efforts of the Annual Birthday Survey result in a high level of participation by clients, assumptions can be made about the efficacy of the system design due to the interconnected and scaffolded nature of the system components.

- **Determine whether the organization has adequate resources to implement a an evaluation effort that includes all PB&J clients, or a smaller sample.** PB&J staff determined that the organization's budget will allow for $10 incentives for each client that responds to the Annual Birthday Survey. The goal of the Annual Birthday Survey is to achieve a response rate of 50% or higher so that data can be used to represent PB&J's client outcomes.
- **Secure incentives and authorize distribution efforts.** PB&J staff determined that

incentives of $10 will be provided to all respondents. Incentive options will include gift cards to local grocers, Walmart, bus passes, and gas cards. Incentives will be sent to clients by mail after survey responses are collected.

- **Send an annual survey on clients' birthdays.** Salesforce will automatically send the Annual Birthday Survey on clients' birthdays. Salesforce's ability to support PB&J in an automated manner relies on correct client data, including birthdays and updated contact information. For this reason, ongoing client contact information updates through the system design is critical.
- **Collect and analyze data.** Data will be collected through SurveyMonkey. To move forward with response rate determination, PB&J staff will need to ensure that the calendar year for survey implementation has been confirmed, and that the total number of surveys sent, the number of surveys not received by clients due to email address errors, and total number of surveys received has been recorded.



Evaluating the Annual Birthday Survey

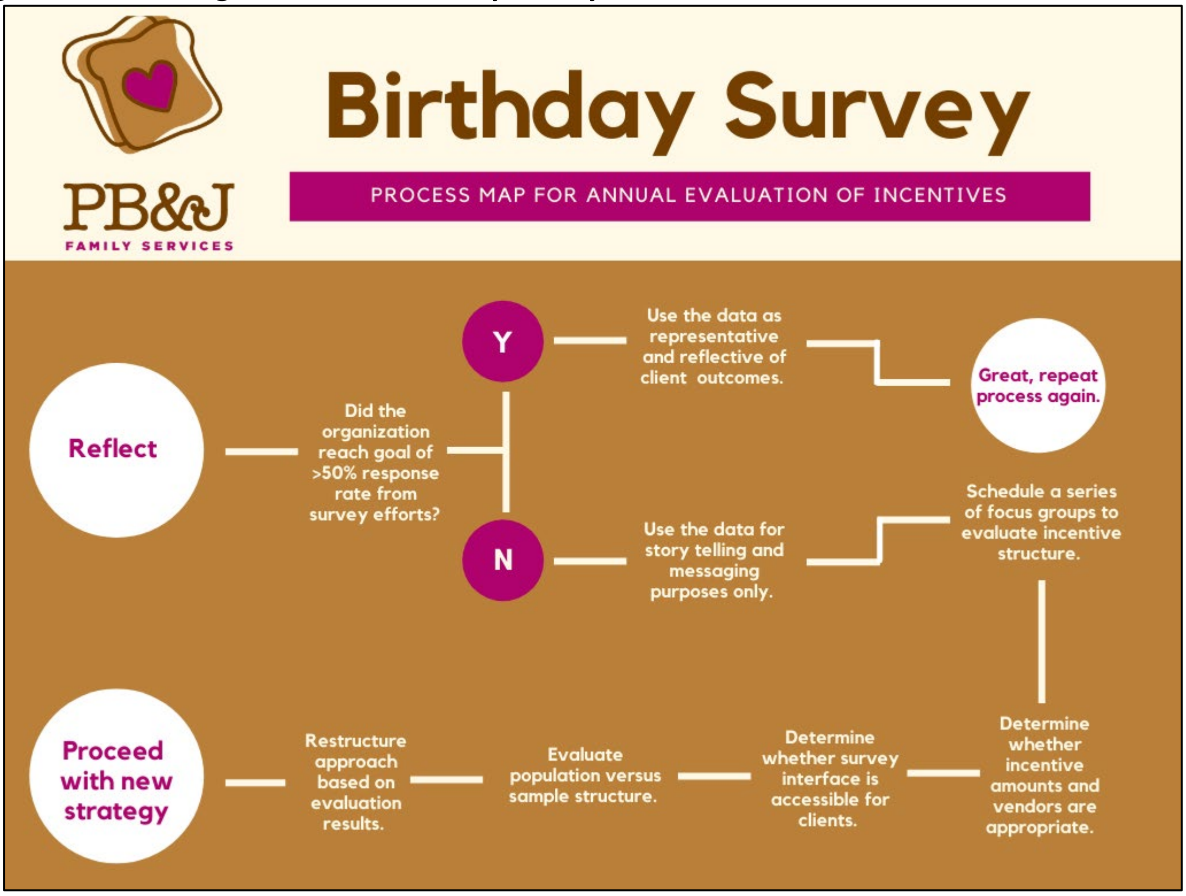
We propose the following steps for evaluating the annual survey.

- **Determine response rate and appropriate data use.** As stated, the goal of the Annual Birthday Survey is to achieve a response rate of 50% or higher so that data can be used to represent PB&J's client outcomes. If data received through the annual survey is less than 50%, then data should be used for storytelling and messaging purposes only. Examples of appropriate use of these data are for marketing and fundraising efforts that would benefit from anecdotal stories and quotes. If the response rate is higher than 50%, data can be used to reflect client outcomes. The latter scenario provides PB&J an opportunity to use annual survey alongside administrative data collected in partnership with State agencies.

- **Restructure and refine as determined by evaluation efforts.** If the annual survey response rate is less than 50%, PB&J staff should consider leading a series of focus groups with individuals in the target population group to determine whether the survey structure, incentive types, and/or issues of accessibility are preventing higher levels of participation from clients after discharge. Additionally, the decision to use a population versus sampling approach needs to be reconsidered on an ongoing basis. It is recommended that PB&J view evaluation efforts of the annual survey as critical to the overall system design. For this reason, PB&J should invest the appropriate organizational resources, including staff time and budget, in these efforts.

Figure 4 illustrates the survey evaluation process.

Figure 4: Evaluating the Annual Birthday Survey



Source: Data collected through consultation with PB&J staff. Created with Canva to depict the processes associated with evaluating the final component of the recommended system design.

Additional Considerations

Beyond the steps required to begin piloting the system design, additional considerations for PB&J are twofold: (1) implementation and (2) locating external evaluation support for piloting and evaluating the Annual Birthday Survey. The former requires training family specialists on new fields and new processes, front-office training for fielding survey questions, and a moderator for the Facebook page and its promotion. Sequencing is also a concern. The recommended system includes full integration with Salesforce. However, because Salesforce is not yet in place, some system elements will be delayed. Of particular concern is that without email addresses, there is no way to disseminate the quarterly newsletter and Birthday Survey. We propose the following implementation sequence with temporary workarounds.

First, the Facebook group should be a priority. Getting the group set-up and staff members engaged in encouraging clients to participate will immediately provide a platform for building community and a vehicle for story collection.

Second, a paper version of the End-of-Program feedback form can be implemented immediately. This will also provide stories and volunteers for story interviews.

Third, the new discharge procedure and 60-90 Day Follow-Up should be piloted as a paper form with one program.

Other system elements will have to await the Salesforce roll-out. As programs transfer operations to Salesforce, the new Intake fields, discharge procedure and Annual Birthday Survey invitation will be automatically integrated. Staff will need to be trained on the new contact refresh and 60-90 Day Follow-Up procedures and the Quarterly Newsletter will need to be established.

We also recommend that PB&J consider evaluating the system design after one to two years of operation. The evaluation process provided for the Annual Birthday Survey is an excellent place to start and provides a clear pathway for ways to include client feedback in evaluation of the system's impact. Additional elements to include in an evaluation of the system include the evaluative criteria developed at the beginning of the evaluation project: cost, client agency, administrative burden, story generation, and client privacy. To understand the value of the system fully and clearly, and its ability to support client tracking and story collection outcomes, a comprehensive evaluation that includes staff, current clients, and clients no longer using PB&J's services will be required.

A. Intake, Discharge, 8-week contact refresh

New contact fields

1	Client preferred email address
2	Client email address alternate 1
3	Client email address alternate 2
4	Social media platform preferred
5	Social media name preferred
6	Social media platform alternate 1
7	Social media name alternate 1
8	Social media platform alternate 2
9	Social media name alternate 2
10	Who can reach you when we can't—Name 1
11	Who can reach you when we can't—Phone number 1
12	Who can reach you when we can't—Name 2
13	Who can reach you when we can't—Phone number 2
14	Who can reach you when we can't—Name 3
15	Who can reach you when we can't—Phone number 3
16	Date contact information verified (keep history)

Form modifications

Intake form	Add all new contact fields
Discharge form	Add all new contact fields

New form: 8-week contact refresh

Form script: "I want to make sure we have the most up-to-date contact information for you."

Form instructions: Read the content of each field to the client and ask if the information is still correct. Encourage client to provide information for any missing fields. Make updates as needed.

Fields: client phone number, preferred and alternate email addresses, preferred and alternate social media platform and name, emergency contacts, emergency contact phone numbers, who can reach you when we can't names and phone numbers, date contact information verified.

Pings

Recipient	Time	Content
Family specialist	8 weeks from last "Date contact information verified"	Subject: It's time for the 8-week contact refresh! Content: Dear *First Name*, It's time for the 8-week contact refresh! Staying in touch with clients is a high priority! As clients trust us more, they are often more willing to provide different ways to reach them. This means that we are better able to support them, and to keep in touch with them after discharge. Thanks for helping with this important task! Sincerely, JT and Felicia
Client	At discharge	Subject: What to expect after discharge Content: Dear *First Name*, Thanks for being part of the PB&J community. We hope that your time at

		PB&J will help you as you start the next chapter of your family's life. Your family specialist will be in touch within 60 days to set up a check-in phone call to see how things are going. And on your birthday, please look for an Email from PB&J with a link to an online survey. As a thank-you for completing the survey, we will send you a $10 gift card. Please stay in touch through social media <links> and please give us a call if you want to re-connect or be connected with other community resources. We wish and your family all the best. --JT and Felicia Associate Directors

B. New 60-90 day follow-up form

New Fields:

	Field	Options (open-ended if left blank)
FUP1	What is going well in your life right now?	
FUP2	What social supports do you have?	
FUP3	What is challenging in your life right now?	
FUP4	How are your kids doing (if not mentioned already)?	
FUP5	Thinking back on your time with PB&J, is there anything you experienced with us that had a positive effect on you? If yes, please tell me about it.	
FUP6	Are you willing to be interviewed about your experience at PB&J?	Yes
		No
FUP7	Status check (check all that apply)	Client is doing well, no assistance needed.
		Referred client to PB&J program (please specify in status notes)
		Referred client to other community resource (please specify in status notes)
FUP8	Follow-up status notes	
FU9	60-90 day follow-up completed	Checkbox

New form: 60-90 day check-in

Form instructions: Please use this form to guide follow-up conversations with individuals who have recently completed PB&J's services. The data collected will support short and long-term client engagement and is essential infrastructure for the organization's commitment to client needs and outcomes. Fill out the responses as they are provided by the client. The conversation should take 15-30 minutes.

The script (what you should say) is in italics.

Instructions are in bold.

<u>Fields are underlined.</u>

Thanks for taking the time to chat with me today. The purpose of this call is to check in with you to see how you are doing since discharge from PB&J programs. We want to stay connected and be a resource for former clients. We want to you to remain a part of the PB&J community. Let's get started!

Read the questions and take notes from the conversation.

<u>What is going well in your life right now?</u>

<u>What social supports do you have?</u>

<u>What is challenging in your life right now?</u>

How are your kids doing (if not mentioned already)?

Thinking back on your time with PB&J, is there anything you experienced with us that had a positive effect on you? If yes, please tell me about it.

Are you willing to be interviewed about your experience at PB&J?

Client phone number. **[If answered "yes" to previous question.]**

One way that we stay in touch with former clients is through an Annual Birthday Survey. We call it a Birthday Survey, because we send it on your birthday. When you complete the survey you get a $10 gift card, and that's both a thank you for doing the survey, and a birthday present.

We'll also be sending you a quarterly email newsletter. We have your email address as

Preferred Email.

is this still the best way to reach you? If no, what's a better email address? **[Confirm or update email address]**

Finally, we would love to invite you to our private PB&J Facebook Group. Do you have a Facebook handle/name that you can share?

Social media platform preferred.

Social media name.

Do you have anything else you want to discuss? If not, look out for the Birthday Survey and the quarterly newsletter about program and service supports.

[Complete the following fields after the call.]

Status check

Follow up status notes

60-90 day follow-up completed

Pings

- 60-90 day follow-up reminder to staff at 8 weeks after client discharge and every week thereafter, unless 60-90 day follow-up completed field is checked.

C. Annual Survey Email

Ping

- 7 days before birthday for clients discharged on or after July 1, 2021

  Email subject: Happy Birthday from PB&J – Earn a gift by taking our survey!

  Email content:

  Dear *First Name*,

  Your birthday is coming up!

  Take our Annual Birthday Survey and we'll send you a gift card worth $10.

  It's our way of keeping in touch and celebrating your birthday.

  The survey takes about 20 minutes. At the end, you'll choose from a $10 gas card, Walmart giftcard, Explora membership or monthly bus pass. You choose whether to receive your gift by mail or pick it up at our South Valley location.

  <link to Birthday Survey>

  Questions? Call xxx-xxx-xxxx.

  Hope to hear from you soon!

  Sincerely,

  Jennifer Thompson and Felicia Tapia-Alvidrez

Associate Directors

- On birthday for clients discharged on or after July 1, 2021

  Email subject: Happy Birthday from PB&J !

  Email content:

  Dear *First Name*,

  Happy Birthday! We hope you are having a great day!

  If you haven't already done the Birthday Survey, complete it today and we'll send you a gift card worth $10.

  It's our way of keeping in touch and celebrating your birthday.

  The survey takes about 20 minutes. At the end, you'll choose from a $10 gas card, Walmart giftcard, Explora membership or monthly bus pass. You choose whether to receive your gift by mail or pick it up at our South Valley location.

  <link to Birthday Survey>

  Questions? Call xxx-xxx-xxxx.

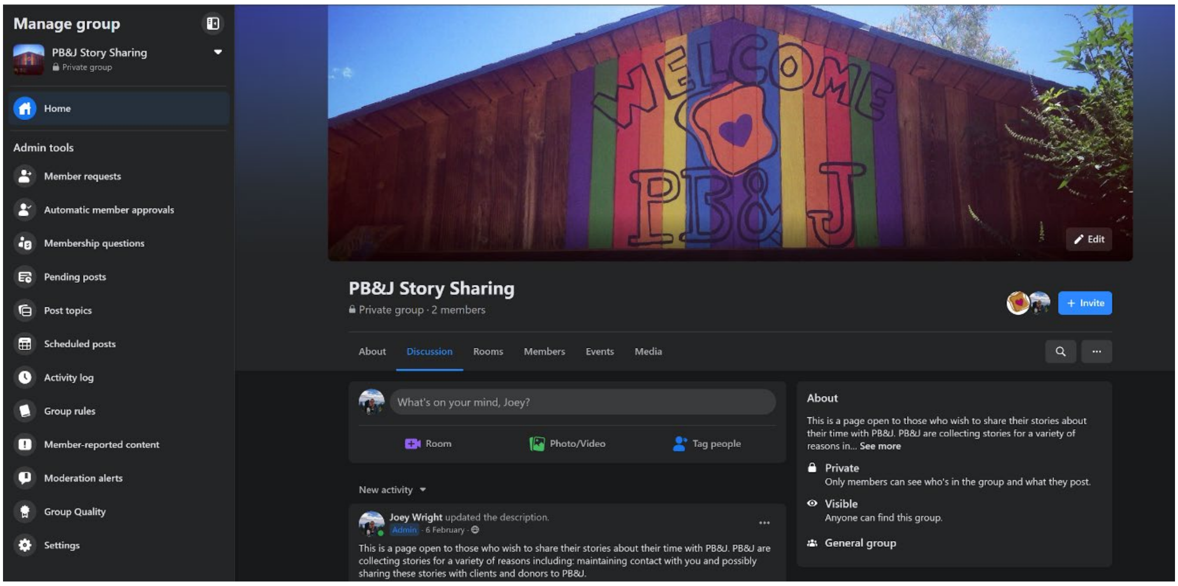
  Hope to hear from you soon!

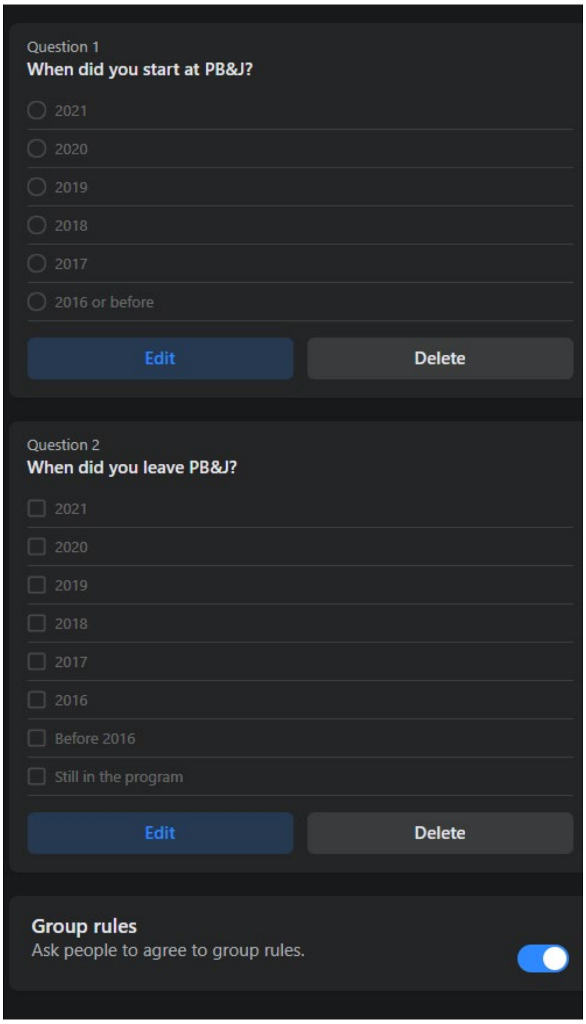
  Sincerely,

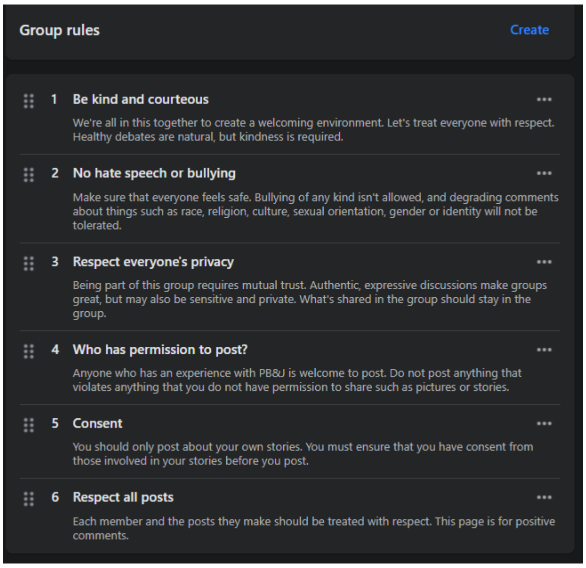
  Jennifer Thompson and Felicia Tapia-Alvidrez

  Associate Directors

Appendix B – Facebook Group and Staff Preparation sheet







Share Your Story

Please share what you've learned through this program. Your form will be submitted anonymously, with the option to add your name and contact for the purpose of story sharing and follow up. That said, we appreciate your honest reflection on the role this program plays in your life; please share openly and freely. Thank you.

* Required

1. Family Specialist/staff member/program *

2. Please write a letter to your facilitator about what you learned through this program and how i helped you work towards your goals. *

3. I am willing to be interviewed about my experiences at PB&J to help others learn about the program. *

   Mark only one oval.

   - Yes *Skip to question 4*
   - I prefer to remain anonymous

Contact Information (only for those who wish to be interviewed about their experiences.)

4. Name

5. Phone Number

This content is neither created nor endorsed by Google.

Google Forms

Appendix D – Quarterly Email

Gmail - [Test] Example PB&J Newsletter 2/21/21, 2:28 PM

Gmail Kendal Chavez <kzendoll@gmail.com>

[Test] Example PB&J Newsletter

Kendal <kendal.chavez@state.nm.us> Sun, Feb 21, 2021 at 2:23 PM
Reply-To: us19-279d413f0b-c44a251793@inbound.mailchimp.com
To: kzendoll@gmail.com

PB&J FAMILY SERVICES

PB&J Family Services Newsletter

Gmail - [Test] Example PB&J Newsletter

News and Updates

- Book Drive to provide books for PB&J families.
- Example 2.
- Example 3.

Interested in learning more about what's happening with PB&J Family Services?

Visit Our Facebook for More News

Keeping in Touch

Keeping in touch with you is very important to us. Help us update our contact list so we can maintain contact with you.

Update Your Contact Information Here

Appendix E – Annual Survey

PB&J

PB&J Annual Check In

Happy Birthday! You'll hear from us every year on your birthday and we want to hear how things are going for you. To thank you for taking the time to complete this survey, we will send you a $10 gift card. At the end of the survey, you can choose a debit card, gas card, other options. The survey will take about 20 minutes to complete. Please call xxx-xxx-xxxx if you have any questions.

1

PB&J

PB&J Annual Check In

About You

1. What is your first name?

2. What is your last name?

3. When is your birthday?

Date / Time

Date
MM/DD/YYYY

* 4. Which of the following best describes your current relationship status

- Married
- Committed Relationship (not married)
- Divorced
- Separated
- Widowed
- Single (never married)

2

* 5. What health insurance do you have? Choose all that apply.

- None
- Medicaid
- Private through BeWell NM
- Private through employer or family member's employer
- Indian Health Service
- Other (please specify)

* 6. What is the highest school level you have completed?

- Less than high school
- GED
- High School Diploma
- Vocational/Technical School, no degree or certificate
- Vocational/Technical School degree or certificate
- Earned college credit at 2-year community college
- Earned college credit at four-year college
- Associate's Degree (2-year college)
- Bachelor's Degree (4-year college) or higher
- Master's/Advanced Degree

* 7. Are you currently enrolled in school?

- Yes
- No

3

PB&J

PB&J Annual Check In

* 8. The school you are enrolled in is a:

- High School (grades 9-12)
- GED Classes
- Vocational/Technical School
- Other (please specify)
- 2-Year College
- 4-Year College
- Graduate Program

4

PB&J

PB&J Annual Check In

* 9. What is your annual household income?

- $0-$10,000
- $10,001-$20,000
- $20,001-$30,000
- $30,001-$40,000
- $40,001-$50,000
- more than $50,001

* 10. Does anyone in your household receive any income or services from these sources? (check all that apply)

- Wages from employer
- Income from own business
- Child support from noncustodial parent
- Food stamps (SNAP)
- WIC (Women, Infants & Children Nutrition Program)
- HUD/Section 8 Housing
- Social Security (Disability)
- Other form of income (please specify)
- None of the above
- Social Security (Retirement)
- TANF (Temporary Assistance for Needy Families)
- Tribal Support or Tribal Payments
- Unemployment insurance
- Earned Income Tax Credit (EITC) on federal taxes

5

* 11. Are you currently working for pay?

- Yes
- No

6

PB&J

PB&J Annual Check In

12. Employment information for your main job

Employer:

Job Title:

Hours worked per week (at all jobs):

13. Would you work more hours if more hours were offered?

- Yes
- No

7

PB&J

PB&J Annual Check In

* 14. Reason not currently working for pay (choose one)

- Incarceration
- Disability
- Retirement
- Homemaker or caring for children, elderly or disabled household members
- Full time student (in high school or 12+ credits in college)
- Other (please specify)
- Part time student
- Can't find work even though I've been looking
- Can't find work and I haven't been looking because jobs are not available
- Can't find work and I haven't been looking because of other obligations

8

PB&J

PB&J Annual Check In

* 15. For each of the following, mark the response that most closely matches how you feel.

	Not at all like my life	Not much like my life	Somewhat like my life	Quite a lot like my life	Just like my life
The future looks good for our family.					
In my family, we take time to listen to each other.					
There are things we do as a family that are special just to us.					

* 16. For each of the following, mark the response that most closely matches how you feel.

	Not at all like my life	Not much like my life	Somewhat like my life	Quite a lot like my life	Just like my life
My child misbehaves just to upset me.					
I feel like I'm always telling my kids "no" or "stop."					
I have frequent power struggles with my kids.					
How I respond to my child depends on how I'm feeling.					

9

* 17. For each of the following, mark the response that most closely matches how you feel.

	Not at all like my life	Not much like my life	Somewhat like my life	Quite a lot like my life	Just like my life
I have people who believe in me.					
I have someone in my life who gives me advice, even when it's hard to hear.					
When I am trying to work on achieving a goal, I have friends who will support me.					
When I need someone to look after my kids on short notice, I can find someone I trust.					

* 18. I have people I trust to ask for advice about (check all that apply):

- [ ] Money/Bills/Budgeting
- [ ] Relationships and/or My Love Life
- [ ] Food/Nutrition
- [ ] Stress, Anxiety, and/or Depression
- [ ] Parenting/My Kids
- [ ] None of the above

* 19. For each of the following, mark the response that most closely matches how you feel.

	Never	Rarely	Sometimes	Often	Almost always
I have trouble affording what I need each month.					
I am able to afford the food I want to feed my family.					

10

PB&J

PB&J Annual Check In

* 20. Were you arrested or detained in the last 6 months?

- Yes
- No

* 21. Which of the following best describes your iInvolvement with CYFD?

- [ ] No current or past involvement
- [ ] No current involvement; involved in past
- [ ] CYFD Referred
- [ ] Involved with Protective Services
- [ ] Child in CYFD custody
- [ ] Teen caregiver involved with Juvenile Justice
- [ ] Tribal Social Services Involved

11

PB&J

PB&J Annual Check In

* 22. Thinking back on your time with PB&J, is there anything you experienced with us that had a positive effect on you?

- Yes
- No

12

PB&J Annual Check In

* 23. Please tell us how PB&J affected your life.

* 24. We are collecting stories about how PB&J made a difference in our clients' lives. Would you be willing to be interviewed for this project?

- Yes
- No

PB&J Annual Check In

25. Please provide your contact information. We'll get in touch to talk to you about your PB&J experience in the next 2 weeks.

Phone number

Email address

26. What is your preferred method of contact?

- Call me at the phone above
- Text me at the phone number above
- Email me
- Other (please specify)
- Contact me through social media
- None of the above

PB&J Annual Check In

27. When is the best time to reach you?

- Any time, just leave a message.
- Weekday mornings
- Weekday afternoons
- Other (please specify)
- Weekday evenings
- Weekends

PB&J Annual Check In

28. Your preferred social media platform

- Facebook
- Instagram
- Twitter
- Other (please specify)

29. Your social media handle or associated email address

PB&J

PB&J Annual Check In

30. How are your kids doing?

31. What is going well in your life right now?

32. What is challenging in your life right now?

33. PB&J has expanded its services recently. Please call us at 505-xxx-xxxx and to discuss ways that we may be able to provide support.

- Got it, thanks!

17

PB&J

PB&J Annual Check In

Thank you for completing the survey. Now you get to choose your birthday gift card.

* 34. Which gift card do you prefer?

- Monthly bus pass
- $10 gift card
- $10 gas card
- Explora membership
- No thank you, I do not wish to receive a gift.

35. How would you like to receive your gift?

- I will pick it up at the PB&J South Valley location.
- Please mail it to me.

18

PB&J

PB&J Annual Check In

* 36. Please provide your phone number. We will call you when your gift card is ready to be picked up.

- Please select this option and provide your phone number below.

Phone number:

Thank you for taking our survey! Please allow 2 weeks for receiving your gift. Call us at 505-xxx-xxxx if you have any questions.

19

PB&J

PB&J Annual Check In

37. Please provide your mailing address for receiving the gift.

Name

Address

Apartment Number

City/Town

State/Province

ZIP/Postal Code

Phone Number

Thank you for taking our survey! Please allow 2 weeks for receiving your gift. Call us at 505-xxx-xxxx if you have any questions.

20

Appendix F – CYFD Data Request

To: Jeremy Howard, CYFD Data Manager
From: Melissa Binder, UNM Evaluation Lab on behalf of PB&J
cc: Raymond Garcia, Felicia Tapia-Alvidrez, Jennifer Thompson, PB&J Leadership Team
Date: January 25, 2021
RE: Data request for PB&J client and comparison group outcomes

As previously discussed, CYFD has agreed to provide follow-up data to assess whether children in PB&J programs experience positive safety outcomes.

Melissa Binder of the UNM Evaluation Lab will coordinate this data request. Please address any questions about the request to her via email <mbinder@unm.edu> or phone (505-250-4131).

PB&J will transfer client data to CYFD via CYFD's secure email client. The client data consists of the following fields for children whose families started services at PB&J during FY 2015 (July 1, 2014 to June 30, 2015):

- Child's name
- DOB
- SSN
- Medicaid number
- Facts # (if available)
- Total weeks of PB&J services
- First date of PB&J services
- Whether was CYFD referred (YES/NO)

We request the following information back:

Table 1. Subsequent referrals to Child Protective Services for children originally referred in FY 2015 for services other than TLR

	Comparison group: All children under 6 whom CYFD referred for services other than TLR during FY 2015, excluding children on PB&J list		Referred to PB&J from CYFD for services other than TLR						All Other PB&J Clients		
			Substantiated cases			Unsubstantiated cases					
			Weeks at PB&J			Weeks at PB&J			Weeks at PB&J		
	Substantiated cases	Unsubstantiated cases	ALL	< 16	16 +	ALL	< 16	16 +	ALL	< 16	16 +
Total											
Within 6 months from date of first FY15 referral (or first date of service for those not referred from CYFD)											
# of referrals											
# of unsubstantiated cases											
# of substantiated cases											
After 6 months and within 12 months from FY15 referral (or first pb&j date of service)											
# of referrals											
# of unsubstantiated cases											
# of substantiated cases											
After 12 months and within 24 months from FY15 referral (or first pb&j date of service)											
# of referrals											
# of unsubstantiated cases											
# of substantiated cases											
After 24 months and within 36 months from FY15 referral (or first pb&j date of service)											
# of referrals											
# of unsubstantiated cases											
# of substantiated cases											
After 36 months and within 48 months from FY15 referral (or first pb&j date of service)											
# of referrals											
# of unsubstantiated											

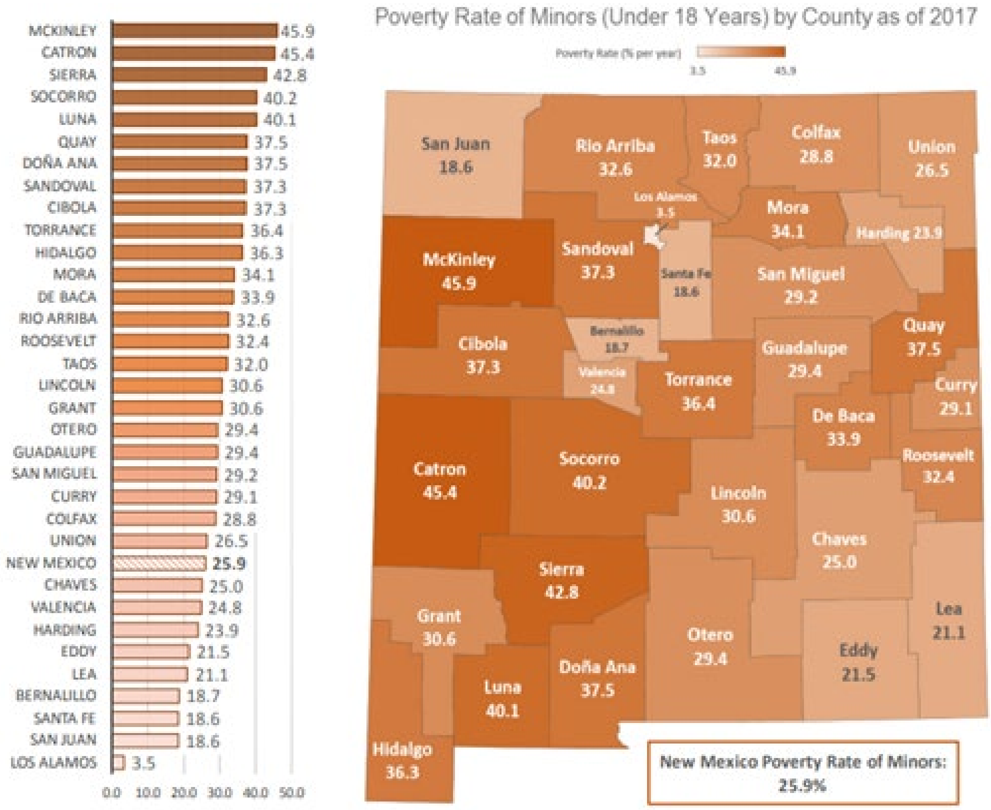
cases											
# of substantiated cases											
After 48 months and within 60 months from FY15 referral (or first pb&j date of service)											
# of referrals											
# of unsubstantiated cases											
# of substantiated cases											

Table 2. Outcomes for children and families referred for TLR services

	All children under 6 who were referred for TLR services during FY 2015, excluding children on PB&J list	Children referred to PB&J from CYFD for TLR services during FY 2015
Number of children referred		
Number reunified		
Number of families referred		
Number reunified		

Appendix G – Full Data Set

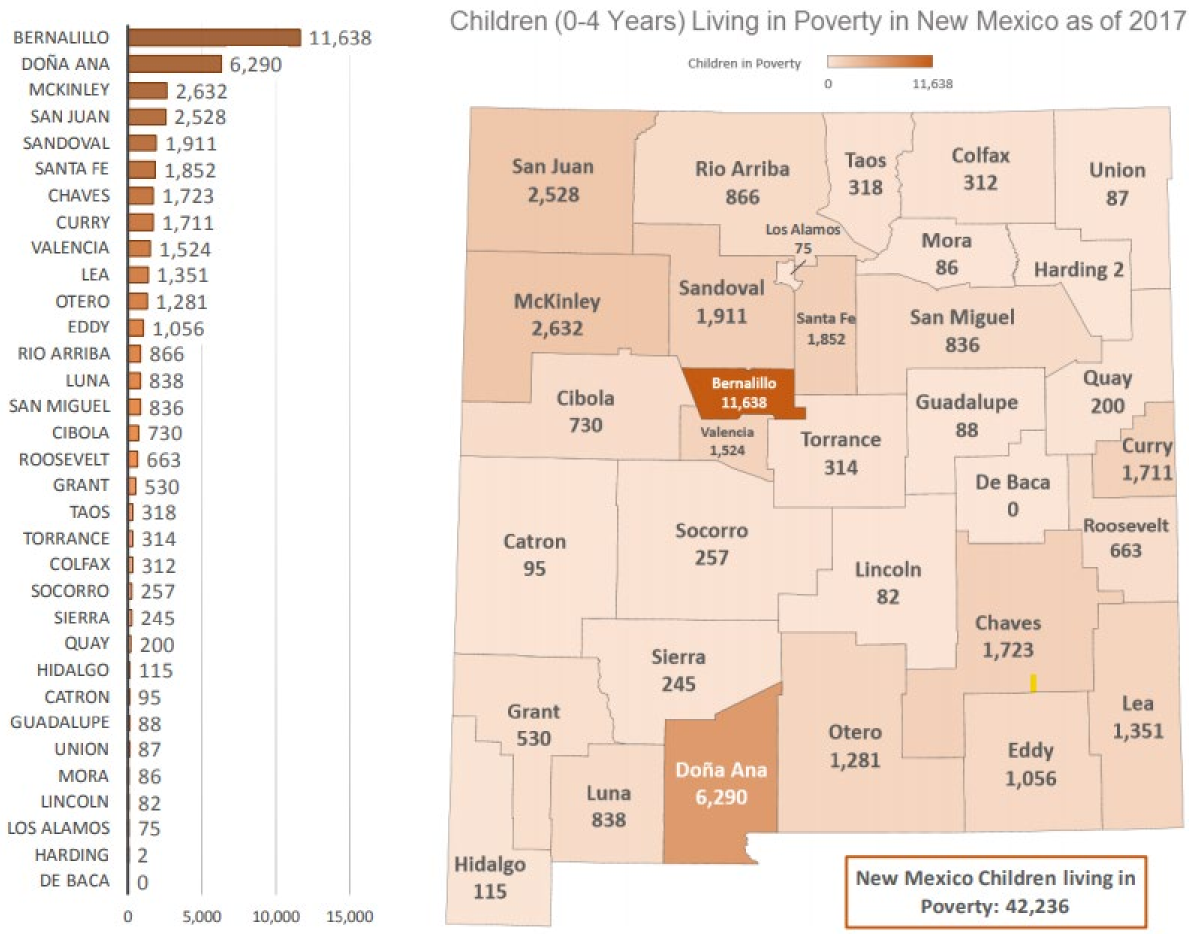
1. **Poverty rate percentage of minors (under 18 years old)**



U.S. Census, *Data Book for New Mexico Human Services Department*, p. 34 <https://www.hsd.state.nm.us/uploads/files/Public%20Information/HSD%20Data%20Book%20All%20Sections%201-20-20.pdf> [Accessed 11/09/2020].

Organizations like PB&J provide services to families that aim to limit the difficult experiences of childhoods in New Mexico. With the New Mexico youth average poverty rate of 25.9% per year, it should be considered critical to target the poorer areas of the state where there may be difficulties accessing services like PB&J. The significant gap between the geographically neighboring counties of Sandoval and Bernalillo of 18.6% higher poverty rate per year was particularly worrying and indicated the difficulty in New Mexico of non-urbanized child poverty. What this map did not indicate was the differences between the state and the national average of 18.4% which places New Mexico in the top four states for high poverty rates for minors (U.S. Census, 33). In order to establish where the hardest to reach areas were, this map of U.S. Census data can provide a crucial insight into the areas of New Mexico that are most at risk of having minors suffering from poverty.

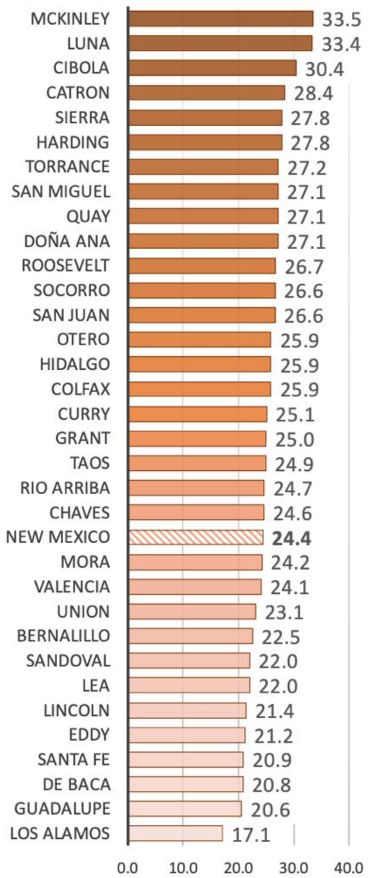
2. **Children living in poverty between the ages of 0-4**

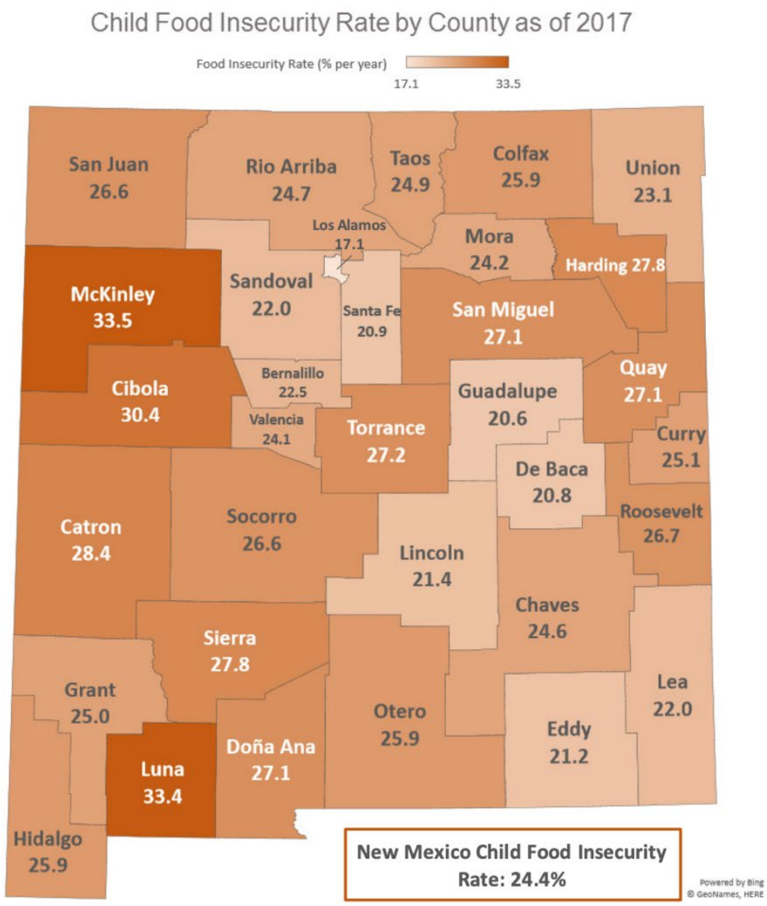


U.S. Census, *Data Book for New Mexico Human Services Department*, p. 35 <https://www.hsd.state.nm.us/uploads/files/Public%20Information/HSD%20Data%20Book%20All%20Sections%201-20-20.pdf> [Accessed 11/09/2020].

Having data for the number of children living under the national poverty line in different counties of a state enables analysis of where the highest areas of risk are for standard of living. Family poverty is explicitly linked to the poverty of a child below the age of five and this is where the work of PB&J to help both parents and the children through their programs will be especially influential. Highly pertinent to the work of PB&J in locating at risk areas for child poverty, Bernalillo County stood out in the as a significant outlier with New Mexico for children living in poverty from birth to the age of four. Of 42,236 children living in poverty in 2017, 11,638 reside in Bernalillo county. The low numbers in other counties such as Torrance with 314 were likely due to a significantly smaller size of population, but PB&J's direct presence and locality to the difficult situation in Bernalillo County will help to counter this situation more than if the outlying county was further away from Albuquerque. The increased population in Bernalillo County from cities such as Albuquerque do make up a significant part of this high number of cases. However, even cities such as neighboring Santa Fe County, which does not have more than ten times the population, fall far below the Bernalillo levels of children living in poverty. This did indicate that Bernalillo was a particularly at risk area for children to be exposed to poverty in the state. With only Doña Ana County coming close to 5,000 cases below Bernalillo County, the urbanized center of Albuquerque should be considered as a central area of concern.

3. **Child Food Insecurity Rate by County as of 2017**

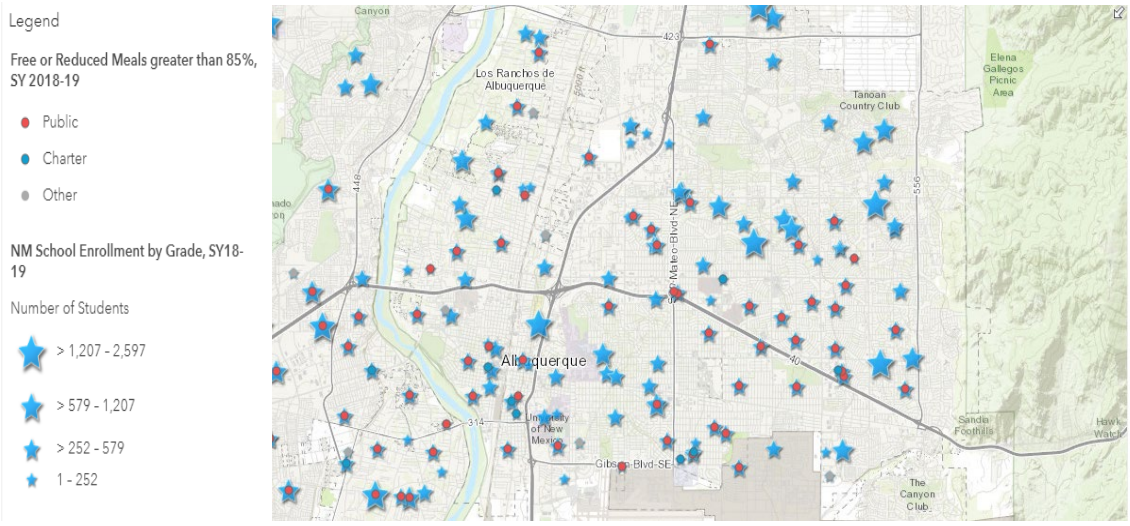




Gundersen, C., A. Dewey, M. Kato, , A. Crumbaugh & M. Strayer. *Map the Meal Gap 2019: A Report on County and Congressional District Food Insecurity and County Food Cost in the United States in 2017*. Feeding America, 2019

Food insecurity, or a household's inability to consistently access adequate food, is a major indicator of need. In 2017, the U.S. rate of food insecurity was reported at 17.7%, New Mexico's rate in the same year was 24.4%. County food insecurity rates vary greatly across the large landmass of New Mexico: McKinley County, which includes parts of Navajo Nation, Zuni Pueblo, and other tribal nations, reports a food insecurity rate two times that of the national average. PB&J Family Services serves the greater Bernalillo County metropolitan areas as well as clients outside the region per referrals. While Bernalillo County is the most populous county in New Mexico, it reported a food insecurity rate two points below the state average. This data is helpful for current client services as well as long-term tracking services provided to clients after they leave PB&J.

4. **NM School Enrollment by Grade, SY18-19 and Free or Reduced Meals greater than 85%, SY 2018-19 in ABQ**



New Mexico Community Data Collaborative

New Mexico Community Data Collaborative. (2019). *New Mexico School Indicators, 2012-2019.* Retrieved from https://nmcdc.maps.arcgis.com/home/webmap/viewer.html?webmap=20bd603fe68e4b2abb5dc0dd139406ba.

PB&J administers the Child and Adult Care Feeding Program to assure that healthy meals are available to clients through the organization's programs. Free and reduced price meal data provides the organization a snapshot of the poverty indicators in the neighborhoods served in Bernalillo County. Per the data provided to the New Mexico Community data Collaboration, the south valley, international district, and I-25 corridor are high need populations reliant on free and reduced price meals through schools and community organizations. For organizational planning purposes, this data can be leveraged to establish new and expanded service relationships for community members that are food insecure and in need of organizational resources.

5. **Percentage of Children in New Mexico with an Incarcerated Parent**

2012

2016 2017

Answering: To the best of your knowledge, has this child ever experienced any of the following? Parent / guardian served time in jail.

- New Mexico 2011-2012 10% 52,000
- New Mexico 2016-2017 12% 58,039
- New Mexico 2017-2018 13% 59,529

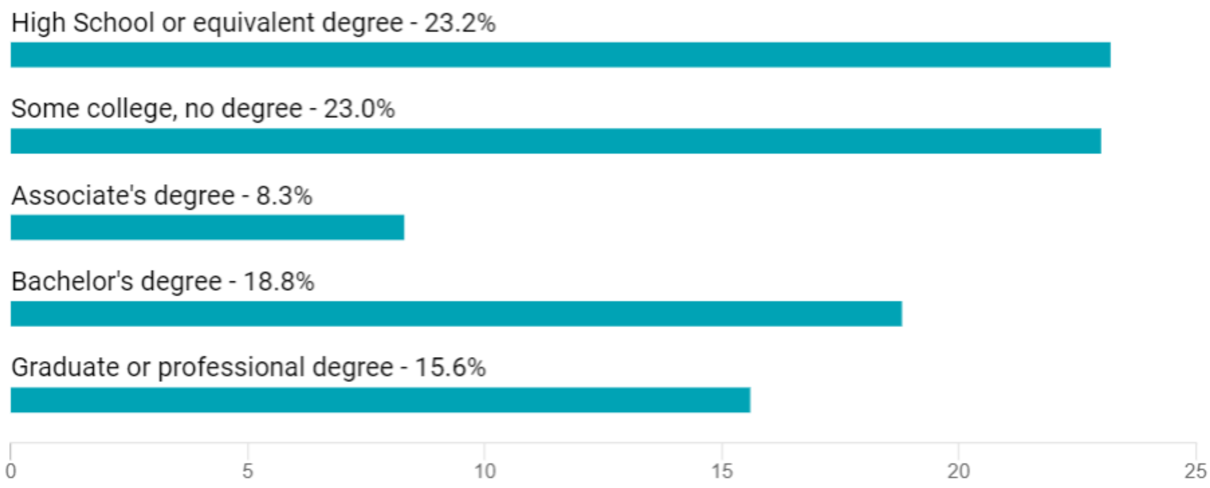
Annie E. Casey Foundation. (2012). *A Shared Sentence: The Devastating Toll of Parental Incarceration on Kids, Families and Communities*. New Mexico Kids Count. Retrieved at https://www.grantcountybeat.com/mypdfs/NM-incarceration-factsheet.pdf.; Annie E. Casey Foundation. (2018). *Child Trends analysis of data from the U.S. Department of Health and Human Services, Health Resources and Services Administration, Maternal and Child Health Bureau, National Survey of Children's Health.* Kids Count Data Center. Retrieved from https://datacenter.kidscount.org/data/tables/9688-children-who-had-a-parent-who-was-ever-incarcerated?loc=33&loct=2#detailed/2/33/false/1648,1603/any/18927,18928.

The Annie E. Casey Foundation found that children were experiencing a shared sentence with an incarcerated parent. This study found that these children were significantly less likely to live in neighborhoods that are able to be supportive of families (Annie E. Casey Foundation, 2018). As evidenced in the change over time, the total number and percentage rate of incarcerated parents in New Mexico is increasing. The marked increase, especially from 2012, indicates that there is a need to improve support systems and attention towards this vulnerable population.

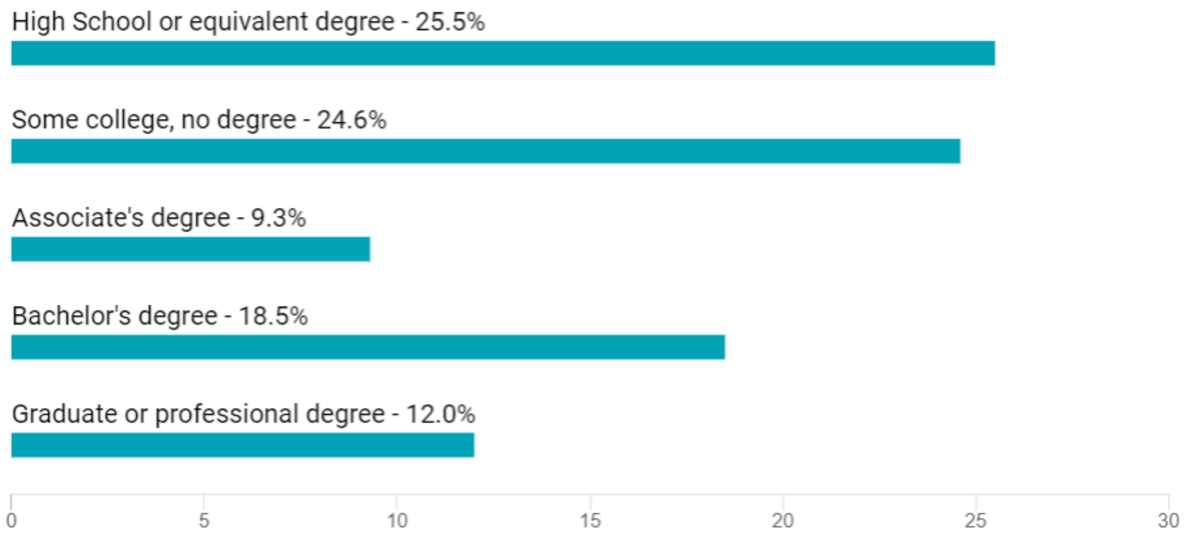
6. **Bernalillo and Sandoval County Educational Attainment**

Overview

Bernalillo County

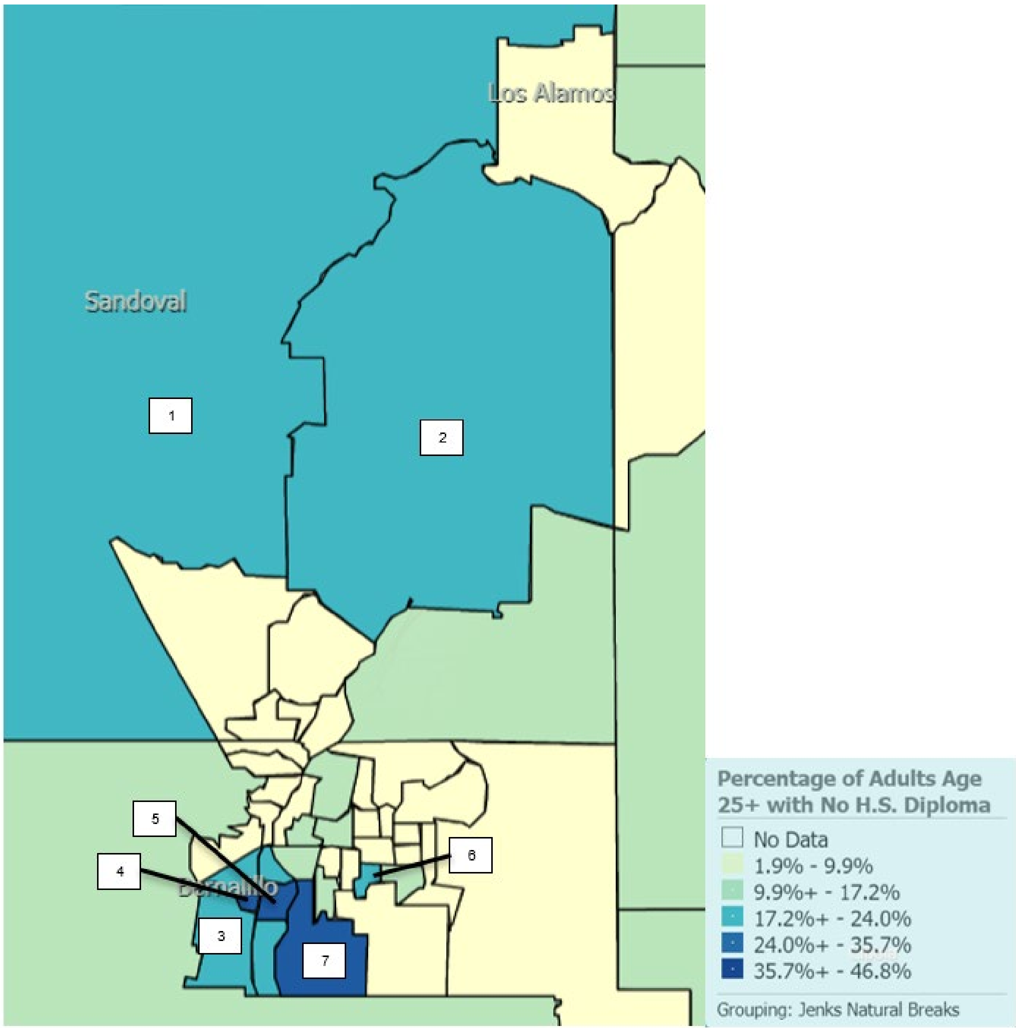


Sandoval County



U.S. Census Bureau. (2019). American Community Survey 5-Year Estimates. Retrieved at https://www.census.gov/programs-surveys/acs/.

Detail



New Mexico's Indicator-Based Information System (NM-IBIS). 2019. The Percentage of Adults Age 25 or Over With No High School Diploma by Small Area, Sandoval County, 2013-2017. Retrieved at https://ibis.health.state.nm.us/indicator/view/NMPopDemoEduc.Sarea.html.

1. Sandoval County West: 21%

2. Sandoval County East: 20%

3. Bernalillo County, Chavez One-Eighteenth: 22.6%

4. Bernalillo County, Arenal Unser: 29.1%

5. Bernalillo County, Arenal Tapia: 30%

6. Bernalillo County, Central Penn: 23.7%

7. Bernalillo County, Rio Bravo Second: 35.7%