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## CONNECT

The CONNECT program provides three months of intensive case management for top utilizers of 911 (EMS). Primary providers are EMTs and are supported by a social worker, a pharmacist and a physician. Services are 100% mobile (home visits, shelter visits, street outreach, jail visits, etc.) and are free. Focus is on SDOHs and healthcare system navigation. At a systems level, one of the goals of the program is to better understand 911 epidemiology and to reconcile findings with system design/resource allocation. A program of the Santa Fe Fire Dept.'s Mobile Integrated Health Office (MIHO).

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### Details

**Ages:** All ages

**Races:** All

**Genders:** All

**Payment Options:** Free

**Special Needs:** Abused or neglected Behavioral health or substance abuse Immigrants/refugees Persons involved in judicial system Physical or cognitive disabilities Veterans

**Waiting List:** Limited Slots

**Minimum Age:** none

**Maximum Age:** none

**Contact:** Andres Mercado

**Contact Email:** [ajmercado@santafenm.gov](mailto:ajmercado@santafenm.gov)

**Capacity:** 20

**Restrictions:** none

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### Services

Health Support/Education/Insurance Care/Case Management Behavioral Health & Substance Abuse Services Crisis Intervention Research Older Adults Veterans

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### Locations

#### 100% Mobile

**Phone:** (505) 955-3604

**Hours:** M-F 8:00 am - 5:00 pm

**Languages Spoken:** English Spanish

**Services Limited By Geography:** City of Santa Fe

**Geographic Area Served:** Santa Fe County

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## **Parent Organization**

### **City of Santa Fe Fire Department**

The mission of the Santa Fe Fire Department is to provide a sustainable quality of life now and in the future for the entire Santa Fe community by protecting and preventing the loss of life and property through professional and efficient planning, preparation, training, fire prevention, public education and delivery of emergency services.

*200 Murales Road  
Santa Fe, NM 87504*

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**Primary Contact:** Andres Mercado

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**Type:** Government

[http://www.santafenm.gov/fire\\_department](http://www.santafenm.gov/fire_department)