



COMMUNITY RESOURCE CENTER ASSESSMENT

FEB 12, 2019

Garza & Associates, LLC

ANALYSIS

- Evaluation
 - Facilities, Policies, Practices, Staffing, and Best Practices In 10 Other Agencies
- Interviews (26)
- Concluded
 - Current Use – Limited
 - Current Policy - One Plan for All
- Recommendations Developed

ANALYSIS


- Barriers To Use:
 1. Costs (fees, deposits, insurance)
 2. Unknown Availability
 3. Anti-Donation Law
 - Prohibits Free Use of Public Buildings
 - Except: Care for Sick/Indigent, Vet's Scholarships, Healing Arts, and LEDA
- Developed Draft “Variable” Policy
 1. Type of User
 2. Type of Use
 3. Type of Facility

USER TYPES

Controls:

1. Cost of Use
2. Insurance Requirement

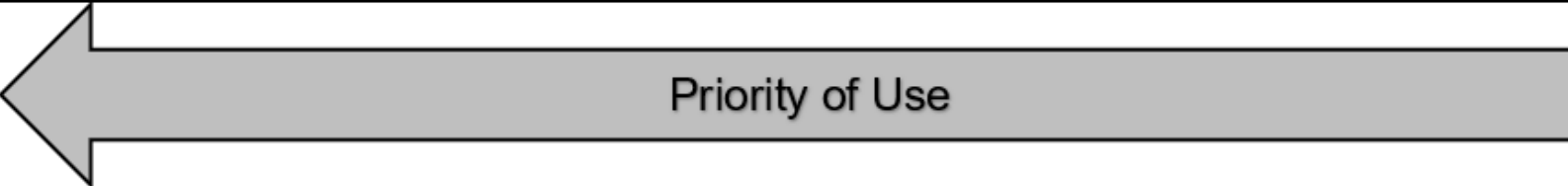
Dona Ana County Recommended Facility User Types

	Public Users		Private Users	
	Type 1	Type 2	Type 3	Type 4
	Programs / Anti-Donation Exempt	Aligned NFP or Volunteer	Not Aligned NFP	Private or Commercial
Access	Open to All	Open to All	Limited / Controlled	Limited / Controlled
Program User Cost	None	Limited to Actual Activity Cost (1)	Varies - Not Controlled	Varies - Not Controlled
Required % of Facility Use Cost	None	50% (2)	85%	100%
Insurance Requirement	None	Full, Waiver Eligible	Full, Waiver Eligible	Full
Example Uses	DAC HHS Program	Exercise Classes	Boxing Club	Dance Lessons
	Sewing / Quilting	Arts and Crafts Classes	Church Service	Fundraiser
	Government Agency	DWI Education / AA Meetings	Performing Arts	Wedding Reception
	Public Meetings	Food Distribution	Professional Organizations	Quincineras
	Senior Meals (Contracted)	Recreation by agreement	Service Organizations	Anniversary Party
	Library, Computer Lab, Donation Program	Youth Education	Farmers Market Organizations	Funeral Service / Wake
	Recreation by DAC	Nutrition or cooking classes	Bingo / Loteria	Reunions

Notes: (1) Fees Managed and Controlled by DAC
 (2) Fees may be offset if agreement is in place aligning use to DAC Mission / Vision / Core Values

PRIORITY OF USE

There are Four types of facility users. The following table lists the potential users and their associated priority of use. Those on the left will have a higher priority of use than those on the right.

PUBLIC USERS		PRIVATE USERS	
Type 1	Type 2	Type 3	Type 4
DAC / Govt. Programs / Anti-Donation Exempt	Aligned NFP or Volunteer	Not Aligned NFP	Private or Commercial
 <p>Priority of Use</p>			

Dona Ana County Community Resource Center Uses



Senior Meals	Summer Youth Lunches	Food Distribution	HHS - Health Behaviors	HHS - Clinical Care	HHS -- Social & Economic Factors	HHS - Physical Environment	Child Care During DAC Uses	Sewing, Quilting, and Arts & Crafts	Regional Open Public Meeting Hub	Private - Function in Support of DAC	Billiards	Zumba, Fitness and Exercise Classes	Martial Arts Classes	Bingo / Loteria (per NM Gaming Act)	Library	Computer Lab	Walking Trail(s) and Trail Head	Athletic Fields - Open for Public Use	Basketball / Tennis Court - Open Use	Skate Park	Gazebo / Park / Playground	Swap Meet - Donation Center	Transit Stops	Athletic Field - Exclusive Use	Meeting Room - Exclusive Use	Full Facility Rental - Exclusive Use	Partial Facility Rental With Kitchen	Partial Private Rental - No Kitchen	Full (25+) Private Rental - No Kitchen
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CRC'S	DAC (Public) Programming and Uses																								Potential Private Rental Uses				Proposed Level			
3 Radium Springs	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y	P	Y	Y	Y	Y	P	P	P	Y					P	P	Y	Y		Y		Y	1
4 Dona Ana	Y	Y	Y	Y	Y	Y	Y	Y	Y	P	Y	Y	Y	Y	P	P					Y	P	P		Y	Y		Y		Y	1	
5 Butterfield		Y		Y	Y	Y	Y	Y				Y	Y	Y	P	P	P	Y			Y	P			Y	Y	Y	Y	Y	Y	1	
9 Vado/Del Cerro		Y		Y	Y	Y	Y	Y	Y			Y	Y		P	P	P	Y			Y	P			Y	Y	Y	Y	Y	Y	1	
11 Dolores Wright		Y		Y	Y	Y	Y	Y	Y	Y	Y			Y	P	P	Y	Y	Y	Y	Y	P			Y	Y	Y	Y	Y	Y	1	
6 Organ		Y			Y	Y						Y			Y	Y	Y	Y			Y	P			Y	Y	Y	Y	Y	Y	1,2	
1 Placitas	Y								P	Y	P					P					Y	P			Y	Y		Y		Y	2	
7 Mesquite			Y						P	Y	P	P	P			P	P	Y		Y	Y	P	P		Y	Y	Y	Y	Y	Y	2	
8 La Mesa				Y				P	P	Y	P					P	P						P	P		Y	Y	Y	Y	Y	2	
10 South Valley	Y							P		Y	P	Y				P							P	Y			Y		Y		2	
12 Betty McKnight	Y				Y			P	P	Y		Y			P	P	Y						P			Y		Y		Y	2	
2 Rincon																															3	
13 Colquitt												Y							Y						Y	Y		Y		Y	3	
14 DeLaO Visitor Center															P	P									Y		Y		Y		3	
15 Dona Ana Boxing Club										P																					3	

Legend Y Current Uses P Potential Uses

Dona Ana County Community Resource Center Characteristics



Total Number of Activities 2018 Q3/4	2018 Youth Encounters	2018 Adult Encounters	Commercial	Residential	Senior Meals	Full Time	Part Time	Volunteer or contract	DAC - HHS	Private - Support DAC	Private - Independent Purposes	Computer Lab Use (Potential)	Library Use (Potential)	Passive Recreation	Regional Public Meeting Hub	Multi-Purpose Room Rental With Kitchen	Meeting Room Private Rental - No Kitchen	Meeting Room Private Rental With Kitchen	Multi-Purpose Rental - No Kitchen
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CRC'S	Activity Level	Kitchen Use	Staffing Type	Programming	Potential Amenities	Potential Private Rental Types	Proposed Level
3 Radium Springs	436 1239 5863	X X	X	X	X X X X	X X	1
4 Dona Ana	268 1019 6333	X X	X	X	X X X X	X X	1
5 Butterfield	220 1353 4423	X	X	X X X	X X X X X X X X	X X X X	1
9 Vado/Del Cerro	394 1429 5792	X	X	X	X X X X	X X X X	1
11 Dolores Wright	239 2707 2833	X	X	X	X X X X	X X X X	1
6 Organ	244 599 1451	X	X	X	X X X	X X	1,2
1 Placitas	0 0 0	X X	X	X	X X	X X	2
7 Mesquite	2 0 73	X X	X X	X X	X X X X	X X X X	2
8 La Mesa	29 4 85	X	X X	X X	X X X X	X X X X	2
10 South Valley	0 0 0	X X	X	X	X X X X	X X	2
12 Betty McKnight	48 0 1356	X X	X	X	X X X X	X X	2
2 Rincon	0 146 47	X	X	X X	X X	X X	3
13 Colquitt	13 148 79	X	X X	X	X X	X	3
14 DeLaO Visitor Center	0 0 0			X	X X	X	3
15 Dona Ana Boxing Club	0 0 0		X	X			3

CURRENT CENTER TYPES

Level One	Level Two	Level Three
Full Time Centers	Part Time Centers	Occasional Use Only
Facilities	Facilities	Facilities
Radium Springs	Placitas	Rincon
Dona Ana	Mesquite	Colquitt
Butterfield	La Mesa	DeLaO Visitors Center
Vado/Del Cerro	South Valley (Anthony)	Dona Ana Boxing Club
Dolores Wright	Betty McKnight	
Organ		

RECOMMENDATIONS

- Four Areas
 1. Best Practices
 2. Management Issues
 3. Operational Issues
 4. Site Specific Issues







Dona Ana County Proposed Facility Rental Fees Level One

Facility	Time	Public Users						Private Users					
		Type I (No Cost)			Type 2 (50%)			Type 3 (85%)			Type 4 (100%)		
		DAC / Govt. Programs or Anti-Donation Exempt			Aligned NFP or Volunteer			Not Aligned NFP			Private or Commercial		
		Meeting Room	Multi- Purpose Room	LS Kitchen Use	Meeting Room	Multi- Purpose Room	LS Kitchen Use	Meeting Room	Multi- Purpose Room	LS Kitchen Use	Meeting Room	Multi- Purpose Room	LS Kitchen Use
Radium Springs and Dona Ana	0-2 Hours				\$18	\$35		\$30	\$60		\$35	\$70	
	2-4 Hours				\$35	\$60		\$60	\$102		\$70	\$120	
	Add Hr				\$13	\$20		\$21	\$34		\$25	\$40	
Butterfield, Vado/Del Cerro, Dolores Wright	0-2 Hours				\$18	\$35	\$38	\$30	\$60	\$64	\$35	\$70	\$75
	2-4 Hours				\$35	\$60	\$75	\$60	\$102	\$128	\$70	\$120	\$150
	Add Hr				\$13	\$20		\$21	\$34		\$25	\$40	
After Hours and Weekend Hourly Fees *				\$15	\$25		\$26	\$43		\$30	\$50		
Deposit				\$18	\$50		\$30	\$85		\$35	\$100		

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COMPARE COST PROPOSAL

	Current Policy	Proposed Policy
Rental (4 hours)	\$100	\$120
Deposit	\$100	\$0 Credit Card on file
Insurance	\$135	\$50 (pooled estimate)
Out-of-pocket cost	\$335 \$100 refunded	\$170



Current Community Resource Center Responsibilities

Operation and Maintenance
 Site Management
 Construction Management
 Property Management
 Users

Type	Activity	Facilities & Parks	H&HS	Legal and Risk	County Manager	Other
O&M	HVAC Systems	X				
O&M	Security Systems	X				
O&M	Standby Generators	X				
O&M	Fire/ Life/ Safety Systems	X				
O&M	Mechanical, Electrical, Plumbing Systems	X				
O&M	Janitorial/Custodial Services	X				
O&M	Preventive Maintenance	X				
SM	Parking and Access	X				
SM	Signage	X				
SM	Landscape & Irrigation	X				
SM	Lighting	X				
SM	On-Site Storage	X				
SM	Emergency Response(s)	X				
CM	Construction Management	X				
CM	Contract Administration	X				
CM	Design	X				
CM	Capital Outlay Projects and Reporting	X				
PM	Plan & Mgt of System Replacement Cycle(s)	X				
PM	Pay Utility Bills	X				
PM	Property Acquisition, Sale or Disposal				X	
PM	Budgeting and Allocation of Resources				X	
PM	Safety Reviews/ Evacuation Planning/ Insurance			X		
PM	Long Term Property Utilization and Planning					
PM	Scheduling and Coordinating Uses and Leases					
PM	Key and Access Management					
PM	Equipment Inventory and Condition Assessment					
PM	Tracking of Facility Users and Uses					
User	Promote Participation: Youth/Adults/Seniors		X			
User	Customer Service for Participants / users		X			
User	Facilitate and Coordinate Meetings/programs		X			
User	Rental / Use Policy and Agreement Compliance		X			
User	Payment of Usage Fees		X			
User	Careful Treatment of DAC Property and Equip		X			
User	Return Facility to Pre-Use Condition		X			
User	Compliance with Grant and Funding Limitations		X			
User	Reporting Service Levels and Activities		X			

STAFFING

- Reviewed Responsibilities
- Gap Analysis
- Separate CRC Users from Facility Providers
- Property Management Position (Facilities & Parks)
- Proposed Job Description Complete

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NEW DRAFT POLICY



DONA ANA COUNTY COMMUNITY RESOURCE CENTER FACILITY USE POLICY

INTRODUCTION AND PURPOSE

Dona Ana County owns and operates 15 Community Resource Centers (CRC's) at various locations throughout the county. CRC types and uses must be established within a uniform guiding policy for associated public and private uses which complies with applicable provisions of Article IX, Sect. 14 of the New Mexico State Constitution, commonly known as the "Anti-Donation Clause."

The policy is intended to establish a standardized approach to use of CRC's, assessing fair and reasonable market based fees for their use, and providing a standard procedure for securing and managing such use. The County desires to maximize the use of the CRC's and promote active community use and involvement with the associated activities and services.

TYPES OF FACILITIES

Each of the 15 CRC's fit into one of three levels outlined below.

Level One	Level Two	Level Three
Full Time Centers	Part Time Centers	Occasional Use Only
Heavy Use	Moderate Use	Low / Seasonal Use
Full Time Staff On-Site	Part or Full	Not Staffed. May have Contracted Volunteers
May have Senior Meals	May have Senior Meals	No Senior Meal Program and no Kitchen Amenities
Heavy H&HS Programming	Occasional H&HS Programming	Seldom H&HS Programming
Not-For-Profit Use	Not-For-Profit Use	Not-For-Profit Use
Regional Standard Public Meeting Hubs	Meeting Room Use Encouraged	Private Meeting Room Use Encouraged
Computer Labs	Computer Labs on Schedule	No Computer Lab
Library Programs	Library Program on Schedule	No Library Service
Private Use Secondary	Private Use Capacity Higher	Private Use Capacity High
Facilities	Facilities	Facilities
Radium Springs	Placitas	Rincon
Dona Ana	Mesquite	Colquitt
Butterfield	La Mesa	DeLaO Visitors Center
Vado/Del Cerro	South Valley (Anthony)	Dona Ana Boxing Club
Dolores Wright	Bethy McKnight	
Organ		

Revised December 2018

Exhibit "A"

Dona Ana County Proposed Facility Rental Fees Level One

Facility	Time	Public Users						Private Users					
		Type 1 (No Cost) SAC / Govt. Programs or Anti-Donation Exempt			Type 2 (50%) Aligned NFP or Volunteer			Type 3 (25%) Not Aligned NFP			Type 4 (100%) Private or Commercial		
		Meeting Room	Multi-Purpose Room	Kitchen Use	Meeting Room	Multi-Purpose Room	Kitchen Use	Meeting Room	Multi-Purpose Room	Kitchen Use	Meeting Room	Multi-Purpose Room	Kitchen Use
Radium Springs and Dona Ana	0-2 Hours				\$10	\$20		\$30	\$60		\$20	\$40	
	2-4 Hours				\$20	\$40		\$60	\$120		\$40	\$80	
Add'l Fee					\$10	\$20		\$10	\$20		\$20	\$40	
					\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
Butterfield, Vado/Del Cerro, Dolores Wright	0-2 Hours				\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
	2-4 Hours				\$20	\$40	\$70	\$60	\$120	\$120	\$40	\$80	\$140
Add'l Fee					\$10	\$20		\$10	\$20		\$20	\$40	
					\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
After Hours and Weekend Hourly Fees**					\$10	\$20		\$20	\$40		\$30	\$60	
Deposit					\$10	\$20		\$30	\$60		\$30	\$60	

* Additional fee may be waived if a certified volunteer is present and staff are not needed to open and close facility

Dona Ana County Proposed Facility Rental Fees Level Two

Facility	Time	Public Users						Private Users					
		Type 1 (No Cost) SAC / Govt. Programs or Anti-Donation Exempt			Type 2 (50%) Aligned NFP or Volunteer			Type 3 (25%) Not Aligned NFP			Type 4 (100%) Private or Commercial		
		Meeting Room	Multi-Purpose Room	Kitchen Use	Meeting Room	Multi-Purpose Room	Kitchen Use	Meeting Room	Multi-Purpose Room	Kitchen Use	Meeting Room	Multi-Purpose Room	Kitchen Use
Organ, Mesquite and La Mesa	0-2 Hours				\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
	2-4 Hours				\$20	\$40		\$60	\$120	\$120	\$40	\$80	\$140
Add'l Fee					\$10	\$20		\$10	\$20		\$20	\$40	
					\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
Bethy McKnight, Placitas, South Valley	0-2 Hours				\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
	2-4 Hours				\$20	\$40		\$60	\$120	\$120	\$40	\$80	\$140
Add'l Fee					\$10	\$20		\$10	\$20		\$20	\$40	
					\$10	\$20		\$30	\$60	\$60	\$20	\$40	\$70
After Hours and Weekend Hourly Fees**					\$10	\$20		\$20	\$40		\$30	\$60	
Deposit					\$10	\$20		\$30	\$60		\$30	\$60	

* Additional fee may be waived if a certified volunteer is present and staff are not needed to open and close facility



DONA ANA COUNTY FACILITY USE AGREEMENT

Exhibit "B"

Applicant (Org) Name (Please Print):		
Authorized Agent / Contact Person:		
CRC Name:		
Type of Rental (Room or Full):		
Type of Event:		
Number of Attendees:		
Date(s) of Use	From:	To:
Time(s) of Use	From:	To:

Subject to acceptance of this request by County Officials, Dona Ana County hereby agrees to the following terms and conditions.

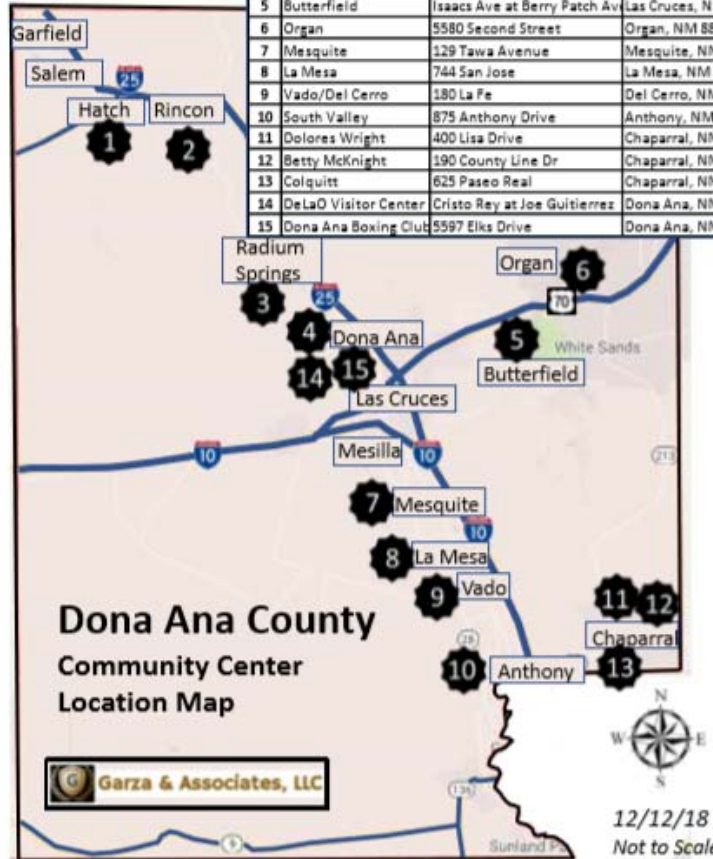
1. User has received and read the Dona Ana County Community Resource Center Facility Use Policy and accepts all terms and conditions contained therein.
2. User shall defend, save, hold harmless, and indemnify the County from any and all claims for the loss, damage or injury to any person or property from User's use of the said facility.
3. User shall remit a damage deposit pursuant to the Facility Use Policy.
4. User shall remit rental fees pursuant to the Facility Use Policy.
5. User shall provide Insurance pursuant to the Facility Use Policy.
6. User agrees to be responsible for all costs, attorney's fees and expenses incurred by the County in enforcing its rights pursuant to this use agreement, or in pursuing all available remedies which may be allowed herein or at law in equity.
7. The County reserves the right to cancel this use agreement at any time for any reason including a conflict with use for County purposes or a determination that User's use of County facility is inappropriate.
8. The User must notify the County at the time this agreement is signed if there will be any reasonable accommodations needed by a person(s) with a disability.
9. County programs will have priority over any outside usage of the facility. Food sales require appropriate food handling permits.

INDIVIDUAL CRC RECOMMENDATIONS

- Summary for Each Center (15)
 - Description
 - Conditions / Use
 - Site Observations / Recommendations



Center	Address	Location
1 Placitas	241 Monticello Drive (4th St)	Hatch, NM 87937
2 Rincon	220 Baker Drive	Rincon, NM 87940
3 Radium Springs	12060 Lindbeck Road	Radium Springs, NM 88007
4 Dona Ana	5745 Ledesma Drive	Dona Ana, NM 88005
5 Butterfield	Isaacs Ave at Berry Patch Av	Las Cruces, NM 88011
6 Organ	5580 Second Street	Organ, NM 88052
7 Mesquite	129 Tawa Avenue	Mesquite, NM 88048
8 La Mesa	744 San Jose	La Mesa, NM 88044
9 Vado/Del Cerro	180 La Fe	Del Cerro, NM 88048
10 South Valley	875 Anthony Drive	Anthony, NM 88021
11 Dolores Wright	400 Lisa Drive	Chaparral, NM 88081
12 Betty McKnight	190 County Line Dr	Chaparral, NM 88081
13 Colquitt	625 Paseo Real	Chaparral, NM 88081
14 DeLaO Visitor Center	Cristo Rey at Joe Gutierrez	Dona Ana, NM 88007
15 Dona Ana Boxing Club	5597 Elks Drive	Dona Ana, NM 88007





**Dona Ana County, New Mexico
Community Resource Center Uses and Activities**

Name: Radium Springs Date: 12/07/18
Location: 12060 Lindbeck Rd, Leasburg, NM 88007

Parcel Size: 3.90 Acres Build Size: 5,962 sf Occupancy: 397



Aerial Photo



Photo

Photo

Garza & Associates, LLC

Description



**Dona Ana County, New Mexico
Community Resource Center Uses and Activities**

Name: Radium Springs Date: 12/07/18
Location: 12060 Lindbeck Rd, Leasburg, NM 88007

General Conditions

Item	Good	Fair	Poor	Comment
General Facility	X			
Accessible / ADA	X			
Parking	X			Paved
Visibility / Signage	X			Name on Building – No Marquis
Kitchen Stove	X			Commercial
Kitchen Refrigerator	X			Commercial
Kitchen Dish Washer	X			Commercial
Equipment - Disposal			X	Reported Inoperable

Programming

Dona Ana County Programs		Frequency / Schedule/Quantity			
Average Daily Uses		± 20 Senior Meals Served (lunch)			
		Varied and Expansive, see below			
Average DAC HHS Monthly Users		Youth	Adult		
		103	439		
Average Monthly Activities					
Community Meetings	Health Behaviors	Clinical Care	Social and Economic Factors	Physical Environment	Total
0	31	0	36	6	73

(Source: HHS CRC Final Data Report FY 18)

Related Operational Issues

Optimal use(s) for this facility	Continued Use and Programming
Are there offices at this location	Yes, One at Entry
Are there FTE's assigned to this facility	One H&HS Staff on Site
Security System or Security Personnel	Security system in place, not operational
Contracts, Leases, or Permits for Use	Adelante Senior Meals
Regular Volunteers Assigned	None

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Conditions/Use



**Dona Ana County, New Mexico
Community Resource Center Uses and Activities**

Name: Radium Springs Date: 12/07/18
Location: 12060 Lindbeck Rd, Leasburg, NM 88007

Recommended Use(s) and Comments:

1. Most active Community Resource Center based on number of activities
2. Third highest number of attendees for DAC CRC's
3. Thematic seasonal dances for Seniors and Young Adults
4. Child Care Services during classes or events
5. Continued Senior Meals
6. Limited Private Uses Due to Commercial Kitchen allocated to Adelante Senior Meal Program.
7. Summer Lunch for Youth
8. Large open space room with high ceilings (can expand dining area considerably)
9. Occasional special purpose meetings such as Ladies Club, 4H Club and Veteran's events.
10. Billiards
11. Zumba Classes in Evenings

Additional Images:



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Recommendations

POTENTIAL FUTURE USES

- Health and Wellness Providers
- Telemedicine
- Employment Services
- Social Service Organization Use
- Active and Passive Recreation
- Community Gardens / Greenhouse
- Ceramics Arts
- Jewelry Arts
- Community Game Nights
- Technology Use Education
- Community College Courses
- Mentoring and Tutoring
- Farmers Markets
- Performing Arts
- Culinary Arts / Cooking Classes
- Legal Services
- Tax Filing Assistance
- Weekly Movie Nights
- Community Swap Meets
- Pet Adoption Sites
- Spay and Neuter Programs
- Localized Business Incubator
- Commercial Kitchen Business Starts
- Fitness Equipment – Low Impact
- Food Counters and Coffee Shops
- More....

NEXT STEPS

- Hire Property Manager
- Transition Period / Public Notice
- Adopt New Policy (Repeal Existing)
- Acquire Rental Software and Key Card Systems
- Develop Marketing Plan
- Expand Use of CRC's

QUESTIONS?

GARZA & ASSOCIATES, LLC



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