

100% San Miguel County Survey Report: Identifying Barriers to Vital Services, 2021

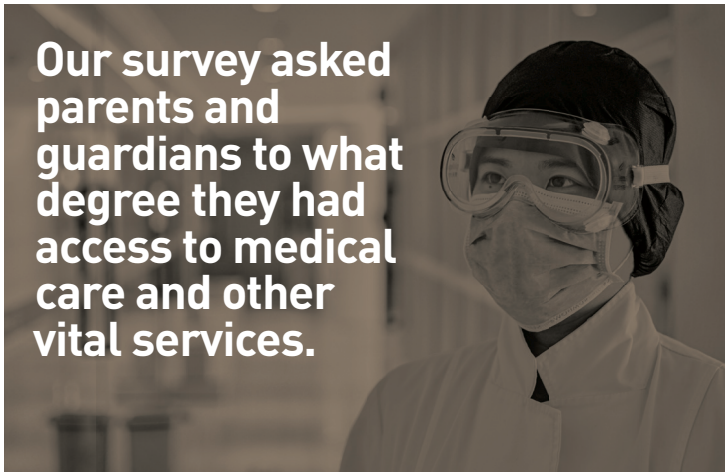
**ANNA,
AGE FIGHT
INSTITUTE**

**100%
NEW MEXICO
INITIATIVE**

**NM
STATE**

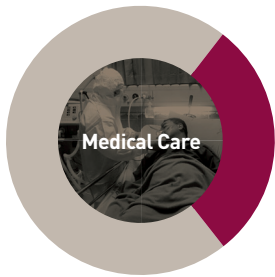
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**College of Agricultural, Consumer
and Environmental Sciences**
Cooperative Extension Service
Extension Family and Consumer Sciences

Survey results at a glance



Our survey asked parents and guardians to what degree they had access to medical care and other vital services.

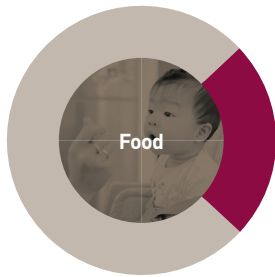
San Miguel County, New Mexico, is a place of natural beauty, rich cultures and community-minded residents, with a history of challenges, successes and resilience. This survey asked residents about their access to the ten vital services for surviving and thriving—including timely medical care. As state, county and city leaders work to strengthen public health and economic stability, this report serves to identify barriers to the services that keep residents healthy, safe, self-sufficient and empowered to thrive. See **7 Steps to 100%** on page 14 for a plan to act on this information.



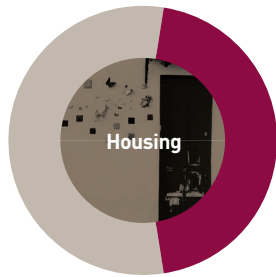
29%
of those reporting needing the service reported **difficulty accessing medical care:** see page 4.



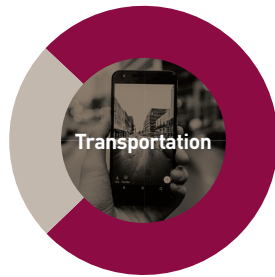
40%
of those reporting needing the service reported **difficulty accessing mental health care:** see page 5.



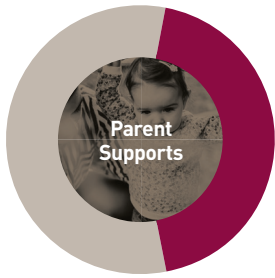
24%
of those reporting needing the service reported **difficulty accessing food assistance services:** see page 6.



45%
of those reporting needing the service reported **difficulty accessing affordable housing services:** see page 7.



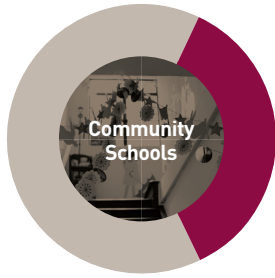
76%
of those reporting needing the service reported **difficulty accessing public transportation:** see page 8.



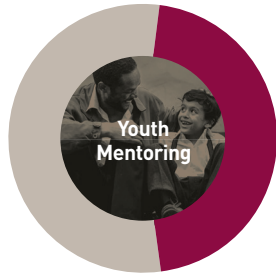
44%
of those reporting needing the service reported **difficulty accessing child care services:** see page 9.



20%
of those reporting needing the service reported **difficulty accessing preschool services:** see page 10.



36%
of those reporting needing the service reported **difficulty accessing school-based mental health services:** see page 11.



45%
of those reporting needing the service reported **difficulty accessing youth mentor services:** see page 12.

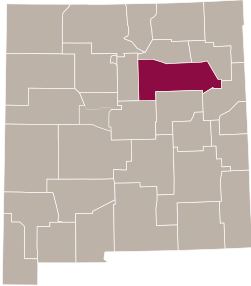


48%
of those reporting needing the service reported **difficulty accessing job training programs:** see page 13.

How this survey was conducted

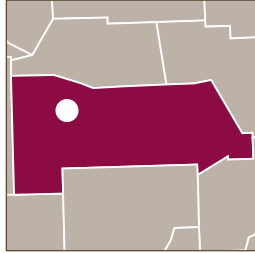
Surveys were collected in San Miguel County from February 24 to July 22, 2021. Surveys were distributed via email through a weblink for participants to complete on their phones or computers. Surveys were also distributed via paper copies at a variety of events and locations including the local senior center and a community holiday event.

SAN MIGUEL COUNTY KEY FACTS



San Miguel County

Total population of 27,277 with county services overseen by 5 county commissioners



County Seat

Las Vegas

Main hub for services

Population of 12,919 with city services overseen by a mayor and 4 councilors

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

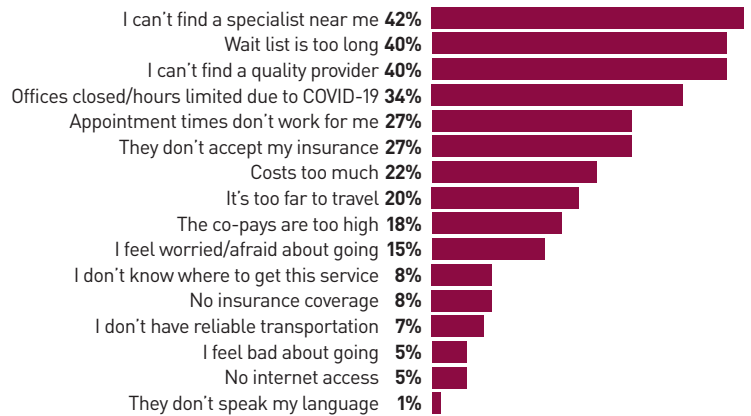
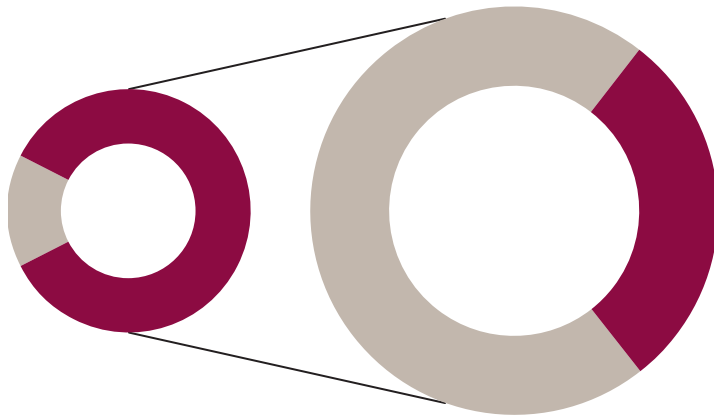
Neighborhood	N	Percent	Neighborhood	N	Percent
Apache Springs	1	.3	Rociada	9	2.5
Bernal	3	.8	Romeroville	8	2.2
Canyoncito	1	.3	Sabinoso	1	.3
East Pecos	5	1.4	San Jeronimo	1	.3
Holy Ghost	1	.3	San Jose	6	1.6
Las Tusa	2	.5	San Miguel del Vado	18	4.9
Las Vegas (County Seat)	221	60.4	Sapello	12	3.3
Los Alamos	2	.5	Sena	1	.3
Los Alamos	2	.5	Serafina	3	.8
Los Montoya	1	.3	South San Ysidro	1	.3
Los Vigiles	11	3.0	Tecolote	9	2.5
Manuelitas	2	.5	Tecolotito	1	.3
Mineral Hill	3	.8	Trujillo	1	.3
Montezuma	7	1.9	Valles de San Geronimo	1	.3
Ojitos Frios	4	1.1	Villanueva	3	.8
Pecos	4	1.1	Other, please specify:	14	3.8
Pendaries	4	1.1			
Ribera	5	1.4			
			Total	366	100.0

Medical Care: of those who needed services, 29% had difficulty accessing medical care

85%
reported **needing**
medical care:

29%
of those reporting needing the
service reported **difficulty accessing**
medical care:

Barriers
to getting
medical care:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Medical care is a service that can literally mean the difference between quality of life or illness in “normal times.” Access can be a matter of life, recovery, death or viral spread in a pandemic.

In both city and town centers and rural areas, access to affordable timely medical care has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access services today. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to medical care. Some services can be provided online if the digital divide is addressed.

- **Those with children under five were more likely to report difficulty accessing dental care.** How will the local health care community support parents and their children?
- **Men were more likely to report difficulties accessing medical care than women.** How will local health advocates ensure all residents can access timely medical care?
- **The top barriers for medical care were: I can't find a specialist near me, Wait list is too long, I can't find a quality provider, Offices closed/hours limited due to COVID-19.** How will county-based health advocates address these barriers?

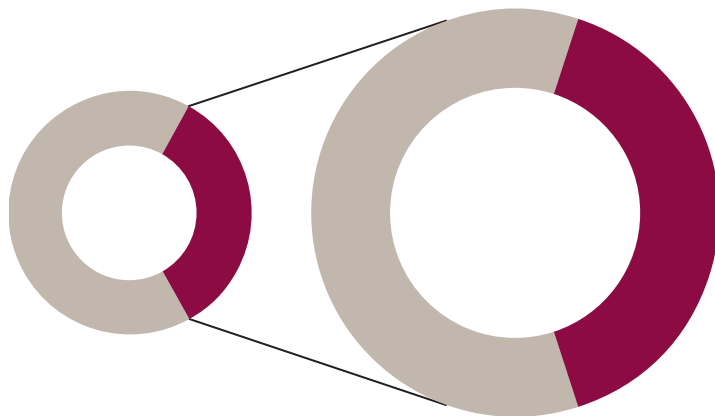
► Start taking action — review the 7 Steps to 100% on page 14.

Behavioral Health Care: of those who needed services 40% had difficulties accessing behavioral health care

34%
reported **needing**
mental health care:

40%
of those reporting needing the
service reported **difficulty accessing**
mental health care:

Barriers
to getting
mental health care:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Behavioral health care is a service that can literally mean the difference between quality of life or untreated mental health challenges in “normal times.” Access can be a matter of life, recovery, death or untreated trauma leading to substance misuse and violence.

In both city and town centers and rural areas, access to affordable timely behavioral healthcare has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access services today. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to behavioral health care. Some services can be provided online if the digital divide is addressed.

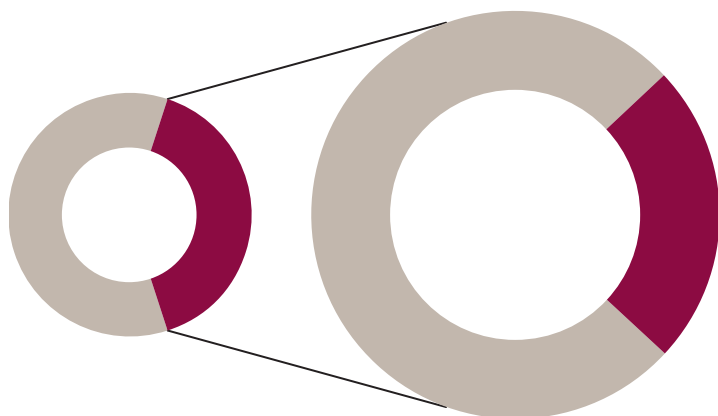
- **The top barriers for accessing were: I can't find a quality provider, Appointment times don't work for me, I can't find a specialist near me:** How will local behavioral healthcare providers and community stakeholders address these barriers to a vital service?
- **Non-Hispanic whites were more likely to report difficulty accessing behavioral health care than Hispanics.** How will local leaders and stakeholders ensure that this group can access care in a timely manner?
- **Residents of the southwest portion of San Miguel County were most likely to report needing behavioral health care.** How will local advocates increase access to behavioral health care across the county?

▶ **Start taking action — review the 7 Steps to 100% on page 14.**

Food Security Programs: of those who needed it, almost one quarter had difficulties accessing food assistance

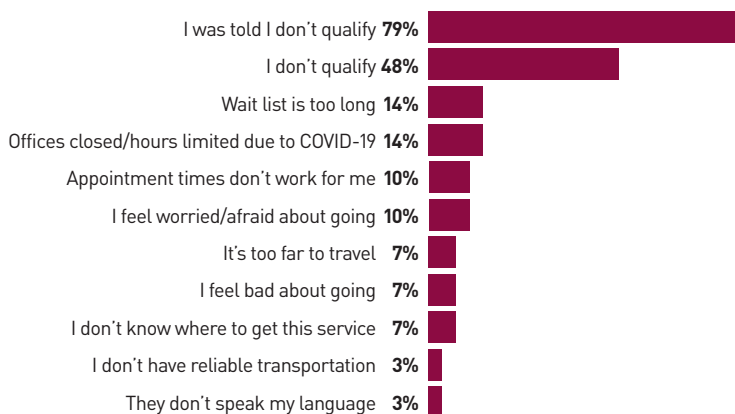
40%
reported **needing**
food assistance services:

24%
of those reporting needing the
service reported **difficulty accessing**
food assistance services:



Barriers

to getting
food assistance services:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Food security programs are services that can literally mean the difference between quality of life or hunger among children and adults in “normal times.” Access to food security programs with stable supplies can support healthy families and prevent the instability that can lead to child neglect, substance misuse and domestic violence.

In both city and town centers and rural areas, access to food security programs with food available seven days a week has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access food security programs today. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to food security programs. Some services, including location of food distribution sites and information about healthy eating, can be provided online if the digital divide is addressed.

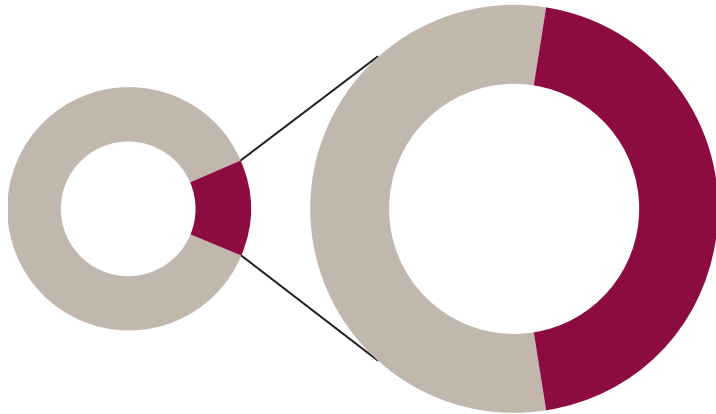
- **The top barriers were: I was told I don't qualify, I don't qualify, wait list is too long, Offices closed/hours limited due to COVID-19.** How will food security advocates and all local elected officials collaborate to address barriers to food security programs?
- **Grandparents, relatives, foster parents, and unrelated guardians were most likely to report difficulty accessing food services.** How will local food security advocates address the needs of all residents, with special attention to the unique needs of diverse families?
- **Those who first became a parent under age 18 were by far the most likely to report needing food assistance services.** How will local stakeholders ensure food security for 100% of parents?
- **Respondents from the Pecos Independent School District were most likely to report needing food assistance.** How will stakeholders collaborate to address food insecurity across the region?

► **Start taking action — review the 7 Steps to 100% on page 14.**

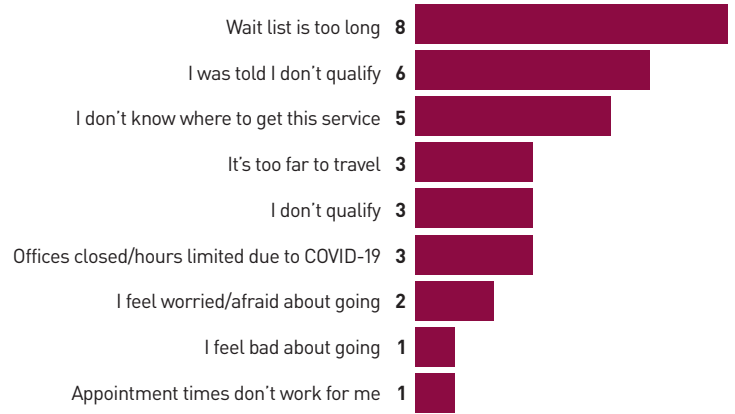
Housing Security Programs: of those who needed services, almost half had difficulty accessing

13%
reported **needing**
affordable housing
services:

45%
of those reporting needing the
service reported **difficulty accessing**
affordable housing services:



Barriers
to getting
affordable housing services:



Percentages are omitted due to small sample size

THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Housing security programs are services that can literally mean the difference between quality of life or homelessness and living in unsafe environments in “normal times.” Access to safe, affordable and stable housing can support healthy families and prevent the instability that can lead to child neglect, substance misuse, and domestic violence.

In both city and town centers and rural areas, access to affordable housing has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access services today. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to housing security programs. Some services can be provided online if the digital divide is addressed.

- **Residents of Southwest San Miguel county were the most likely to need housing assistance.** How will housing advocates and local stakeholders work together to ensure housing security programs?
- **Residents of Pecos were the most likely to need housing assistance services.** How will local stakeholders address the unique housing needs of this community?
- **Respondents living with extended family or in a tribal community were more likely to report needing affordable housing services.** How will county and city and tribal governments work with housing advocates to ensure that all residents have safe, stable housing?
- **The top barriers were: wait list is too long, I was told I don't qualify, I don't know where to get this service.** How will housing advocates ensure safe, affordable housing for 100% of county residents?

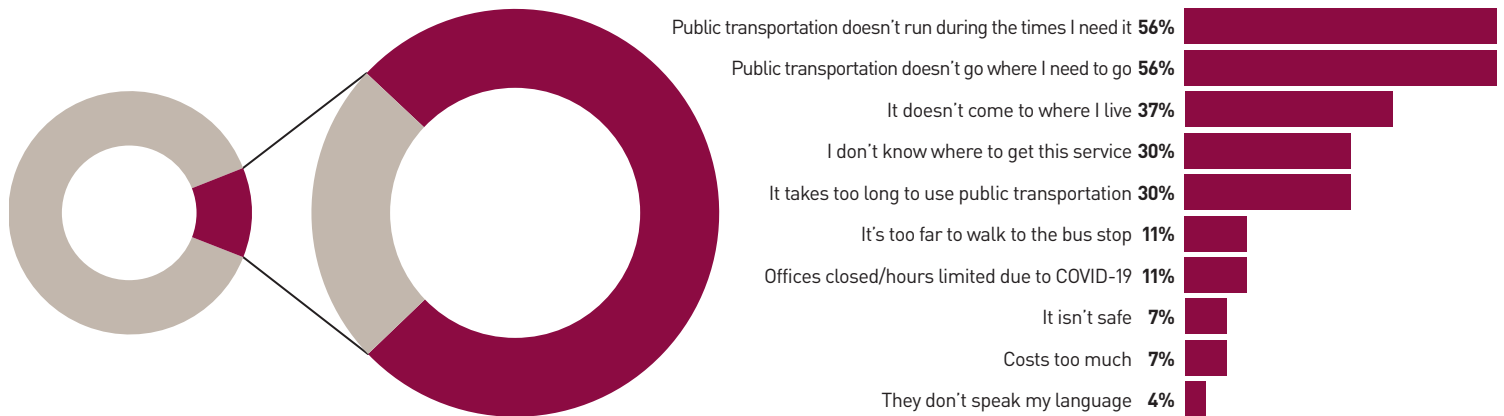
► **Start taking action — review the 7 Steps to 100% on page 14.**

Transportation: of those who needed it, over three-fourths had difficulties accessing public transportation

12%
reported **needing**
public transportation:

76%
of those reporting needing the
service reported **difficulty accessing**
public transportation:

Barriers
to getting
public transportation:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Transportation programs are services that can literally mean the difference between quality of life and blocked access to vital services in “normal times.” Access to public transportation security programs can support healthy families and prevent the instability that can lead to child neglect, substance misuse, domestic violence, and lack of job readiness and placement.

In both city and town centers and rural areas, access to transportation security programs available seven days a week has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access public transportation. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to services for surviving and thriving. Some ride sharing services, including information about planning routes and rides, can be provided online if the digital divide is addressed.

- **Residents reporting less than \$10,000 household income were the most likely to need transportation services.** How will stakeholders collaborate to address transportation insecurity across the region?
- **Grandparents, relatives, foster parents, and unrelated guardians were most likely to report needing public transportation.** How will family advocates and transportation experts collaborate to end transportation challenges?
- **The top barriers were: Public transportation doesn't run during the times I need it, Public transportation doesn't go where I need to go, and It doesn't come to where I live.** How will county, city and community leaders work to create a system of accessible public transportation to vital services?

► **Start taking action — review the 7 Steps to 100% on page 14.**

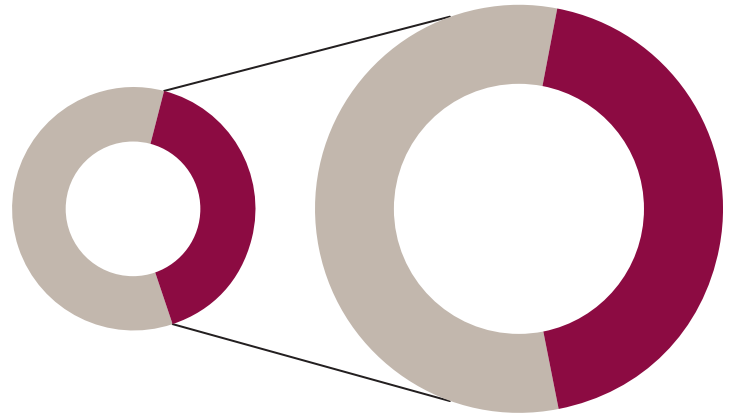
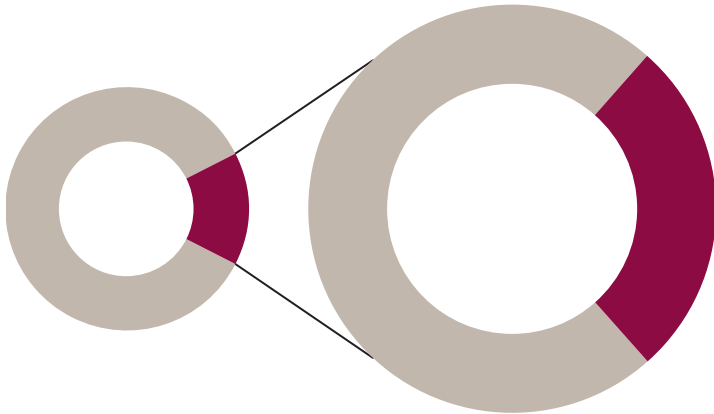
Parent Supports: of those who needed it, almost half had difficulty accessing child care

15%
reported **needing**
home visiting services:

27%
of those reporting needing the
service reported **difficulty accessing**
home visiting services:

41%
reported **needing**
childcare services:

44%
of those reporting needing the
service reported **difficulty accessing**
childcare services:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Parent support programs are services that can literally mean the difference between a quality family life and safe childhoods or struggling parents and children at-risk for adverse childhood experiences and trauma. Access to parent support programs, can support stable and self-sufficient families and prevent the instability that can lead to child abuse, neglect, substance misuse, and domestic violence.

In both city and town centers and rural areas, access to parent support programs has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access parent supports in its many forms. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to parent support programs. Some parent supports, including home visitation and parent workshops, can be provided online if the digital divide is addressed.

- **Of those who needed it, a quarter (27%) of parents had difficulty accessing home visiting. Top barriers included Can't find a quality provider and Wait list too long.** How will this need be addressed in a timely manner?
- **Those who became parents at age 35 or older were most likely to report needing home visiting.** How do family advocates increase awareness of the importance of home visiting for 100% of county residents?
- **The top barriers for childcare were: Costs too much, wait list is too long, can't find a quality provider.** How will local elected officials, government agencies, local stakeholders and family advocates collaborate to remove barriers to childcare?

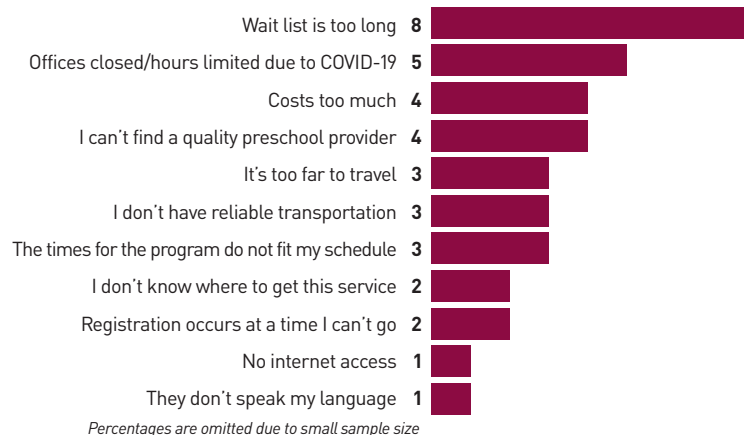
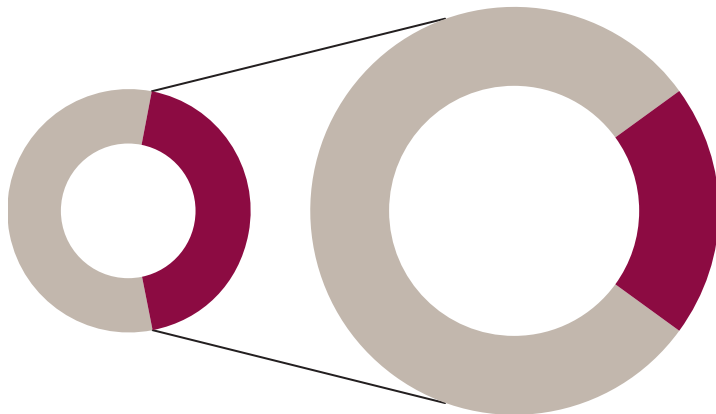
► Start taking action — review the 7 Steps to 100% on page 14.

Early Childhood Education: 20% of those who needed it reported difficulty accessing preschool

44%
reported **needing**
preschool services:

20%
of those reporting needing the
service reported **difficulty accessing**
preschool services:

Barriers
to getting
preschool services:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Early childhood learning programs are services that can literally mean the difference between safe and empowered children or struggling parents and children at-risk for adverse childhood experiences, trauma, and lack of school readiness. Access to early childhood learning programs, with outreach to parents, can support stable families and prevent the instability that can lead to child abuse and neglect.

In both city and town centers and rural areas, access to early childhood learning programs has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access early childhood learning programs in its many forms. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to early childhood learning programs. Some web-based educational experiences for parents and children can be provided online if the digital divide is addressed.

- **The top barriers were: Wait list is too long, Centers closed/limited due to COVID-19, Costs too much, Can't find a quality provider.** How will local elected officials, government agencies, local stakeholders and family advocates collaborate to remove barriers to quality early education?

► **Start taking action — review the 7 Steps to 100% on page 14.**

Community Schools: Of those who needed mental health services in schools, over one third had difficulties accessing

38%
reported **needing**
school-based healthcare
services:

15%
of those reporting needing the
service reported **difficulty accessing**
school-based healthcare services:

19%
reported **needing**
school-based mental health
services:

36%
of those reporting needing the
service reported **difficulty accessing**
school-based mental health services:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Community schools are those that are fully-resourced with parent supports, tutors, mentors and school-based health centers with medical, dental, and behavioral health care for students and their families. These services that can literally mean the difference between a safe, successful, and empowered student or one who falls behind academically and endures untreated trauma. Access to community schools and their diverse student support programs, with outreach to parents, can support stable families and prevent the instability that can lead to adverse childhood experiences and school drop out.

In both city and town centers and rural areas, access to fully-resourced community schools has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access school-based health programs in its many forms. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to community schools and their evening and weekend programs. Some web-based health/mental health experiences for students and family members can be provided online if the digital divide is addressed.

- **Respondents who live with extended family or in a tribal community were more likely to report needing mental health services in the school.** How will tribal, county, and city leadership collaborate to increase mentorship across the region?
- **The top barriers for mental health services in the schools were: There aren't enough counselors or mental health professionals at the school, They don't offer the type of services my child needs, My child's school does not offer this service.** How will local leaders and stakeholders remove these barriers in a timely manner across the county?
- **Respondents from West Las Vegas public schools and Pecos Independent school Districts were most likely to report needing behavioral health services in schools.** How will school and behavioral health advocates address this need?

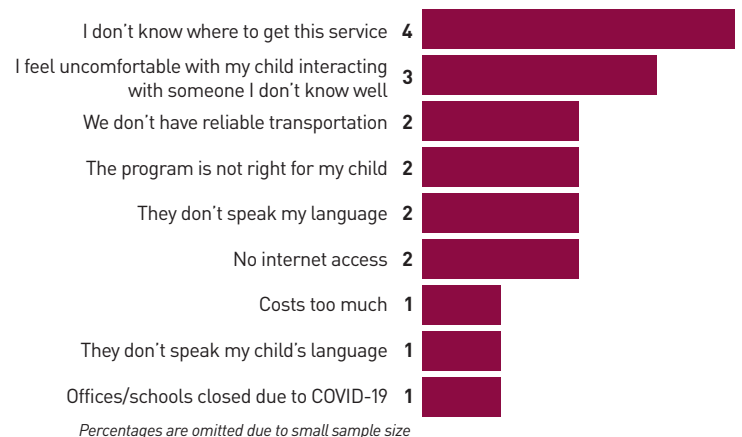
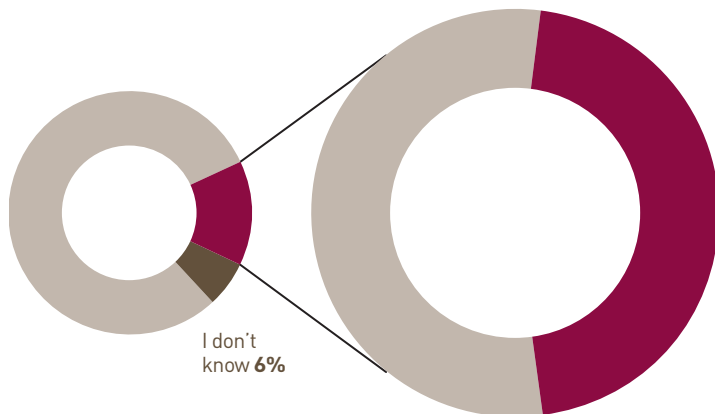
► **Start taking action — review the 7 Steps to 100% on page 14.**

Mentor Services: almost half of those needing mentoring services had difficulties accessing them

14%
reported **needing**
youth mentor services:

45%
of those reporting needing the
service reported **difficulty accessing**
youth mentor services:

Barriers
to getting
youth mentor services:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Youth mentor programs are services that can literally mean the difference between a safe and empowered child or one who struggles with substance misuse, school engagement, and adverse childhood experiences. Access to youth mentor programs, with outreach to parents, can support stable families and prevent the instability that can lead to child abuse and neglect.

In both city and town centers and rural areas, access to youth mentor programs has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to identify mentoring as a valuable resource, as well as access mentors in a timely manner. Note that for some residents, barriers to transportation will need to be addressed to ensure access to youth mentoring programs. Some web-based mentoring can be provided online if the digital divide is addressed.

- **Grandparents, relatives, foster parents, and unrelated guardians were most likely to report needing mentorship programs.** How will youth advocates ensure mentorship for 100% of youth?
- **The top barriers for mentoring were: I don't know where to get the services, and I feel uncomfortable with my child interacting with someone I don't know well.** How will youth advocates and local leaders collaborate to remove barriers to ensure access to youth mentorship?

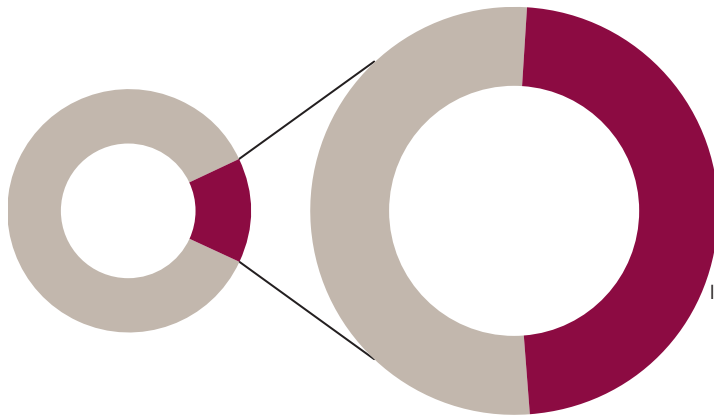
► Start taking action — review the 7 Steps to 100% on page 14.

Job Training: of those who needed services, almost half had difficulties accessing job training services

14%
reported **needing**
job training programs:

48%
of those reporting needing the
service reported **difficulty accessing**
job training programs:

Barriers
to getting
job training programs:



THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.

Job training programs are services that can literally mean the difference between quality of life and a life without a job, a livelihood, and access to vital services. Access to job training programs, including apprenticeships, vocational education and higher education, can support healthy families and prevent the instability that can lead to child neglect, substance misuse, and domestic violence.

In both city and town centers and rural areas, access to job training programs has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access job training in its many forms. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to job training. Some job training, including information about training that aligns with current job availability, can be provided online if the digital divide is addressed.

- **The top barriers were: They don't offer the type of training I want, I was told I don't qualify, Training times don't work for me, I don't know where to get this service, and costs too much.** How will local education specialists address these barriers in a timely manner?
- **Those responsible for children under 18 were more likely to report need for job training programs.** How will job training advocates address the unique needs of those who are caring for children?
- **Respondents from single-parent households were more likely to report difficulty accessing job training services than those from two-parent households.** How will county, city, business community leaders and job training experts increase access to job training that is aligned with the workforce market?

► Start taking action — review the 7 Steps to 100% on page 14.

7 Steps to 100%: Ensuring 10 vital services from medical care to food and shelter



Survey your county residents

Initiative teams implement a countywide survey that assesses resident's access to 10 vital services for surviving and thriving (like health care, transport and job training) and why barriers exist. You'll learn that different populations will have different challenges.



Review Survey Results

Initiative teams review the survey data to learn what percentage of county residents struggle to access vital services, and why challenges accessing services exist and where they exist in the county. You can review the data from the countywide survey, especially the barriers to accessing services. Each barrier (such as inconvenient hours, lack of transport to services) will require analysis and a plan to address it



Assess the ten surviving and thriving services

Initiative teams, including ten action teams created (each one focused on one sector such as food or medical care) learn about the capacity of current services in all 10 surviving and thriving sectors. The goal is to understand challenges service organizations face when meeting the needs of county residents..



Ensure that a county directory to ten vital services exists

Each of the county's ten action teams update an existing online directory to services or create a new updated directory guiding residents to the ten vital services. (Note that directories will need local monitoring and updating based on changes in services due to COVID-19).



Identify innovative policies and programs to fix barriers to accessing ten services

To address the barriers identified in the countywide survey, initiative teams learn about innovations in all ten sectors that can increase access, user-friendliness and quality of services. The book 100% Community and the @100% book series on each of the ten sectors offers many potential innovative strategies to reduce gaps in services and strengthen a countywide system of support. Action Teams can review and prioritize innovations.



Get buy-in from local government and stakeholders to support innovation that ensures 100% of county residents have access to ten vital services

Initiative teams identify, support and implement innovations including new technologies, local policies, programs and agency protocols. This is the action phase that requires project management and ongoing tracking of local innovation in ten sectors.



Evaluate effectiveness of each innovation and measure the increase in access to ten vital services

Initiative teams measure the impact of innovations on all ten surviving and thriving services with feedback from residents and providers. We work to ensure that our local work on each innovation is moving the needle on improving access to services so that 100% of residents thrive.

For support implementing these steps, contact info@annaageeight.org.

What San Miguel County residents are saying

“Better education for children.” ▪ “We need an urgent care.” ▪ “Make services more available, advertise better for resources offered.” ▪ “I go to Santa Fe or Abq for all my healthcare needs.” ▪ “I find it very frustrating that it is so difficult to find mental health services in a town that has a behavioral health institute.” ▪ “The City and County need to focus on bringing in jobs and investing in infrastructure to support businesses.” ▪ “We need more home visiting services for young families.” ▪ “Access to public transportation in Las Vegas.” ▪ “We need medical geriatric care!” ▪ “More opportunities geared for children as well as adults such as community centers that offer art, pottery and music classes, physical activities, etc. adult-day care services, better and more transportation services, better and beautify our existing parks.” ▪ “Affordable insurance for families.” ▪ “Too many working families go without healthcare, food benefits, daily necessities. They work full time for what they have, but do not qualify for assistance...” ▪ “In San Miguel County if one is not on Medicaid the services are very limited.” ▪ “Public transportation, community services please.” ▪ “Community would benefit from increased psychiatric and mental health services for both adults and children.” ▪ “[Home visiting services] don’t come to my area.” ▪ “We need more child care providers in our area.” ▪ “We have so many kids and families that need help and they are sometimes embarrassed to let people know.”

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