

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



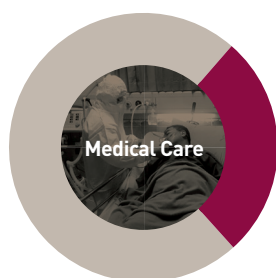
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College of Agricultural, Consumer
and Environmental Sciences

Survey results at a glance

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

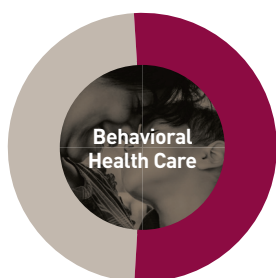


Catron County, New Mexico, is a place of natural beauty, rich cultures and community-minded residents, with a history of challenges, successes and resilience. This survey asked residents about their access to the ten vital services for surviving and thriving—including timely medical care. As state, county 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.



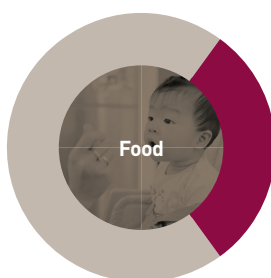
27%

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



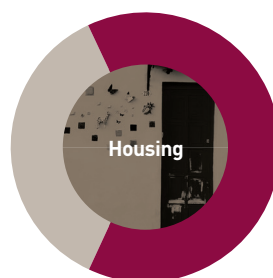
52%

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



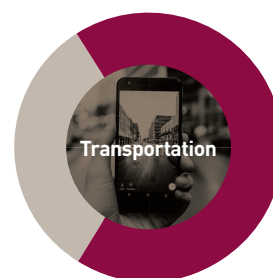
29%

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



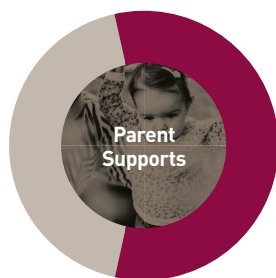
64%

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



68%

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



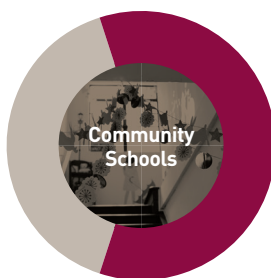
57%

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



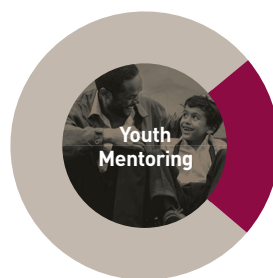
35%

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



60%

of those reporting needing the service reported **difficulty** accessing mental health services at school: see page 11.



22%

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



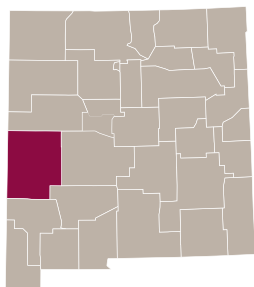
45%

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

How this survey was conducted

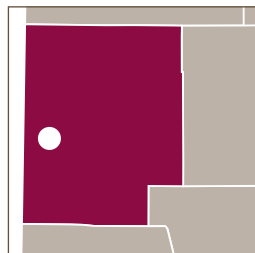
The survey was launched on February 1, 2021 and continued through March 1, 2021. The surveys were all conducted in person with a full explanation of the reason for the surveys, completed surveys were placed in sealed envelopes for anonymity. The survey was promoted in a community newsletter, food distribution sites, and through county meetings.

CATRON COUNTY KEY FACTS



Catron County

Total population of 3,527 with county services overseen by 3 county commissioners



County Seat

Reserve

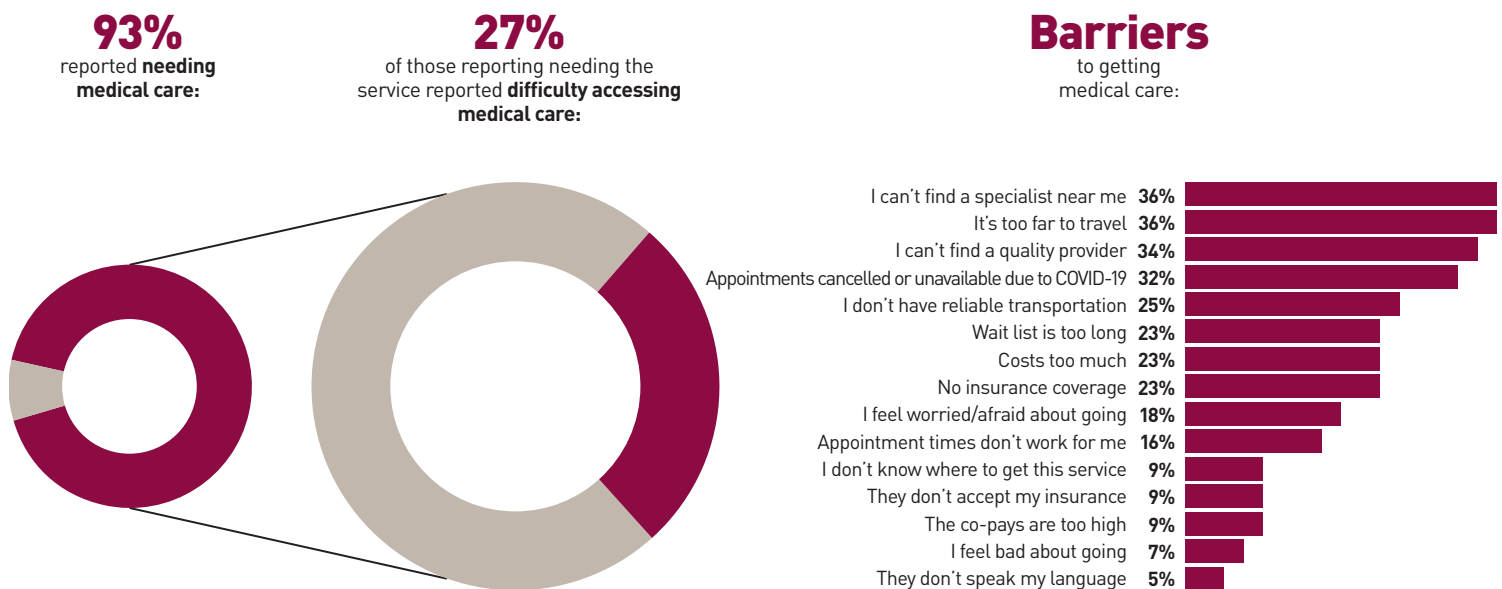
Main hub for services

Population of 289 with city services overseen by a mayor and 3 councilors

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent
Apache Creek	4	2.0
Aragon	15	7.7
Cruzville	12	6.1
Datil	1	.5
Glenwood	2	1.0
Horse Springs	1	.5
Luna	70	35.7
Middle Frisco	1	.5
Pie Town	6	3.1
Quemado	32	16.3
Rancho Grande	7	3.6
Reserve (county seat)	40	20.4
Other	5	2.6
Total	196	

Medical Care: of those who needed services, 26% had difficulty accessing 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.

- **The top barriers for medical care were: “Can’t find a specialist near me,” “Too far to travel,” “Can’t find a quality provider”, and “Appointments cancelled or unavailable due to COVID-19.”** How will elected leaders from city, county, and state government work with stakeholders and health advocates to address these barriers?
- **Respondents responsible for at least one child under 18 were more likely to report difficulty accessing medical care, compared to those not responsible for children.** Why might this be true and how do county stakeholders address this?
- **Respondents who identified as Native American (non-Hispanic) or another/mixed race (non-Hispanic) were the most likely to report difficulty accessing medical care.** How will local health advocates ensure access to timely medical care for all residents?
- **Respondents who live in the Quemado School District were more likely to report difficulty accessing medical care, compared to those who live in the Reserve School District.** Why might this be, and how will health advocates ensure all county residents can access care?

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

Behavioral Health Care: of those who needed services over half had difficulties accessing behavioral health care

27%
reported **needing**
mental health care:

52%
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: "It's too far to travel," "Costs too much," "I can't find a quality provider," and "I don't know where to get this service."** How will elected leaders from city, county, and state government work with stakeholders and behavioral health advocates to address these barriers?
- **Those who are responsible for at least one child under 18 were more likely to report difficulty accessing mental health care compared to those not responsible for children.** How can county stakeholders and mental health advocates ensure access to behavioral health care for parents and their children?
- **Those who identified as Native American or another/mixed race (non-Hispanic) were the most likely to report difficulty accessing mental health services.** How will city and county governments and behavioral health advocates work with Native American governments to ensure access to timely medical care for all residents?

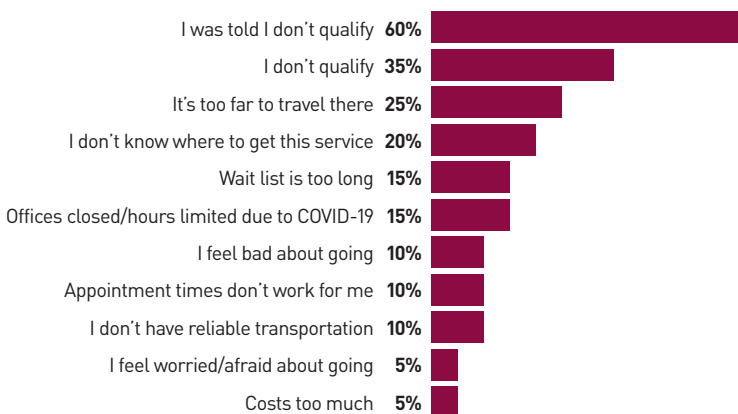
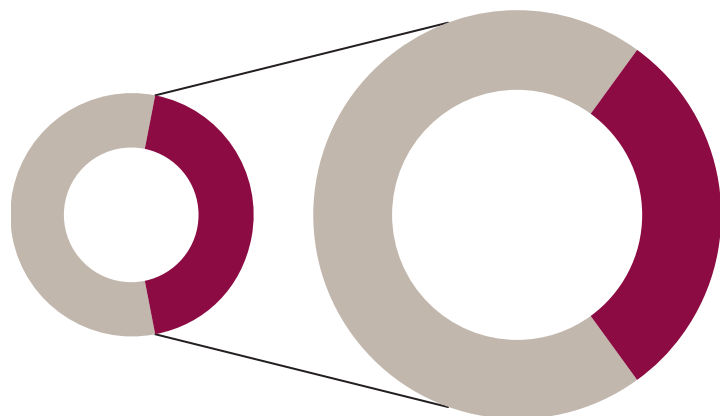
► **Start taking action — review the 7 Steps to 100% on page 14.**

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

44%
reported **needing**
food assistance services:

29%
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.

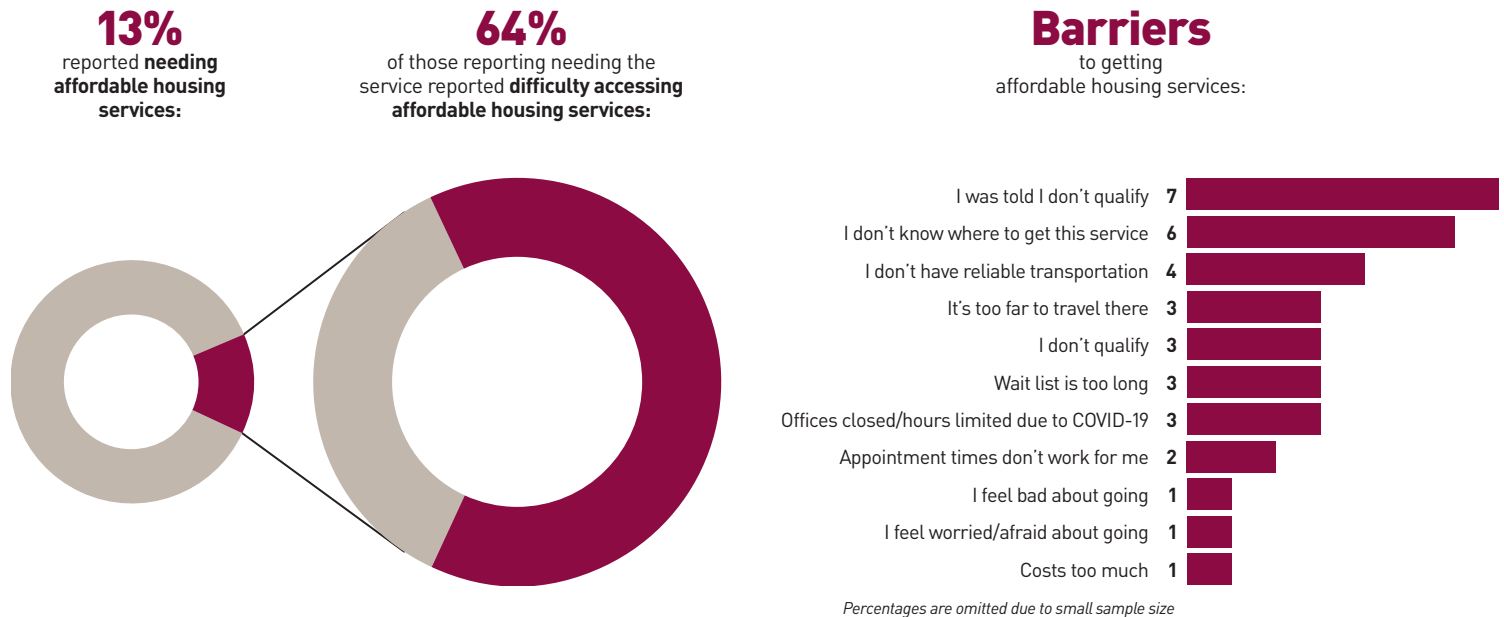
Food security programs are services that can literally mean the difference between quality of life or hunger among children and adults in “normal times.” Access to food security programs with stable supplies can support healthy families and prevent the instability that can lead to child neglect, substance 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,” “It’s too far to travel there.”** How will elected leaders from city, county, and state government work with stakeholders and food advocates to address these barriers?
- **Younger respondents were more likely to report need for food assistance services.** How will county stakeholders explore the reasons for this population’s food insecurity?
- **Respondents from larger households were more likely to report need for food assistance services.** Why might this be, and what can be done to ensure food security for families of all sizes?

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

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



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.

- **The top barriers were: “I was told I don’t qualify,” “I don’t know where to get this service,” and “I don’t have reliable transportation.”** How will elected leaders from city, county, and state government work with stakeholders and housing advocates to address these barriers?
- **Those responsible for at least one child under 18 were more likely to report need for affordable housing services compared to those not responsible for children.** How will housing advocates and local stakeholders work together to ensure housing security programs?
- **Respondents aged 60 or older were the least likely to report need for affordable housing services. Those aged 59 or below were the most likely to report need.** Why might age play a factor in access to housing, and what can be done to ensure affordable housing for residents of all ages?

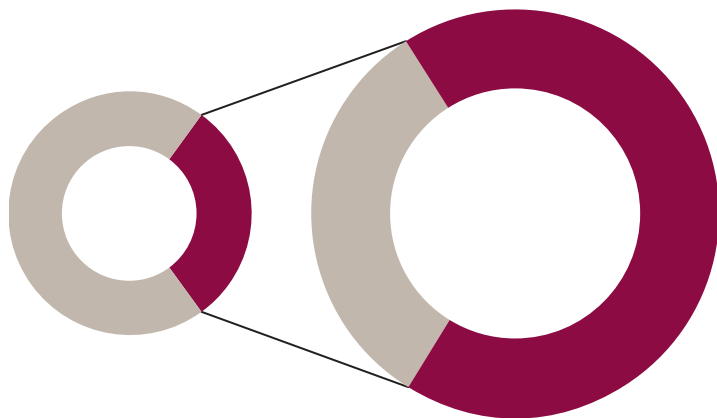
► **Start taking action — review the 7 Steps to 100% on page 14.**

Transportation: of those who needed it, over two thirds had difficulties accessing public transportation

13%
reported **needing**
transportation services:

68%
of those reporting needing the
service reported **difficulty accessing**
transportation services:

Barriers
to getting
transportation 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.

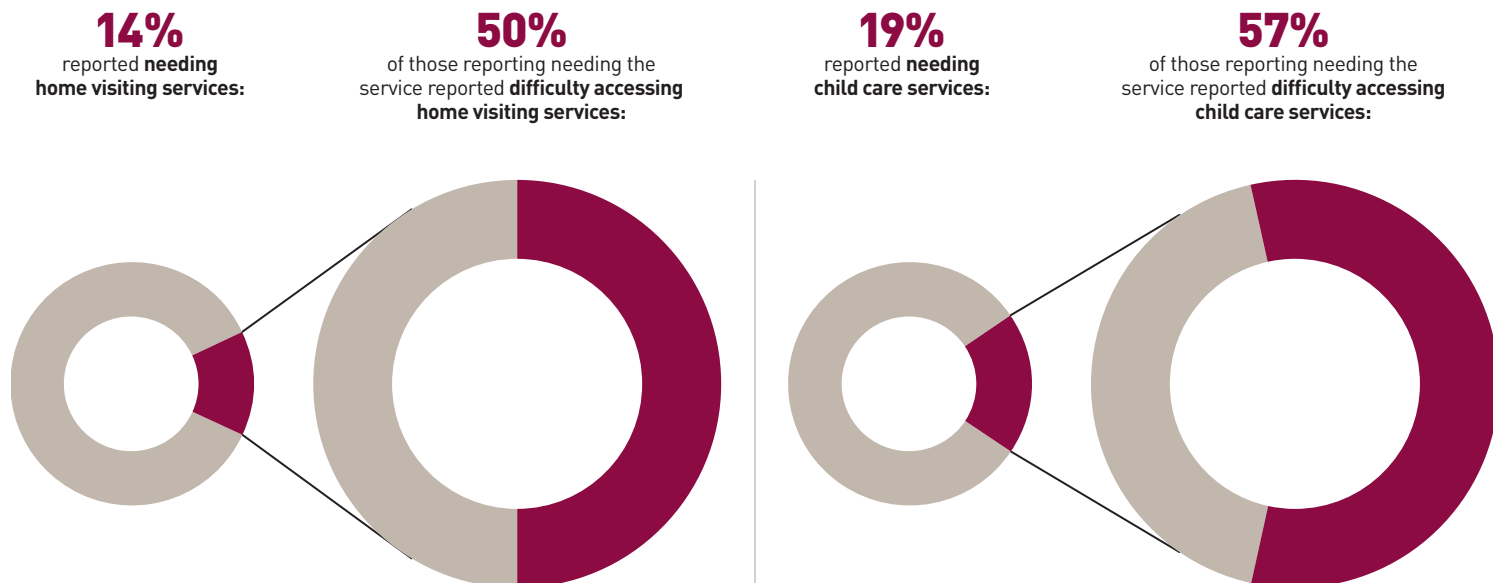
Transportation programs are services that can literally mean the difference between quality of life and blocked access to vital services in “normal times.” Access to public transportation security programs can support healthy families and prevent the instability that can lead to child neglect, substance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

- **The top barriers were: “I don’t know where to get this service,” “Public transportation doesn’t go where I need to go,” “Public transportation doesn’t run during the times I need it.”** How will county, city, tribal, and community leaders work to create a system of accessible public transportation across the region?
- **Respondents who live in a tribal community or with extended family were more likely to report need for transportation services.** How will local government leaders in the region, collaborating with family advocates and transportation experts, collaborate to end transportation barriers?
- **Those responsible for at least one child under 18 were more likely to report need for transportation services compared to those not responsible for any children.** What are innovations currently being used across the nation (e.g. subsidized ride-sharing) to create efficient models for public transportation in rural and urban New Mexico?
- **Respondents who speak a non-English language or multiple languages at home were more likely to report need for transportation services, compared to those who speak only English.** How will county, city, tribal, and community leaders work to create a system of accessible public transportation for all residents?

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

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



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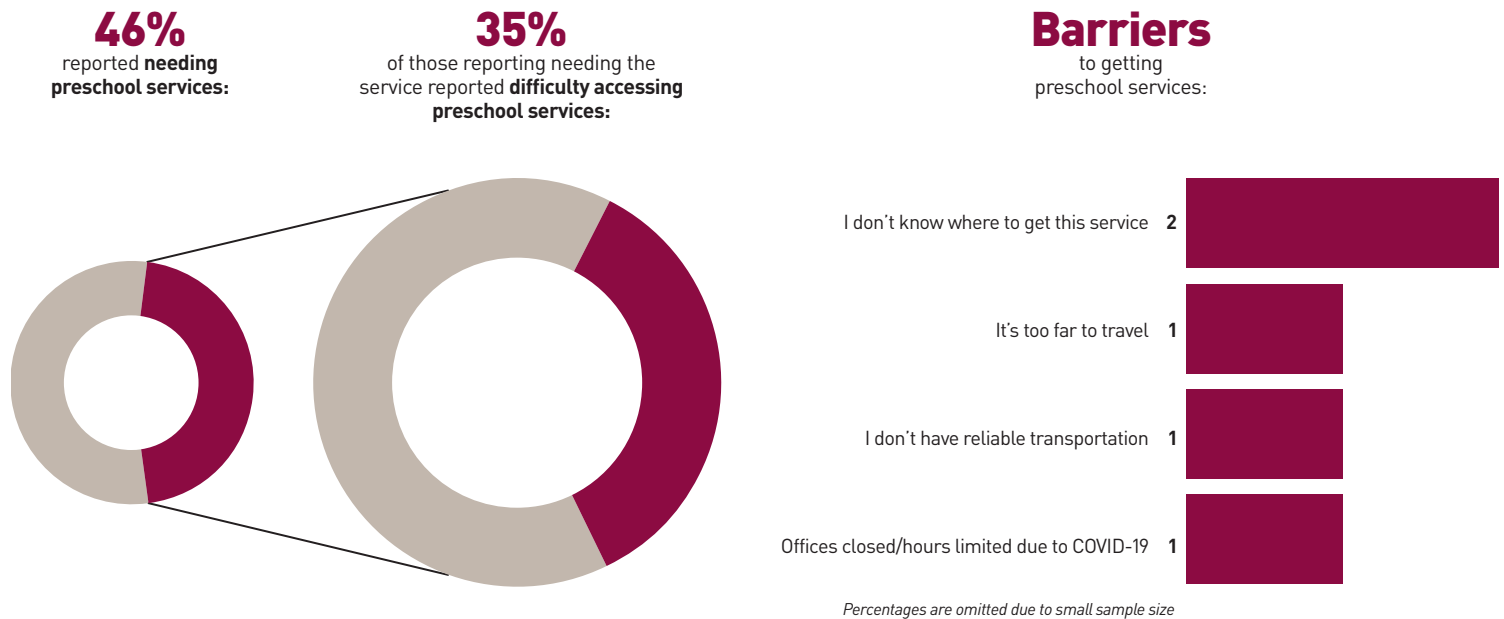
Parent support programs are services that can literally mean the difference between a quality family life and safe childhoods or struggling parents and children at-risk for adverse childhood experiences and trauma. Access to parent support programs, can support stable and self-sufficient families and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

- **Only 14% of those caring for children reported needing home visiting.** How will county stakeholders work together to ensure residents know the benefits of home visiting programs?
- **Only 19% of those caring for children reported needing childcare.** Why might that be, and what can be done to ensure that all who need it can access childcare?

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

Early Childhood Education: the data collected suggests that we further explore through informational interviews or focus groups the needs and challenges related to early childhood



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.

- **While the sample was quite small, the top barriers were: "Wait lists are too long, costs too much," and "the times do not fit."** How can county stakeholders committed to early childhood learning programs develop a process to accurately identify the county residents' need for early childhood learning programs?

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

Community Schools: the data collected suggests that we further explore through informational interviews or focus groups the needs and challenges related to fully resourced community schools

43%
reported **needing**
health services at school:

35%
of those reporting needing the
service reported **difficulty accessing**
health services at school:

15%
reported **needing**
mental health services at
school:

60%
of those reporting needing the
service reported **difficulty accessing**
mental health services at school:



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

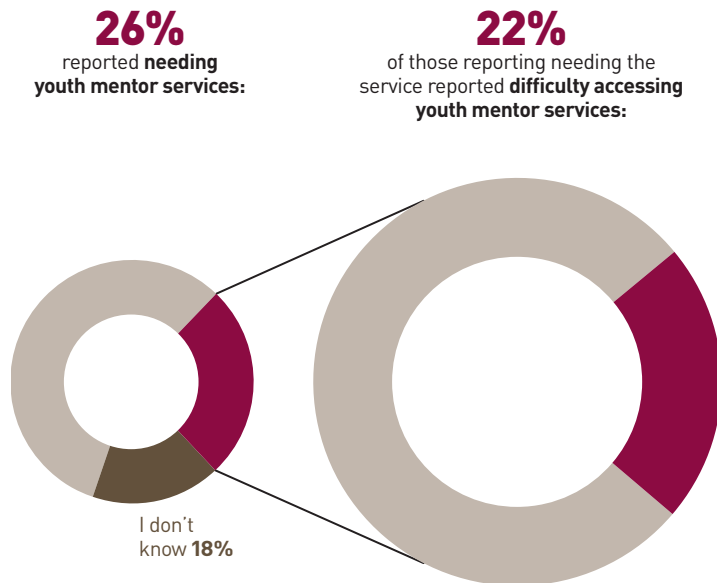
Community schools are those that are fully-resourced with parent supports, tutors, mentors and school-based health centers with medical, dental, and behavioral health care for students and their families. These services that can literally mean the difference between a safe, successful, and empowered 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.

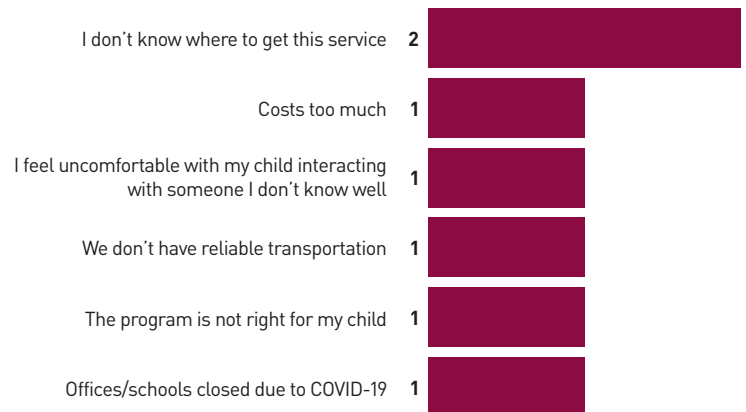
- **While the sample was quite small, the top barriers for health services (medical) in school were: "Offices/schools closed due to COVID-19," "Costs too much," "My child's school doesn't offer this service."** How will local leaders in government, the schools, and behavioral healthcare collaborate to remove these barriers in a timely manner across the county?
- **In this small sample, respondents with income below \$10,000 were the most likely to report difficulty accessing school-based healthcare.** How can county stakeholders committed to school based medical and mental health care gain insights into the needs of parents, students, and the entire school community?

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

Mentor Services: only 25% of respondents reported needing mentoring services for their children



Barriers to getting youth mentor 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.

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.

- **While the sample was quite small, the top barriers for mentoring were: "I don't know where to get this service," "Costs too much," 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 youth mentorship?
- **One issue to address when assessing the need for youth mentorship is that parents may not have been introduced to the benefits of youth mentoring and its impact on school achievement and job readiness.** What can be done to promote public education focused on the importance of mentoring programs?

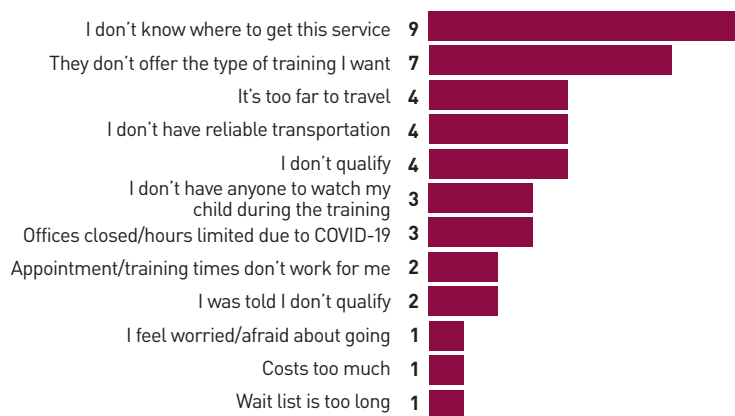
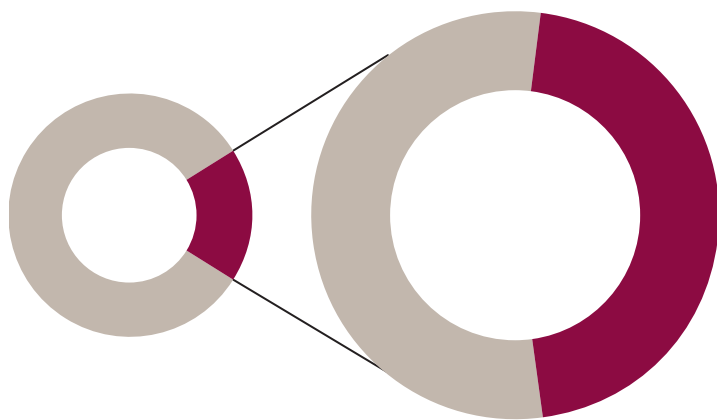
► **Start taking action — review the 7 Steps to 100% on page 14.**

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

18%
reported **needing**
job training programs:

45%
of those reporting needing the
service reported **difficulty accessing**
job training programs:

Barriers
to getting
job training programs:



Percentages are omitted due to small sample size

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: "I don't know where to get this service," "They don't offer the type of training I want," "It's too far to travel," "I don't have reliable transportation."** How will elected leaders from city, county, and state government work with stakeholders and workforce development advocates to address these barriers?
- **Those responsible for at least one child under 18 were more likely to report need for job training programs compared to those not responsible for any children.** How can county stakeholders explore access to job training for parents as well as all job seeking residents?
- **Respondents who identified as Hispanic, Native American, or another/mixed race (non-Hispanic) were the most likely to report need for job training programs.** How will county, city and tribal leaders and job training experts increase access to job training that is aligned with the workforce market?
- **Respondents who speak a non-English language or multiple languages at home were more likely to report need for job training programs, compared to those who speak English only.** How will county stakeholders further expand access to job training programs for all residents?

► **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 Catron County residents are saying

“Cannot get refills on meds.” ▪ “It’s impossible to reach [food assistance services].” ▪ “Would be great to have a local park to take kids to, or places kids could go for non-school related sports & activities.” ▪ “Full time school nurse in Reserve” ▪ “We really need mental health resources out here! There are so many in need of rehab or even just DBT treatment.” ▪ “There is a real need for hospice care and home nursing care in Catron County.” ▪ “We probably need more access and make it known there is a place for help.” ▪ “Childcare needs to become available. Mental health needs to become available. Better health care needs to become available.” ▪ “The Senior Center needs to be upgraded, restaffed and adequately funded.” ▪ “We need to have [more activities] for the kids.” ▪ “I have had very bad experiences taking my babies for basic pediatric care.” ▪ “I think the community could use some better information on the availability of the services in this area. What services are available and how we may be able to get assistance with receiving these services. Maybe a brochure to put in the mail?”

**ANNA,
AGE EIGHT
INSTITUTE**

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