

# Otero County

Otero 2024

## General Results

### About this Document

This document contains general results from the 100% Community Survey of Otero County, NM, conducted between January and August 2024. The surveys were available in Spanish and English, online and on paper. The county organizers promoted the survey through personal contacts, community events, and locations providing services, such as medical and behavioral health centers and food distribution sites. The survey was also distributed through school district, city, and county outreach methods. An initial sample of 553 survey responses was collected (537 online and 16 on paper). After eliminating responses from those who did not consent, did not answer any service-related questions, or reported living in another county, the final sample consists of (N=498) valid respondents (483 online and 15 on paper). In another document, we explore chi-square tests for possible differences in need and accessibility based on demographic measures. All analyses were performed in SAS & SPSS.

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## Sample Representativeness

We compared sample demographics to U.S. Census data to evaluate sample representativeness (using Chi-square goodness-of-fit tests with U.S. Census estimates for Otero County as population parameters). Table 1 shows the test results. This survey is representative of nativity (US vs. foreign-born), language spoken at home, and level of education, reflecting similar distributions to those found in the general population. However, notable deviations are evident in other demographic aspects. Hispanic or Latino individuals were significantly overrepresented (54% sample vs. 39% population), while White (non-Hispanic) individuals were underrepresented (31% vs. 46%). Lower-income respondents earning less than \$10,000 were overrepresented (18% vs. 8%), as were females (73% vs. 48%) and younger adults aged 30-49. In contrast, males (27% vs. 52%) and adults aged 60 or older (15% vs. 30%) were underrepresented.

**Table 1: Otero Survey Demographics Compared to Population Demographics based on Census Data**

Demographic	Subgroup	Sample N	Sample %	Population % <sup>1</sup>	Difference (Sample % - Population %)	Result
Race/Ethnicity	American Indian and Alaska Native alone (non-Hispanic)	31	7.0%	6.2%	0.8%	Significant (p<0.001)
	Hispanic or Latino (of any race)	237	53.6%	38.6%	15.0%	
	White alone (non-Hispanic)	139	31.4%	45.6%	-14.2%	
	Some other race alone, or mixed race (non-Hispanic)	35	8.0%	9.7%	-1.7%	
Language Spoken at Home	English only	355	76.8%	75.0%	1.8%	Not Significant
	Speak a language other than English	107	23.2%	25.0%	-1.8%	
Nativity	US-born	417	91.9%	90.2%	1.7%	Not Significant
	Foreign-born	37	8.1%	9.8%	-1.7%	
Household Income	Less than \$10,000	74	18.0%	8.5%	9.5%	Significant (p<0.001)
	\$10,000 to \$24,999	77	18.8%	16.1%	2.7%	
	\$25,000 or more	259	63.2%	75.4%	-12.2%	
Gender (excluding other/non-binary)	Female	327	73.2%	48.1%	25.1%	Significant (p<0.001)
	Male	120	26.8%	51.9%	-25.1%	
Age <sup>2</sup>	18-24	58	13.5%	13.2%	0.3%	Significant (p<0.001)
	25-29	58	13.5%	10.5%	3.0%	
	30-39	107	24.9%	16.7%	8.2%	
	40-49	85	19.8%	14.1%	5.7%	
	50-59	58	13.5%	15.8%	-2.3%	
	60 or older	63	14.7%	29.7%	-15.0%	
Education Level	High school graduate or less	208	45.7%	42.8%	2.9%	Not Significant
	Some college, trade certificate, or Associate degree <sup>3</sup>	149	32.7%	37.1%	-4.4%	
	Bachelor's degree	72	15.8%	13.4%	2.4%	
	Master's degree or higher	26	5.7%	6.7%	-1.0%	
Neighborhood	Alamogordo (County Seat)	328	71.6%	54.5%	17.1%	Significant (p<0.001)
	Other (remainder of county)	130	28.4%	45.5%	-17.1%	

1. Data is based on the U.S. Census Bureau 2021 ACS 5-Year Estimates and 2020 Decennial Census.
2. Census estimates for age groups were adjusted to reflect the percentage of adults (aged 18 or older) that fall within an age group rather than the percentage of the entire population.
3. U.S. Census Bureau estimates do not include trade certificates. We combine associate degrees with trade certificates from our sample and compare them with the associate degree estimates from census data.

## Sample Demographics

### Neighborhood

Please select your neighborhood:	Count	Percent
Alamogordo	328	66.1%
Tularosa	59	11.9%
Mescalero	30	6.0%
Chaparral	24	4.8%
La Luz	17	3.4%
Boles Acres	11	2.2%
Mayhill	7	1.4%
Holloman Air Force Base	6	1.2%
Cloudcroft	5	1.0%
Other, please specify:	4	0.8%
High Rolls	4	0.8%
Bent	1	0.2%
Total number of respondents:	496	

Other responses: Dog Canyon (N=3)

### Neighborhood (used for testing)

Please select your neighborhood:	Count	Percent
Alamogordo	328	71.6%
Tularosa	59	12.9%
Mescalero	30	6.6%
Chaparral	24	5.2%
La Luz	17	3.7%
Total number of respondents:	458	

### Household Size

Including yourself, how many people live in your household?	Count	Percent
1	112	22.7%
2	123	24.9%

3	96	19.4%
4	71	14.4%
5	55	11.1%
6	19	3.8%
7 or more	18	3.6%
Total number of respondents:	494	

## Responsibility for Children

Do you have children under 18 living in or outside of your household for whom you are responsible?	Count	Percent
Yes	214	43.4%
No	279	56.6%
Total number of respondents:	493	

## Age of Children

Of those whom you are responsible for, how many are under the age of 5?	Count	Percent
0	106	49.5%
1	74	34.6%
2	25	11.7%
3	7	3.3%
4 or more children	2	0.9%
Total number of respondents:	214	

Of those whom you are responsible for, how many are between the ages of 5 and 18?	Count	Percent
0	51	23.8%
1	67	31.3%
2	44	20.6%
3	36	16.8%
4 or more children	16	7.5%
Total number of respondents:	214	

## School District Attended by Respondent's Children

Which school district does your child (children) attend?	Count	Percent
Alamogordo Public Schools	94	44.8%
They are not in school yet	43	20.5%
Tularosa Municipal School District	31	14.8%
Other:	25	11.9%
Gadsden Independent School District	14	6.7%
Mescalero Apache Schools	12	5.7%

Cloudcroft Municipal Schools	2	1.0%
Total number of respondents:	210	

Other responses:

Homeschooled (N=7), CDC (N=2), Canyon Christian Academy, Hollaman Base School, K12, NM School for the Blind and Visually Impaired, K12, /tribal Head start, Tularosa Headstart

## School District (Mutually exclusive categories, as used for testing)

Which school district does your child (children) attend?	Count	Percent
Alamogordo Public Schools	92	67.6%
Tularosa Municipal School District	30	22.1%
Gadsden Independent School District	14	10.3%
Total number of respondents:	136	

## Household Structure

Please describe your household. (Select all that apply)	Count	Percent
I do not have children/I am not a guardian or caregiver for a child	166	34.4%
Two-parent/guardian household	113	23.4%
Parent of adult children	110	22.8%
Single-parent/guardian household	83	17.2%
Other, please explain:	17	3.5%
Grandparent, aunt, uncle, relative or friend/mentor responsible for helping a child get services like health care, dental care, etc.	16	3.3%
Grandparent guardian	12	2.5%
I provide childcare in my home or in a childcare center	6	1.2%
Total number of respondents:	482	

## Household Structure (Mutually exclusive categories, as used for testing)

Please describe your household.	Count	Percent
Two-parent/guardian household	85	46.7%
Single-parent/guardian household	74	40.7%
Other Guardians or Caretakers (Grandparent or Foster guardian, relative or friend/mentor responsible for helping a child get services like health care, dental care, etc.)	23	12.6%
Total number of respondents:	182	

## Extended Family/Tribal Community

Do you live with an extended family or in a tribal community?	Count	Percent
Yes	73	14.8%
No	421	85.2%
Total number of respondents:	494	



## Household Income

What is your household income per year?	Count	Percent
Less than \$10,000	74	15.7%
Between \$10,000 and \$24,999	77	16.4%
Between \$25,000 and \$39,999	108	23.0%
Between \$40,000 and \$54,999	72	15.3%
Between \$55,000 and \$69,999	37	7.9%
More than \$70,000	42	8.9%
Prefer not to answer	60	12.8%
Total number of respondents:	470	

## Household Income (used for testing)

What is your household income per year?	Count	Percent
\$24,999 or less	151	36.8%
\$25,000-\$54,999	180	43.9%
\$55,000 or more	79	19.3%
Total number of respondents:	410	

## Gender Identity

What describes your gender?	Count	Percent
Woman	327	71.4%
Man	120	26.2%
Non-binary	3	0.7%
Another gender not listed	0	0%
Prefer not to answer	8	1.7%
Total number of respondents:	458	

## Gender Identity (used for testing)

What describes your gender?	Count	Percent
Woman	327	73.2%
Man	120	26.8%
Total number of respondents:	447	

## Age

What is your age?	Count	Percent	What is your age?	Count	Percent
18	15	3.4%	46	10	2.2%
19	10	2.2%	47	5	1.1%

20	9	2.0%	48	10	2.2%
21	6	1.3%	49	4	0.9%
22	4	0.9%	50	11	2.5%
23	9	2.0%	51	4	0.9%
24	5	1.1%	52	5	1.1%
25	11	2.5%	53	5	1.1%
26	7	1.6%	54	4	0.9%
27	11	2.5%	55	6	1.3%
28	14	3.1%	56	4	0.9%
29	15	3.4%	57	2	0.4%
30	18	4.0%	58	8	1.8%
31	9	2.0%	59	9	2.0%
32	6	1.3%	60	8	1.8%
33	11	2.5%	61	6	1.3%
34	12	2.7%	62	6	1.3%
35	16	3.6%	63	5	1.1%
36	6	1.3%	64	1	0.2%
37	16	3.6%	65	4	0.9%
38	8	1.8%	66	2	0.4%
39	5	1.1%	67	6	1.3%
40	13	2.9%	68	7	1.6%
41	10	2.2%	69	3	0.7%
42	12	2.7%	70 or older	15	3.4%
43	6	1.3%	Prefer not to answer	16	3.6%
44	8	1.8%	Total number of respondents:	445	
45	7	1.6%			

## Age (Combined categories, as used for testing)

What is your age?	Count	Percent
18 - 24	58	13.5%
25 - 29	58	13.5%
30 - 39	107	24.9%
40 - 49	85	19.8%
50 - 59	58	13.5%
60 or older	63	14.7%
Total number of respondents:	429	

## Age at Parenthood

If you are a parent, how old were you when you became a parent? If you are a parent, how old were you when you became a parent?	Count	Percent
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17 or younger	14	8.5%
18	23	14.0%
19	7	4.3%
20	16	9.8%
21	12	7.3%
22	12	7.3%
23	7	4.3%
24	11	6.7%
25	15	9.1%
26	10	6.1%
27	7	4.3%
28	4	2.4%
29	2	1.2%
30	7	4.3%
31	2	1.2%
32	1	0.6%
33	3	1.8%
34	1	0.6%
36	1	0.6%
Prefer not to answer	9	5.5%
Total number of respondents:	164	

## Age at Parenthood (Combined categories, as used for testing)

If you are a parent, how old were you when you became a parent? If you are a parent, how old were you when you became a parent?	Count	Percent
24 or younger	102	65.8%
25 or older	53	34.2%
Total number of respondents:	155	

## Race/Ethnicity

How would you describe yourself? (Select all that apply)	Count	Percent
Asian	10	2.3%
Black or African American	36	8.1%
Native American or Alaska Native	45	10.2%
Native Hawaiian or Other Pacific Islander	2	0.5%
White	322	72.7%
Another race not listed:	13	2.9%
Prefer not to answer	26	5.9%
Total number of respondents:	443	

Other responses: Puerto Rican (N=2), Asian American

## Race and Hispanic Origin (Mutually exclusive categories, as used for testing)

How would you describe yourself?	Count	Percent
Hispanic or Latino (of any race)	237	63.0%
White alone (non-Hispanic)	139	37.0%
Total number of respondents:	376	

## Education Level

What is the highest degree or level of school you have completed?	Count	Percent
Less than high school	76	16.3%
High school graduate	132	28.3%
Some college	90	19.3%
Trade certificate from college	28	6.0%
Associate's Degree	31	6.7%
Bachelor's Degree	72	15.5%
Master's Degree	22	4.7%
Doctorate or Professional Degree	4	0.9%
Prefer not to answer	11	2.4%
Total number of respondents:	466	

## Education Level (Combined categories, as used for testing)

What is the highest degree or level of school you have completed?	Count	Percent
High school graduate or less	208	45.7%
Some college, trade certificate, or Associate degree	149	32.7%
Bachelor's Degree	72	15.8%
Master's Degree or higher	26	5.7%
Total number of respondents:	455	

## Language(s) Spoken at Home

What language do you primarily speak at home? (Select all that apply)	Count	Percent
English	445	96.3%
Spanish	72	15.6%
Native American language	29	6.3%
Other:	9	1.9%
Total number of respondents:	462	

Other responses: Dutch, Korean

## Language(s) Spoken at Home (Mutually exclusive categories, as used for testing)

What language do you primarily speak at home?	Count	Percent
English Only	355	76.8%
Other Language/Bilingual	107	23.2%
Total number of respondents:	462	

## English Proficiency

How well do you speak English?	Count	Percent
Very well	337	72.6%
Well	103	22.2%
Not well	14	3.0%
Not at all	4	0.9%
Prefer not to answer	4	0.9%
Don't know	2	0.4%
Total number of respondents:	464	

## English Proficiency (Mutually exclusive categories, as used for testing)

How well do you speak English?	Count	Percent
Well/Very well	440	96.1%
Not at all/Not well	18	3.9%
Total number of respondents:	458	

## Nativity

Where were you born?	Count	Percent
United States	417	90.5%
Mexico	14	3.0%
Europe (France, Germany, Italy, Spain, Russia, etc.)	9	2.0%
Africa (Egypt, Ethiopia, Ghana, Kenya, Libya, Namibia, South Africa, etc.)	3	0.7%
Canada	3	0.7%
East Asia/South Asia (China, Japan, Cambodia, Laos, Thailand, Malaysia, India etc.)	3	0.7%
Other, please specify:	3	0.7%
West/Central Asia (Afghanistan, Kazakhstan, Iran, Jordan, etc.)	2	0.4%
Puerto Rico	1	0.2%
South America (Brazil, Venezuela, Bolivia, Colombia, Chile, Argentina, etc.)	1	0.2%

Prefer not to answer	4	0.9%
Don't know	1	0.2%
Total number of respondents:	461	

Other responses: Spangdolem Airforce Base

## Nativity (used for testing)

Where were you born?	Count	Percent
US-born	417	91.9%
Foreign-born	37	8.1%
Total number of respondents:	454	

## Year of Immigration

In what year did you first enter the United States to either work or live?	Count	Percent	In what year did you first enter the United States to either work or live?	Count	Percent
1959	1	3.6%	2000	1	3.6%
1965	1	3.6%	2001	1	3.6%
1973	1	3.6%	2005	1	3.6%
1980	1	3.6%	2007	1	3.6%
1981	1	3.6%	2009	1	3.6%
1983	1	3.6%	2010	1	3.6%
1986	1	3.6%	2011	2	7.1%
1987	1	3.6%	2015	1	3.6%
1988	1	3.6%	2016	2	7.1%
1990	1	3.6%	2018	1	3.6%
1996	3	10.7%	2019	2	7.1%
1997	1	3.6%	Total number of respondents:	28	

## Internet Access

Do you have Internet access in your home?	Count	Percent
Yes	408	83.6%
No	80	16.4%
Total number of respondents:	488	

## Basic Services: Need, Quality, and Accessibility

### Medical Care Need

Have you ever needed medical care?	Count	Percent
Yes	425	86.7%
No	65	13.3%
Total number of respondents:	490	

### Medical Care Quality

In general, how would you rate the quality of medical care you have received?	Count	Percent
Very bad	7	1.7%
Bad	23	5.5%
Average	166	39.3%
Good	179	42.4%
Very good	40	9.5%
I don't know because I haven't been able to get this service	7	1.7%
Total number of respondents:	422	

### Medical Care Accessibility

Have you ever had difficulties getting medical care? (For example, transportation problems, no insurance, long wait lists, etc.)	Count	Percent
Yes	141	33.9%
No	275	66.1%
Total number of respondents:	416	

### Medical Care Specific Difficulties

What difficulties have you had getting medical care? (Select all that apply)	Count	Percent
It takes too long to get an appointment	71	51.1%
I can't find a specialist near me	47	33.8%
Costs too much	44	31.7%
I can't find a quality provider	42	30.2%
It's too far to travel	35	25.2%

Appointment times don't work for me	34	24.5%
They don't accept my insurance	30	21.6%
I don't have reliable transportation	30	21.6%
I can't find a provider accepting new patients	29	20.9%
I don't know where to get this service	26	18.7%
I feel worried/afraid about going	23	16.5%
The co-pays are too high	21	15.1%
I do not have insurance	21	15.1%
I feel bad about going	18	12.9%
I don't have enough insurance coverage	17	12.2%
No internet access	16	11.5%
Appointments canceled or unavailable due to COVID-19	11	7.9%
Other, please explain:	6	4.3%
They don't speak my language	3	2.2%
Total number of respondents:	139	

Other comments from respondents about difficulties with medical care:

- To many bad experiences.. paperwork that was sent but never received appointments that I can't go to because of missing paperwork that was done but apparently disappeared.
- No good quality specialists, it is hard to trust them. don't have medical transport to get procedures.
- most appointments for medical care are done in El Paso, TX due to access to services nearby. There is no pediatrician and specialist available in the area.
- I make too much to get coverage
- Can't get the Doctor to call my refills in on time

## Dental Care Need

Have you ever needed dental care?	Count	Percent
Yes	406	84.9%
No	72	15.1%
Total number of respondents:	478	

## Dental Care Quality

In general, how would you rate the quality of dental care you have received?	Count	Percent
Very bad	6	1.5%
Bad	42	10.4%
Average	147	36.5%
Good	117	29.0%
Very good	70	17.4%
I don't know because I haven't been able to get this service	21	5.2%
Total number of respondents:	403	

## Dental Care Accessibility



Have you ever had difficulties getting dental care? (For example, transportation problems, no insurance, long wait lists, etc.)	Count	Percent
Yes	126	31.7%
No	272	68.3%
Total number of respondents:	398	

## Dental Care Specific Difficulties

What difficulties have you had getting dental care? (Select all that apply)	Count	Percent
It takes too long to get an appointment	51	40.8%
I don't have enough insurance coverage	49	39.2%
Costs too much	44	35.2%
They don't accept my insurance	30	24.0%
It's too far to travel	28	22.4%
I feel worried/afraid about going	24	19.2%
I don't have reliable transportation	24	19.2%
I can't find a quality provider	22	17.6%
The co-pays are too high	20	16.0%
I do not have insurance	19	15.2%
I don't know where to get this service	15	12.0%
Appointment times don't work for me	14	11.2%
I can't find a specialist near me	13	10.4%
I can't find a provider accepting new patients	11	8.8%
I feel bad about going	9	7.2%
Other, please explain:	5	4.0%
Appointments canceled or unavailable due to COVID-19	4	3.2%
Total number of respondents:	125	

Other comments from respondents about difficulties with dental care:

- specialist dentist needed and one isn't available in the area.
- Provider is in Las Cruces, no one I want to see is in Otero County
- Prices are astronomical for the area
- Long wait time and have to take off work

## Mental Health Care Need

Have you ever needed mental health care?	Count	Percent
Yes	270	56.1%
No	211	43.9%
Total number of respondents:	481	

## Mental Health Care Quality

In general, how would you rate the quality of mental health care you have received?	Count	Percent
Very bad	9	3.4%
Bad	29	10.8%
Average	103	38.4%
Good	66	24.6%
Very good	40	14.9%
I don't know because I haven't been able to get this service	21	7.8%
Total number of respondents:	268	

## Mental Health Care Accessibility

Have you ever had difficulties getting mental health care?	Count	Percent
Yes	113	42.5%
No	153	57.5%
Total number of respondents:	266	

## Mental Health Care Specific Difficulties

What difficulties have you had getting mental health care? (Select all that apply)	Count	Percent
It takes too long to get an appointment	42	37.8%
I feel worried/afraid about going	33	29.7%
I can't find a quality provider	33	29.7%
Costs too much	30	27.0%
I don't know where to get this service	26	23.4%
They don't accept my insurance	26	23.4%
I feel bad about going	26	23.4%
It's too far to travel	26	23.4%
I can't find a specialist near me	22	19.8%
I don't have reliable transportation	22	19.8%
Appointment times don't work for me	19	17.1%
I do not have insurance	18	16.2%
I can't find a provider accepting new patients	16	14.4%
No internet access	13	11.7%
I don't have enough insurance coverage	12	10.8%
The co-pays are too high	11	9.9%
Other, please explain:	8	7.2%
Appointments canceled or unavailable due to COVID-19	2	1.8%
They don't speak my language	2	1.8%
Total number of respondents:	111	

Other comments from respondents about difficulties with mental health care:

- They don't prescribe meds I need
- they aren't helpful at all in any way
- There really isn't any mental health services in the area, the best bet is dialing 988 and doing telehealth with a counselor.

- Limited to options within the city and there are no providers for eating disorders here
- I'm not sure what I need but a lot of the people I see are like okay well we're going to talk and then you'll be fine. I want to do EMDR but my therapist is done it once. And unfortunately my husband only sees therapist in Anthony because well med card.
- I have Medicaid.
- Can't ensure confidentiality in small town

## Affordable Housing Services Need

Have you ever needed affordable housing services?	Count	Percent
Yes	111	23.3%
No	365	76.7%
Total number of respondents:	476	

## Affordable Housing Services Quality

In general, how would you rate the quality of affordable housing services you have received?	Count	Percent
Very bad	17	15.9%
Bad	20	18.7%
Average	33	30.8%
Good	7	6.5%
Very good	5	4.7%
I don't know because I haven't been able to get this service	25	23.4%
Total number of respondents:	107	

## Affordable Housing Services Accessibility

Have you ever had difficulties getting affordable housing services?	Count	Percent
Yes	74	68.5%
No	34	31.5%
Total number of respondents:	108	

## Affordable Housing Services Specific Difficulties

What difficulties have you had getting affordable housing services? (Select all that apply)	Count	Percent
Wait list is too long	48	66.7%
I was told I don't qualify	28	38.9%
I don't know where to get this service	19	26.4%
It takes too long to get an appointment	18	25.0%
I don't qualify	16	22.2%
I don't have reliable transportation	11	15.3%

I feel worried/afraid about going	10	13.9%
It is too far to travel	8	11.1%
Other, please explain:	7	9.7%
I feel bad about going	7	9.7%
Appointment times don't work for me	4	5.6%
Offices closed/hours limited due to COVID-19	4	5.6%
They don't speak my language	2	2.8%
Total number of respondents:	72	

Other comments from respondents about difficulties with affordable housing services:

- They lost my application, then found it and then sent it back to me saying it was too late....
- There is no inventory
- Stolen identity
- No gas!
- Low access to affordable/low-income housing
- I have been trying to get affordable housing for the last year. I became homeless with my adult daughter and my then 3 year old grandson. I had qualified for a program that helped pay rent. My ex landlord had been paid for past due rent and paid for my rent to be caught up and for five future months of rent. However, she lied to the magistrate judge stating that I was behind on my rent. He ordered us out of the house and we have been homeless since May 24,2024. I've called every resource in otero county but there's nothing available for homeless people. I have called the HUD office in Roswell and I was told that there is no such thing as emergency housing. And the lady said that there was a process to get on the list for voucher the section 8 vouchers and she said to call the Community Action office in Alamogordo to get a voucher from her and then to call them back. I called the Community Action and the lady said you need a referral from our office but I suggest that you call love Inc. to see if they can help you, that didn't really help my situation but I went ahead and took her advice and I called love and Almagordo. I left a message waited six weeks never got a call so I called them back. Left another message waited to two more weeks and still didn't get another call so I called again and left another message and finally somebody returned my call. They took an intake over the phone about my situation so they would get back to me in about two days cause it had to go through the supervisor of love Inc. and I've not heard from them since and that's been over a year in June so my grandson and my adult daughter who help me because I'm on disability I have been living in my vehicle is a small car. It's been hot as heck. It's been cold. It's just been miserable. It doesn't help my medical issues. My daughters become depressed. My poor grandson is struggling , and I can't get any help at all. It seems like all the resources are in Las Cruces Albuquerque or on the Eastern part of the state but for whatever reason Alamogordo area Otero county doesn't have any resources they don't apply for grants. I don't know what the problem is, but it's not right for people to struggle the way I've been struggling and being illegally evicted

## Food Assistance Services Need

Have you ever needed food assistance services?	Count	Percent
Yes	285	60.1%
No	189	39.9%
Total number of respondents:	474	

## Food Assistance Services Quality

In general, how would you rate the quality of food assistance services you have received?	Count	Percent
Very bad	13	4.6%
Bad	19	6.8%
Average	103	36.7%
Good	105	37.4%
Very good	33	11.7%

I don't know because I haven't been able to get this service	8	2.8%
Total number of respondents:	281	

## Food Assistance Services Accessibility

Have you ever had difficulties getting food assistance services?	Count	Percent
Yes	88	31.8%
No	189	68.2%
Total number of respondents:	277	

## Food Assistance Services Specific Difficulties

What difficulties have you had getting food assistance services? (Select all that apply)	Count	Percent
I was told I don't qualify	43	50.6%
I don't qualify	32	37.6%
Wait list is too long	20	23.5%
It takes too long to get an appointment	18	21.2%
Other, please explain:	12	14.1%
I feel worried/afraid about going	12	14.1%
I feel bad about going	11	12.9%
I don't have reliable transportation	9	10.6%
I don't know where to get this service	7	8.2%
It is too far to travel	6	7.1%
Appointment times don't work for me	5	5.9%
Offices closed/hours limited due to COVID-19	3	3.5%
They don't speak my language	2	2.4%
Total number of respondents:	85	

Other comments from respondents about difficulties with food assistance services:

- Was hardly over the median for receiving benefits and could not get help with food even though my water and electricity were constantly being shut off due to my inability to pay.
- They will not accept my calls/ cases haven't been reviewed
- They take a very long time to respond or totally ignore you
- They give me \$23 a month. Not even enough for water
- They don't give enough 25 dollars a month is not enough
- qualified for WIC services, for food services such as SNAP had to get help in Anthony, NM and also stopped qualifying once I got a better job, still struggling with groceries and not much options in area.
- No returned calls or emails from program providers
- ISD takes too long to get back to you and is difficult to get in contact with
- Income issues
- I make too much to get assistance
- I fill all the paperwork out do all the things I'm supposed to do and yet somehow my food stamps still laps because they don't have the coverage to get their job done why should my family go without food because they can't get their job done.
- Hard to get ahold of them

## Public Transportation Need

Have you ever needed public transportation services?	Count	Percent
Yes	109	23.3%
No	359	76.7%
Total number of respondents:	468	

## Public Transportation Quality

In general, how would you rate the quality of public transportation you have received?	Count	Percent
Very bad	14	13.3%
Bad	21	20.0%
Average	35	33.3%
Good	14	13.3%
Very good	12	11.4%
I don't know because I haven't been able to get this service	9	8.6%
Total number of respondents:	105	

## Public Transportation Accessibility

Have you ever had difficulties using public transportation?	Count	Percent
Yes	61	59.2%
No	42	40.8%
Total number of respondents:	103	

## Public Transportation Specific Difficulties

What difficulties have you had using public transportation? (Select all that apply)	Count	Percent
It doesn't run during the times I need it	40	70.2%
It doesn't go where I need to go	37	64.9%
It takes too long to use public transportation	26	45.6%
It is too far to walk to the bus stop	25	43.9%
It doesn't come to where I live	24	42.1%
It isn't safe	8	14.0%
Costs too much	7	12.3%
I don't know where to get this service	7	12.3%
Other, please explain:	4	7.0%
They don't speak my language	4	7.0%
Total number of respondents:	57	

Other comments from respondents about difficulties with public transportation:

- There is stigma here about public transit. It is viewed as "lower class" when it needs to be promoted to get people less car dependent. More funding/promoting needs to go into it to be seen as a best practice. And run on the weekends!
- I walk everywhere
- Have to cross busy streets to get to bus stops
- Don't know how to get schedule or price very confusing

## Job Training Programs Need

Have you ever needed job training programs?	Count	Percent
Yes	104	21.9%
No	370	78.1%
Total number of respondents:	474	

## Job Training Programs Quality

In general, how would you rate the quality of job training services you have received?	Count	Percent
Very bad	11	10.8%
Bad	7	6.9%
Average	36	35.3%
Good	18	17.6%
Very good	10	9.8%
I don't know because I haven't been able to get this service	20	19.6%
Total number of respondents:	102	

## Job Training Programs Accessibility

Have you ever had difficulties getting job training services?	Count	Percent
Yes	52	51.5%
No	49	48.5%
Total number of respondents:	101	

## Job Training Programs Specific Difficulties

What difficulties have you had getting job training services? (Select all that apply)	Count	Percent
I don't know where to get this service	25	52.1%
They don't offer the type of training I want	17	35.4%
I don't have anyone to watch my child during the training	13	27.1%
Wait list is too long	11	22.9%
I don't have reliable transportation	10	20.8%
No internet access	9	18.8%

Costs too much	8	16.7%
It's too far to travel	7	14.6%
I don't qualify	7	14.6%
It takes too long to get an appointment	6	12.5%
I was told I don't qualify	5	10.4%
I feel bad about going	4	8.3%
They don't speak my language	3	6.2%
Other, please explain:	3	6.2%
Training times don't work for me	3	6.2%
I feel worried/afraid about going	3	6.2%
Offices closed/hours limited due to COVID-19	1	2.1%
Total number of respondents:	48	

Other comments from respondents about difficulties with job training programs:

- Poor quality of staff
- Internet access available but internet quality is poor which makes online school and courses that much more difficult especially during inclement or even windy weather as the internet does go out frequently or runs slow. Internet quality is poor here.

## Child-Related Services: Need & Accessibility

### Home Visiting Services Need

Have you ever needed home visiting services?	Count	Percent
Yes	31	15.7%
No	166	84.3%
Total number of respondents:	197	

### Home Visiting Services Quality

In general, how would you rate the quality of home visiting services your child has received?	Count	Percent
Very bad	1	3.2%
Average	7	22.6%
Good	15	48.4%
Very good	5	16.1%
I don't know because I haven't been able to get this service	3	9.7%
Total number of respondents:	31	

### Home Visiting Services Accessibility

Have you ever had difficulties getting home visiting services for your child?	Count	Percent
Yes	7	23.3%



No	23	76.7%
Total number of respondents:	30	

## Home Visiting Services Specific Difficulties

What difficulties have you had getting home visiting services? (Select all that apply)	Count	Percent*
I don't know much about this service	3	-
Costs too much	2	-
I can't find a quality provider	1	-
I do not qualify	1	-
I don't have time/I can't get off work	1	-
Wait list is too long	1	-
I do not want strangers in my home	1	-
They don't speak my child's language	1	-
Offices closed/hours limited due to COVID-19	1	-
Total number of respondents:	7	

\*Percent omitted due to small sample size (N<20)

## Parenting Classes Need

Have you ever needed parenting classes?	Count	Percent
Yes	25	12.6%
No	173	87.4%
Total number of respondents:	198	

## Parenting Classes Quality

In general, how would you rate the quality of parenting classes you have received?	Count	Percent
Very bad	0	0%
Bad	2	8.0%
Average	8	32.0%
Good	5	20.0%
Very good	4	16.0%
I don't know because I haven't been able to get this service	6	24.0%
Total number of respondents:	25	

## Parenting Classes Accessibility

Have you ever had difficulties getting parenting classes?	Count	Percent
Yes	15	60.0%

No	10	40.0%
Total number of respondents:	25	

## Parenting Classes Specific Difficulties

What difficulties have you had getting parenting classes? (Select all that apply)	Count	Percent*
I don't know where to get this service	7	-
I don't have childcare during class time	4	-
I don't know much about this service	3	-
Registration occurs at a time I cannot go	3	-
Classes are always full	3	-
I don't have time/I can't get off work	3	-
I don't have reliable transportation	3	-
Wait list is too long	2	-
I can't find a quality provider	2	-
Other, please explain:	2	-
The times for the program don't fit my schedule	2	-
It takes too long to get an appointment	1	-
No internet access	1	-
It's too far to travel	1	-
Costs too much	1	-
Total number of respondents:	15	

\*Percent omitted due to small sample size (N<20)

Other comments from respondents about difficulties with parenting classes: Child care costs too much

## Preschool Services Need

Have you ever needed these preschool services?	Count	Percent
Yes	85	43.1%
No	112	56.9%
Total number of respondents:	197	

## Preschool Services Quality

In general, how would you rate the quality of preschool services your child has received?	Count	Percent
Very bad	3	3.7%
Bad	2	2.5%
Average	37	45.7%
Good	23	28.4%
Very good	11	13.6%
I don't know because I haven't been able to get this service	5	6.2%
Total number of respondents:	81	

## Preschool Services Accessibility

Have you ever had difficulties getting preschool services for your child?	Count	Percent
Yes	12	14.6%
No	70	85.4%
Total number of respondents:	82	

## Preschool Services Specific Difficulties

What difficulties have you had getting preschool services? (Select all that apply)	Count	Percent*
I can't find a quality preschool provider	6	-
Wait list is too long	5	-
The times for the program do not fit my schedule	5	-
Registration occurs at a time I can't go	5	-
Costs too much	2	-
I don't have reliable transportation	2	-
No internet access	2	-
I don't know much about this service	2	-
Total number of respondents:	11	

\*Percent omitted due to small sample size (N<20)

## Childcare Services Need

Have you ever needed childcare services?	Count	Percent
Yes	87	43.1%
No	115	56.9%
Total number of respondents:	202	

## Childcare Services Quality

In general, how would you rate the quality of childcare services your child has received?	Count	Percent
Very bad	5	6.2%
Bad	13	16.2%
Average	27	33.8%
Good	9	11.2%
Very good	11	13.8%
I don't know because I haven't been able to get this service	15	18.8%
Total number of respondents:	80	

## Childcare Services Accessibility

Have you ever had difficulties getting childcare services for your child?	Count	Percent
Yes	47	56.6%
No	36	43.4%
Total number of respondents:	83	

## Childcare Services Specific Difficulties

What difficulties have you had getting childcare services? (Select all that apply)	Count	Percent
The times for the program do not fit my schedule	25	53.2%
I can't find a quality provider	17	36.2%
Costs too much	16	34.0%
Wait list is too long	14	29.8%
Registration occurs at a time I can't go	7	14.9%
I don't know where to get this service	5	10.6%
I don't have reliable transportation	5	10.6%
Other, please explain:	2	4.3%
It's too far to travel	2	4.3%
Offices closed/hours limited due to COVID-19	1	2.1%
I don't know much about this service	1	2.1%
Total number of respondents:	47	

Other comments from respondents about difficulties with childcare services:

- They are requesting employment proof but as private contractors I was not able to provide proof so my benefits got denied
- Don't take kids that are disabled.

## Childcare Services Days/Times Needed

What times/days have you needed childcare for school, studying, or work?	Count	Percent
Full time weekdays	38	46.3%
Evenings	34	41.5%
Weekends	33	40.2%
Part time weekdays	19	23.2%
Drop in	9	11.0%
Other:	1	1.2%
Total number of respondents:	82	

Other comments: I work 3 jobs it's random

## Received Childcare Assistance Subsidy

Have you ever received a childcare assistance subsidy (the program that pays for your child to receive free or reduced-price childcare) from Children, Youth and Families Department (CYFD)?	Count	Percent
Yes	25	29.4%
No	57	67.1%
Prefer not to answer	3	3.5%
Total number of respondents:	85	

## Reason for Not Receiving a Childcare Assistance Subsidy

Why haven't you received a childcare assistance subsidy (help paying for childcare)? (Select all that apply)	Count	Percent
I do not know about this program	40	70.2%
I do not think I qualify	13	22.8%
I was told I do not qualify	7	12.3%
I am not working	3	5.3%
I do not need it	3	5.3%
Total number of respondents:	57	

## Youth Mentor Services Need

Has your child ever needed youth mentor services?	Count	Percent
Yes	30	15.1%
No	120	60.3%
I don't know.	49	24.6%
Total number of respondents:	199	

## Youth Mentor Services Quality

In general, how would you rate the quality of youth mentor services your child has received?	Count	Percent
Very bad	0	0%
Bad	1	3.3%
Average	12	40.0%
Good	6	20.0%
Very good	1	3.3%
I don't know because I haven't been able to get this service	10	33.3%
Total number of respondents:	30	

## Youth Mentor Services Accessibility

Have you ever had difficulties getting youth mentor services for your child?	Count	Percent
Yes	13	44.8%
No	16	55.2%
Total number of respondents:	29	

## Youth Mentor Services Specific Difficulties

What difficulties have you had getting youth mentor services for your child? (Select all that apply)	Count	Percent*
I don't know where to get this service	10	-
The program is not right for my child	4	-
No internet access	2	-
I feel uncomfortable with my child interacting with someone I don't know well	1	-
They don't speak my child's language	1	-
Total number of respondents:	13	

\*Percent omitted due to small sample size (N<20)

## School-Based Mental Health Services Need

Has your child ever needed mental health services at school?	Count	Percent
Yes	70	35.2%
No	115	57.8%
I don't know.	14	7.0%
Total number of respondents:	199	

## School-Based Mental Health Services Quality

In general, how would you rate the quality of mental health services at your child's school?	Count	Percent
Very bad	4	5.7%
Bad	11	15.7%
Average	36	51.4%
Good	10	14.3%
Very good	2	2.9%
I don't know because I haven't been able to get this service	7	10.0%
Total number of respondents:	70	

## School-Based Mental Health Services Accessibility

Have you ever had difficulties getting your child mental health services at school?	Count	Percent
Yes	29	42.0%

No	40	58.0%
Total number of respondents:	69	

## School-Based Mental Health Services Specific Difficulties

What difficulties have you had getting mental health services at school for your child? (Select all that apply)	Count	Percent
There aren't enough counselors or mental health professionals at the school	25	89.3%
They don't offer the type of services my child needs	10	35.7%
My child's school doesn't offer this service	5	17.9%
Wait list is too long	4	14.3%
It takes too long to get an appointment	4	14.3%
Other, please explain:	3	10.7%
Costs too much	2	7.1%
No internet access	2	7.1%
They don't speak my language	1	3.6%
Total number of respondents:	28	

Other comments from respondents about difficulties with school-based mental health services:

- The school counselor at ----- is no help makes situations worse. Walked in to school friday and she was in a screaming match with my daughter about who is an idiot. Very unprofessional and immature
- I was moved across the world as a military family, informed that this town would care for all of our medical needs. My 5 year old daughter has had to receive psychiatric help at an adult center, I had my infant son with me and had to be stripped of my purse and diaper bag for policy standards and I had nothing to occupy my infant son and the dr had no toys to distract mt daughter so we really couldnt have much of a conversation discussing her needs or getting help. I just had him perscribe me the last drug my childs last doctor had used and he called that good enough with no more insight or advice or look into any issues. additionally im always going to El Paso or to the ER for medical care. Base medical care waitlist are so long most of us seek out care in town. we have to use ERs and medcenters if tricare prime just for it being free.
- I asked for service and the school never ga e it.

## School-Based Healthcare Services Need

Has your child ever needed health services at school?	Count	Percent
Yes	83	41.5%
No	109	54.5%
I don't know.	8	4.0%
Total number of respondents:	200	

## School-Based Healthcare Services Quality

In general, how would you rate the quality of the health services at your child's school?	Count	Percent
Very bad	1	1.2%
Bad	4	4.8%
Average	50	60.2%
Good	23	27.7%

Very good	2	2.4%
I don't know because I haven't been able to get this service	3	3.6%
Total number of respondents:	83	

## School-Based Healthcare Services Accessibility

Have you ever had difficulties getting your child health services at school?	Count	Percent
Yes	13	15.9%
No	69	84.1%
Total number of respondents:	82	

## School-Based Healthcare Services Specific Difficulties

What difficulties have you had getting school-based health services for your child? (Select all that apply)	Count	Percent*
My child's school doesn't offer this service	5	-
Other, please explain	4	-
They don't offer the type of services my child needs	4	-
It takes too long to get an appointment	2	-
Wait is too long	2	-
Costs too much	1	-
They don't speak my child's language	1	-
No internet access	1	-
Total number of respondents:	9	

\*Percent omitted due to small sample size (N<20)

Other comments from respondents about difficulties with school-based healthcare services:

- son goes to school in El Paso, TX because the schools in this area are not academically that great, son also has ADHD and works with experienced teachers for diagnosis, receives more help in EP than here.
- Incompetent staff
- I wanted to do autism testing through the schools for one of my kids they never got nothing done so I had to go out and get it done myself. And it seems like some of the teachers don't care about accommodations or don't want to be bothered with it.
- I have to sign a notarized form authorizing my mother to make medical decisions on behalf for my children for her to just take them to a sick visit or even a checkup

## Feelings About Family Support

### Feelings About Family Support

Please tell us how much you agree/disagree with the following statement: - I have extended family support living near me that I can depend on (other family members and friends who help me and my family with child care, emotional support, etc.).	Count	Percent
Strongly agree	62	13.5%
Agree	180	39.1%
Neither agree nor disagree	55	12.0%



Disagree	86	18.7%
Strongly disagree	77	16.7%
Total number of respondents:	460	

## Open-Ended Questions- Top Themes

The following provides the top themes that emerged from the open-ended questions on the survey and illustrative quotes. Responses were coded in multiple categories if the respondent discussed multiple topics.

If applicable, how can the community better support you as a parent? n=71	Is there anything else you would like to share about access to basic family services in Otero County? n=59
1. Family activities and child-focused programming. (n=15) 2. Family support: education, resources, and community empowerment. (n=11) 3. Childcare. (n=10) 4. Health services. (n=6) 5. Mental/behavioral health services. (n=6) 6. Resource advertisement and information. (n=6) 7. Other.	1. Housing services. (n=6) 2. Eligibility for assistance. (n=6) 3. Health services. (n=6) 4. Resource advertisement and information. (n=5) 5. Community and family-friendly events/activities. (n=5) 6. Other.

### If applicable, how can the community better support you as a parent?

#### 1. Family activities and child-focused programming. (n=15)

Many respondents emphasized the need for more affordable, family-friendly activities in the community, particularly for children. Parents desired family events, teen-focused activities, and accessible public spaces like parks, swimming pools, bowling alleys, and community gardens.

*“Trayendo más eventos familiares y de apoyo.”*

*“The community needs to offer more community-based activities for teenagers that are accessible and free/affordable. The bowling center was not accessible or affordable for most youth, there needs to be another swimming pool and a splash pad area, and the mall is uninviting for youth. There needs to be more options available that are safe for teenagers to spend time with their peers outside of school or organized sports.”*

*“Provide more services for children, like more activities & programs to keep kids busy. There's currently nothing for younger children here.”*

*“More activities for children.”*

*“Have more programs and places for teens to have something to do”*

#### 2. Family support: education, resources, and community empowerment. (n=11)

Parents expressed a need for parenting classes, guidance, assistance, and supportive networks. Guardians, such as grandparents raising grandchildren, and others also sought similar resources.

*“Provide more services for parents that are struggling & needing help.”*

*“More access to services, more parenting programs”*

*“Help me support children that are not mine”*

*“Help parents that don’t qualify for the state assistance programs and fall in the gray area”*

*“Giving great parenting advice when I need parenting advice”*

*“Support groups for grandparents raising grandchildren. Education in the community about the issues of grandparents raising grandchildren including unique challenges all generations affected experience.”*

### **3. Childcare. (n=10)**

Parents highlighted the need for more accessible and affordable childcare options and services that offer extended hours beyond typical business times.

*“More affordable daycare options with later hours, possibly even meal options, you charge us a mortgage payment every month to not even feed my child and not to protect their belongings, etc”*

*“helping me with childcare if possible”*

*“Help with child care support”*

*“Good child care at an affordable rate”*

*“Free to low cost childcare opportunities to help community”*

### **4. Health services. (n=6)**

Parents in the community highlighted a strong need for quality, accessible, and affordable health services, especially for their children. Many noted a shortage of local healthcare providers, often requiring them to travel to nearby cities for care.

*“better Healthcare”*

*“access to medical services such as a pediatrician or early intervention programs. Mostly everything close by is all in El Paso, Texas. I have been to locations in Anthony, NM and El Paso, TX and prefer to use services in the latter.”*

*“Un pediatra y servicios dentales especializados en niños en nuestra comunidad.”*

*“Better child care options and Healthcare options for my children.”*

### **5. Mental/behavioral health services. (n=6)**

Respondents highlighted the need for affordable, local mental and behavioral health services for themselves and their children. Parents also requested resources to help them navigate these systems effectively. Some parents suggested the need for autism and special services for their children.

*“Social workers to help support struggling parents when children have mental health emergencies. To help give real useful info and help with appointments and knowing what to do next”*

*“Offer more support for disabled veterans dealing with mental health issues”*

*“Help with getting local services for child with Autism.”*

*"Better support for autistic/adhd children and resources when trying to get testing and all that done. And resources for parents to get proper diagnosis because I may be ADHD but I don't know and I'm not exactly sure where I'm going to figure that out at."*

#### **6. Resource advertisement and information. (n=6)**

Many respondents needed information about where or how to access resources and community events. Parents requested more information and more accessible ways to find it.

*"There are services I've never heard of and no way of knowing perhaps an app for new parents that would list such services and in layman terms for us to busy to research big words."*

*"Provide more information about functions and activities."*

*"Mad information educatva"*

*"Better access to help"*

#### **7. Other.**

Respondents highlighted additional areas where they require support as parents. Key needs included affordable and accessible housing, food services, job services, bilingual services, utility services, legal services, internet services, changes to school systems, financial support, and a need for more services in general.

*"Offer housing & section 8."*

*"Help with housing, EBT"*

*"Communication between staff, school and parents is very important to me."*

*"More jobs"*

*"For all programs, need translation into Spanish."*

*"Better help with financial support."*

*"more utility help options- hard to feel like a good parent when your water is being cut off."*

*"Offer better internet services to the county residents."*

*"Not enough support in addressing my child's legal issues."*

*"more resources"*

Is there anything else you would like to share about access to basic family services in Doña Ana County?

#### **1. Housing services. (n=6)**

Respondents voiced a need for more accessible and affordable housing within the county. Many also highlighted the importance of housing options for individuals experiencing homelessness.

*"Unhoused families should be supported immediately with affordable, sustainable, and long-term housing."*

*"Community help homeless"*

*"Women homeless shelters"*

*"We might need housing assistance in the future."*

## **2. Eligibility for assistance. (n=6)**

Many respondents noted challenges in qualifying for assistance due to income thresholds and regulations. They also needed more precise information about available assistance and the required qualifications.

*"Reevaluate parameters for qualifying for assistance."*

*"Help for single moms trying to improve their lives vs gov programs that keep them in the poverty trap. If i make more money then i get less food stamps and the money i make goes towards that but its not an equal deficit so im forced to go further into debt to feed my kids and charge my credit card"*

*"Hard to qualify for"*

*"Introduction to eligible grants for parents"*

## **3. Health services. (n=6)**

Many respondents highlighted the need for accessible and affordable health services, especially medical and dental care. They expressed concerns about the county's shortage of providers and specialists and the quality of care available. Additionally, respondents reported traveling long distances to access care due to the limited number of local providers.

*"There are not enough dental services that accept our insurance and kids care are horrible with wait times and appointments but maybe they're just overwhelmed."*

*"better Healthcare"*

*"Otero County needs to attract more competent medical specialists in a variety of fields like ENT, Cancer, Heart/Lung, and/or partner with the Mayo Clinic, or similar medical entity, to open a specialty branch in the county or region. This can be done with tax incentives and 5-yr term contracts for both individuals and non-profits. Collectively, there are a large number of people in Southern New Mexico who are medically underserved and who must travel to El Paso, Albuquerque, Phoenix and even Houston to get competent medical care. For many patients of all income levels this has proven prohibitive and often they died before getting the medical care that would have saved them, due to lack of accessibility."*

*"Needs to have better appointment options for working people that can't miss work. Later evening or Saturday options."*

## **4. Resource advertisement and information. (n=5)**

Many respondents were unaware of where or how to access resources. They recommended increasing the promotion of available services within the county or establishing a centralized hub for accessing information.

*"Provide more info through email and public."*

*"It's kind of hard to get into head starts if you don't really know about them but if you don't listen to the local radio or watch TV you pretty much don't know unless you have to cruise by one the only reason may kids ended up in"*

*preschool my younger two was because my in-laws reminded me that it was a thing my oldest didn't go to preschool and I think he missed out because of that."*

*"Would love to see a "One stop shop" centralized location to get services."*

*"Perhaps more advertisement of available services"*

#### **5. Community and family-friendly events/activities. (n=5)**

Respondents reported needing events and activities for community members and families. For example, individuals asked for activities for children and teens and more community events.

*"Me gustaría que hubiera más participación de la comunidad en actividades que apoyen la recreación y convivencia sana"*

*"More positive teen programs"*

*"More activities for children."*

*"Hay muchos programas que solo aplican para el condado de Doña Anna y cuando hay algún programa por parte del condado de Otero regularmente tenemos que trasladarnos muy lejos para poder tener acceso. Además solo tenemos una escuela en Chaparral en el condado de Otero y no tenemos un centro comunitario accesible para proyectos de la comunidad. Ni un parque o espacio recreativo en el condado de Otero."*

#### **6. Other.**

Respondents highlighted additional areas where they require support as parents. Key needs included transportation services, food services, mental and behavioral health services, parent support, drug use education and services, child care and preschool services, senior services, internet services, concern about the cost of living, and a general need for more services. Some respondents also commented positively about their experiences accessing services in Otero County.

*"Transportation services. It was easier to walk than it was to catch the bus."*

*"We could really use more transportation services outside Alamogordo."*

*"We do not receive adequate SNAP benefits."*

*"My 50 year old son is mentally ill. I'm his caregiver 2 hours a day. Sometimes I could really use a counselor to help me with his abuse toward me. But I cannot afford one and my insurance won't cover therapy."*

*"More support for schools against drug abuse Pay more attention to the kids before problem becomes severe"*

*"UNIVERSAL free pre-k"*

*"We need affordable daycare"*

*"The cost of living is not affordable in this area."*

*"Thanks for the work (100% Community) you are doing"*