

100% Bernalillo County Survey Report: Identifying Barriers to Vital Services, 2022

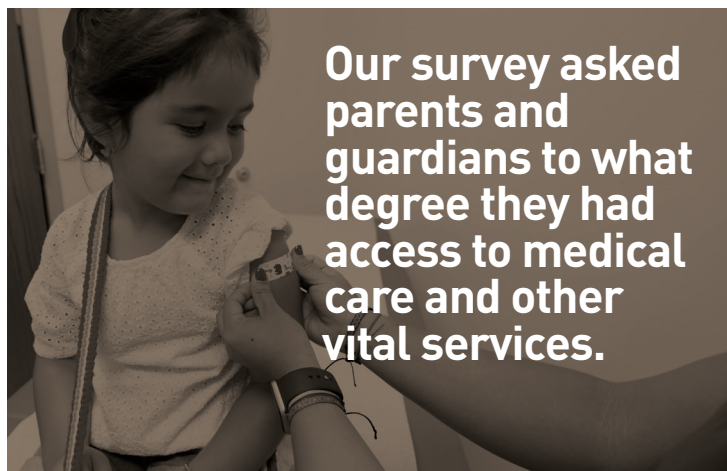
**ANNA,
AGE EIGHT
INSTITUTE**

**100%
NEW MEXICO
INITIATIVE**

**NM
STATE**

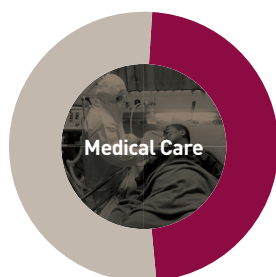
BE BOLD. Shape the Future.
**College of Agricultural, Consumer
and Environmental Sciences**
Cooperative Extension Service
Extension Family and Consumer Sciences

Survey results at a glance



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

Bernalillo 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.



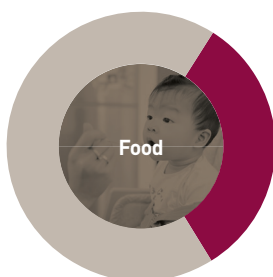
47%

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



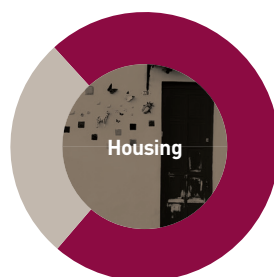
56%

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



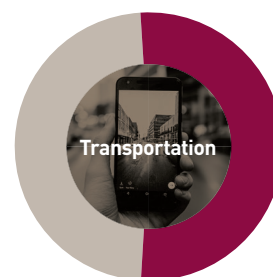
31%

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



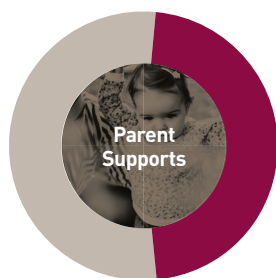
73%

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



52%

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



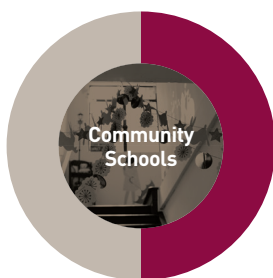
47%

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



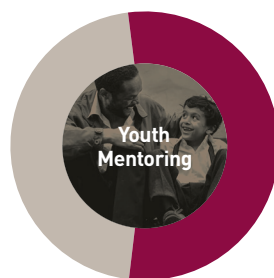
32%

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



50%

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



54%

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



44%

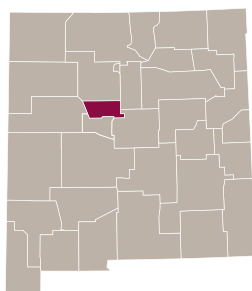
of those reporting needing the service reported **difficulty** accessing job training programs: see page 13.

How this survey was conducted

The survey was launched November 15, 2021 and continued until March 15, 2022. The surveys were available in Spanish and English, online and via cell phone using QR codes. The surveys were promoted by personal contacts at events such as medical and behavioral health appointments, food distribution sites, and by school district, city, and county outreach methods. The survey was distributed widely throughout the county. The survey is intended to serve as a jumping off point providing insight into areas that may merit further exploration.

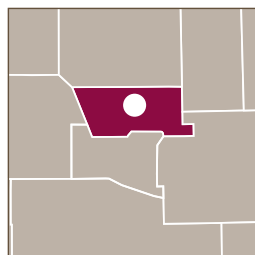
After removing incomplete responses, duplicate responses, and responses from those who do not live in or near Bernalillo County (e.g., one respondent reported living in New York City and was therefore removed), the total sample size for this analysis is (n=901).

BERNALILLO COUNTY KEY FACTS



Bernalillo County

Total population of 679,037 (2020 Census) with county services overseen by 5 county commissioners



County Seat

Albuquerque

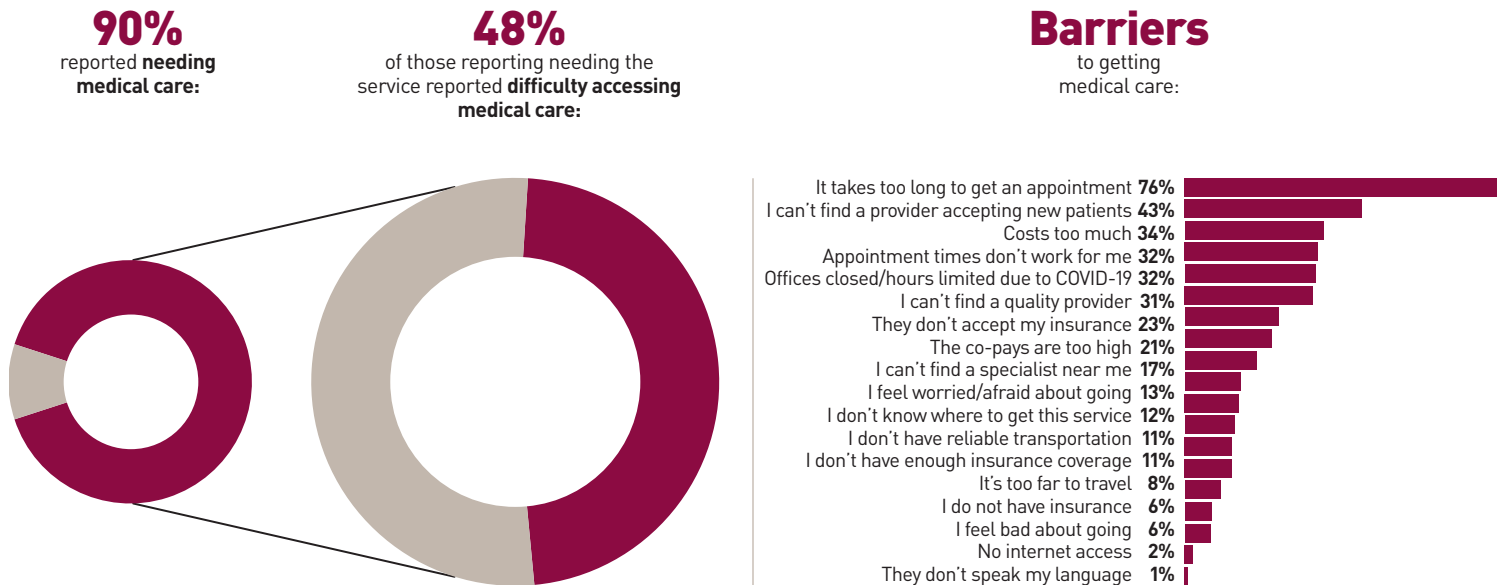
Main hub for services

Population of 564,559 (2020 Census) with city services overseen by a mayor and 9 councilors

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent	Neighborhood	N	Percent
Airport area (Albuquerque)	65	7.3	North Valley/Los Rancos/Corrales	55	6.2
Alameda	4	0.5	Northeast	19	2.1
Balloon Fiesta Park/North I-25 (Albuquerque)	16	1.8	Paa-Ko	1	0.1
Downtown (Albuquerque)	32	3.6	Sandia Pueblo	1	0.1
Eastside (Albuquerque)	162	18.3	South Valley/Barelas (Albuquerque)	90	10.2
Edgewood	4	0.5	Southeast	7	0.8
Historic Old Town (Albuquerque)	9	1	Surrounding Areas (Albuquerque)	33	3.7
International District (Albuquerque)	44	5	Tijeras	13	1.5
Isleta	7	0.8	Uptown (Albuquerque)	34	3.8
Kirtland AFB	8	0.9	Westside (Albuquerque)	181	20.4
Midtown/University/Nob Hill (Albuquerque)	60	6.8	Other	41	4.6

Medical Care: of those who needed services, 48% 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.

- **Respondents who are currently responsible for children under 18 were more likely to report difficulties getting medical care.** Why might this be true and how do county stakeholders address this?
- **Respondents under age 60 were more likely to report difficulties getting medical care compared to those aged 60 or older.** How will the local health care community support this population?
- **Respondents who feel strongly that they lack family support were the most likely to report difficulties getting medical care.** How will local health advocates ensure all can access timely medical care?
- **The top barriers for medical care were: It takes too long to get an appointment and It costs too much.** How will county-based health advocates address these barriers?

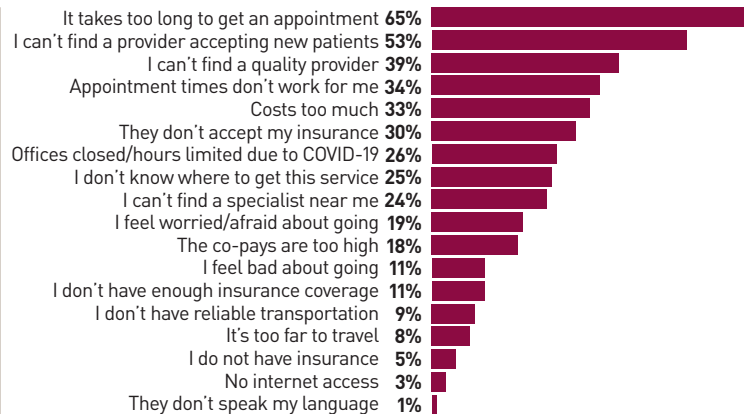
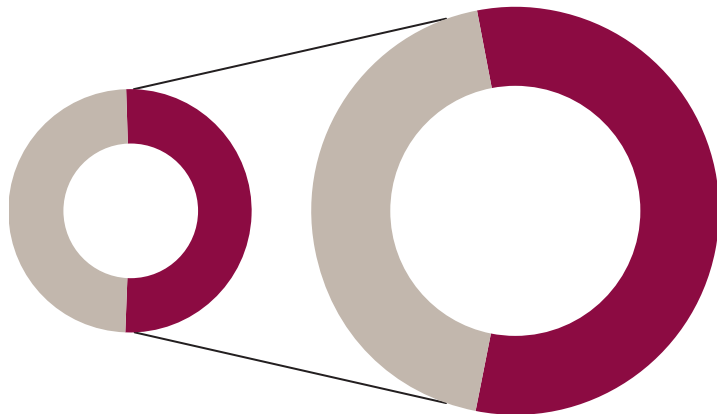
► Start taking action — review the 7 Steps to 100% on page 14.

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

51%
reported **needing**
mental health care:

56%
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 takes too long to get an appointment, I can't find a provider accepting new patients, and I can't find a quality provider.** How will local behavioral healthcare providers and community stakeholders address these barriers to a vital service?
- **Respondents with household income less than \$10,000 were the most likely to report needing mental health care.** How will local leaders and stakeholders ensure that this group can access care in a timely manner?
- **Respondents from single-parent households were more likely to report the need for mental health care.** How do local health advocates work to increase behavioral health care for all, with a special emphasis on those households with children?
- **Respondents currently responsible for children under 18 were more likely to report difficulty getting mental health care services compared to those not responsible for children.** How will local advocates increase access to behavioral health care across the county to ensure that all families can access timely care?

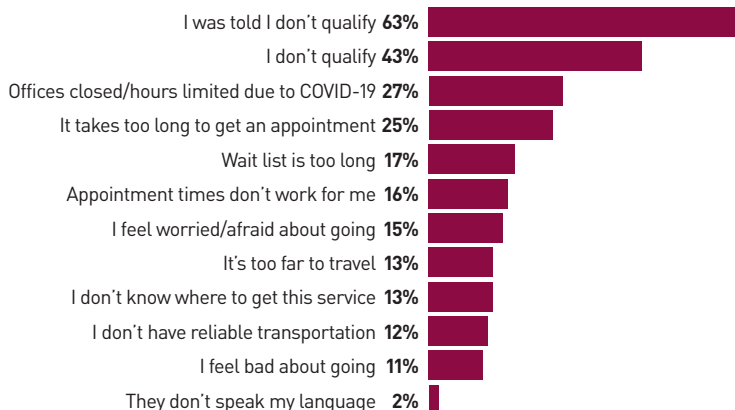
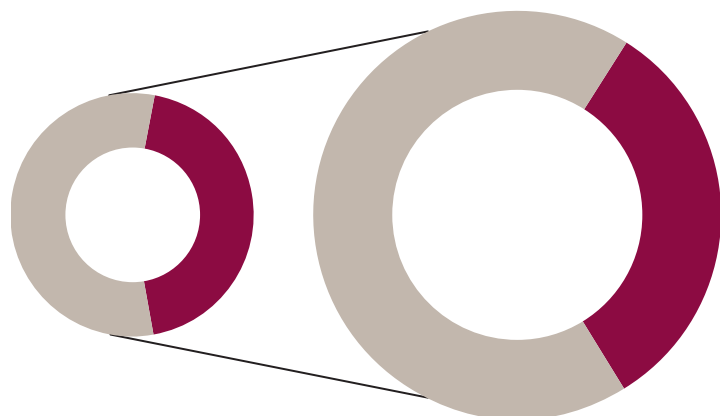
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Food Security Programs: of those who needed it, almost one-third had difficulties accessing food assistance

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

31%
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.

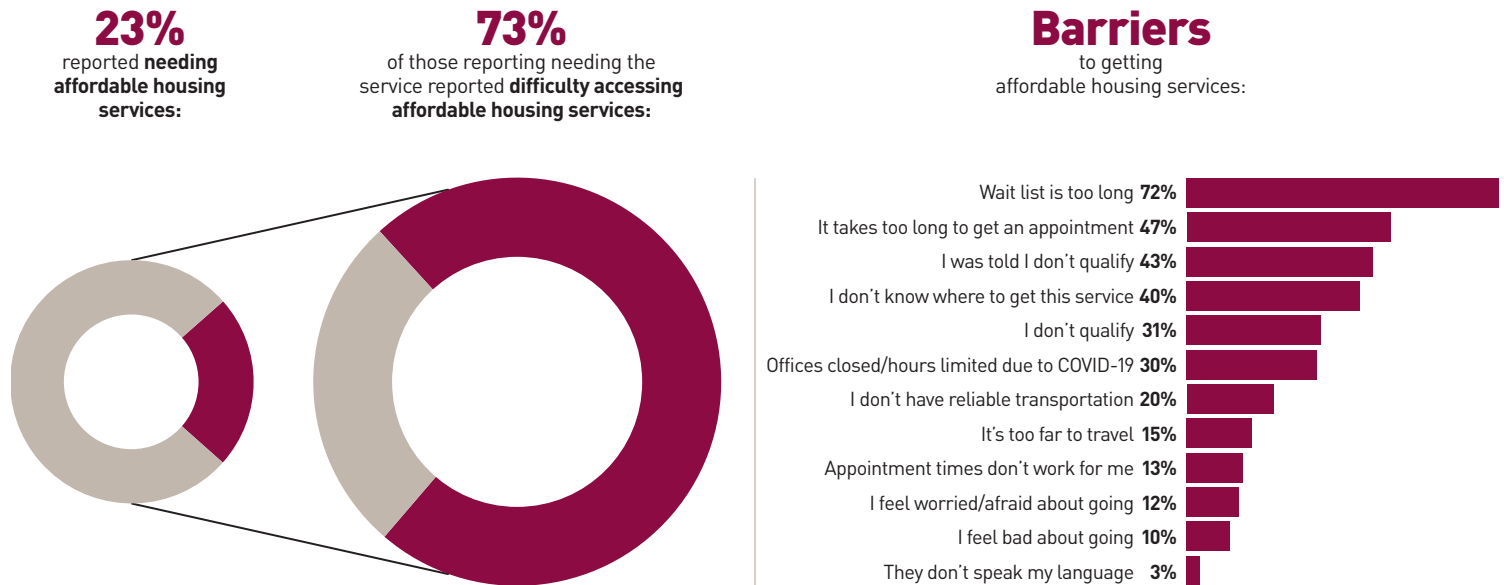
Food security programs are services that can literally mean the difference between quality of life or hunger among children and adults in “normal times.” Access to food security programs with stable supplies can support healthy families and prevent the instability that can lead to child neglect, substance 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, don't qualify, 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?
- **Respondents of color, especially those who identified as Native American, were more likely to report need for food assistance services compared to those who identified as White non-Hispanic.** How will local food security advocates address the needs of all residents, with special attention to unique needs of Native Americans and Hispanic families?
- **Respondents who first became a parent at younger ages were more likely to report need for food assistance services.** How will local stakeholders ensure food security for 100% of parents?
- **Respondents currently responsible for at least one child under 18 were slightly more likely to report need for food assistance services.** What strategies will address this need in a timely manner?

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

Housing Security Programs: of those who needed services, almost three quarters had difficulty accessing them



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.

- **Respondents who identified as Native American (non-Hispanic) were the most likely to report needing affordable housing services, while those who identified as White non-Hispanic were the least likely to report need.** How will housing advocates and local stakeholders work together to ensure housing security programs and affordable housing for all county residents?
- **Respondents who became parents at younger ages were more likely to report needing affordable housing services.** How will county and city governments work with housing advocates to ensure that all parents and children have safe, stable and affordable housing?
- **Respondents with younger children were more likely to report needing affordable housing service.** How will local advocates address the unique housing needs of those families with young children?
- **The top barriers were to affordable housing; Waitlist is too long, it takes too long to get an appointment, I was told I don't qualify.** How will housing advocates ensure safe, affordable housing for 100% of county residents?

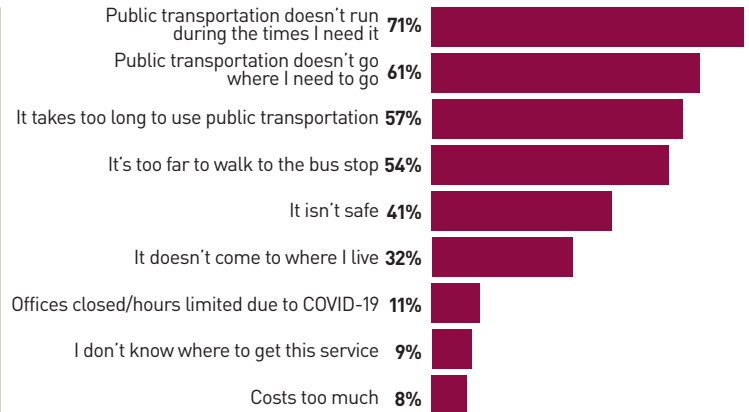
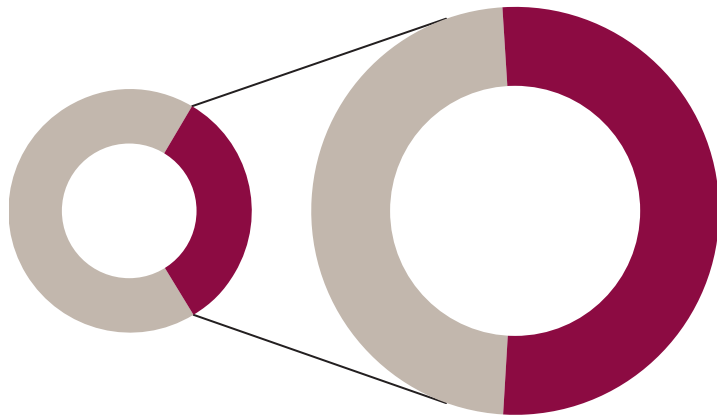
► **Start taking action — review the 7 Steps to 100% on page 14.**

Transportation: of those who needed it, more than half had difficulties accessing public transportation

33%
reported **needing**
public transportation:

52%
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.

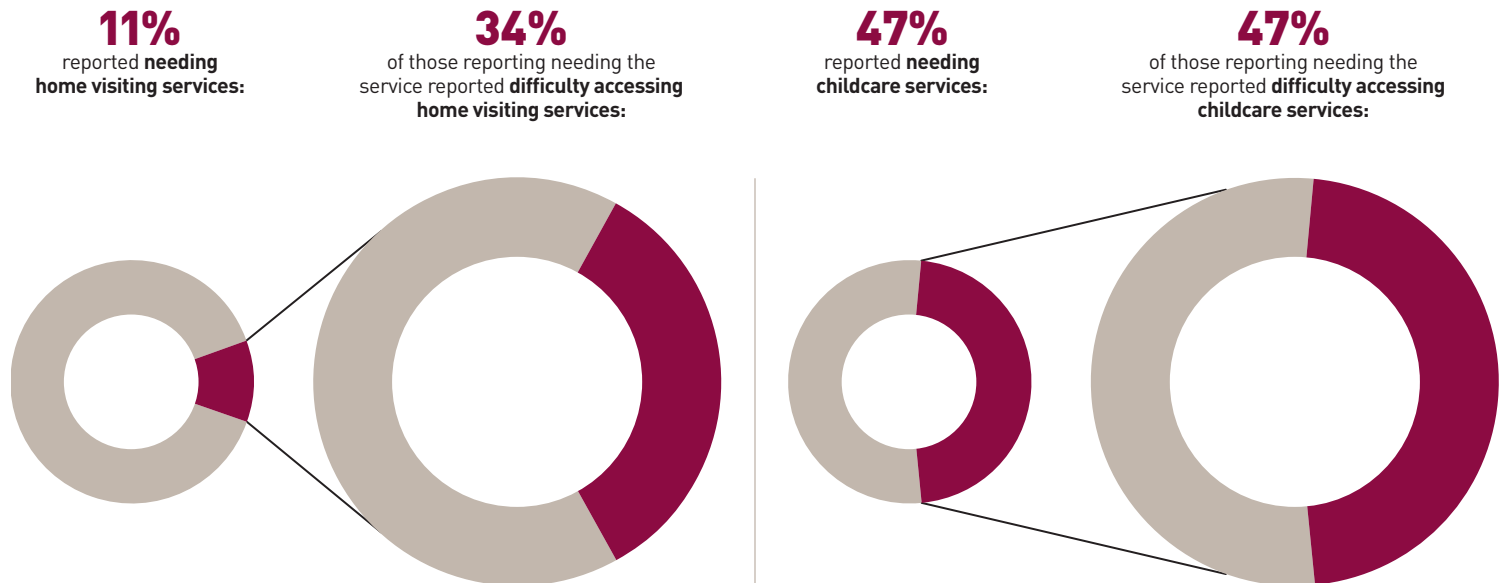
Transportation programs are services that can literally mean the difference between quality of life and blocked access to vital services in “normal times.” Access to public transportation security programs can support healthy families and prevent the instability that can lead to child neglect, substance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

- **Respondents with younger children were more likely to report need for public transportation compared to those with older children.** How will county and tribal stakeholders collaborate to address transportation insecurity across the county and region?
- **Respondents aged 30 or older were more likely to report difficulties using public transportation.** How will family advocates and transportation experts collaborate to end transportation challenges?
- **Respondents from single-parent households were the most likely to report the need for public transportation.** How will local stakeholders ensure transportation for 100% of parents and all family members?
- **The top barriers were: Public transportation doesn't go where I need to go, It takes too long to use public transportation, It's too far to walk to the bus stop.** How will county, city and tribal 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



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.

- **Respondents with household income below \$25,000 were more likely to report need for home visiting services, especially those with household income below \$10,000.** How will this need be addressed in a timely manner by local stakeholders?
- **Respondents who do not feel a great sense of family support were slightly more likely to report need for home visiting services.** How do family advocates and stakeholders ensure home visiting to 100% of county residents?
- **Respondents with a weaker sense of family support were more likely to report difficulties getting child care services.** Which innovations can address this vital need with diverse households?
- **The top barriers for child care were: Costs too much, Waitlist is too long, Can't find quality provider.** How will local elected officials and family advocates collaborate to remove barriers?

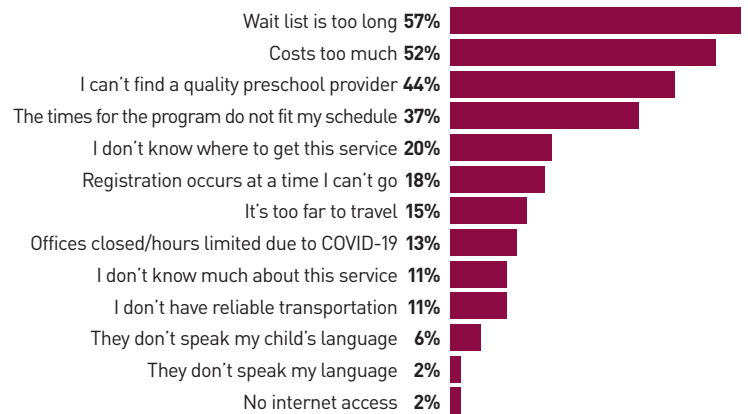
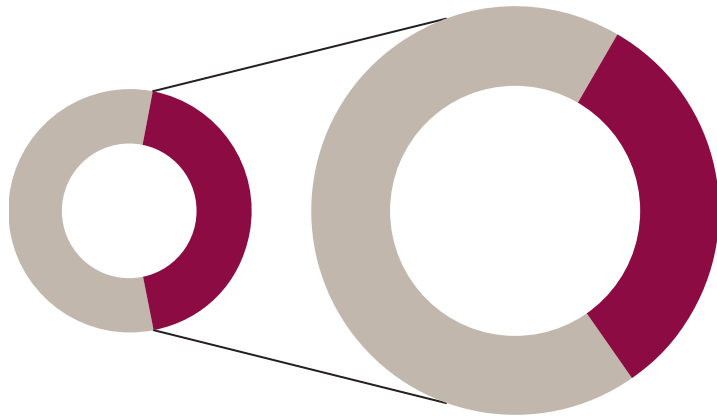
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Early Childhood Education: more than a quarter of those who needed it reported difficulty accessing preschool services

44%
reported **needing**
preschool services:

32%
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.

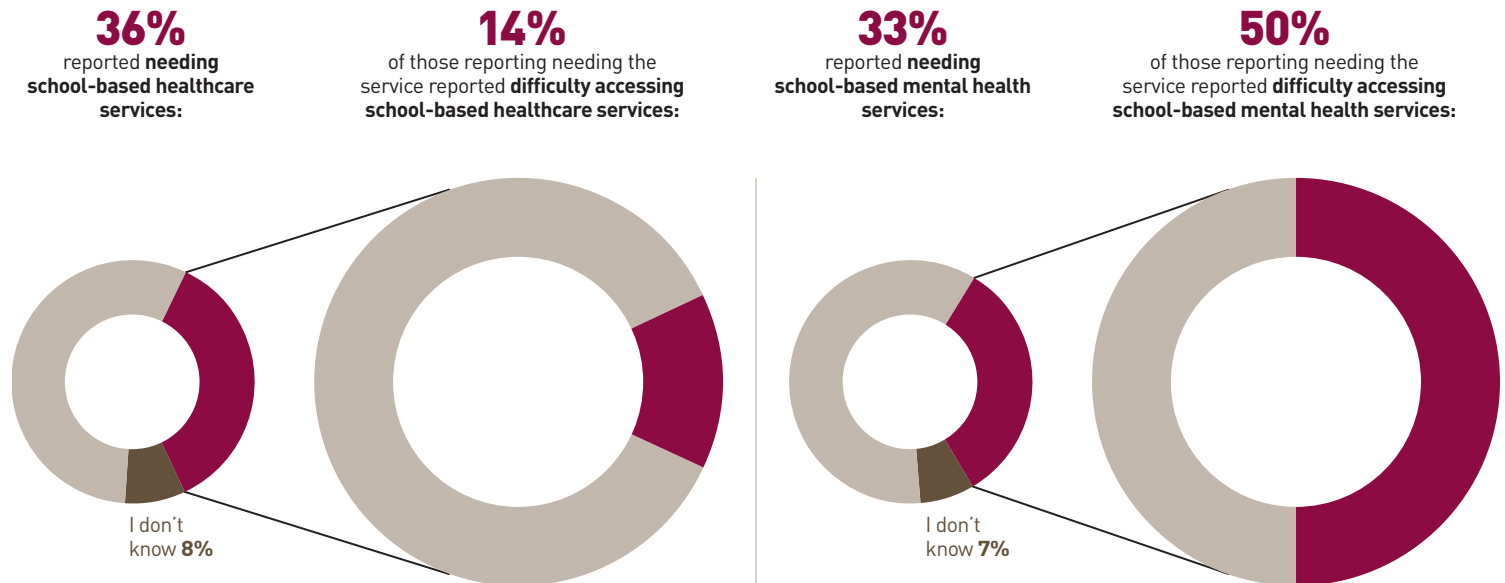
Early childhood learning programs are services that can literally mean the difference between safe and empowered children or struggling parents and children at-risk for adverse childhood experiences, trauma, and lack of school readiness. Access to early childhood learning programs, with outreach to parents, 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: Waitlist is too long, costs too much, can't find quality providers.** How will family advocates and stakeholders collaborate to remove barriers in a timely manner?

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

Community Schools: of those who needed it, half had difficulties accessing child mental health services in 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.

- **Respondents with older children were more likely to report need for school-based mental health services.** How will health care advocates and the school community ensure local care for this unique population?
- **The top barriers for accessing 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 doesn't offer this service.** How will local leaders, stakeholders and the school community remove these barriers in a timely manner across the county?
- **Respondents from single-parent households and other guardian households (e.g., grandparents, foster parents, etc.) were the most likely to report difficulty getting school-based health services.** Respondents from two-parent households were the least likely to report difficulty. How will school and health advocates address this need?

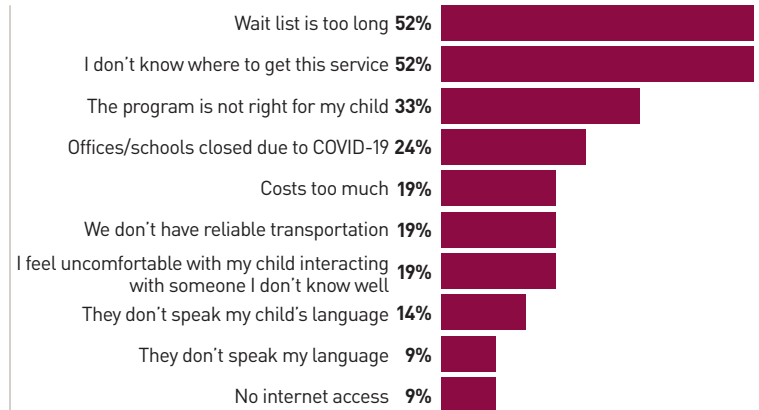
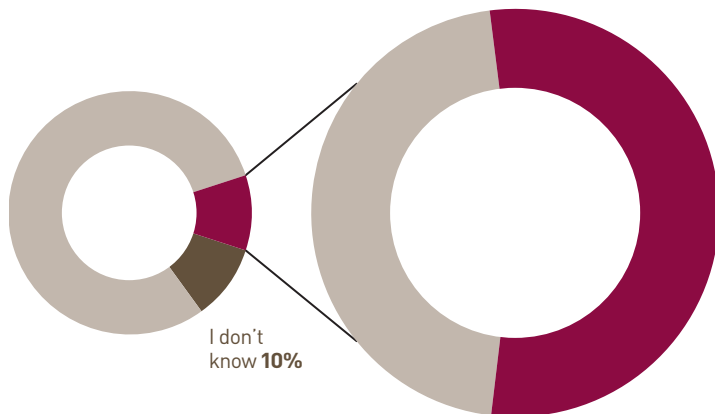
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Mentor Services: of those who need youth mentors, 54% had challenges accessing them

10%
reported **needing**
youth mentor services:

54%
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.

- **The top barriers for mentoring were: Waitlist is too long, I don't know where to get the services, The program is not right for my child.** How will youth advocates and local leaders collaborate to remove barriers to ensure youth mentorship?

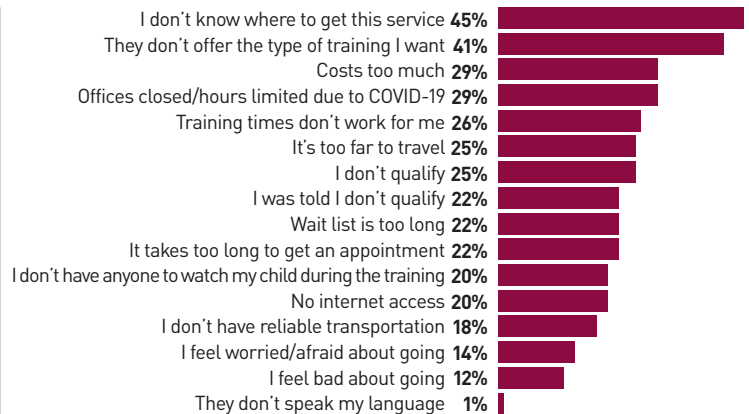
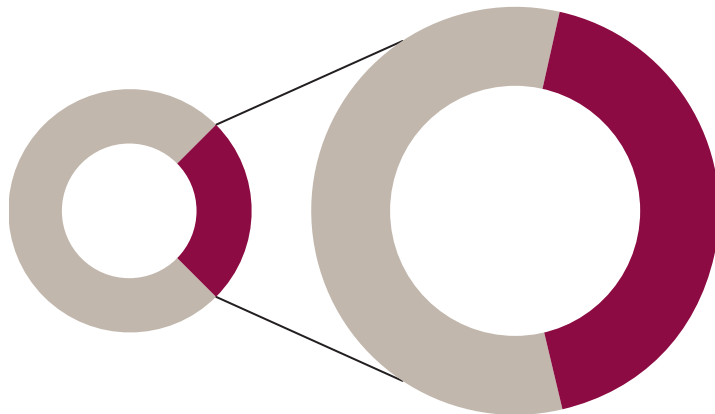
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Job Training: of those who needed services, almost half had difficulties accessing job training services

25%
reported **needing**
job training programs:

44%
of those reporting needing the
service reported **difficulty accessing**
job training programs:

Barriers
to getting
job training programs:



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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, Offices closed/hours limited due to COVID-19, Costs too much.** How will local education specialists address these barriers in a timely manner?
- **Respondents who first became a parent under age 18 were more likely to report need for job training programs compared to those who became a parent at age 18 or older.** How will job training advocates address the unique needs of young parents?
- **Respondents from single-parent households were the most likely to report need for job training services.** How will county, city and tribal 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 service organizations 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 focus 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 Bernalillo County residents are saying

“Hard to take time off of work, which is when Dr. offices are open.” • “There’s a five year waiting list to get children diagnostic tests at [UNM Hospital] in relation to autism.” • “I was told I didn’t qualify [for food assistance] so I had to petition for them to re-evaluate my file and I did qualify but they never made up the difference for the months they took to do this process.” • “Very long wait to get in with a new dentist.” • “Our public transportation system isn’t comprehensive enough to get you where you need to go quickly.” • “Providers I establish [relationships] with stop accepting my insurance or leave the system that accepts my insurance.” • “I am currently needing to switch childcare because my provider is moving locations and I need my son to attend in that area because of my work. I cannot travel too far or I jeopardize arriving at my job on time.” • “Hard to find places that take section 8.” • “The provider dismissed my son when there was a glitch in his Medicaid coverage.” • “We never found parenting classes that would help us with a child with developmental issues.” • “Challenging to find child care suitable to my expectation and within my budget.” • “The supports for my child are not available in our immediate community; require travel for services.” • “Counseling is only in English. I depend on an interpreter and I don’t feel comfortable.” • “People answering the phones are not helpful and often treat you like you’re wasting their time.” • “They only do online visit now with Covid, and I am not good on the computer.”

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