

# 100% Rio Arriba County Survey Report: Identifying Barriers to Vital Services, 2020

**ANNA,  
AGE EIGHT  
INSTITUTE**

**100%  
NEW MEXICO  
INITIATIVE**

**NM  
STATE**

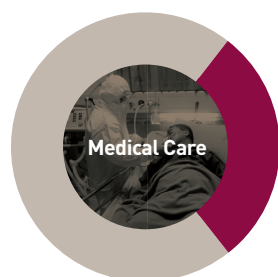
**BE BOLD. Shape the Future.  
College of Agricultural, Consumer  
and Environmental Sciences**

# Survey results at a glance

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



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



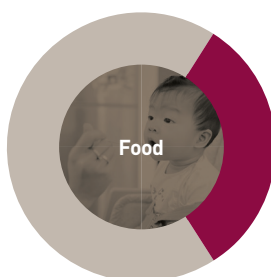
**29%**

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



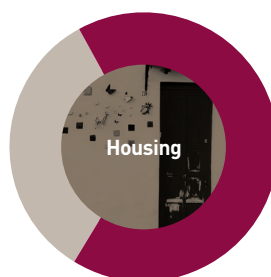
**46%**

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



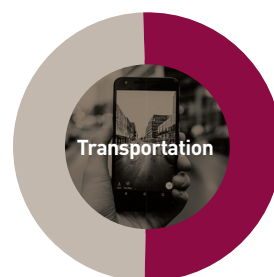
**32%**

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



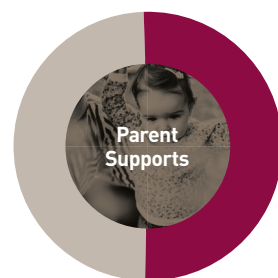
**66%**

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



**51%**

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



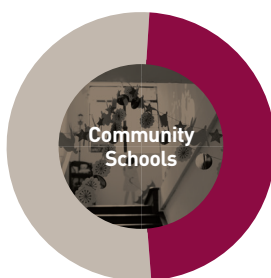
**51%**

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



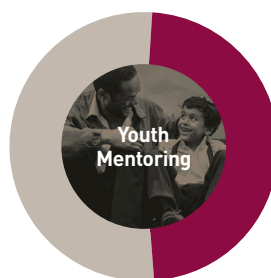
**36%**

of those reporting needing the service reported **difficulty accessing early childhood education:** see page 10.



**48%**

of those reporting needing the service reported **difficulty accessing mental health services at schools for their child:** see page 11.



**48%**

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



**47%**

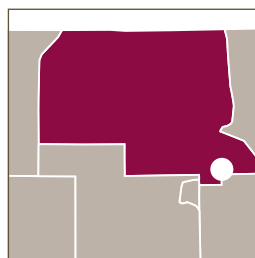
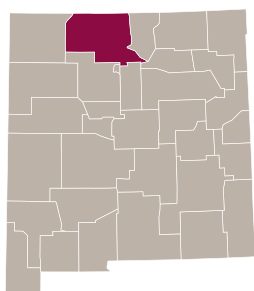
of those reporting needing the service reported **difficulty accessing job training:** see page 13.

# How this survey was conducted

The survey was conducted between the months of October 2019 and February 2020. 425 surveys were collected using both electronic and paper versions of the survey. A statistically appropriate target sample was determined by NMSU's Center for Community Analysis, in order to ensure proper representation from the communities throughout Rio Arriba county. The largest portions of respondents resided in Espanola (37%) or Chimayo (12%). Most respondents were Hispanic/Latino (80%), with 11% identifying as white, and 7% identifying as Native American. While some of the responses to this survey may have been from the Pueblos in Rio Arriba county, each pueblo would need a survey specific to their residents in order to determine access to services for the pueblos.

Our local initiative leaders have continued to assess barriers to services throughout the pandemic. Please contact us for updates at [annaageeight@nmsu.edu](mailto:annaageeight@nmsu.edu).

## RIO ARRIBA COUNTY KEY FACTS



### County

Total population of 38,921 with county services overseen by 3 county commissioners

### Major City

Espanola

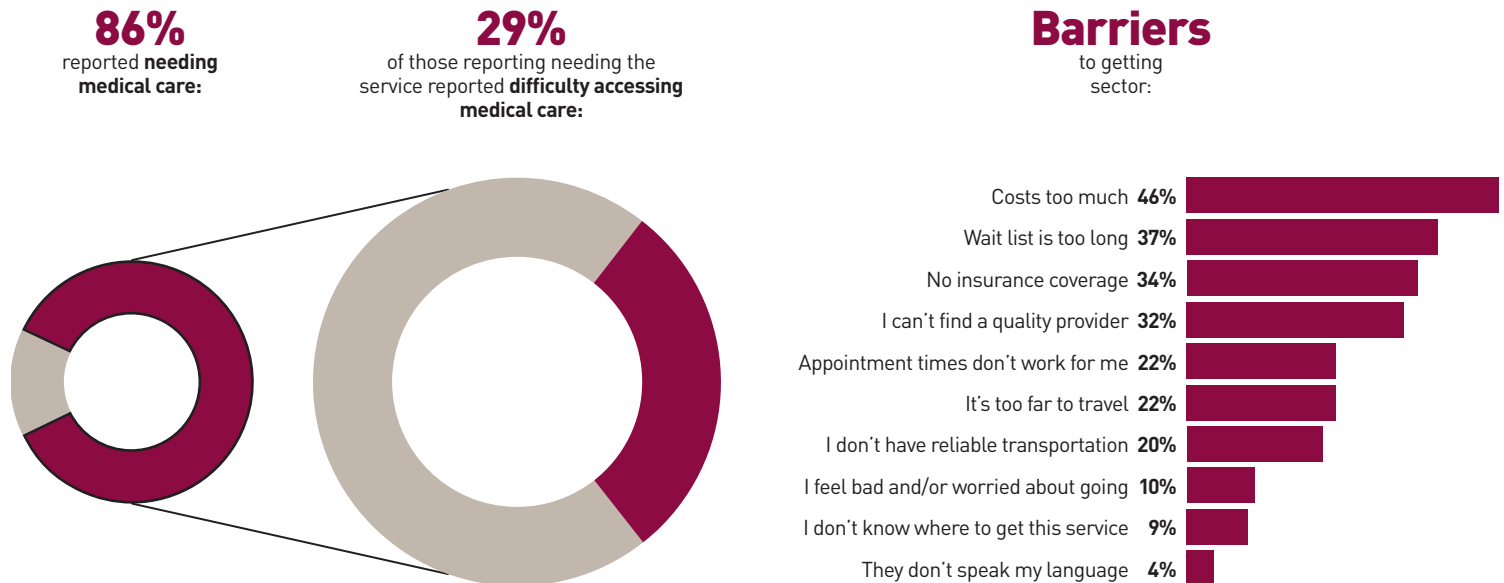
Main hub for services

Population of 10,044 with city services overseen by mayor and 8 city councilors

## RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent
Abiquiú	19	4.5%
Alcalde	28	6.6%
Canjilon	4	0.9%
Cañones	1	0.2%
Canova	2	0.5%
Chama	2	0.5%
Chamita	2	0.5%
Chili	2	0.5%
Chimayó	49	11.5%
Cordova	9	2.1%
Dixon	4	0.9%
Dulce	6	1.4%
El Duende	5	1.2%
El Rito	3	0.7%
Ensenada	2	0.5%
Espanola	156	36.7%
Hernandez	27	6.4%
La Madera	1	0.2%
La Mesilla	16	3.8%
La Villita	1	0.2%
Los Luceros	2	0.5%
Los Ojos	2	0.5%
Lyden	3	0.7%
Ohkay Owingeh	13	3.1%
Other	35	8.2%
Pueblito	1	0.2%
Santa Clara Pueblo	13	3.1%
Tierra Amarilla (county seat)	2	0.5%
Truchas	5	1.2%
Velarde	10	2.4%
<b>Total</b>	<b>425</b>	

# Medical Care: Almost a third of county residents who need it have 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.

- **Those caring for at least one child were more likely to have difficulties getting medical care.** How will local elected leaders, stakeholders and the healthcare community address this challenge?
- **The 3 most commonly listed difficulties with getting medical care were: High costs, long wait lists, and lack of insurance coverage.** How can health care advocates collaborate with stakeholders across the county to identify evidence-informed strategies to remove barriers in a timely manner?

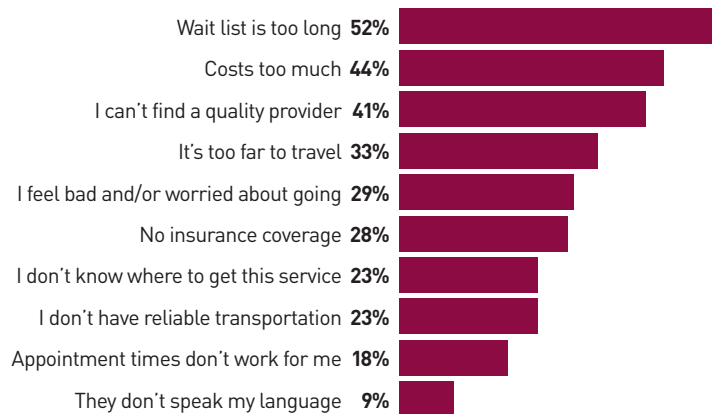
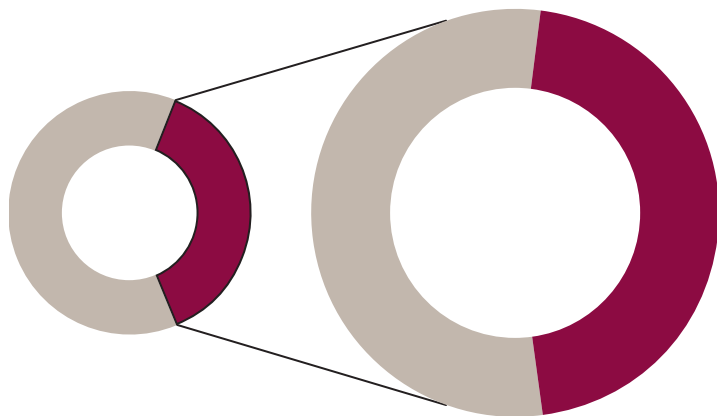
► Start taking action — review the 7 Steps to 100% on page 14.

# Behavioral Health Care: Nearly half of Rio Arribans needing behavioral health services experience difficulties with access

**38%**  
reported **needing**  
behavioral health care:

**46%**  
of those reporting needing the  
service reported **difficulty accessing**  
behavioral health care:

**Barriers**  
to getting  
behavioral health care:



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

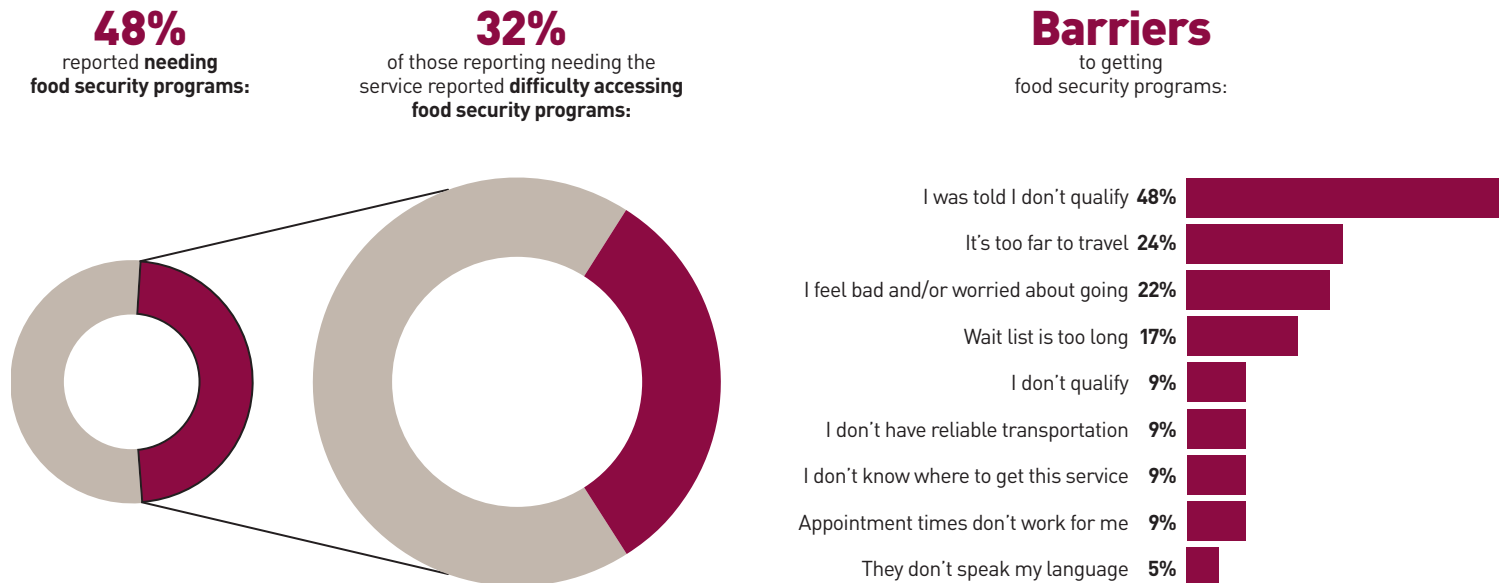
Behavioral health care is a service that can literally mean the difference between quality of life or untreated mental health challenges in “normal times.” Access can be a matter of life, recovery, death or untreated trauma leading to substance misuse and violence.

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.

- **Those speaking English only were more likely to report needing mental health care services.** Why might this be? Why might Spanish speaking residents report lower levels of mental health care? How can elected leaders and behavioral health care advocates ensure timely access to behavioral health care for both English and Spanish speaking residents of all ages?
- **White/non-minority respondents were more likely to report needing mental health care.** What might be the reasons for this reporting? How can mental health care advocates for youth and adults address the needs of a;; county residents?
- **The 3 most commonly listed difficulties with getting mental health care were: Lack of quality providers, long wait lists, and high costs.** How will local elected leaders and mental health care advocates make measurable and meaningful progress in removing barriers in a timely manner?

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

# Food Security Programs: Nearly one half of respondents reported having needed 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 information about healthy eating, can be provided online if the digital divide is addressed.

- **Those caring for at least one child were more likely to need food services.** How do food security advocates identify evidence-informed strategies to ensure health meals for all county residents, with a special emphasis on addressing the concerns of parents?
- **Those speaking English only were more likely to report difficulties getting food assistance services.** How can food security advocates for youth and adults address the needs of both Spanish-speaking and English-speaking county residents?
- **The 3 most commonly listed difficulties with getting food assistance services were: Being told they don't qualify, long travel distances, and feeling bad or worried about going.** How can county and city elected leaders, working with food security advocates and public transportation specialists, remove the barriers to accessing food security programs

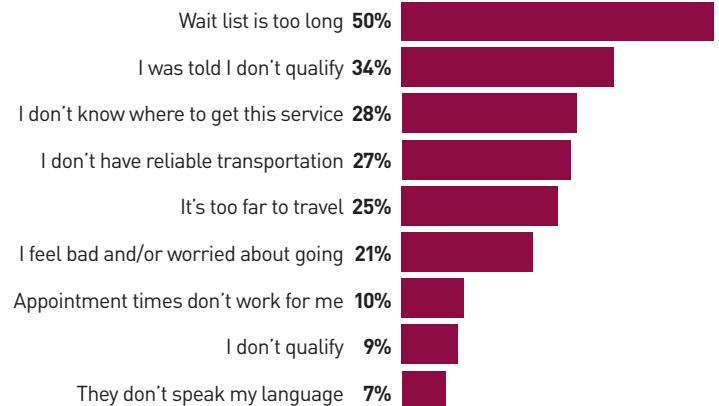
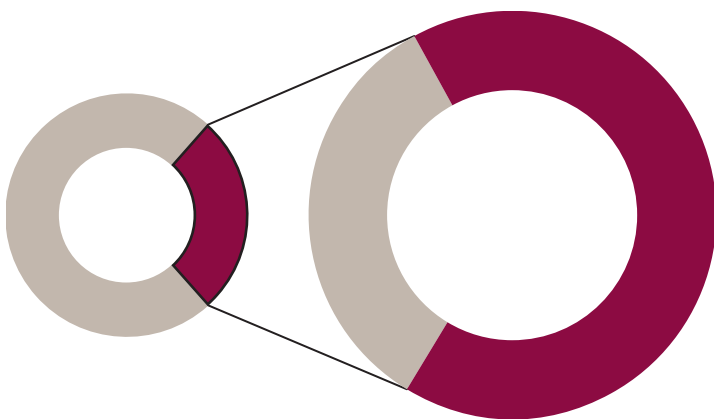
► **Start taking action — review the 7 Steps to 100% on page 14.**

# Housing Security Programs: Two-thirds of respondents who reported needing housing supports also reported having difficulties getting services

**27%**  
reported **needing**  
housing security programs:

**66%**  
of those reporting needing the  
service reported **difficulty accessing**  
housing security programs:

**Barriers**  
to getting  
housing security programs:



## 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 or 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.

- **Those caring for at least one child were more likely to need housing services.** How do housing advocates identify evidence-informed strategies to ensure housing security for all county residents, with a special emphasis on addressing the concerns of parents?
- **Single parent households were most likely to need housing services.** How will local leaders and family advocates, working with housing innovators, address the unique housing needs of single parent families?
- **The 3 most commonly listed difficulties with getting affordable housing services were: long wait lists, being told they do not qualify, and not knowing where to get services.** How will elected leaders with city and county government, collaborating with housing advocates, remove barriers?

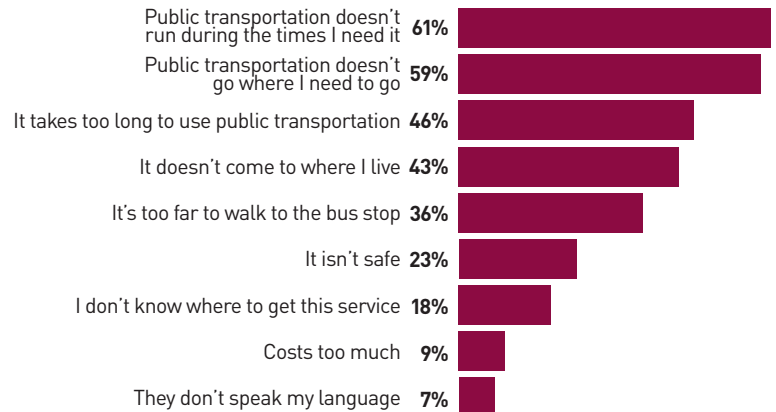
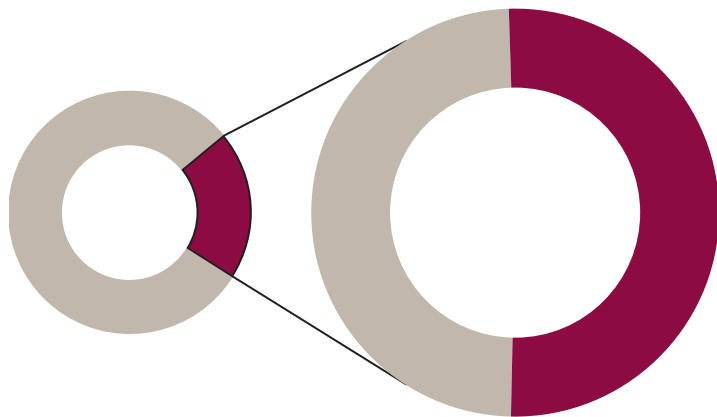
► **Start taking action — review the 7 Steps to 100% on page 14.**

# Transportation: Transportation is a reason people cannot access vital services

**22%**  
reported **needing**  
public transportation:

**51%**  
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 security programs are services that can literally mean the difference between quality of life without 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.

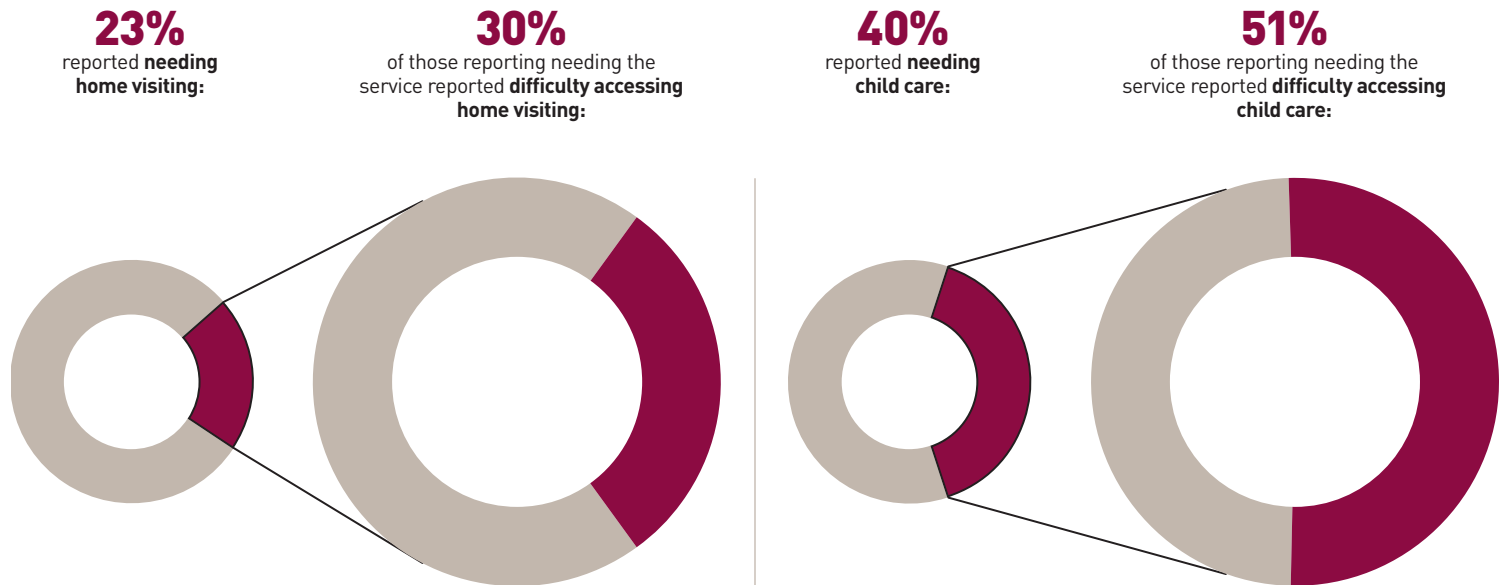
In both city and town centers and rural areas, access to transportation security programs available seven days a week has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access public transportation. Note that for some residents, 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.

- **Those caring for at least one child were more likely to need public transportation services.** How can county and city elected leaders, working with public transportation specialists, ensure that parents and children have timely access to public transportation to vital services, education and community empowerment programs?
- **The 3 most commonly listed difficulties with using public transportation were: public transportation does not run during times needed, public transportation does not travel to destinations needed, and it takes too long to use public transportation.** Lack of transportation impacts accessing almost all vital services in the county. How can county and city elected leaders, working with regional and local public transportation specialists, remove the barriers to accessing public transportation services?

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



# Parent Supports: 51% of parents who reported needing child care reported difficulty accessing it



## 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.

- **Hispanic/minority respondents were more likely to report needing parenting classes.** Why might this be? How can parent advocates and elected leaders ensure parenting classes in person and online? How can elected leaders end the digital divide so web-based instructions in an option for all parents in the county?
- **The most commonly listed difficulties with getting home visiting services were: not having time or ability to get off work, not knowing where to get services, not qualifying for services, inability to find a quality provider, and long wait lists.** How will local elected leaders and family advocates remove these barriers in a timely manner?
- **The most commonly listed difficulties with getting child care services were: high costs, long wait lists, lack of quality providers, program times conflicting with respondents' schedules, and not knowing where to get services.** Who will take responsibility for identifying evidence-informed strategies to remove barriers across the county?

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

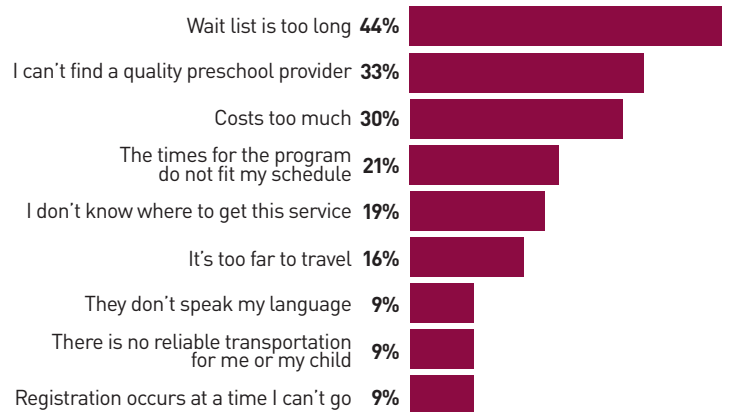
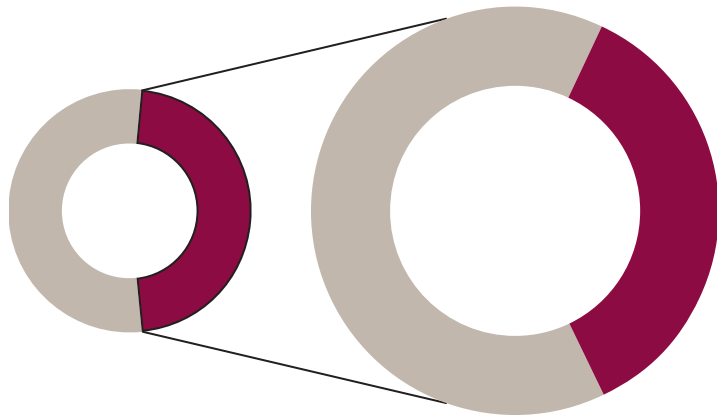
# Early Childhood Education:

## 36% reported difficulty accessing early childhood education

**47%**  
reported **needing**  
early childhood education:

**36%**  
of those reporting needing the  
service reported **difficulty accessing**  
early childhood education:

**Barriers**  
to getting  
early childhood education:



### 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.

- **Those speaking English only were more likely to report needing preschool services.** Why might this be? Why might Spanish speakers report less need? How will early childhood advocates, parent advocates and elected leaders collaborate to address challenges reported by both English and Spanish speaking parents?
- **The top 3 most commonly listed difficulties with getting preschool services were: long wait lists, lack of quality providers, and high costs.** How will local elected leaders, stakeholders, philanthropy and early childhood advocates work to remove these barriers in a timely manner?

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

# Community Schools: 48% reported difficulty accessing mental health services at schools for their child

**32%**  
reported **needing**  
health services at schools  
for their child:

**24%**  
of those reporting needing the  
service reported **difficulty accessing**  
health services at schools  
for their child:

**24%**  
reported **needing**  
mental health services at  
schools for their child:

**48%**  
of those reporting needing the  
service reported **difficulty accessing**  
mental health services at schools  
for their child:



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

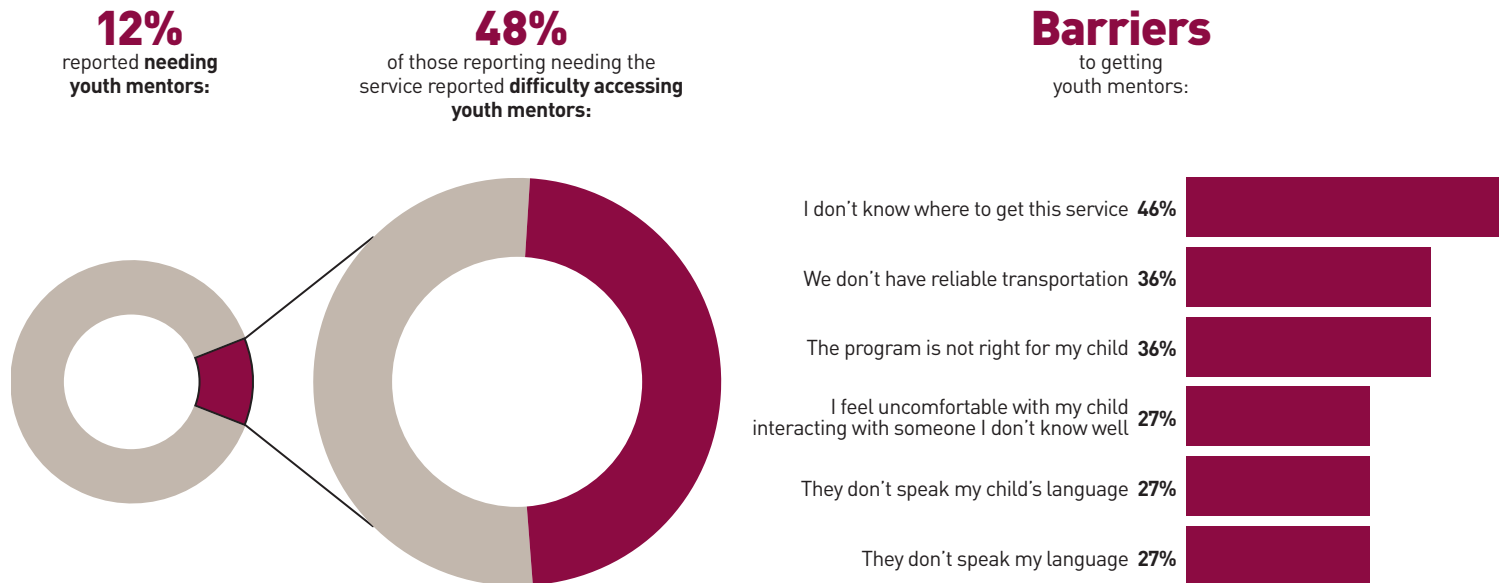
Community schools are those that are fully-resourced with parent supports, tutors, mentors and school-based health centers with medical, dental and behavioral health care for students and their families. These services that can literally mean the difference between a safe, successful and empowered student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

- **The 3 most commonly listed difficulties with getting school-based mental health services for children were: long wait lists, shortage of counselors or mental health professionals at the school, and schools not offering the type of services needed.** How will education leaders, student advocate and mental health care providers collaborate to ensure quality mental health care is provided in schools? How might web-based counseling be a resource within schools?

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

# Mentor Services: 48% of parents reported difficulty accessing youth mentors for their children



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

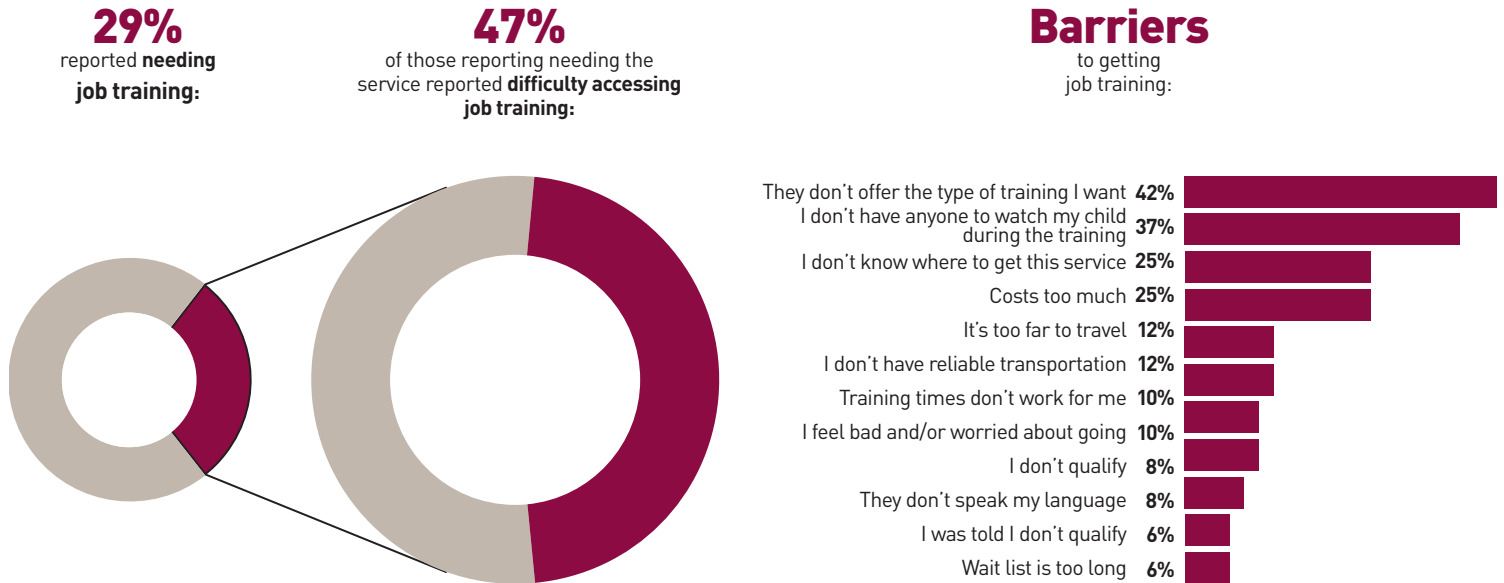
Youth mentor programs are services that can literally mean the difference between a safe and empowered child or one who struggles with substance misuse, school engagement and adverse childhood experiences. Access to youth mentor programs, with outreach to parents, can support stable families and prevent 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, addressing barriers to transportation will need to be solved to ensure access to youth mentoring programs. Some web-based mentoring can be provided online if the digital divide is addressed.

- **The most commonly listed difficulties in getting youth mentor services were: not knowing where to get services, not having reliable transportation, and feeling that the program was not right for their child.** How can mentoring program leaders, youth advocates and local elected leaders collaborate to ensure that all children and youth who could benefit from mentoring are provided with a mentor? How can public education campaigns directed to parents educate all family members about the benefits of youth mentoring in its many forms? How can elected leaders and the private sector support recruitment of mentors, especially in rural areas?

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

# Job Training: 47% of those who reported needing job training, reported difficulty accessing it



## 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 without a job, a livelihood or 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.

- **Single parent households were most likely to need jobs services.** How will vocational education and higher education advocates ensure that parents can be accommodated in job training programs—including web-based programs?
- **Those speaking English only were more likely to report difficulties getting job assistance services.** Why might this be the case? How will local elected leaders and economic development specialists collaborate with vocational education and higher education leaders to address barriers to job training?
- **Hispanic/minority respondents were more likely to report needing job services.** Why might this be? How can barriers for this population be addressed by local economic development advocates?

► **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](mailto:info@annaageeight.org).

## What Rio Arriba County residents are saying

“We need more activities for youth and more tutoring programs that are free.” ▪ “We need a new nursing home in Española and a good homeless shelter for men and women.” ▪ “The frontier nature of Rio Arriba County makes for serious access to services issues.” ▪

“I would say that more options for health and dental care should be available. We travel to Santa Fe for dental care.” ▪ “Need vocational training. Auto mechanics, auto body, plumbing, electrical.” ▪

“Rio Arriba desperately needs reliable healthcare providers.” ▪

“Waiting lists are too long for services, sometimes children age-out before they can get support. Parents need more financial assistance programs, for housing, groceries, etc.” ▪ “I would like the community to focus on more job opportunities that can be turned into careers. Focus on more child care and substance abuse when coming to families in need.” ▪ “I think that in order to improve public services, more help is needed with the Spanish language, more translation, and people who help you a little more and are more patient and friendly” ▪ “For rural communities access to these services is hindered due to transportation. Furthermore, costs for some services are not covered so given a choice people will decline the services needed in order not to assume a bill they cannot cover.”

**ANNA,  
AGE EIGHT  
INSTITUTE**

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