# 100% Doña Ana County Survey Report:
# Identifying Barriers to Vital Services, 2020

# Survey results at a glance
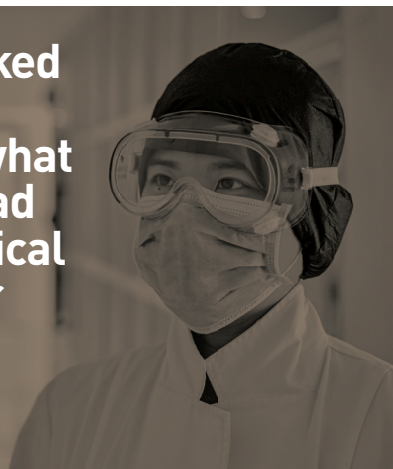
**Our survey asked parents and guardians to what degree they had access to medical care and other vital services.**

Doña Ana 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.
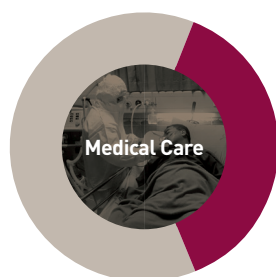
**Medical Care**

**38%**
of those reporting needing the service reported **difficulty accessing medical care:** see page 4.
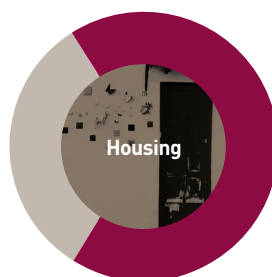
**Behavioral Health Care**

**49%**
of those reporting needing the service reported **difficulty accessing behavioral health care:** see page 5.
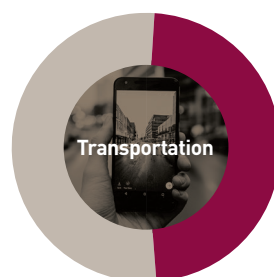
**Food**

**33%**
of those reporting needing the service reported **difficulty accessing food security programs:** see page 6.
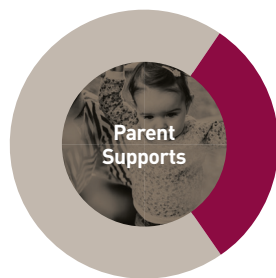
**Housing**

**68%**
of those reporting needing the service reported **difficulty accessing affordable housing services:** see page 7.

**Transportation**

**48%**
of those reporting needing the service reported **difficulty accessing public transportation:** see page 8.

**Parent Supports**

**31%**
of those reporting needing the service reported **difficulty accessing child care services:** see page 9.

**Early Childhood Learning**

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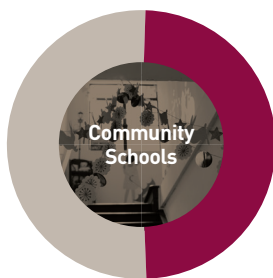
**Community Schools**

**49%**
of those reporting needing the service reported **difficulty accessing school-based mental health services:** see page 11.
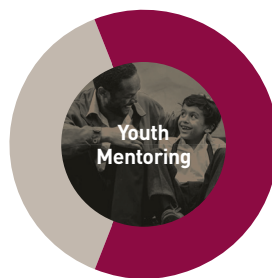
**Youth Mentoring**

**62%**
of those reporting needing the service reported **difficulty accessing youth mentor services:** see page 12.

**Job Training**

**42%**
of those reporting needing the service reported **difficulty accessing job training services:** see page 13.

# How this survey was conducted

Doña Ana County Resilience Leaders partnered with the Center for Community Analysis (CCA) at New Mexico State University to adapt the Anna, Age Eight Institute's 100% Community Survey particular to Doña Ana County. The survey was widely distributed in the late summer and fall of 2019, online through email, websites and social media outlets. To encourage participation from families living in rural areas and those lacking internet and technology, paper surveys and tablets with the survey preloaded were distributed at health, human services and social service offices, child care centers, and at community events held throughout the county. Surveys were available in both English and Spanish. A statistically appropriate sample according to geography was determined by the CCA to ensure proper representation. A total of 1,226 surveys were collected and 67% of respondents reported caring for at least one child.

Our local initiative leaders have continued to assess barriers to services throughout the pandemic. Please contact Kasandra Gandara, Las Cruces City Councilmember at kgandara@las-cruces.org for updates.

## DOÑA ANA COUNTY KEY FACTS
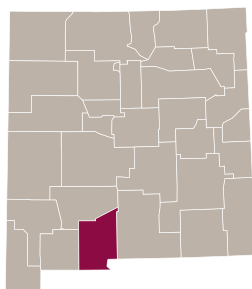
**County**

Total population of 209,233 with county services overseen by 5 county commissioners
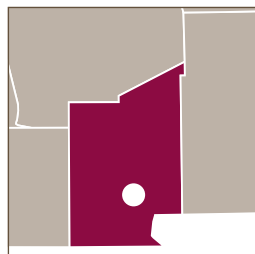
**Major City**

Las Cruces

Main hub for services

Population of 104,052 with city services overseen by mayor and 6 city councilors

## RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

| Neighborhood | Percent |
|---|---|
| Anthony | 8.3% |
| Berino | 1.2% |
| Butterfield Park | 1.0% |
| Chamberino | 0.6% |
| Chaparral | 8.2% |
| Doña Ana | 7.4% |
| Fairacres | 1.1% |
| Garfield | 0.4% |
| Hatch | 2.9% |
| Hill | 0.2% |
| La Mesa | 0.6% |
| La Union | 0.3% |
| Las Cruces | 46.1% |
| Mesilla | 1.5% |
| Mesilla Park | 2.2% |
| Mesquite | 2.1% |
| Organ | 1.4% |
| Radium Springs | 0.9% |
| Rincon | 0.9% |
| Salem | 0.5% |
| San Miguel | 0.6% |
| San Ysidro | 0.6% |
| Santa Teresa | 1.6% |
| Sunland Park | 5.8% |
| Tortugas | 0.3% |
| University Park | 0.5% |
| Vado | 2.5% |
| White Sands | 0.2% |

# Medical Care: Common barriers among all respondents were a lack of providers and the high cost of care
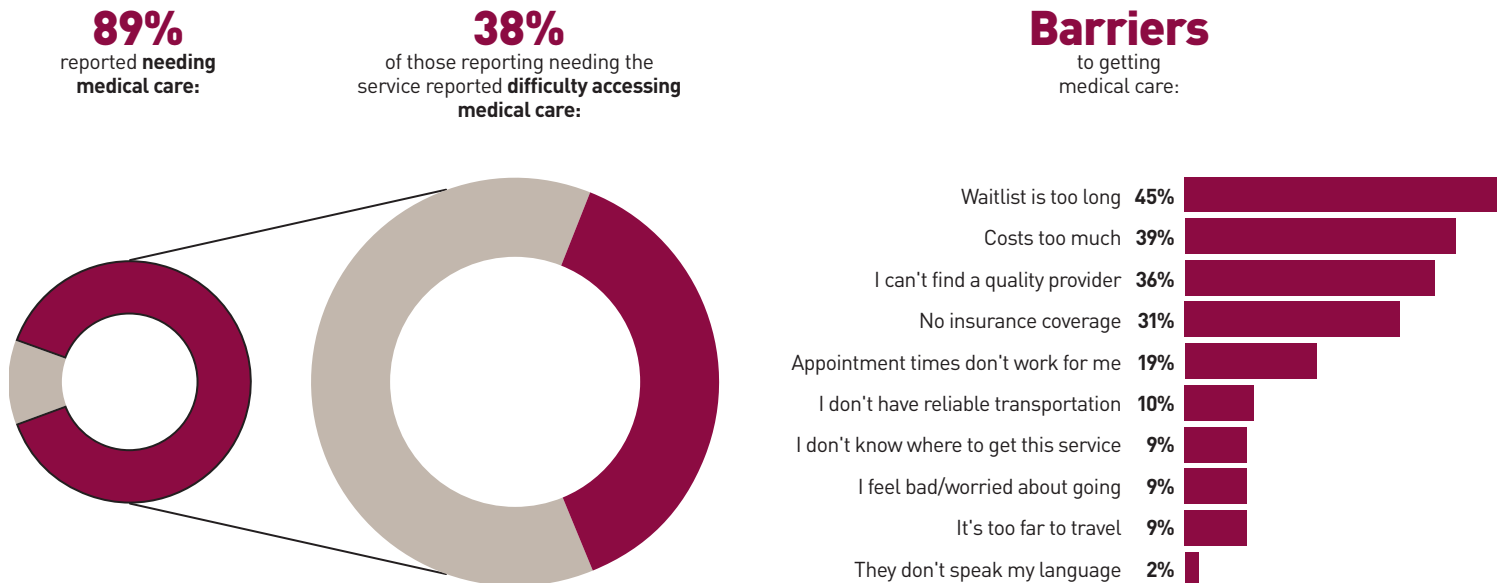
**89%**
reported **needing medical care:**

**38%**
of those reporting needing the service reported **difficulty accessing medical care:**

## Barriers
to getting medical care:

| | |
|---|---|
| Waitlist is too long | **45%** |
| Costs too much | **39%** |
| I can't find a quality provider | **36%** |
| No insurance coverage | **31%** |
| Appointment times don't work for me | **19%** |
| I don't have reliable transportation | **10%** |
| I don't know where to get this service | **9%** |
| I feel bad/worried about going | **9%** |
| It's too far to travel | **9%** |
| They don't speak my language | **2%** |

## 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.

- **Need was significantly higher among English-speaking populations, non-Hispanics, and participants with higher incomes and education.** Why might this be?
- **The most frequently mentioned difficulties were long waitlists, high costs, inability to find a quality provider, and lack of insurance coverage.** What innovations might help with this?
- **Barriers to access were most prevalent for those who identify as non- Hispanic or non-Latino, those whose primary language is English, and those with an education above a high school degree.** Why might this be?
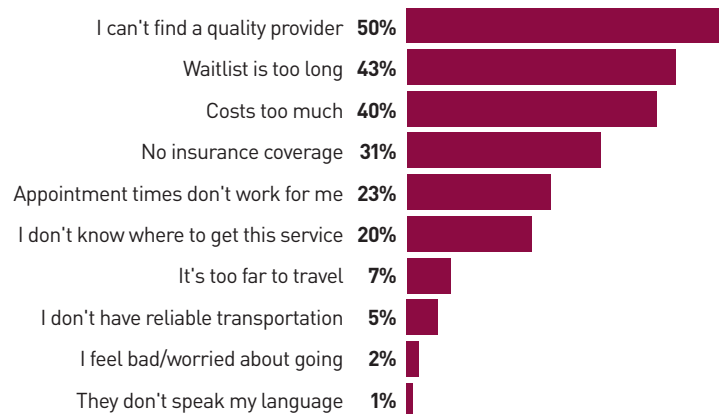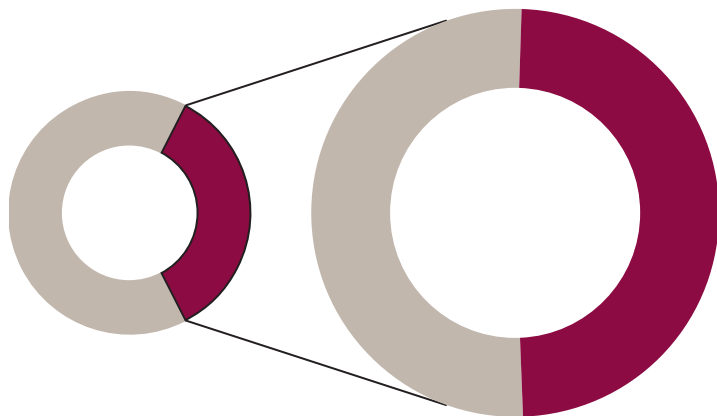
▶ **Start taking action — review the 7 Steps to 100% on page 14.**

# Behavioral Health Care: 49% of respondents who needed mental or behavioral health support had difficulty accessing it

**35%**
reported **needing behavioral health care:**

**49%**
of those reporting needing the service reported **difficulty accessing behavioral health care:**

## Barriers
to getting behavioral health care:

| Barrier | % |
|---|---|
| I can't find a quality provider | **50%** |
| Waitlist is too long | **43%** |
| Costs too much | **40%** |
| No insurance coverage | **31%** |
| Appointment times don't work for me | **23%** |
| I don't know where to get this service | **20%** |
| It's too far to travel | **7%** |
| I don't have reliable transportation | **5%** |
| I feel bad/worried about going | **2%** |
| They don't speak my language | **1%** |

## 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.

- **Lack of quality providers, long waitlists, and cost were the top 3 barriers to access.** Which evidence-informed strategies might address these barriers?

- **Those from traditionally disadvantaged socioeconomic groups were least likely to report needing behavioral health care.** Why might this be?

- **Half of mid-income families who experienced difficulty accessing behavioral health care cited no insurance coverage as a source of difficulty.** What type of innovations could remedy this?

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

# Food Security Programs: Over half of respondents reported needing food security services

**53%**
reported **needing food security programs:**

**33%**
of those reporting needing the service reported **difficulty accessing food security programs:**



## Barriers
to getting food security programs:

| Barrier | % |
|---|---|
| I was told I don't qualify | **53%** |
| I don't qualify | **25%** |
| I feel bad/worried about going | **15%** |
| Appointment times don't work for me | **12%** |
| Waitlist is too long | **11%** |
| It's too far to travel | **8%** |
| I don't have reliable transportation | **7%** |
| I don't know where to get this service | **7%** |
| They don't speak my language | **2%** |

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

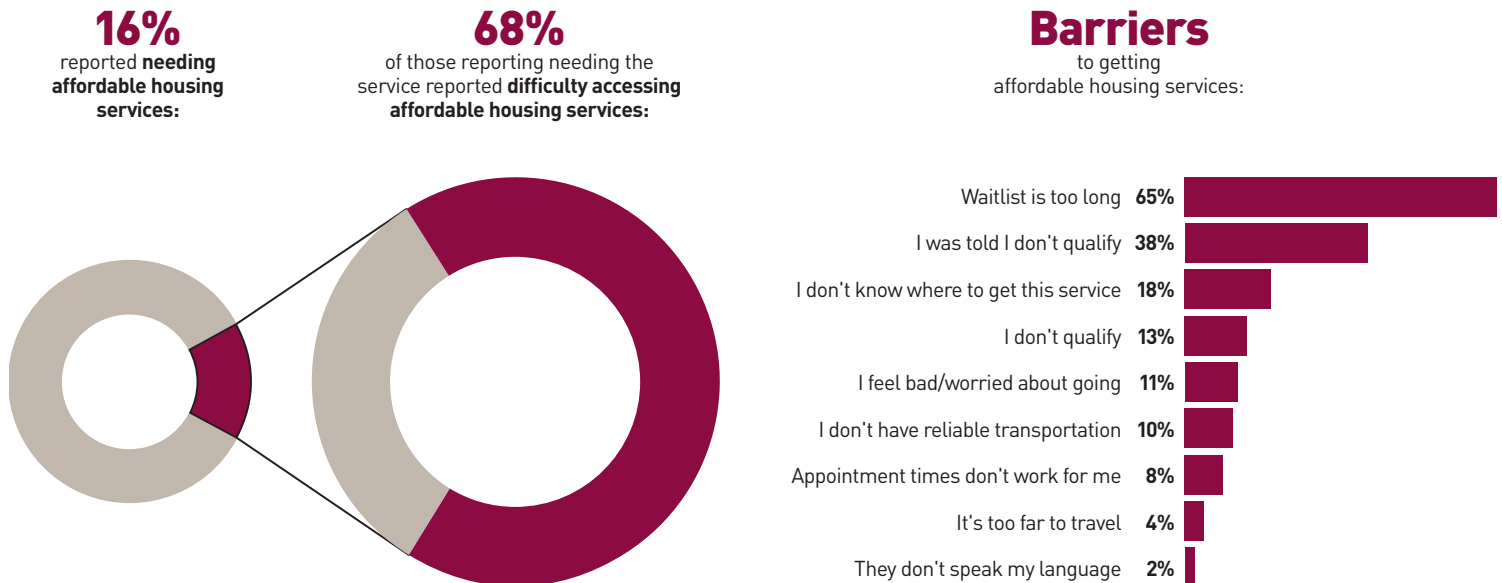Food security programs are services that can literally mean the difference between quality of life or hunger among children and adults in "normal times." Access to food security programs with stable supplies can support healthy families and prevent the instability that can lead to child neglect, substance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

- **76% of single-parent households reported needing food assistance services.** Why might this be?
- **64% of respondents speaking a language other than English in the home reported needing food assistance services.** What special innovations might be required to address this problem?
- **Not qualifying or being told one does not qualify for services was the top two barriers to access.** How can this barrier be addressed successfully?

# Housing Security Programs: 68% of respondents who reported needing affordable housing services had difficulty accessing them

**16%**
reported **needing affordable housing services:**

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

## Barriers
to getting affordable housing services:

| Barrier | % |
|---|---|
| Waitlist is too long | **65%** |
| I was told I don't qualify | **38%** |
| I don't know where to get this service | **18%** |
| I don't qualify | **13%** |
| I feel bad/worried about going | **11%** |
| I don't have reliable transportation | **10%** |
| Appointment times don't work for me | **8%** |
| It's too far to travel | **4%** |
| They don't speak my language | **2%** |

## THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.
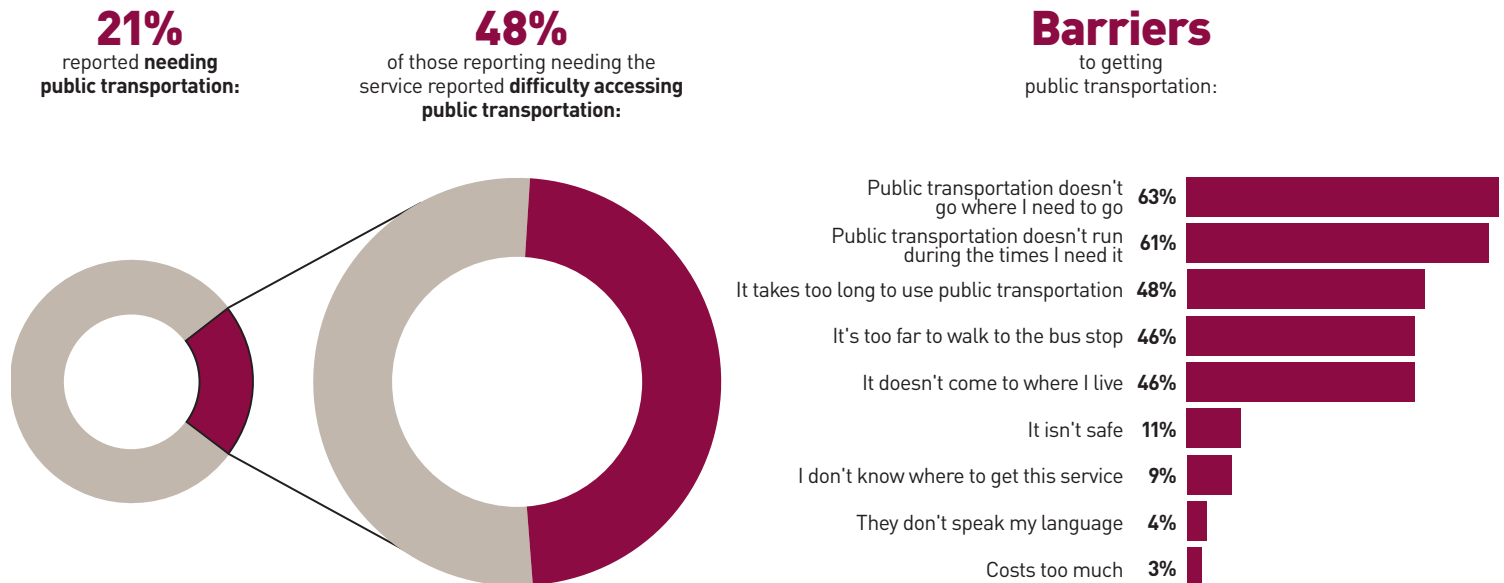
Housing security programs are services that can literally mean the difference between quality of life or homelessness or living in unsafe environments in "normal times." Access to safe, affordable and stable housing can support healthy families and prevent the instability that can lead to child neglect, 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.

- **Long waitlists and not qualifying for services were the top 2 barriers.** What types of innovations could remedy these barriers?

- **Single parents reported greater need for housing services compared to two-parent households and those without children.** Why might this be?

- **Respondents with a 2-year degree or less were twice as likely as those with a bachelor's degree or higher to report needing service.** Why might this be?

# Transportation: 48% of respondents who reported needing public transportation had difficulty accessing it

**21%**
reported **needing public transportation:**

**48%**
of those reporting needing the service reported **difficulty accessing public transportation:**

## Barriers
to getting public transportation:

| Barrier | % |
|---|---|
| Public transportation doesn't go where I need to go | 63% |
| Public transportation doesn't run during the times I need it | 61% |
| It takes too long to use public transportation | 48% |
| It's too far to walk to the bus stop | 46% |
| It doesn't come to where I live | 46% |
| It isn't safe | 11% |
| I don't know where to get this service | 9% |
| They don't speak my language | 4% |
| Costs too much | 3% |

## THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.
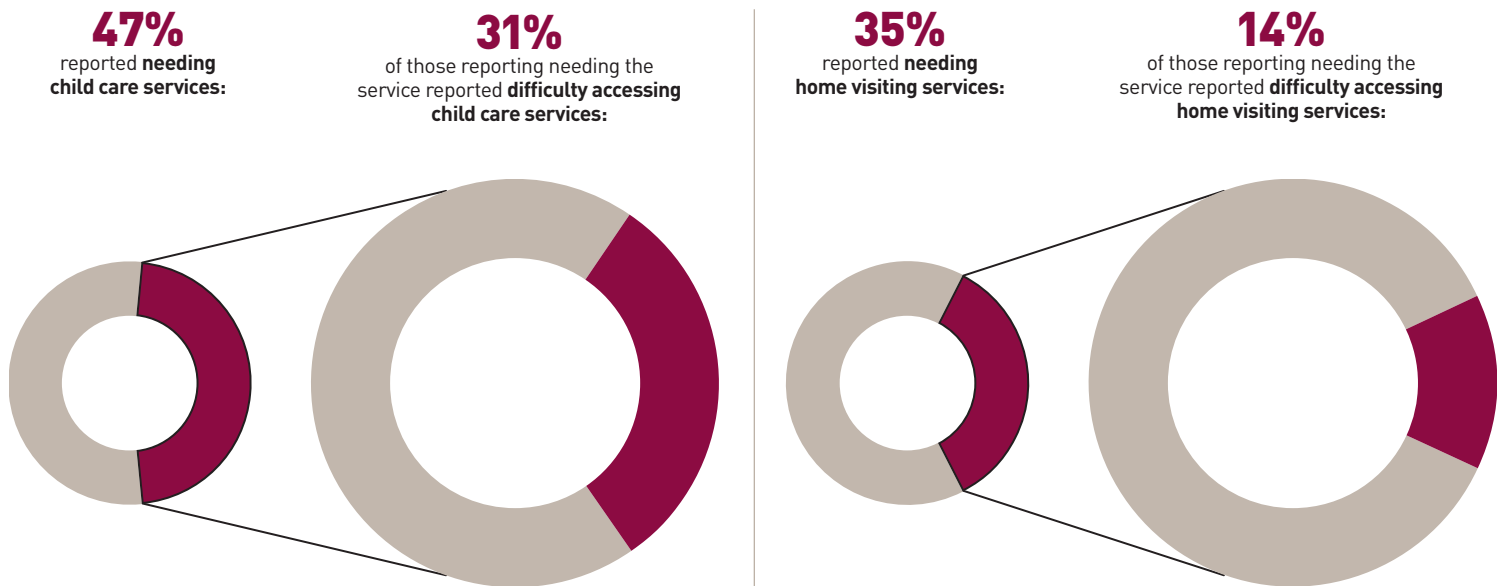
Transportation security programs are services that can literally mean the difference between quality of life without access to vital services in "normal times." Access to public transportation security programs can support healthy families and prevent the instability that can lead to child neglect, substance 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.

- **In Chaparral, 83% of respondents had difficulty compared to 45% of households outside of Chaparral.** Why might this community experience such a high rate of difficulty?

- **Those not caring for children were more likely to need transportation services, however those caring for children were more likely to report difficulty accessing transportation.** What special innovations are required to address barriers to public transport?

- **The top barriers for accessing transportation were: it doesn't go where needed, doesn't run at times needed, and takes too long.** How might these barriers be addressed across the county?

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

# Parent Supports: The need for home visiting services was highest among respondents who speak a language other than English in the home

**47%**
reported **needing child care services:**

**31%**
of those reporting needing the service reported **difficulty accessing child care services:**

**35%**
reported **needing home visiting services:**

**14%**
of those reporting needing the service reported **difficulty accessing home visiting services:**

## THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.
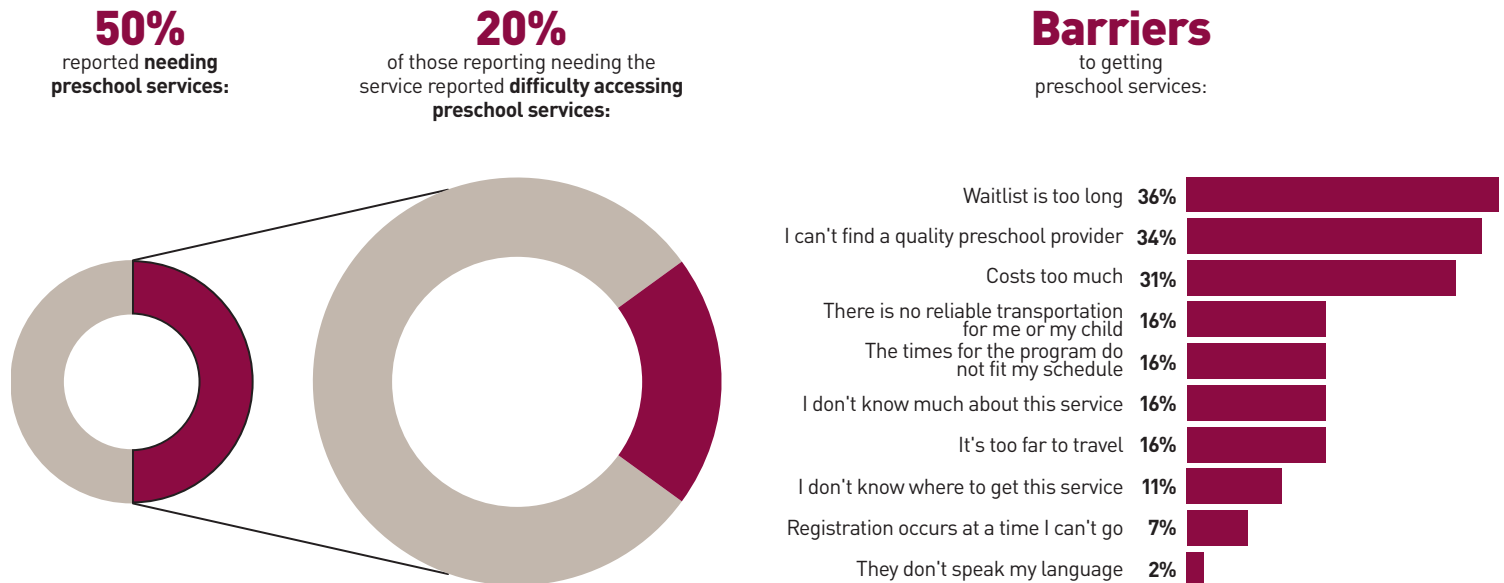
Parent support programs are services that can literally mean the difference between a quality family life and safe childhoods or struggling parents and children at-risk for adverse childhood experiences and trauma. Access to parent support programs, can support stable and self-sufficient families and prevent the instability that can lead to child abuse, neglect, substance misuse, and domestic violence.

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

- **Although only 14% of respondents reported difficulty accessing home visiting services. Among those who did, 38% said they didn't qualify.** How does this barrier get removed?
- **21% of respondents with children reported needing parenting classes. Of those who had difficulty obtaining them, 63% reported not knowing where to get them.** How is this barrier addressed?
- **Among the 20% of respondents who reported difficulty obtaining preschool services, the top barriers included long wait lists, high costs, and the inability to find a quality provider.** How will these barriers be solved across the county?
- **Comments pointed to issues obtaining services for children with special needs.** How is this challenge addressed?

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

# Early Childhood Education: Of those who reported needing it, 20% reported difficulty accessing it

**50%**
reported **needing preschool services:**

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

## Barriers
to getting preschool services:

| | |
|---|---|
| Waitlist is too long | **36%** |
| I can't find a quality preschool provider | **34%** |
| Costs too much | **31%** |
| There is no reliable transportation for me or my child | **16%** |
| The times for the program do not fit my schedule | **16%** |
| I don't know much about this service | **16%** |
| It's too far to travel | **16%** |
| I don't know where to get this service | **11%** |
| Registration occurs at a time I can't go | **7%** |
| They don't speak my language | **2%** |

## THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.
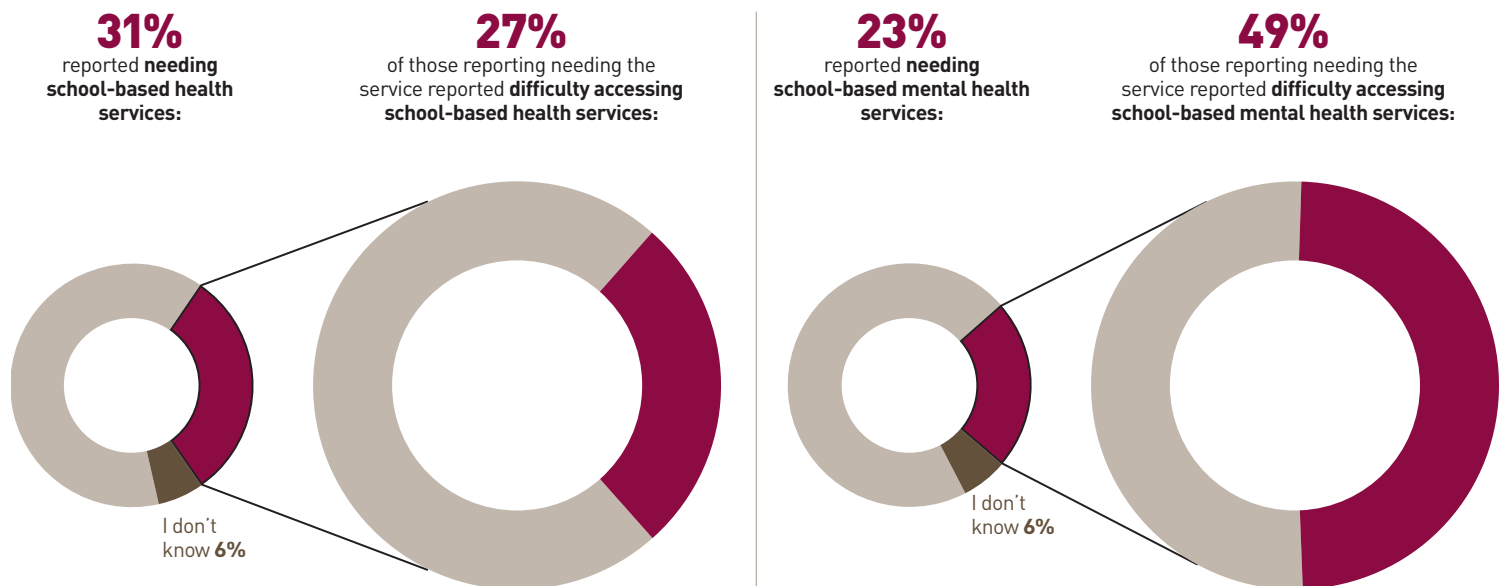
Early childhood learning programs are services that can literally mean the difference between safe and empowered children or struggling parents and children at-risk for adverse childhood experiences, trauma, and lack of school readiness. Access to early childhood learning programs, with outreach to parents, 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 child-hood 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 with a graduate degree and income between $25,000–$59,900 were most likely to report difficulty accessing services.** Why might this be?
- **Residents of the Gadsden Independent School District were most likely to need services, compared to residents of the Las Cruces Public Schools or Hatch Valley school districts.** Why might this be?
- **The top barriers to access were: the wait list is too long, can't find quality providers, and costs too much.** Which innovations can address these barriers?

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

# **Community Schools:** Among respondents reporting difficulty obtaining school-based health services for their child, 36% reported their child's school did not offer the service

**31%**
reported **needing school-based health services:**

**27%**
of those reporting needing the service reported **difficulty accessing school-based health services:**

**23%**
reported **needing school-based mental health services:**

**49%**
of those reporting needing the service reported **difficulty accessing school-based mental health services:**

I don't know **6%**

I don't know **6%**

## THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.
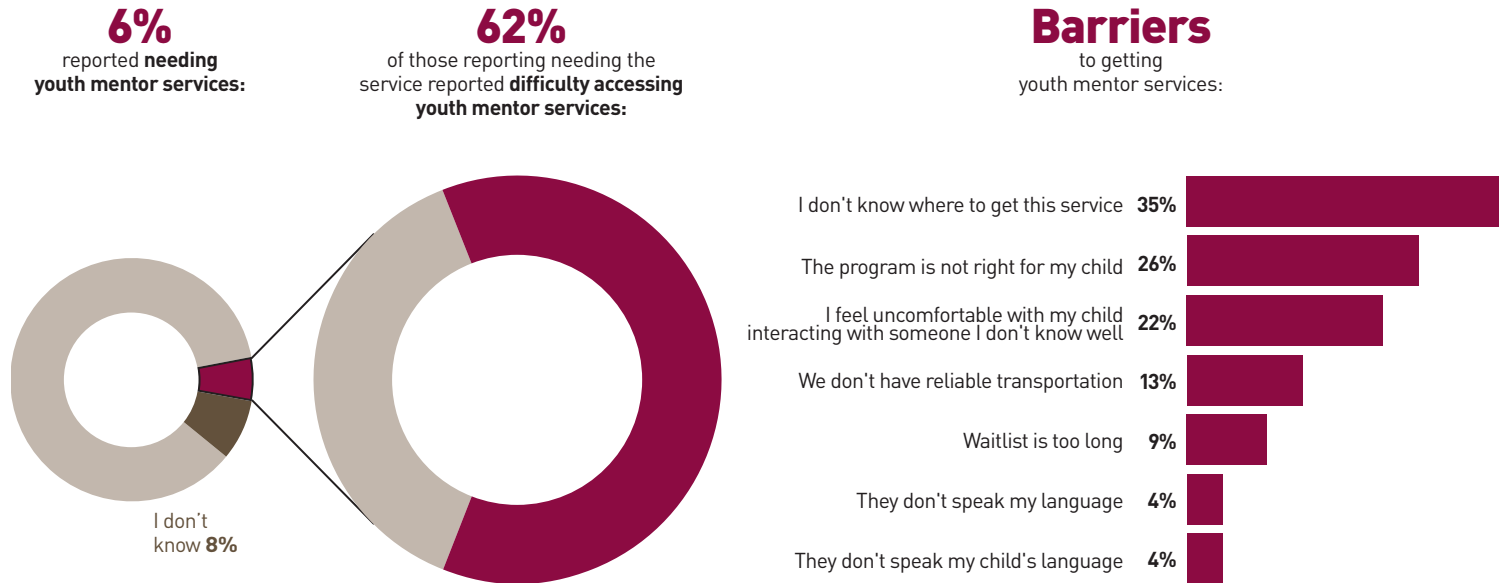
Community schools are those that are fully-resourced with parent supports, tutors, mentors and school-based health centers with medical, dental and behavioral health care for students and their families. These services that can literally mean the difference between a safe, successful and empowered student or one who falls behind academically and endures untreated trauma. Access to community schools and their diverse student support programs, with outreach to parents, can support stable families and prevent the instability that can lead to adverse childhood experiences and school drop out.

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

- **Respondents who were the least likely to report needing school based health services for their child were those from the Gadsden Independent School District (GISD), those who live in a Colonia, and those who speak a non-English language at home.** How do we develop projects to address these barriers in these regions?

- **Respondents with a graduate or professional degree were almost twice as likely as the general population to say that their child needed school-based behavioral health services.** Why might this be?

- **The most common reason for lack of access to school based mental health services was the school doesn't have it, and doesn't offer the type of services needed.** How do we ensure school-based mental health services?

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

# Youth Mentoring: Only 6% of respondents with children reported needing youth mentor services

**6%**
reported **needing youth mentor services:**

**62%**
of those reporting needing the service reported **difficulty accessing youth mentor services:**

## Barriers
to getting youth mentor services:

I don't know **8%**

| Barrier | % |
|---|---|
| I don't know where to get this service | 35% |
| The program is not right for my child | 26% |
| I feel uncomfortable with my child interacting with someone I don't know well | 22% |
| We don't have reliable transportation | 13% |
| Waitlist is too long | 9% |
| They don't speak my language | 4% |
| They don't speak my child's language | 4% |

## THESE SURVEY RESULTS CAN GUIDE A COUNTYWIDE PROCESS OF COLLABORATION AND CAPACITY-BUILDING TO REMOVE BARRIERS.
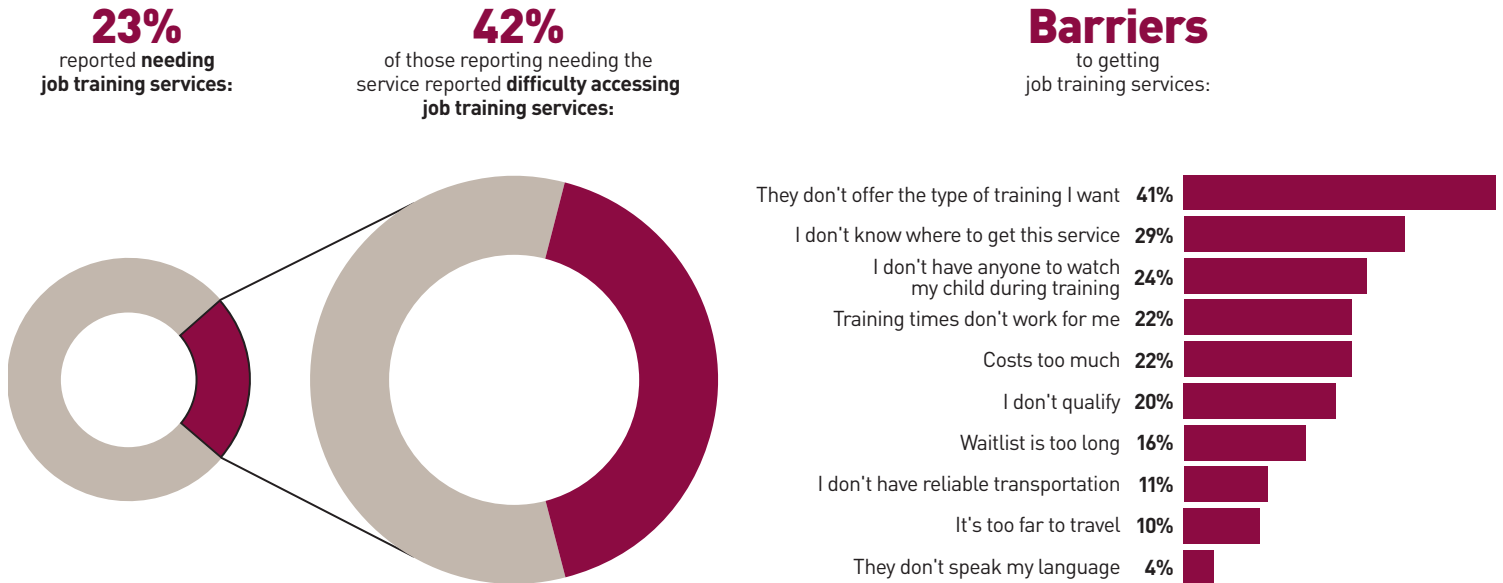
Youth mentor programs are services that can literally mean the difference between a safe and empowered child or one who struggles with substance misuse, school engagement and adverse childhood experiences. Access to youth mentor programs, with outreach to parents, can support stable families and prevent 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.

- **Only 6% of parents and guardians reported needing mentoring services for a child.** Might this indicate that we have not done a good job of explaining the benefits of mentoring? If so, how is this remedied?
- **62% of those who did need mentoring services reported difficulty accessing them.** How can we address this?
- **Commonly cited difficulties accessing mentoring included not knowing where to get services, believing the program is not right for their child, and feeling uncomfortable with their child interacting with someone whom the parent does not know well.** How can these barriers be addressed across the county?

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

# Job Training: 42% of those who needed it reported difficulties accessing job training services

**23%**
reported **needing job training services:**

**42%**
of those reporting needing the service reported **difficulty accessing job training services:**



## Barriers
to getting
job training services:

| Barrier | % |
|---|---|
| They don't offer the type of training I want | 41% |
| I don't know where to get this service | 29% |
| I don't have anyone to watch my child during training | 24% |
| Training times don't work for me | 22% |
| Costs too much | 22% |
| I don't qualify | 20% |
| Waitlist is too long | 16% |
| I don't have reliable transportation | 11% |
| It's too far to travel | 10% |
| They don't speak my language | 4% |

## 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.

- **Respondents most frequently reported that current job training services do not offer the type of training desired.** Other common difficulties were not knowing where to get services, not having child care during training times, schedule conflicts, and high costs. How do we address this across the county?

- **The need for job training was most frequently reported by those who do not live in a Colonia.** Why might this community report this? What follow-up questions need to be asked of residents to understand how to remove barriers?

- **Single parents, those with annual household income below $25,000, and those who live within the Las Cruces School District also reported a high need for job training.** What specific project might address this? How might current economic conditions impact the choice of solution?

▶ 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

## 1. 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.

## 2. 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

## 3. 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..

## 4. 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).

## 5. 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.

## 6. 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.

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

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

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

# What Doña Ana County residents are saying

"We need more providers of all types. We don't have enough for the area or amount of people we have here." · "As a new expecting parent, I have no clue of where to even begin to look for information or what type of information I should be requesting or researching." · "Program hours (conflict with) working family schedules." · "We need more mental health support in the schools by qualified professionals not guidance counselors." · "I travel to Mexico to get dental care." · "Hard to find providers that accept Medicaid." · "There isn't enough affordable housing." · "Finding a provider or class is difficult. Many of the providers do not seem to have a great grasp of actual parenting in a complex blended family" · "It is very hard to get child care beyond the 9–5 schedule." · "When I requested services through the webpage I had no response." · "I have to go to El Paso to find a mental health care provider. There aren't enough providers in Las Cruces and the wait to see them is too long." · "Doctors don't stay around. I've been forced to have 4 different primary care doctors in just the last 5 years or so." · "I had to walk more than a mile to the bus route that would drop me closest to work." · "They act like they care and are concerned about my child but did little to nothing to help her." · "Sidewalks were not available—not safe to walk in the busy streets to get to the bus stop." · "I was told multiple times that I don't qualify, even though I actually do qualify."