100% Socorro 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.

Socorro 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.
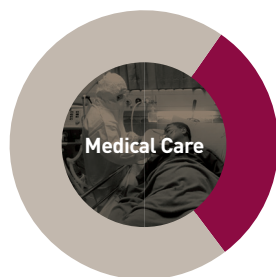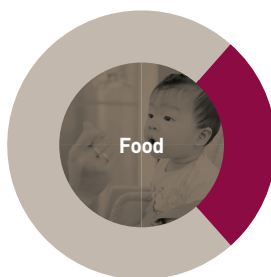
Medical Care

30%
of those reporting needing the service reported **difficulty accessing medical care:** see page 4.
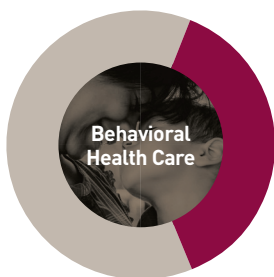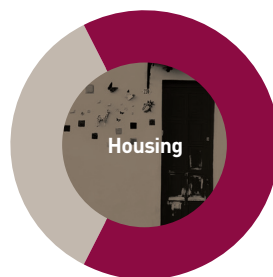
Behavioral Health Care

38%
of those reporting needing the service reported **difficulty accessing behavioral health care:** see page 5.
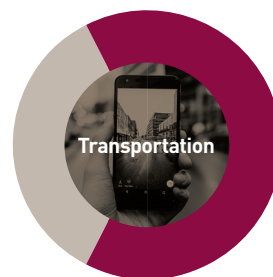
Food

27%
of those reporting needing the service reported **difficulty accessing food security programs:** see page 6.

Housing

65%
of those reporting needing the service reported **difficulty accessing housing security programs:** see page 7.

Transportation

65%
of those reporting needing the service reported **difficulty accessing transportation:** see page 8.
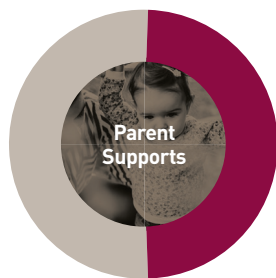
Parent Supports

49%
of those reporting needing the service reported **difficulty accessing child care services:** see page 9.

Early Childhood Learning

14%
of those reporting needing the service reported **difficulty accessing early childhood education:** see page 10.
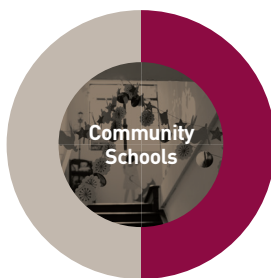
Community Schools

50%
of those reporting needing the service reported **difficulty accessing mental health services at school:** see page 11.

Youth Mentoring

59%
of those reporting needing the service reported **difficulty accessing youth mentors:** see page 12.

Job Training

57%
of those reporting needing the service reported **difficulty accessing job training:** see page 13.

How this survey was conducted

Surveys were collected in Socorro County October 15–November 30, 2019. Surveys were distributed via paper copies and on tablets at a variety of events and locations including grocery stores, and at Thanksgiving lunch at several public schools. A total of 515 surveys were collected.

Our local initiative leaders have continued to assess barriers to services throughout the pandemic. Please contact us for updates.

SOCORRO COUNTY KEY FACTS
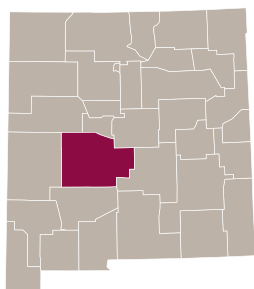
County

Total population of 17,866 with county services overseen by 5 county commissioners
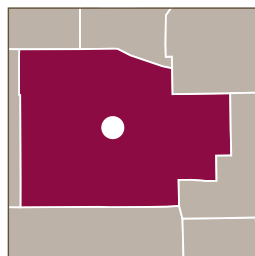
Major City

Socorro

Main hub for services

Population of 9,051 with city services overseen by mayor and 8 city councilors

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent
Alamillo	1	0.2%
Alamo	16	3.2%
Bernardo	2	0.4%
Bingham	3	0.6%
Escondida	6	1.2%
La Joya	1	0.2%
Las Nutrias	1	0.2%
Lemitar	36	6.9%
Luis Lopez	10	2.0%
Magdalena	59	11.1%
Polvadera	9	1.8%
San Acacia	5	1.0%
San Antonio	22	4.4%
Socorro (county seat)	331	65.0%
Other	10	2.0%
Total	**505**	

Medical Care: 30% of those needing care reported difficulty accessing it, citing waiting lists and cost as the biggest barriers

88%
reported **needing medical care:**

30%
of those reporting needing the service reported **difficulty accessing medical care:**

Barriers
to getting medical care:

Barrier	%
Wait list is too long	**45%**
Costs too much	**37%**
I can't find a quality provider	**32%**
Appointment times don't work for me	**27%**
No insurance coverage	**16%**
It's too far to travel	**15%**
I feel bad and/or worried about going	**12%**
I don't know where to get this service	**9%**
I don't have reliable transportation	**9%**
They don't speak my language	**3%**

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

Medical care is a service that can literally mean the difference between quality of life or illness in "normal times." Access can be a matter of life, recovery, death or viral spread in a pandemic.

In both city and town centers and rural areas, access to affordable timely medical care has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access services today. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to medical care. Some services can be provided online if the digital divide is addressed.

- **The top three barriers are: wait list is too long; costs too much; and I can't find a quality provider.** Why might this be?
- **What other data or assessments can illustrate resident's barriers to this service?**
- **What other sectors, such as transportation, might impact access to this service?**
- **How might difficulties accessing this service look differently in the largest city vs. the smaller communities?**
- **Given that the number one barrier is "wait list is too long,"** what are innovations an action team can initiative that could address this?
- **How do you use these survey results** to inform your priorities as an action team?
- **Which elected leaders and stakeholders** should this report be shared with?
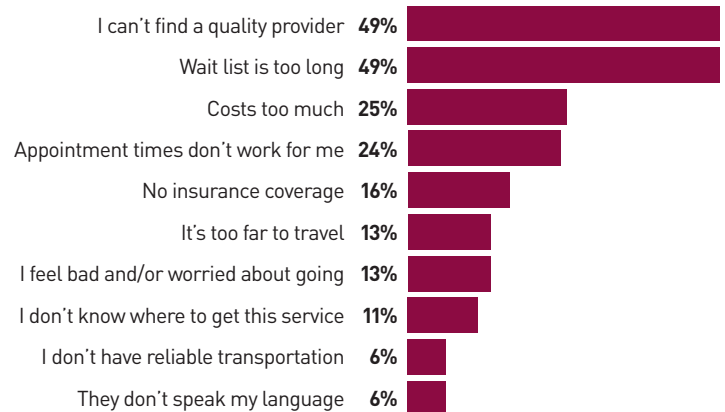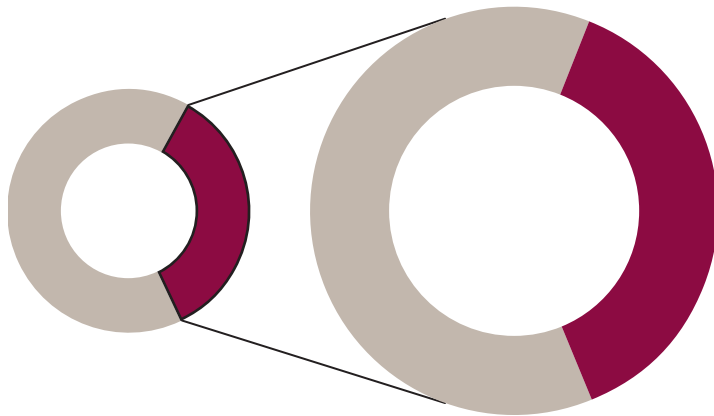
Start taking action — review the 7 Steps to 100% on page 14.

Behavioral Health Care: Over one-third of those who needed it reported difficulty accessing it

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

38%
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	**49%**
Wait list is too long	**49%**
Costs too much	**25%**
Appointment times don't work for me	**24%**
No insurance coverage	**16%**
It's too far to travel	**13%**
I feel bad and/or worried about going	**13%**
I don't know where to get this service	**11%**
I don't have reliable transportation	**6%**
They don't speak my language	**6%**

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 three most commonly listed difficulties with getting mental health care were: lack of quality providers, long wait lists and high costs.** Why might this be?
- **A lack of behavioral health care providers is a huge challenge for a county.** How might this be addressed with recruitment efforts and web-based mental health care services?
- **Given that the number one barrier to care is a lack of quality providers,** what are innovations and technology that could address this?
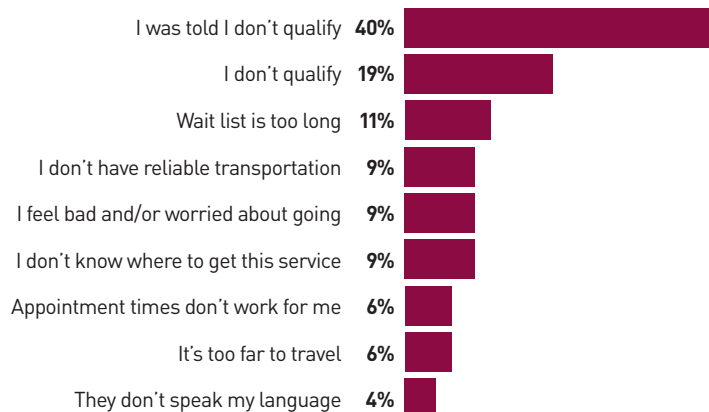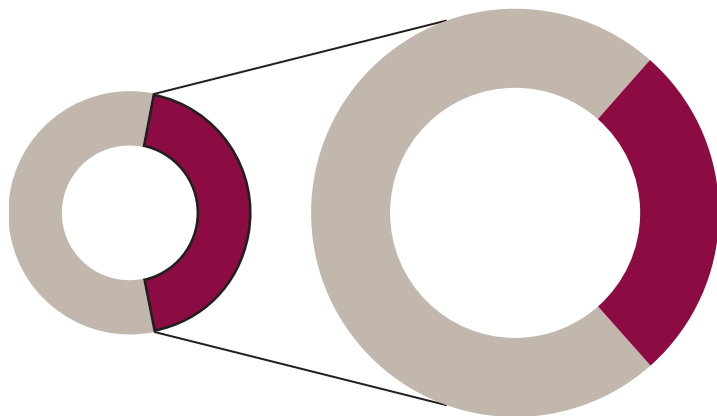
Start taking action — review the 7 Steps to 100% on page 14.

Food Security Programs: Almost half of respondents reported needing food assistance

44%
reported **needing food security programs:**

27%
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	**40%**	
I don't qualify	**19%**	
Wait list is too long	**11%**	
I don't have reliable transportation	**9%**	
I feel bad and/or worried about going	**9%**	
I don't know where to get this service	**9%**	
Appointment times don't work for me	**6%**	
It's too far to travel	**6%**	
They don't speak my language	**4%**	

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.

- **The three most commonly listed difficulties with getting food assistance services were: Being told they don't qualify, not qualifying, and long wait lists.** Why might this be?
- **Those caring for children significantly more likely to need food support (50% of those with kids needed vs. 31% for those without kids.** What innovations might help with this?
- **18–24 year olds were most likely to report needing food assistance (60%).** Why might this be?
- **Those speaking a language other than English (46%) were more likely to report difficulty accessing food services than those who spoke English only (24%).** What might be done to address this?
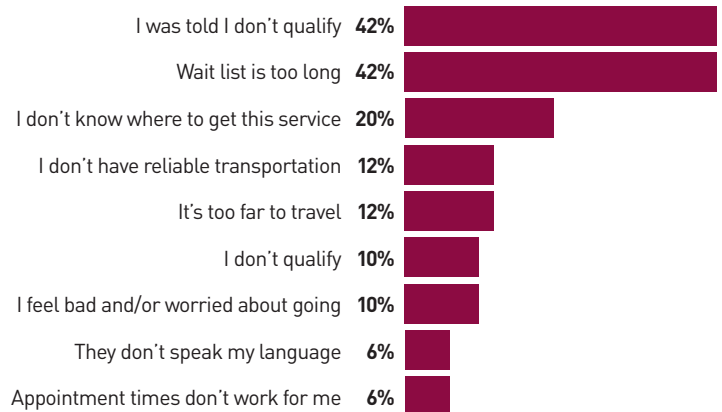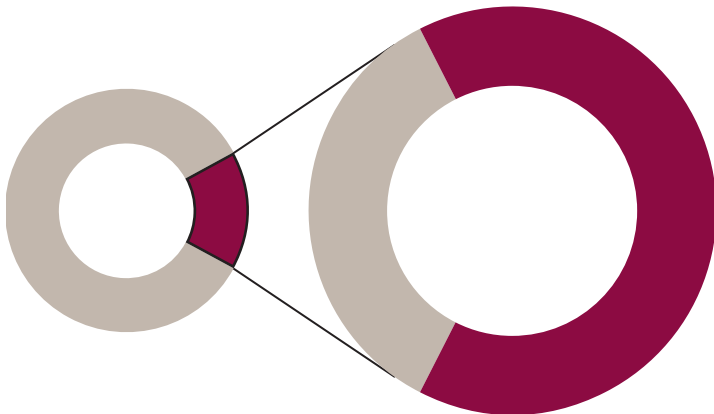
Start taking action — review the 7 Steps to 100% on page 14.

Housing: Of those who needed housing support, 65% had difficulties accessing services

17%
reported **needing housing security programs:**

65%
of those reporting needing the service reported **difficulty accessing housing security programs:**

Barriers
to getting housing security programs:

Barrier	%
I was told I don't qualify	**42%**
Wait list is too long	**42%**
I don't know where to get this service	**20%**
I don't have reliable transportation	**12%**
It's too far to travel	**12%**
I don't qualify	**10%**
I feel bad and/or worried about going	**10%**
They don't speak my language	**6%**
Appointment times don't work for me	**6%**

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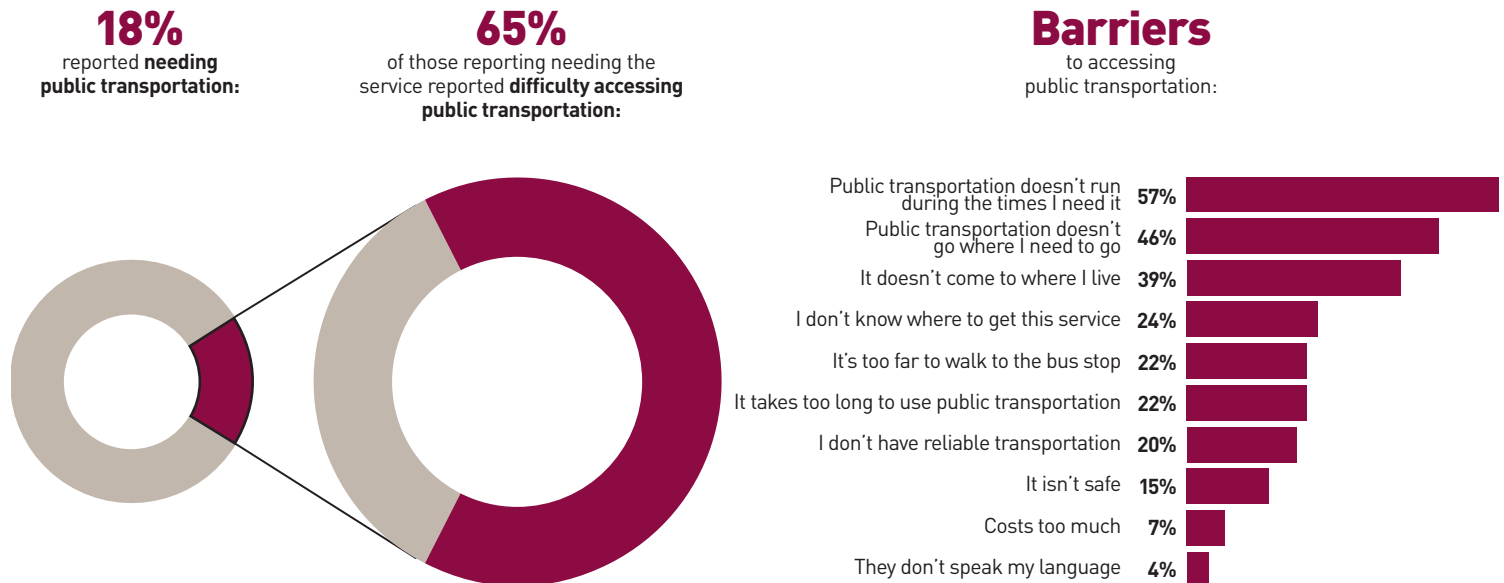
Housing security programs are services that can literally mean the difference between quality of life or homeless-ness or living in unsafe environments in "normal times." Access to safe, affordable and stable housing can support healthy families and prevent the instability that can lead to child neglect,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

- **The three most commonly listed difficulties with getting affordable housing services were, being told they do not qualify, long wait lists and not knowing where to get services.** Why is that?
- **Those with lower education levels are more likely to need housing service.** What might be done to help with this?
- **Those in the Socorro School District were more likely to need housing support.** Why might this be?
- **Hispanics were more likely to need housing, but non-Hispanic were more likely to report difficulty receiving services.** Why might this be?

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

Transportation: Of those who needed public transportation, 65% reported difficulties accessing

18%
reported **needing public transportation:**

65%
of those reporting needing the service reported **difficulty accessing public transportation:**

Barriers
to accessing public transportation:

Barrier	%
Public transportation doesn't run during the times I need it	57%
Public transportation doesn't go where I need to go	46%
It doesn't come to where I live	39%
I don't know where to get this service	24%
It's too far to walk to the bus stop	22%
It takes too long to use public transportation	22%
I don't have reliable transportation	20%
It isn't safe	15%
Costs too much	7%
They don't speak my language	4%

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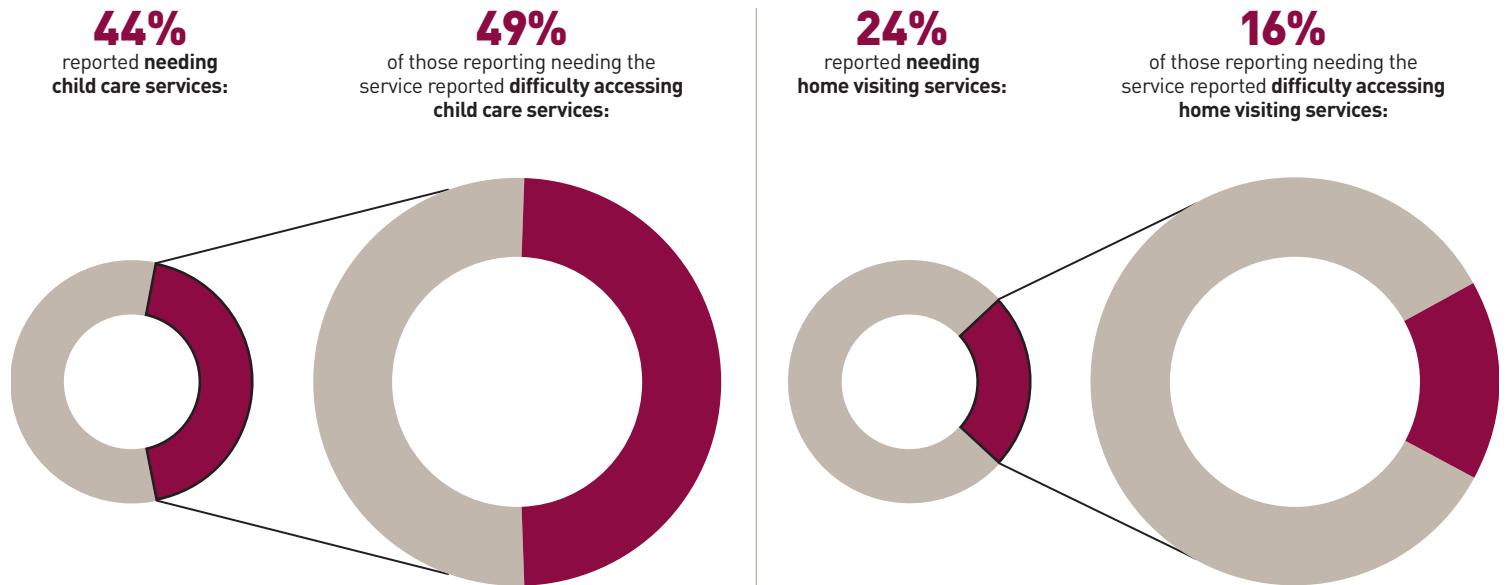
Transportation security programs are services that can literally mean the difference between quality of life without access to vital services in "normal times." Access to public transportation security programs can support healthy families and prevent the instability that can lead to child neglect, substance 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.

- **Of the older age (55+) group, 26% were most likely to report needing transportation.** What might be done to address that?

- **Those in the Magdalena school district were more likely to need public transport and have difficulty accessing it.** Why might that be?

- **The top three barriers are: public transportation does not run during times needed; public transportation does not travel to destinations needed; and transportation does not travel to passengers' place of residency.** Why might this be?

- **Given that the number one barrier is public transportation does not run during times needed,** what are innovations that could address this?

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

Parent Supports: Of those who needed childcare services, about half reported difficulty accessing it

44%
reported **needing child care services:**

49%
of those reporting needing the service reported **difficulty accessing child care services:**

24%
reported **needing home visiting services:**

16%
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.
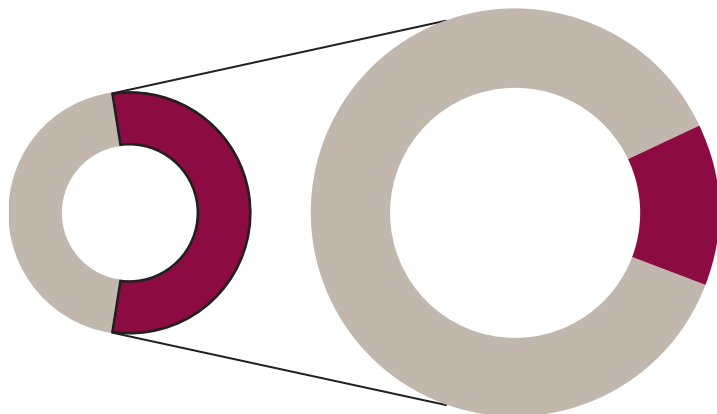
- **The three most commonly listed difficulties with getting child care services were: high costs, lack of quality providers, and childcare program times conflicting with schedules.** Why might this be?
- **Those speaking a language other than English reported significantly more difficulties accessing home visiting, pre-school, and parenting classes.** What innovations might help address this?
- **Those with higher levels of education were more likely to need and have difficulty with childcare services.** Why might this be?
- **Those with higher levels of education reported lower levels of family support, while Hispanics reported more family support than other ethnicities.** Why might this be?

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

Early Childhood Learning: Over half of respondents reported needing preschool services
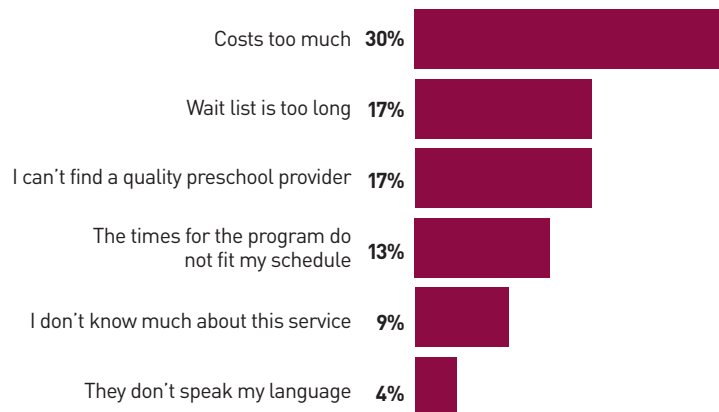
55%
reported **needing early childhood education:**

14%
of those reporting needing the service reported **difficulty accessing early childhood education:**

Barriers
to getting early childhood education:

Costs too much	**30%**	
Wait list is too long	**17%**	
I can't find a quality preschool provider	**17%**	
The times for the program do not fit my schedule	**13%**	
I don't know much about this service	**9%**	
They don't speak my language	**4%**	

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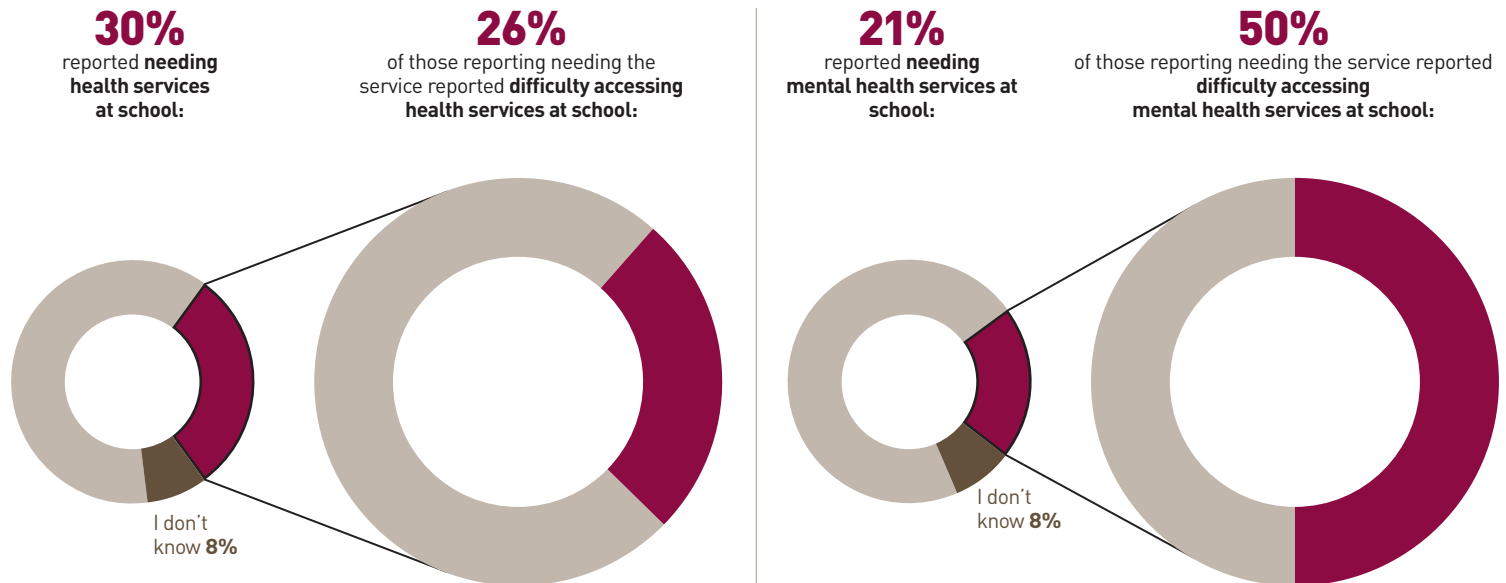
Early childhood learning programs are services that can literally mean the difference between safe and empowered children or struggling parents and children at-risk for adverse childhood experiences, trauma, and lack of school readiness. Access to early childhood learning programs, with outreach to parents, 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.

- **The 3 most commonly listed difficulties with getting pre-school services were: high costs, long waiting lists and lack of quality providers.** Why might this be?
- **Those speaking a language other than English reported significantly more difficulties accessing home visiting, pre-school, and parenting classes.** What innovations might help address this?
- **Those with higher levels of education were more likely to need and have difficulty with childcare services.** Why might this be?
- **Those with higher levels of education reported lower levels of family support, while Hispanics reported more family support than other ethnicities.** Why might this be?

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

Community Schools: Of those who needed it, half reported difficulty accessing mental health services for their child at school

30%
reported **needing health services at school:**

26%
of those reporting needing the service reported **difficulty accessing health services at school:**

21%
reported **needing mental health services at school:**

50%
of those reporting needing the service reported **difficulty accessing mental health services at school:**

I don't know **8%**

I don't know **8%**

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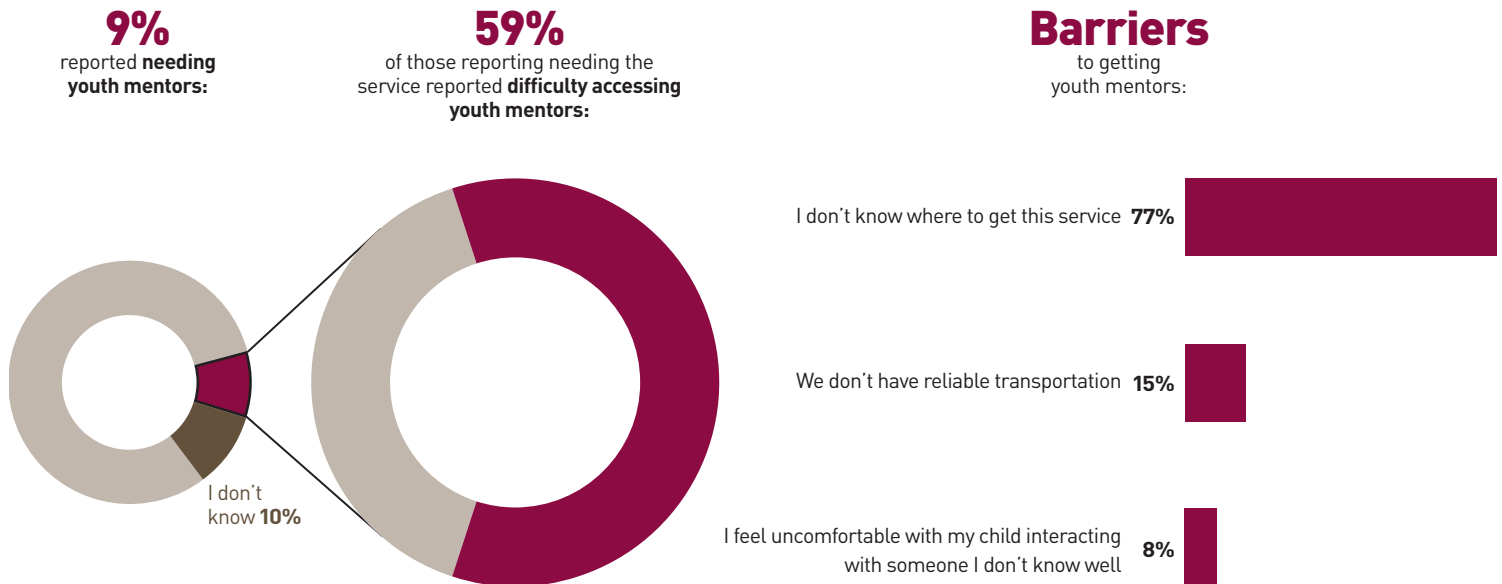
Community schools are those that are fully-resourced with parent supports, tutors, mentors and school-based health centers with medical, dental and behavioral health care for students and their families. These services that can literally mean the difference between a safe, successful and empowered student 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 four most commonly listed difficulties with getting school-based mental health services for children were: schools not offering services, shortage of counselors or mental health professionals at the school, long wait lists, and schools not offering the type of services needed.** Why might this be?

- **The top three most commonly listed difficulties with getting school-based medical services for children were: schools not offering services, schools not offering the type of services needed and long wait lists.** Why might this be?

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

Youth Mentoring: Parents did not perceive a need for mentors for their children

9%
reported **needing youth mentors:**

59%
of those reporting needing the service reported **difficulty accessing youth mentors:**

Barriers
to getting youth mentors:

I don't know 10%

I don't know where to get this service **77%**

We don't have reliable transportation **15%**

I feel uncomfortable with my child interacting with someone I don't know well **8%**

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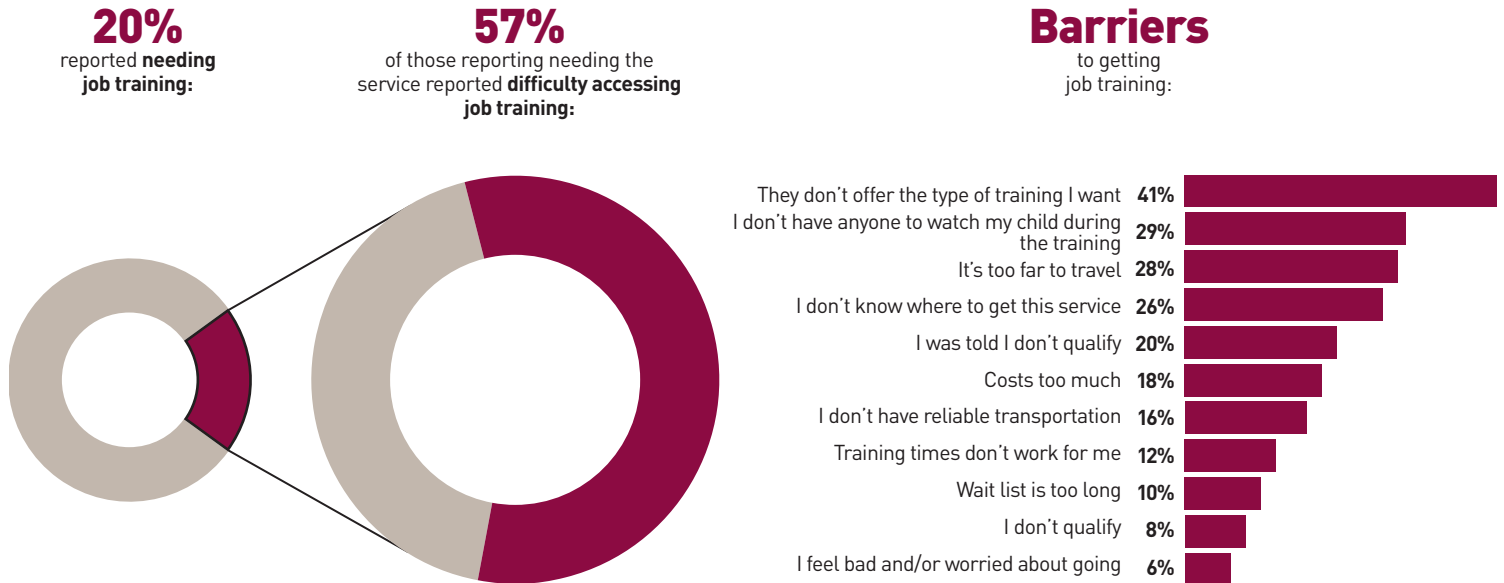
Youth mentor programs are services that can literally mean the difference between a safe and empowered child or one who struggles with substance misuse, school engagement and adverse childhood experiences. Access to youth mentor programs, with outreach to parents, can support stable families and prevent 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 three difficulties in getting youth mentor services were: not knowing where to get services not having reliable transportation, and feeling uncomfortable with their children interacting with someone they don't know.** Why might this be?
- **The number of people reporting mentoring services was low.** Why might this be?
- **When parents don't see a need for youth mentoring, it might be that they are not aware of the benefits of mentoring for their children and youth.** What might be done to increase awareness of the importance of mentoring programs?

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

Job Training: Over half of those who needed job training reported difficulty accessing it

20%
reported **needing job training:**

57%
of those reporting needing the service reported **difficulty accessing job training:**

Barriers
to getting job training:

Barrier	%
They don't offer the type of training I want	41%
I don't have anyone to watch my child during the training	29%
It's too far to travel	28%
I don't know where to get this service	26%
I was told I don't qualify	20%
Costs too much	18%
I don't have reliable transportation	16%
Training times don't work for me	12%
Wait list is too long	10%
I don't qualify	8%
I feel bad and/or worried about going	6%

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.

- **The three most commonly listed difficulties with getting job training services were: the desired types of training are not offered, Not having anyone to watch over children during training, and long travel distances.** Why might this be.

- **Those 18–24 years old were most likely to need job training (29%)**. What might be done to address this?

- **Those with some college were most likely to need job training compared to those without or with degrees.** What kind of innovations might help with this?

- **Those who lived outside Socorro more likely to have difficulty accessing job training.** What kind of innovations might help with that?

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 Socorro County residents are saying

"Need good doctors that stay longer than 1 year." · "I'm not lazy. I want to work but no one will help me." · "There is NO public transportation in Socorro" · "I don't qualify for enough food" · "Too many barriers to quality [medical] service" · "Those first 2 years are very challenging when you don't have family members who can watch the infant and 2 working parents." · "Income based services provide for many families in need, but as a single mom with a good job, daycare was costly along with medical co pays etc...." · "Due to financial obligations— bills, etc. —we have a hard time paying for healthcare and food. We have 3 jobs to make ends meet, cuts down on family time." · "Access to quality family practitioners is a challenge.... Getting referrals to specialists is time-consuming and very expensive." · "[The school] informed me even though there were openings I should take my child to Grandma's for child interaction. Grandma is in a different state." · "The elementary schools share a health aide, not a nurse and she basically can give an ice pack or a bandaid." · "Help out some of the people with drug problems." · "I strongly feel the system does not help people who need it." · "A lot is available but people seem to have trouble finding the services. Shouldn't be that hard but apparently it is." · "We need better transportation, better internet service...we need a lot. Just get something going."

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