

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

May 23, 2023

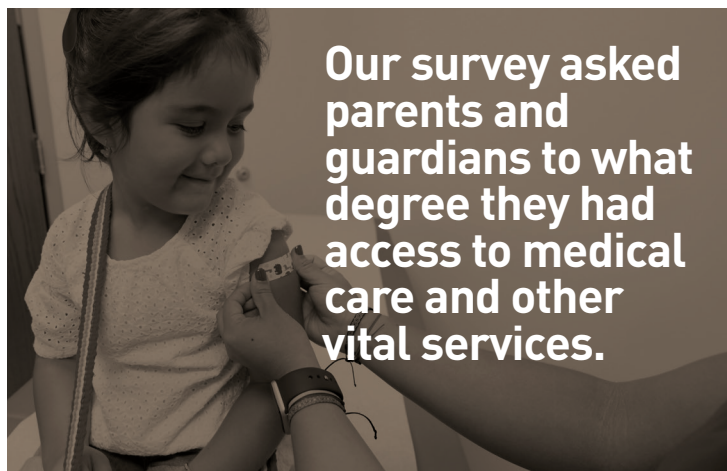
**ANNA,
AGE EIGHT
INSTITUTE**

**100%
NEW MEXICO
INITIATIVE**

**NM
STATE**

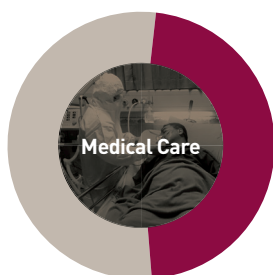
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**College of Agricultural, Consumer
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Cooperative Extension Service
Extension Family and Consumer Sciences

Survey results at a glance



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

Santa Fe 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.



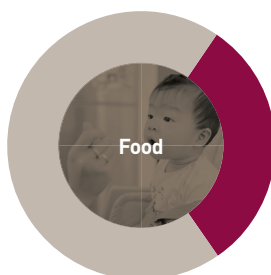
46%

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



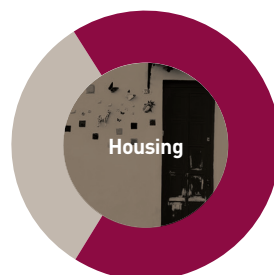
52%

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



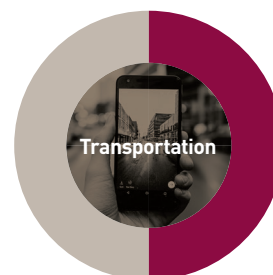
31%

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



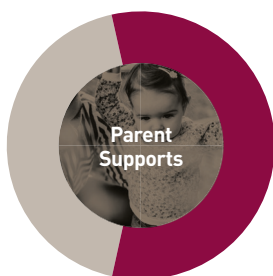
68%

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



50%

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



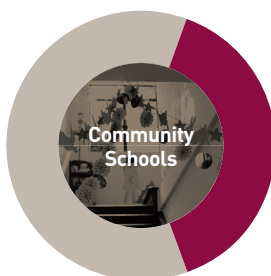
57%

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



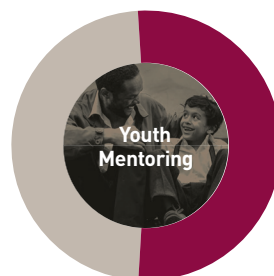
36%

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



39%

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



54%

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



33%

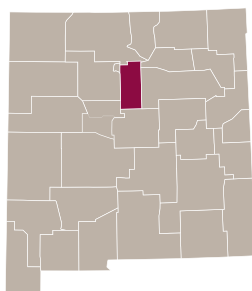
of those reporting needing the service reported **difficulty** accessing job training programs: see page 13.

How this survey was conducted

The 100% Community Survey was conducted in Santa Fe County between April 8, 2022 and July 6, 2022. The 100% Community Survey measures need, quality, and access to basic surviving and thriving services in Santa Fe County. This document contains general results for all sample respondents. Another document, will contain tests for significant differences in need and access to services based on respondent demographics.

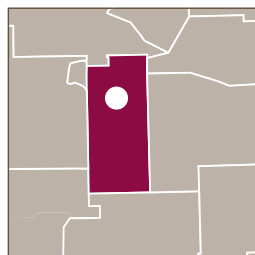
An initial sample of 1310 responses were recorded in Qualtrics. After removing duplicate responses, responses from those who did not consent to complete the survey, responses from those who did not answer any questions about services, and any responses that appeared invalid, the final sample size used in this analysis is N=1,075 respondents.

SANTA FE COUNTY KEY FACTS



Santa Fe County

Total population of 144,170 with county services overseen by 5 county commissioners



County Seat

Santa Fe

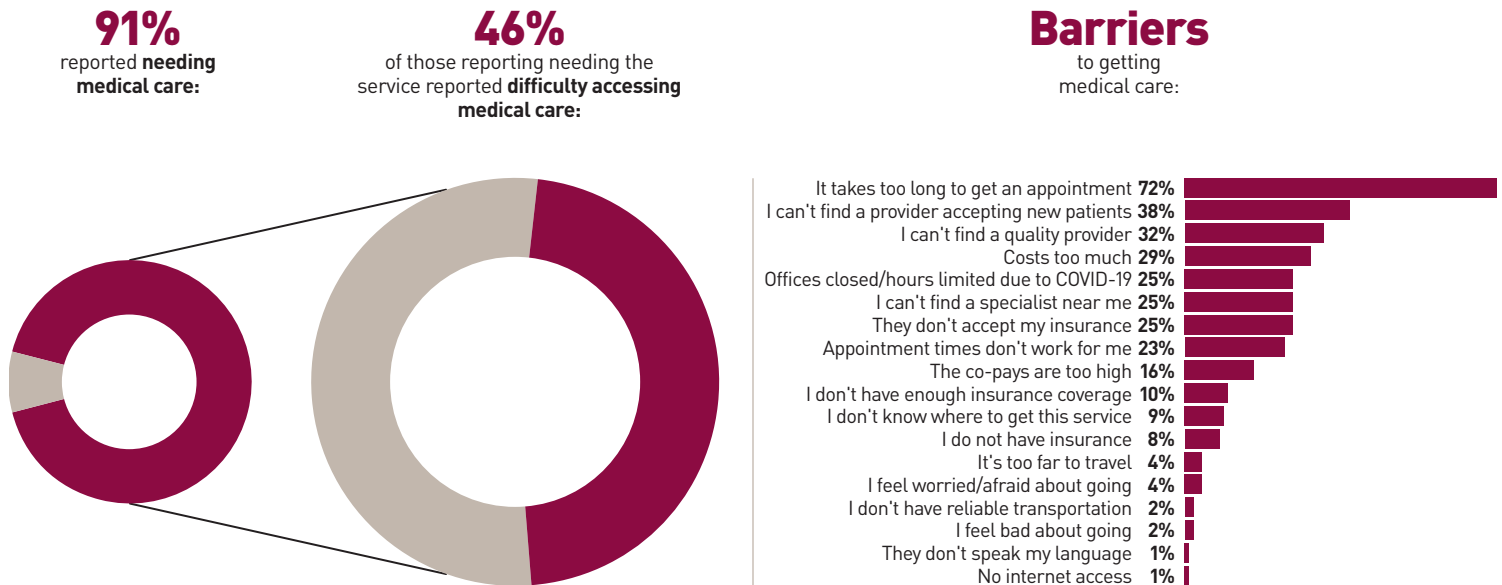
Main hub for services

Population of 84,683 with city services overseen by a mayor and 8 councilors

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent	Neighborhood	N	Percent
Other, please specify:	59	5.6	Nambe	1	.1
Agua Fria	116	11.0	Peak Place	2	.2
Cañada de Los Alamos	4	.4	Pojoaque	2	.2
Cañoncito	6	.6	Rancho Viejo	28	2.6
Chupadero	2	.2	San Pedro	1	.1
Cuyamungue	1	.1	Northeast Santa Fe	139	13.2
Eldorado at Santa Fe	75	7.1	Northwest Santa Fe	125	11.8
Galiesteo	5	.5	Southeast Santa Fe	145	13.7
Jacona	1	.1	Southwest Santa Fe	268	25.4
La Cienega	30	2.8	Seton Village	3	.3
La Loma	1	.1	Stanley	2	.2
La Puebla	1	.1	Tesuque	10	.9
Lamy	2	.2	Tesuque Pueblo	1	.1
Los Cerrillos	15	1.4	Waldo	1	.1
Madrid	1	.1	Glorieta	10	.9

Medical Care: Of those who needed services, 47% had difficulty accessing medical care



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

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

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

- **Respondents who are currently responsible for children under 18 were more likely to report needing medical care.** Why might this be true and how do county stakeholders address this?
- **The top barriers for medical care were: It takes too long to get an appointment and can't find a provider accepting new patients.** How will health advocates address these barriers?
- **Of those who needed dental care 29% reported difficulties accessing it.** Why might this be true and how do county stakeholders address this?
- **The top barriers for dental care were: It takes too long to get an appointment and it costs too much.** How will health advocates address these barriers?

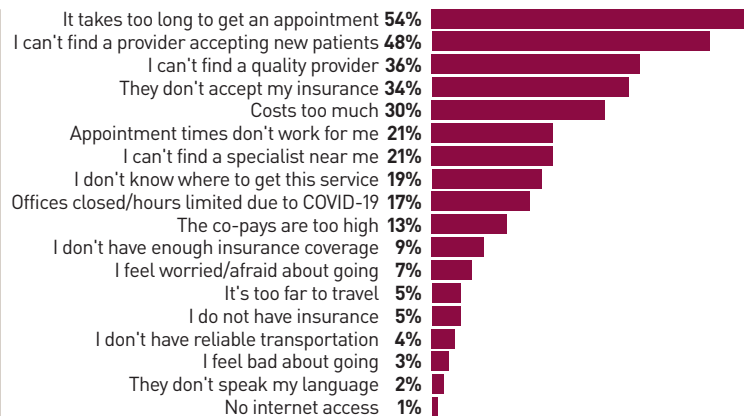
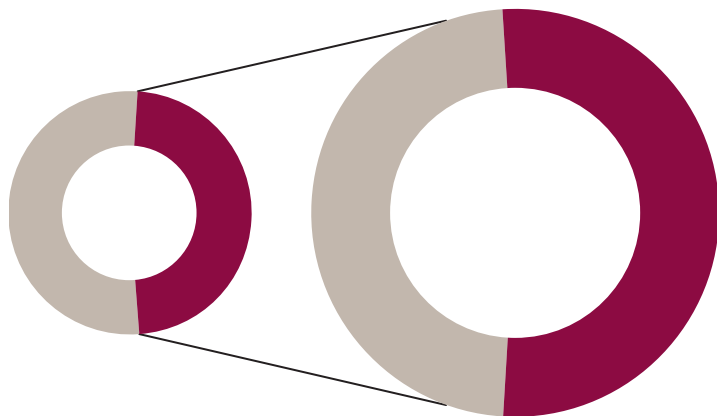
► Start taking action — review the 7 Steps to 100% on page 14.

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

48%
reported **needing**
mental health care:

52%
of those reporting needing the
service reported **difficulty accessing**
mental health care:

Barriers
to getting
mental health care:



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

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

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

- **The top barriers for accessing were: It takes too long to get an appointment, I can't find a provider accepting new patients, and I can't find a quality provider.** How will local behavioral healthcare providers and community stakeholders address these barriers to a vital service?
- **Respondents who identified as women were more likely to report needing behavioral health care.** How will local leaders and stakeholders ensure that this group can access care in a timely manner?
- **Respondents who identified as women were more likely to report difficulties accessing behavioral health care.** How do local health advocates work to increase behavioral health care for all?

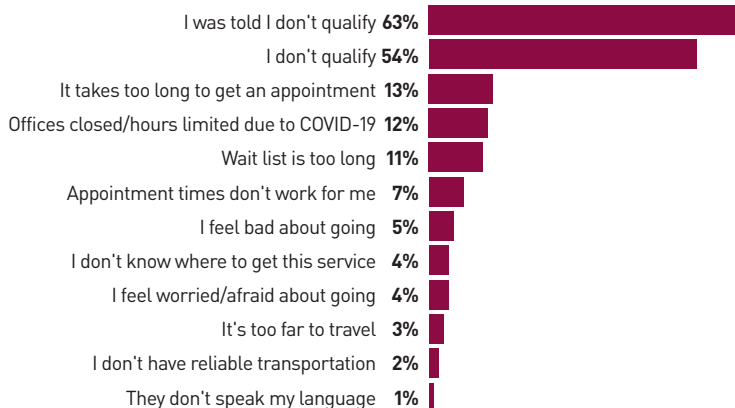
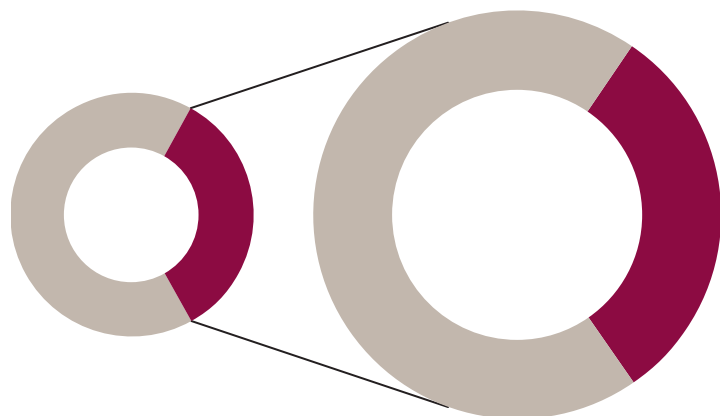
► **Start taking action — review the 7 Steps to 100% on page 14.**

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

34%
reported **needing**
food assistance services:

31%
of those reporting needing the
service reported **difficulty accessing**
food assistance services:

Barriers
to getting
food assistance services:



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

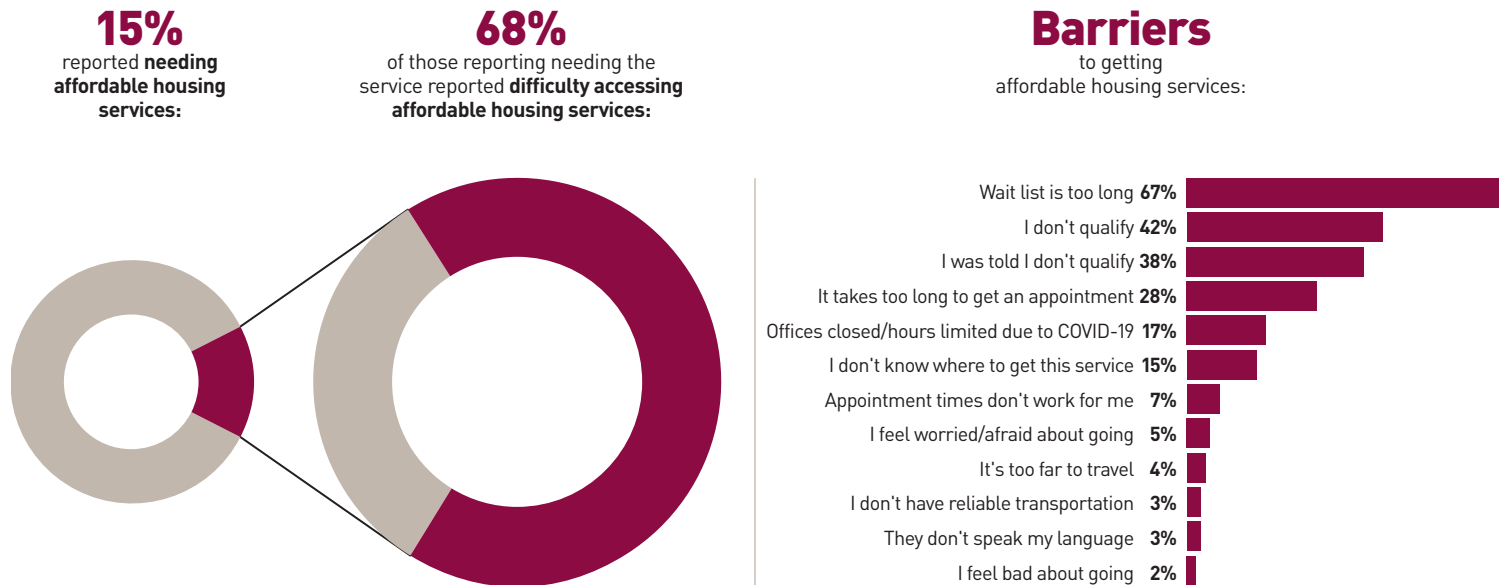
Food security programs are services that can literally mean the difference between quality of life or hunger among children and adults in “normal times.” Access to food security programs with stable supplies can support healthy families and prevent the instability that can lead to child neglect, substance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

In both city and town centers and rural areas, access to food security programs with food available seven days a week has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access food security programs today. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to food security programs. Some services, including location of food distribution sites and information about healthy eating, can be provided online if the digital divide is addressed.

- **The top barriers were: I was told I don't qualify, and I don't qualify.** How will food security advocates and all local elected officials collaborate to address barriers to food security programs?
- **Respondents who first became a parent at younger ages were more likely to report need for food assistance services.** How will local stakeholders ensure food security for 100% of parents?
- **Respondents currently responsible for at least one child were more likely to report need for food assistance services.** What strategies will address this need in a timely manner?
- **Respondents in household types of child guardian (grandparents, foster parent, multigenerational household) were more likely to report difficulties accessing food assistance services.** How will county and tribal stakeholders collaborate to address food insecurity for this unique population?

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

Housing Security Programs: of those who needed services, over two-thirds had difficulty accessing them



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

Housing security programs are services that can literally mean the difference between quality of life or homelessness and living in unsafe environments in “normal times.” Access to safe, affordable and stable housing can support healthy families and prevent the instability that can lead to child neglect, substance misuse, and domestic violence.

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

- **Respondents who identified as Native American (non-Hispanic) and those who identified as Hispanic were the most likely to report needing affordable housing services, while those who identified as White non-Hispanic were the least likely to report need.** How will housing advocates and local stakeholders work together to ensure housing security programs and affordable housing for all county residents?
- **Respondents who were single parents or child guardians were more likely to report needing affordable housing services.** How will local stakeholders address the unique housing needs of parents?
- **Respondents who became parents at younger ages were more likely to report needing affordable housing services.** How will county and city governments work with housing advocates to ensure that all parents and children have safe, stable and affordable housing?
- **Respondents who were single parents, and respondents who identified as women were more likely to report difficulty accessing affordable housing services.** How will local advocates address the unique housing needs of single parents and women?

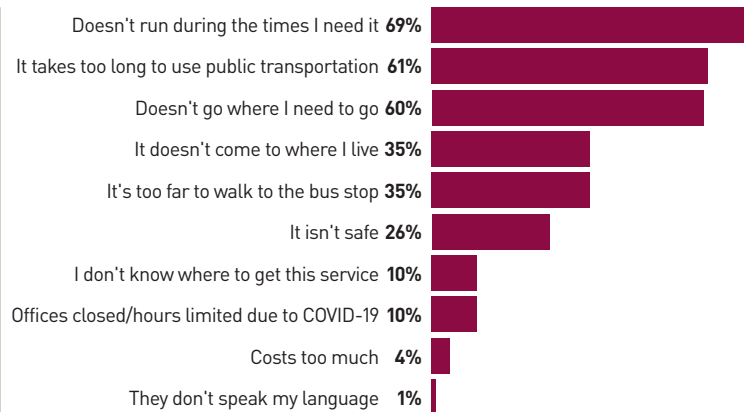
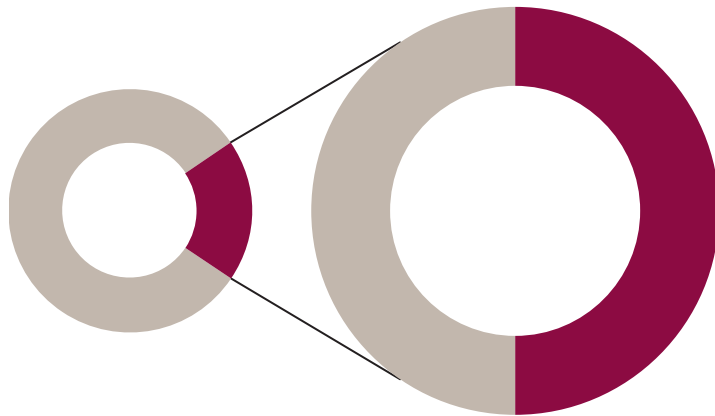
► **Start taking action — review the 7 Steps to 100% on page 14.**

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

19%
reported **needing**
public transportation:

50%
of those reporting needing the
service reported **difficulty accessing**
public transportation:

Barriers
to getting
public transportation:



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

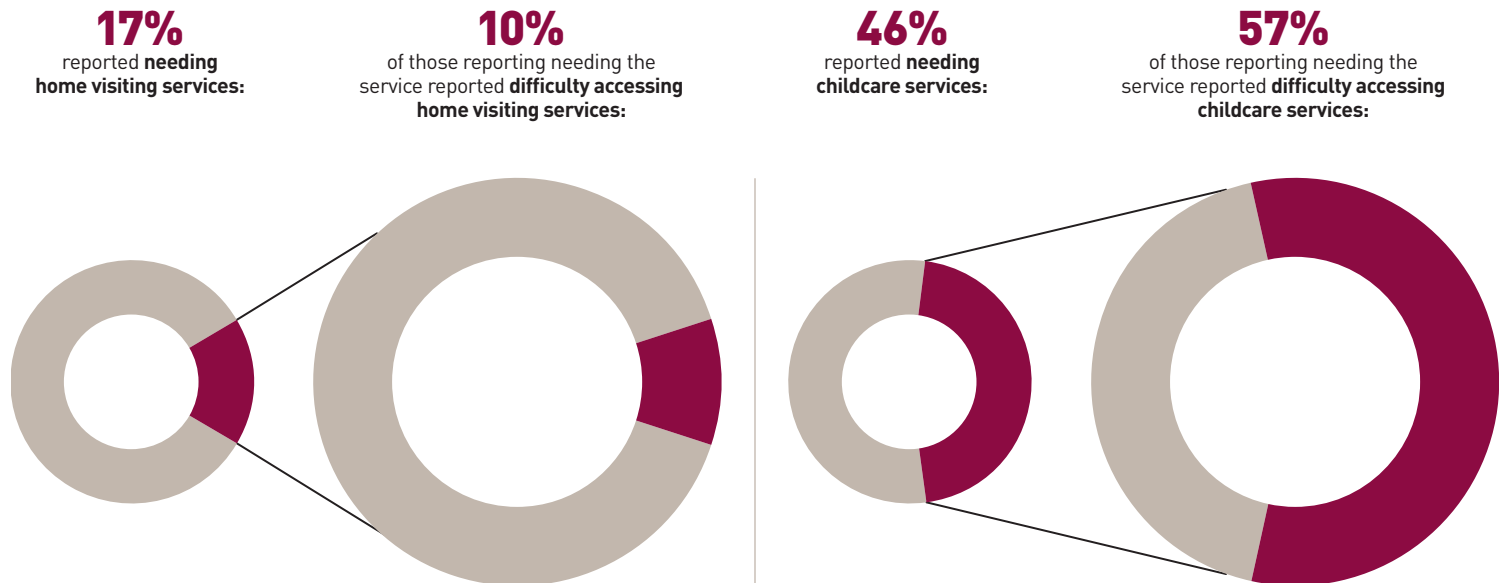
Transportation programs are services that can literally mean the difference between quality of life and blocked access to vital services in “normal times.” Access to public transportation security programs can support healthy families and prevent the instability that can lead to child neglect, substance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

In both city and town centers and rural areas, access to transportation security programs available seven days a week has been problematic for decades. As the data above indicate, a sizable proportion of the county’s residents may struggle to access public transportation. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to services for surviving and thriving. Some ride sharing services, including information about planning routes and rides, can be provided online if the digital divide is addressed.

- **Respondents who identified as women were more likely to report difficulty accessing public transportation services.** How will local stakeholders ensure transportation for 100% of parents and all family members?
- **The top barriers were: Public transportation doesn’t run during the times I need it, it takes too long to use public transportation, public transportation doesn’t go where I need to go.** How will county, city and tribal leaders work to create a system of accessible public transportation to vital services?

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

Parent Supports: of those who needed it, over half had difficulty accessing child care



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

Parent support programs are services that can literally mean the difference between a quality family life and safe childhoods or struggling parents and children at-risk for adverse childhood experiences and trauma. Access to parent support programs can support stable and self-sufficient families and prevent the instability that can lead to child abuse, neglect, substance misuse, and domestic violence.

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

- **Only 10% of those who needed it reported difficulty accessing home visiting.** How do family advocates and stakeholders ensure home visiting to 100% of county residents seeking it?
- **The top barriers for child care were: Costs too much, can't find quality provider, and waitlist is too long.** How will local elected officials and family advocates collaborate to remove barriers to this vital service?

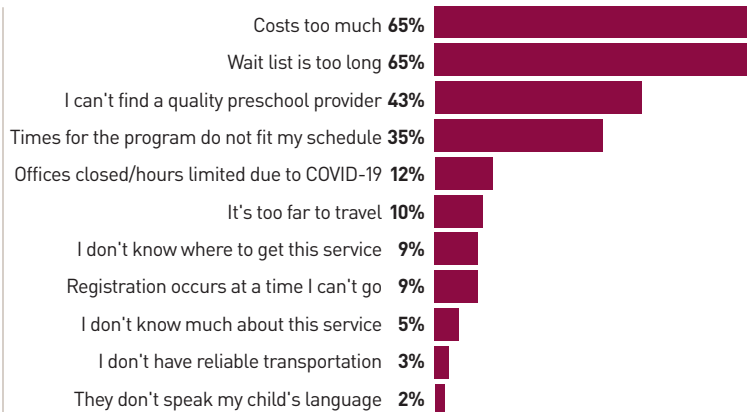
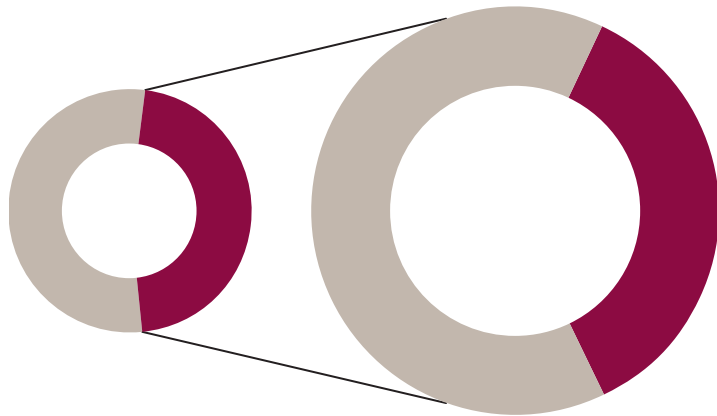
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Early Childhood Education: a third of those who needed it reported difficulty accessing preschool services

46%
reported **needing**
preschool services:

36%
of those reporting needing the
service reported **difficulty accessing**
preschool services:

Barriers
to getting
preschool services:



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

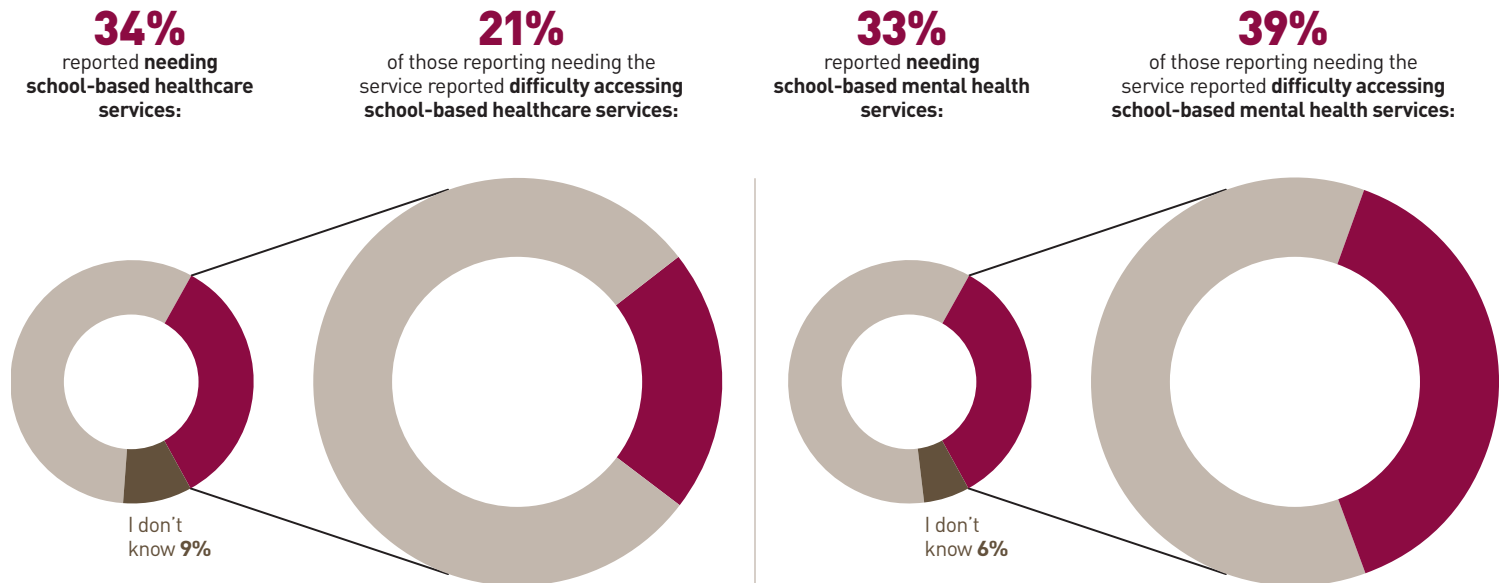
Early childhood learning programs are services that can literally mean the difference between safe and empowered children or struggling parents and children at-risk for adverse childhood experiences, trauma, and lack of school readiness. Access to early childhood learning programs, with outreach to parents,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

In both city and town centers and rural areas, access to early childhood learning programs has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to access early childhood learning programs in its many forms. Note that for some residents, addressing barriers to transportation will need to be solved to ensure access to early childhood learning programs. Some web-based educational experiences for parents and children can be provided online if the digital divide is addressed.

- **The top barriers were: Costs too much, waitlist is too long, can't find quality providers.** How will family advocates and stakeholders collaborate to remove barriers in a timely manner?
- **Respondents who were single parents were least likely to report needing preschool services.** Why might this be?

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

Community Schools: of those who needed mental health services in schools, over one third had difficulties accessing it



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 in the household type of child guardian (grandparents, foster parent, multigenerational household) were more likely to report needing school based mental health services for their children.** How will health care advocates and the school community ensure local care for this unique population?
- **The top barriers for accessing mental health services in the schools were: There aren't enough counselors or mental health professionals at the school, they don't offer the type of services my child needs, my child's school doesn't offer this service.** How will local leaders, stakeholders and the school community remove these barriers in a timely manner across the county?
- **Respondents who speak Spanish and English at home were more likely to report difficulty accessing school-based mental health services for their children.** How will school and health advocates address this need?

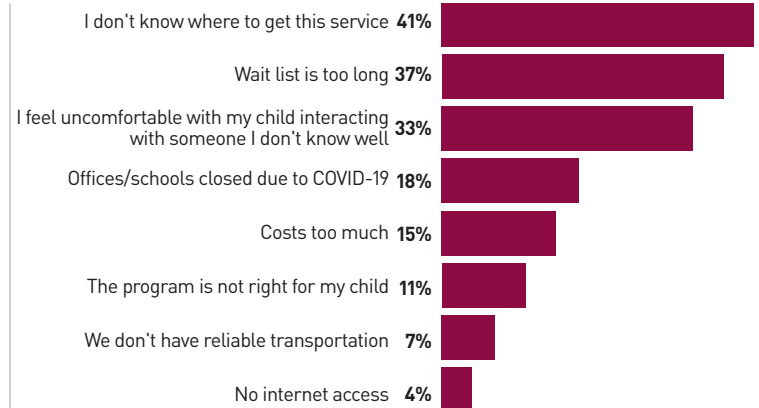
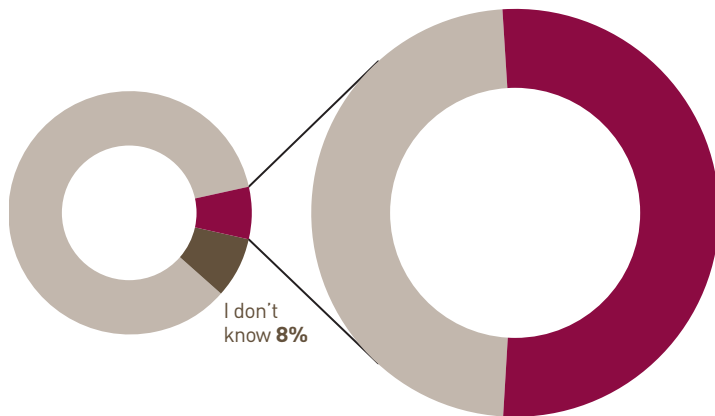
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Youth Mentorship: Of those who need youth mentors, 52% had challenges accessing them

7%
reported **needing**
youth mentor services:

52%
of those reporting needing the
service reported **difficulty accessing**
youth mentor services:

Barriers
to getting
youth mentor services:



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

Youth mentor programs are services that can literally mean the difference between a safe and empowered child or one who struggles with substance misuse, school engagement, and adverse childhood experiences. Access to youth mentor programs, with outreach to parents, can support stable families and prevent the instability that can lead to child abuse and neglect.

In both city and town centers and rural areas, access to youth mentor programs has been problematic for decades. As the data above indicate, a sizable proportion of the county's residents may struggle to identify mentoring as a valuable resource, as well as access mentors in a timely manner. Note that for some residents, barriers to transportation will need to be addressed to ensure access to youth mentoring programs. Some web-based mentoring can be provided online if the digital divide is addressed.

- **The top barriers for mentoring were: I don't know where to get the services, Waitlist is too long, I feel uncomfortable with my child interacting with someone I don't know well.** How will youth advocates and local leaders collaborate to remove barriers to ensure youth mentorship?
- **Only 7% of parents reported needing youth mentoring services for their child.** How can communities help educate parents about the importance of youth mentoring?
- **Respondents with a household income of less than \$10,000 a year were most likely to report needing youth mentor services.** How can mentoring advocates ensure that this population has access to mentors?

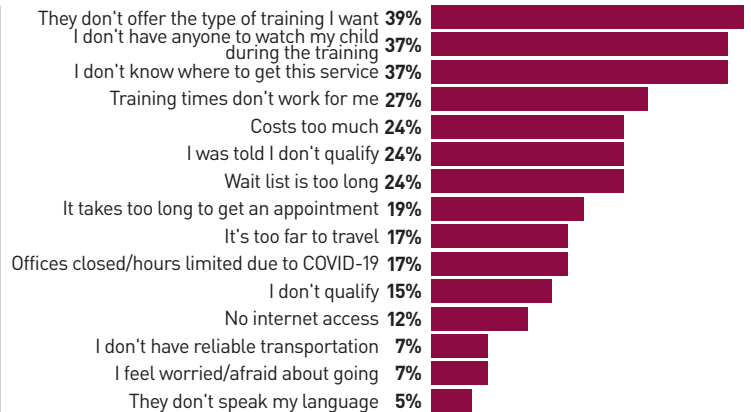
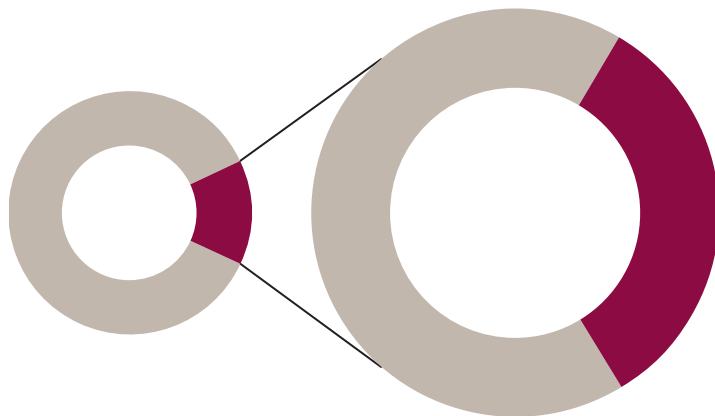
► **Start taking action — review the 7 Steps to 100% on page 14.**

Job Training: of those who needed services, one third had difficulties accessing job training services

14%
reported **needing**
job training programs:

33%
of those reporting needing the
service reported **difficulty accessing**
job training programs:

Barriers
to getting
job training programs:



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 and a life without a job, a livelihood, and access to vital services. Access to job training programs, including apprenticeships, vocational education and higher education, can support healthy families and prevent the instability that can lead to child neglect, substance misuse, and domestic violence.

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

- **The top barriers were: They don't offer the type of training I want, I don't have anyone to watch my child during the training, I don't know where to get this service.** How will local education specialists address these barriers in a timely manner?
- **Respondents responsible for children were more likely to report difficulty accessing job training programs.** How will job training advocates address the unique needs of young parents?
- **Respondents from single-parent households were the most likely to report need for job training services.** How will county, city and tribal leaders and job training experts increase access to job training that is aligned with the workforce market?

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

7 Steps to 100%: Ensuring 10 vital services from medical care to food and shelter



Survey your county residents

Initiative teams implement a countywide survey that assesses resident's access to 10 vital services for surviving and thriving (like health care, transport and job training) and why barriers exist. You'll learn that different populations will have different challenges.



Review Survey Results

Initiative teams review the survey data to learn what percentage of county residents struggle to access vital services, and why challenges accessing services exist and where they exist in the county. You can review the data from the countywide survey, especially the barriers to accessing services. Each barrier (such as inconvenient hours, lack of transport to services) will require analysis and a plan to address it



Assess the ten surviving and thriving services

Initiative teams, including ten action teams created (each one focused on one sector such as food or medical care) learn about the capacity of current service organizations in all 10 surviving and thriving sectors. The goal is to understand challenges service organizations face when meeting the needs of county residents.



Ensure that a county directory to ten vital services exists

Each of the county's ten action teams update an existing online directory to services or create a new updated directory guiding residents to the ten vital services. (Note that directories will need local monitoring and updating based on changes in services due to COVID-19).



Identify innovative policies and programs to fix barriers to accessing ten services

To address the barriers identified in the countywide survey, initiative teams learn about innovations in all ten sectors that can increase access, user-friendliness and quality of services. The book *100% Community* and the “@100%” book series on each of the ten sectors offers many potential innovative strategies to reduce gaps in services and strengthen a countywide system of support. Action Teams can review and prioritize innovations.



Get buy-in from local government and stakeholders to support innovation that ensures 100% of county residents have access to ten vital services

Initiative teams identify, support and implement innovations including new technologies, local policies, programs and agency protocols. This is the action phase that requires project management and ongoing tracking of local innovation in ten sectors.



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

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

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

What Santa Fe County residents are saying

“Continue free breakfast & lunch for kids in all schools. But healthy, appetizing & fulfilling meals.” ▪ “Affordable or no cost activities for kids such as after school programs, summer camps, sports/art/music programs.” ▪ “Invest more money, and after school activities, tutoring in education.” ▪ “Affordable child care, more options, not long waiting lists.” ▪ “Provide more affordable housing for the lower middle class, and maybe have programs to help these people buy a house...even as a first time buyer with bad credit.” ▪ “More mental health services for adolescents.” ▪ “Offer health care medical and dental to those in the community without them having to qualify.” ▪ “More family friendly community events and options. Parks and Rec services could be increased so that parks and extracurriculars we’re more available.” ▪ “Very difficult to find healthcare with Medicaid. Few providers accept Medicaid and they are backed up for many months and usually low quality.” ▪ “I would like help learning about how to best handle mental health emergencies. I would like to teach nutrition to my kids—how to make good choices.” ▪ “Transportation is also always very difficult and prevents me from working.” ▪ “Address the teacher shortage by providing credentialed pathways for high quality teacher training.” ▪ “HELP in locating affordable apartments.”

**ANNA,
AGE EIGHT
INSTITUTE**

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info@AnnaAgeEight.org
AnnaAgeEight.NMSU.edu