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New Mexico's New Statewide Report Identifies Barriers to Vital Services and an Innovative Solution

Chapin Hall University of Chicago Report Identifies Service Disparities and the Potential of the 100% New Mexico initiative

The social determinants of health (SDOH) predict who survives and who thrives as they encompass crucial services that significantly shape our health, such as access to housing, food, transportation, education, and medical care. In New Mexico, a groundbreaking [report](#) by [Chapin Hall at the University of Chicago](#) identifies the reality that many families across the state are grappling with adverse conditions, leaving essential services for surviving and thriving out of reach for many children, students, and parents.

The report revealed that over one-half of individuals needing services such as public transportation, mental health care, and housing assistance had difficulty accessing these services. Four in 10 individuals indicated they had difficulty accessing medical care when they needed it. In total, 8 of the 14 services reported in the survey of over 6,000 New Mexicans were difficult to access for 40% or more of those in need. Housing services were difficult to access for nearly 70%.

“The level of difficulty that individuals reported accessing services such as medical care was beyond what we expected,” said [Dr. Julie McCrae](#), a senior researcher at Chapin Hall at the University of Chicago and the lead author of the report.

New Mexico State University's [Anna, Age Eight Institute](#) is the driving force behind the [100% New Mexico initiative and the survey](#). The initiative is guided by the framework presented in the book [100% Community: Ten Vital Services for Surviving and Thriving](#) by [Dr. Katherine Ortega Courtney and Dominic Cappello](#). The institute is currently supporting 17 county-based data-driven efforts to resolve service barriers.

The 100% New Mexico initiative is marking its fifth anniversary by bringing together local initiative leaders from across the state in Santa Fe to analyze the report and share strategies for addressing the extreme service disparities by developing 100% Family Center: One Stop Service Hubs across the state. 100% Service Hubs will be empowered by technology and innovative strategies designed to connect visitors to ten essential



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services onsite, online, and through staff navigators. Key to the hubs are service teams and quality improvement teams that grow services, with the potential to alter New Mexico's trajectory toward becoming the safest state for children to grow and flourish.

“The 100% Service Hubs are not just a plan, they are a promising strategy paving the way for a seamless countywide system of easily accessible, high-quality support services in an era of service disruptions,” 100% New Mexico initiative co-developer Dominic Cappello said.

This New Mexico State University initiative aims to eradicate service disparities by mobilizing local advocates to provide access to the vital services for surviving and thriving for all families, effectively tackling New Mexico's long-standing and most pressing public health, safety, and education challenges.

“Five years ago, we were told we were thinking too big, and our idea to deliver ten vital services to 100% of families was too complex,” said 100% New Mexico initiative co-developer Dr. Katherine Ortega Courtney. “We can be audacious and create a New Mexico where 100% of our children can thrive.”

Download the [collective impact brief](#).

Chapin Hall at the University of Chicago uses rigorous research to generate evidence and supports policy and program implementation in the field. Our experts work alongside community and agency partners to build more effective services and systems, accelerate the use of evidence in practice, and better serve children, youth, and families.

For more information, media inquiries, and questions, email annaageeight@nmsu.edu.