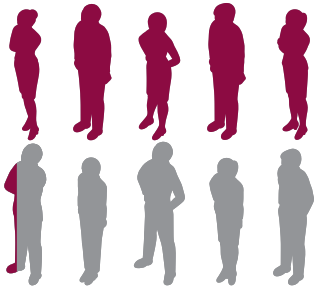
100% San Juan County Survey Report: Identifying Barriers to Vital Services, 2024

This survey asked residents about their access to the ten vital services for surviving and thriving–including timely health care. This report serves to identify barriers to the services that keep residents healthy, safe, self-sufficient and empowered to thrive.

Of 90% needing the service,
37% reported difficulty accessing medical care

Of 40% needing the service,
53% reported difficulty accessing behavioral healthcare

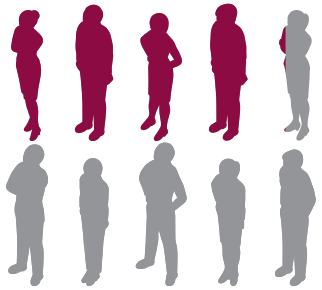


Of 46% needing the service,
39% reported difficulty accessing food security programs

Of 19% needing the service,
68% reported difficulty accessing housing security programs

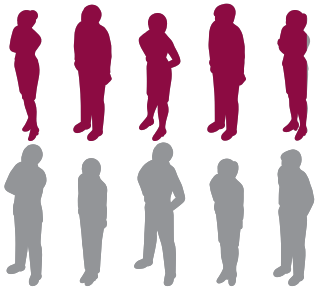
Of 11% needing the service,
53% reported difficulty accessing public transportation

Of 49% needing the service,
42% reported difficulty accessing childcare services



Of 49% needing the service,
20% reported difficulty accessing preschool services

Of 24% needing the service,
49% reported difficulty accessing school-based behavioral health care



Of 15% needing the service,
33% reported difficulty accessing youth mentor programs

Of 18% needing the service,
38% reported difficulty accessing job training programs

The 100% New Mexico Initiative's Vision and Mission
Our mission is to ensure that 100% of our county's children, students and families can access the ten vital services for surviving and thriving. To achieve this goal, we use the 100% Community model to identify service barriers and build local organization's capacity to address needs and promote health, safety, resilience and self-sufficiency.

100% SAN JUAN INITIATIVE
www.100nm.org/sanjuan

100% NEW MEXICO INITIATIVE
www.100nm.org

NM STATE
BE BOLD. Shape the Future.
College of Agricultural, Consumer and Environmental Sciences
Cooperative Extension Service
Extension Family and Consumer Sciences

The 100% San Juan County Initiative's survey identifies the top barriers to accessing 10 vital services for surviving.

Difficulty accessing **medical care**

- It takes too long to get an appointment: **64%**
- Costs too much: **37%**
- I can't find a specialist near me: **31%**
- I can't find a provider accepting new patients: **29%**
- (TIE) They don't accept my insurance • Appointment times don't work for me: **28%**

Difficulty accessing **behavioral healthcare**

- It takes too long to get an appointment: **68%**
- I can't find a quality provider: **39%**
- I can't find a provider accepting new patients: **36%**
- Appointment times don't work for me: **34%**
- They don't accept my insurance: **28%**

Difficulty accessing **food security programs**

- I was told I don't qualify: **58%**
- I don't qualify: **46%**
- It takes too long to get an appointment: **19%**
- Wait list is too long: **10%**
- (TIE) I feel bad about going • I feel worried/afraid about going • Appointment times don't work for me: **6%**

Difficulty accessing **housing security programs**

- Wait list is too long: **69%**
- I was told I don't qualify: **42%**
- It takes too long to get an appointment: **32%**
- I don't qualify: **31%**
- I don't know where to get this service: **29%**

Difficulty accessing **public transportation**

- Public transportation doesn't run during the times I need it: **58%**
- Public transportation doesn't go where I need to go: **55%**
- It takes too long to use public transportation: **50%**
- It doesn't come to where I live: **45%**
- It isn't safe: **34%**

Services for survival can literally mean the difference between quality of life or trauma, illness, injury, and fatalities. Today, families face barriers to services.

100% SAN JUAN INITIATIVE
www.100nm.org/sanjuan

100% NEW MEXICO INITIATIVE
www.100nm.org

NM STATE

BE BOLD. Shape the Future.
College of Agricultural, Consumer and Environmental Sciences
Cooperative Extension Service
Extension Family and Consumer Sciences

The 100% San Juan County Initiative's survey identifies the top barriers to accessing 10 vital services for thriving.

Difficulty accessing **childcare services**

- Costs too much: **58%**
- Wait list is too long: **52%**
- I can't find a quality provider: **32%**
- The times for the program do not fit my schedule: **19%**
- I don't know much about this service: **8%**

Difficulty accessing **preschool services**

- Wait list is too long: **64%**
- Costs too much: **45%**
- I can't find a quality preschool provider: **31%**
- I don't know where to get this service: **14%**
- (TIE) I don't have reliable transportation • It's too far to travel: **12%**

Difficulty accessing **school-based behavioral health care**

- There aren't enough counselors or mental health professionals at the school: **57%**
- They don't offer the type of services my child needs: **43%**
- My child's school doesn't offer this service: **34%**
- Wait list is too long: **25%**
- It takes too long to get an appointment: **23%**

Difficulty accessing **youth mentor programs**

- I don't know where to get this service: **43%**
- Wait list is too long: **35%**
- (TIE) I feel uncomfortable with my child interacting with someone I don't know well • Costs too much • The program is not right for my child: **17%**
- We don't have reliable transportation: **9%**
- (TIE) They don't speak my language • They don't speak my child's language • No internet access: **4%**

Difficulty accessing **job training programs**

- I don't know where to get this service: **46%**
- They don't offer the type of training I want: **39%**
- I don't have anyone to watch my child during the training • Costs too much: **30%**
- Training times don't work for me: **22%**
- (TIE) I was told I don't qualify • Wait list is too long: **20%**

The services for thriving strengthen the health, safety, education, and quality of life of children, students and families. Today, those services may be out of reach.

100% SAN JUAN INITIATIVE
www.100nm.org/sanjuan

100% NEW MEXICO INITIATIVE
www.100nm.org

NM STATE

BE BOLD. Shape the Future.
College of Agricultural, Consumer and Environmental Sciences
Cooperative Extension Service
Extension Family and Consumer Sciences

How the 100% San Juan County Initiative Survey was conducted.

The 100% San Juan Team launched the survey between April 2022 and December 2023. The surveys were available in Spanish and English, online and on paper. The county organizers promoted the survey through personal contacts, community events, and locations providing services, such as medical and behavioral health centers and food distribution sites. The survey was also distributed through school district, city, and county outreach methods. An initial sample of 860 survey responses was collected. After eliminating responses from those who did not consent, did not answer any service-related questions, or reported living in another county, the final sample consists of (N=778) valid respondents (531 online and 247 on paper). The survey aims to understand the level of need and access to basic surviving and thriving services. We hope the results serve as a jumping-off point, providing insight into areas that may merit further exploration.

Respondents' Neighborhood of Residence

Neighborhood	N	Percent	Neighborhood	N	Percent
Farmington	368	47.5%	Blanco	7	0.9%
Aztec	210	27.1%	La Plata	7	0.9%
Bloomfield	46	5.9%	Waterflow	6	0.8%
Flora Vista	24	3.1%	Nenahnezad	4	0.5%
Kirtland	22	2.8%	Sanostee	4	0.5%
Shiprock	19	2.5%	Huerfano	3	0.4%
Nageezi	10	1.3%	Upper Fruitland	2	0.3%
Lee Acres	10	1.3%	Ojo Amarillo	2	0.3%
Cedar Hill	9	1.2%	Beclabito	1	0.1%

100% of San Juan County's residents can thrive.

The groundbreaking 100% San Juan County initiative is working to ensure that all families in the county have access to the 10 vital services for surviving and thriving:

- Medical/Dental Care
- Behavioral Healthcare
- Food Security Programs
- Housing Security Programs
- Transportation
- Parent Supports
- Early Childhood Learning Programs
- Community Schools with family services
- Youth Mentor Programs
- Job Training

100% San Juan is showing our commitment to 100% of our families by building 10 action teams around the 10 vital services that determine the quality of life for residents. We are making a system-wide change, creating a seamless system of family services where 10 service sectors are working in alignment with local networks of organizations. We are transforming the adverse social determinants of health into the positive determinants by ensuring vital services.

For more information about the 100% San Juan initiative and the survey results, visit www.100nm.org/sanjuan

100% SAN JUAN INITIATIVE
www.100nm.org/sanjuan

100% NEW MEXICO INITIATIVE
www.100nm.org

NM STATE
BE BOLD. Shape the Future.
College of Agricultural, Consumer and Environmental Sciences
Cooperative Extension Service
Extension Family and Consumer Sciences