

100% Guadalupe County Survey Report: Identifying Barriers to Vital Services, 2023

**ANNA,
AGE EIGHT
INSTITUTE**

**100%
NEW MEXICO
INITIATIVE**

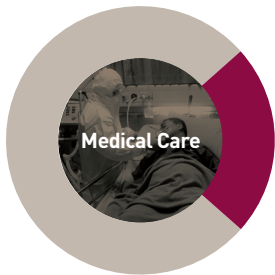
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Survey results at a glance



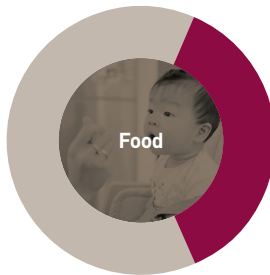
Guadalupe County, New Mexico, is a place of natural beauty, rich cultures and community-minded residents, with a history of challenges, successes and resilience. This survey asked residents about their access to the ten vital services for surviving and thriving—including timely medical care. As state, 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.



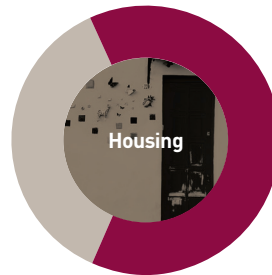
23%
of those reporting needing the service reported **difficulty accessing medical care:** see page 4.



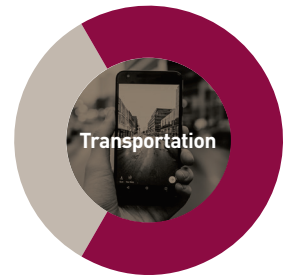
50%
of those reporting needing the service reported **difficulty accessing mental health care:** see page 5.



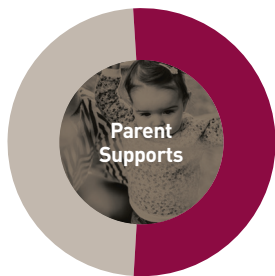
37%
of those reporting needing the service reported **difficulty accessing food assistance services:** see page 6.



64%
of those reporting needing the service reported **difficulty accessing affordable housing services:** see page 7.



67%
of those reporting needing the service reported **difficulty accessing public transportation:** see page 8.



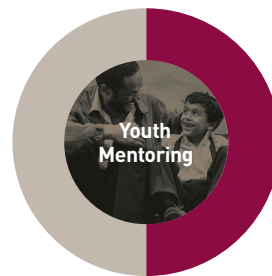
52%
of those reporting needing the service reported **difficulty accessing childcare services:** see page 9.



15%
of those reporting needing the service reported **difficulty accessing preschool services:** see page 10.



26%
of those reporting needing the service reported **difficulty accessing school-based mental health services:** see page 11.



50%
of those reporting needing the service reported **difficulty accessing youth mentor services:** see page 12.

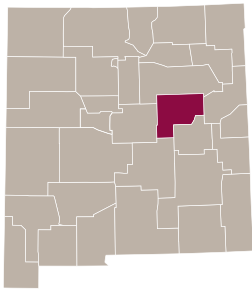


48%
of those reporting needing the service reported **difficulty accessing job training programs:** see page 13.

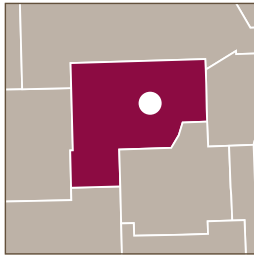
How this survey was conducted

The survey was launched in March 2023 and continued until September 2023. The surveys were available in Spanish and English, online and on paper. The county organizers promoted the survey through personal contacts, at community events, and at 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 321 survey responses was collected. After removing incomplete responses, duplicate responses, and responses from those who do not live in or near the county, the total sample size for this analysis was (N=277). 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.

GUADALUPE COUNTY KEY FACTS



Guadalupe County
Total population of 4,452 (2020 Census) with county services overseen by 3 county commissioners



County Seat
Santa Rosa
Main hub for services
Population of 2,848 (2020 Census) with city services overseen by a mayor and city councilors

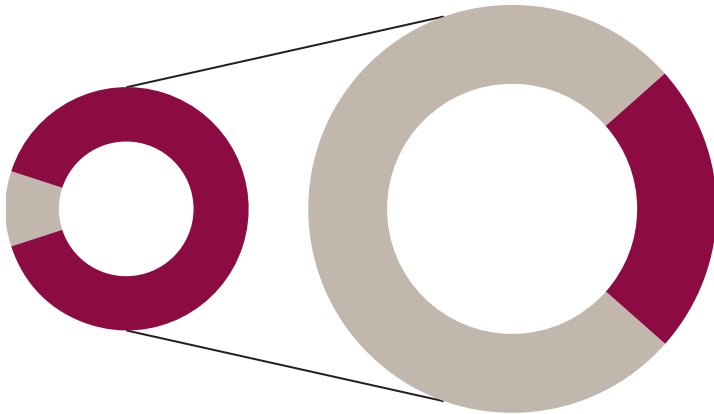
RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

| Neighborhood | N | Percent |
|-----------------|-----|---------|
| Santa Rosa | 198 | 71.5% |
| Anton Chico | 37 | 13.4% |
| Vaughn | 20 | 7.2% |
| Puerto de Luna | 13 | 4.7% |
| Colonias | 3 | 1.1% |
| Llano del Medio | 2 | 0.7% |
| Other | 2 | 0.7% |
| Milagro | 1 | 0.4% |
| Newkirk | 1 | 0.4% |

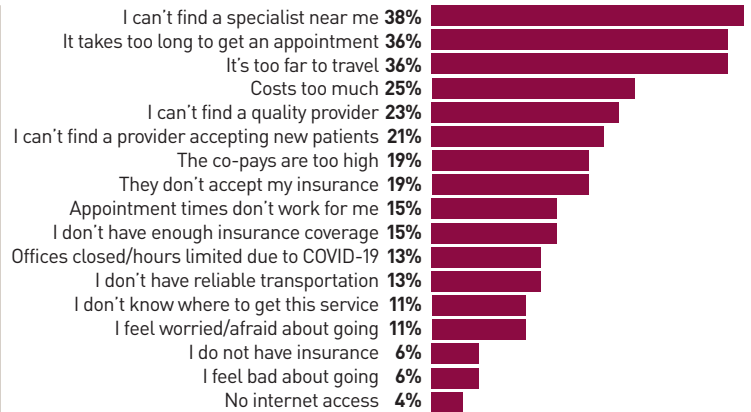
Medical Care: of those who needed services, 23% had difficulty accessing medical care

90%
reported **needing**
medical care:

23%
of those reporting needing the
service reported **difficulty accessing**
medical care:



Barriers
to getting
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 with children under 18 were more likely to report having difficulty accessing medical care.** Why might this be true, and how do county stakeholders address this?
- **Respondents living outside of Santa Rosa were most likely to report having difficulty accessing medical care.** How will the local health care community and health advocates ensure residents in all parts of the county have access to medical care?
- **38% of respondents who had difficulty accessing medical care reported: I can't find a specialist near me.** How could health care providers and advocates increase access to specialized services?
- **36% of respondents who had difficulty accessing medical care reported: It's too far to travel.** How could health care providers and county officials work together to ensure access to medical services?

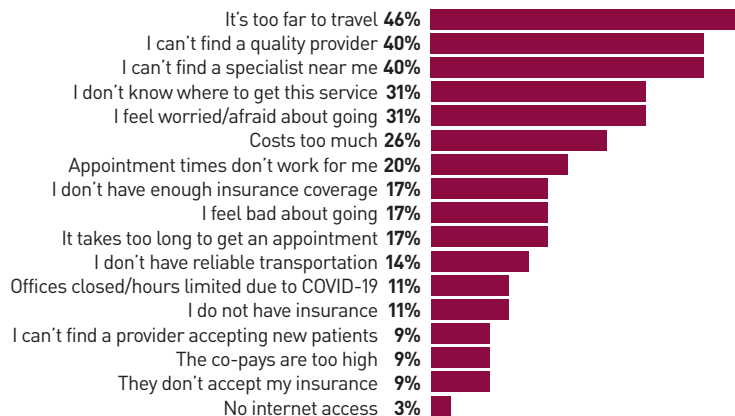
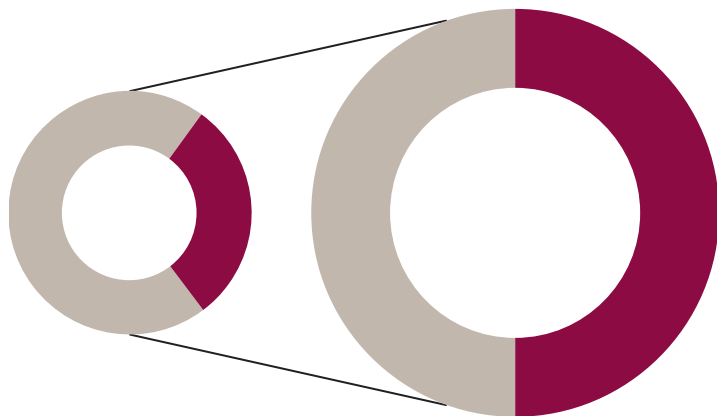
► Start taking action — review the 7 Steps to 100% on page 14.

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

30%
reported **needing**
mental health care:

50%
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.

- **Respondents responsible for children under 18 were nearly twice as likely as those not responsible for children to report needing mental health care.** Why might this be true, and how do county stakeholders address this?
- **46% of respondents who had difficulty accessing mental health care reported that it was too far to travel.** How could behavioral health care providers ensure transportation is not a barrier to accessing services?
- **31% of respondents who had difficulty accessing mental health care reported that they felt worried/afraid about going.** How could stakeholders help those in need feel more comfortable about accessing the care they need?
- **31% of respondents who had difficulty accessing mental health care reported that they didn't know where to get this service.** How could providers and other agencies partner to inform the public where to find mental health services?

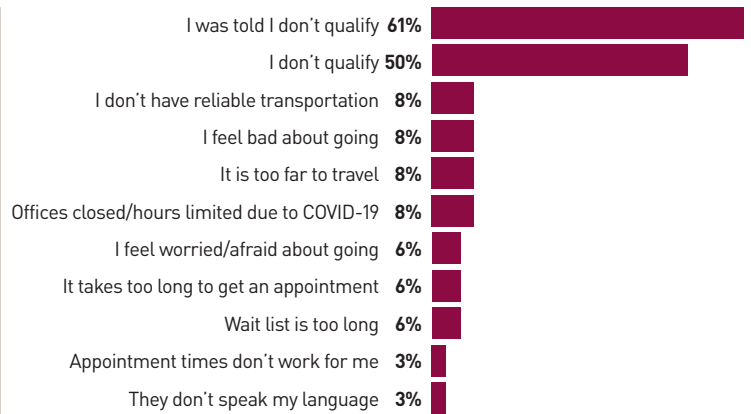
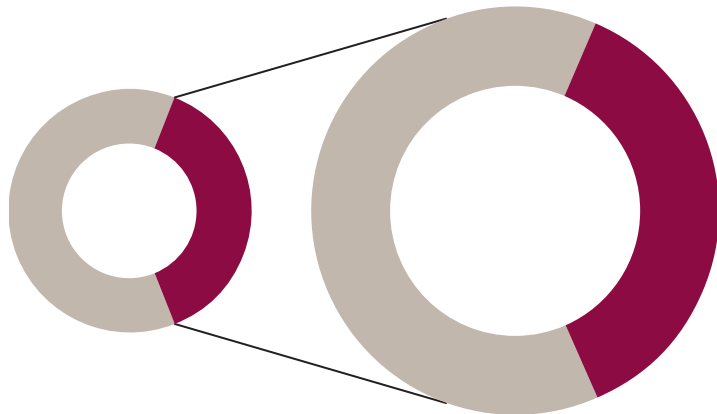
▶ Start taking action — review the **7 Steps to 100%** on page 14.

Food Security Programs: of those who needed services, 37% had difficulty accessing food assistance services

38%
reported **needing**
food assistance services:

37%
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.

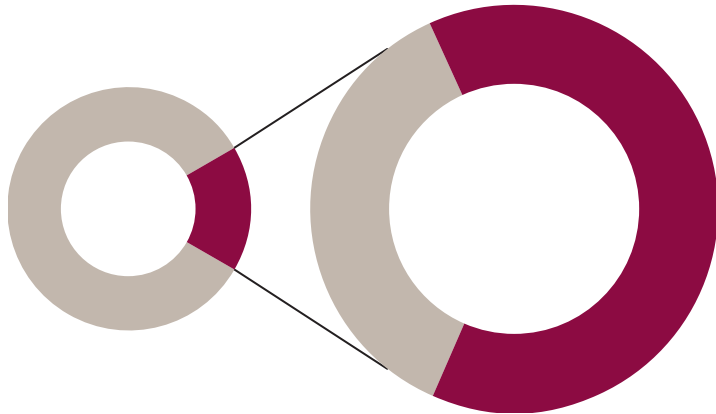
- **Respondents with children under 18 for whom they are responsible were most likely to report needing food assistance services.** How will local stakeholders ensure food security for 100% of parents?
- **Single-parent households were more likely than two-parent households to report needing food assistance services.** How can county stakeholders ensure single-parent households have the resources to support their families?
- **Respondents who speak a language other than English were more likely to report having difficulty getting food assistance services.** Why might this be true, and how do county stakeholders address this?
- **61% of respondents who had difficulty accessing food assistance reported: I was told I don't qualify.** How will food security advocates and all local elected officials collaborate to address barriers to food security programs?

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

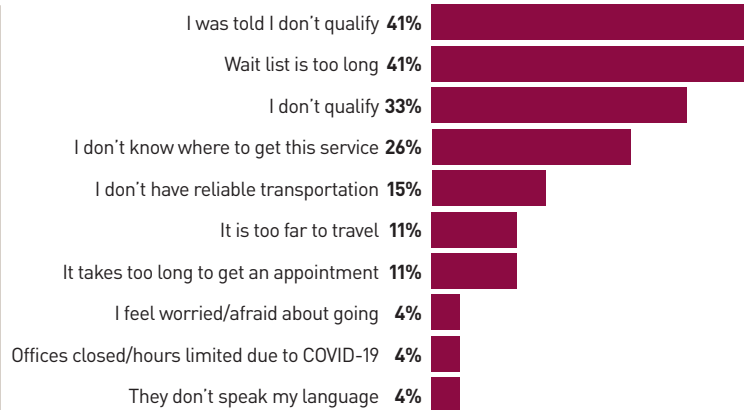
Housing Security Programs: of those who needed services, almost two-thirds had difficulty accessing them

17%
reported **needing**
affordable housing
services:

64%
of those reporting needing the
service reported **difficulty accessing**
affordable housing services:



Barriers
to getting
affordable housing services:



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.

- **Single-parent households were twice as likely as two-parent households to report needing affordable housing services.** Why might this be true, and how do county stakeholders address this?
- **Respondents with children under 18 for whom they are responsible were most likely to report needing affordable housing services.** How will housing advocates and local stakeholders work together to ensure housing security programs and affordable housing for all county residents?
- **The top two barriers to affordable housing were: I was told I don't qualify, and Waitlist is too long.** How will housing advocates ensure safe, affordable housing for 100% of county residents?

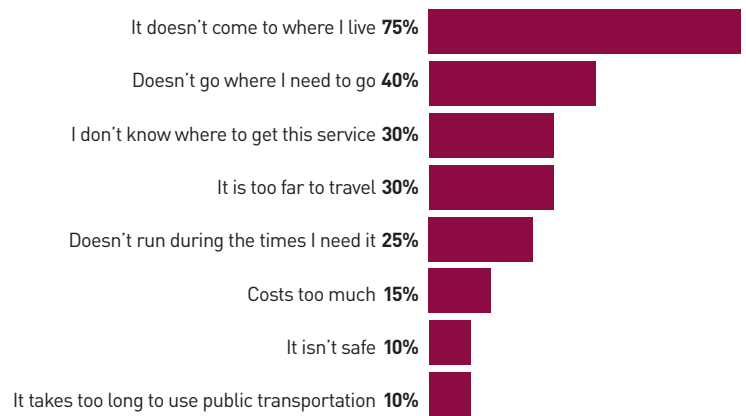
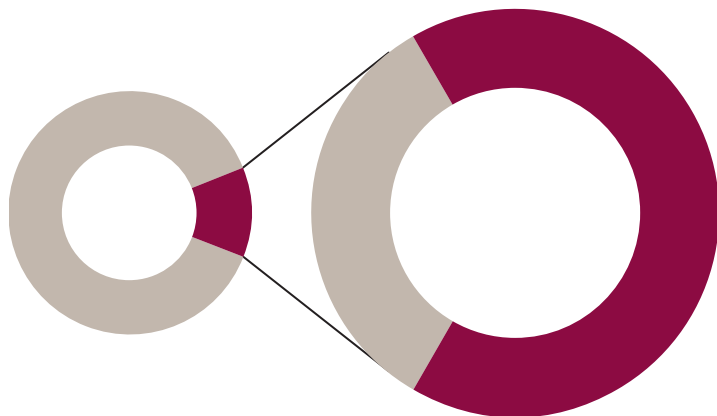
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Transportation: of those who needed it, 67% had difficulties accessing public transportation

12%
reported **needing**
public transportation:

67%
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 living outside of Santa Rosa were most likely to report needing public transportation services.** How will county leaders work to create a system of accessible public transportation to vital services?
- **Respondents with an income of less than \$10,000 were most likely to report needing public transportation services.** How will family advocates and transportation experts collaborate to end transportation challenges for those with the most need?
- **Three out of every four respondents who had difficulty accessing public transportation reported: It doesn't come where I live.** How will county and city 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.**

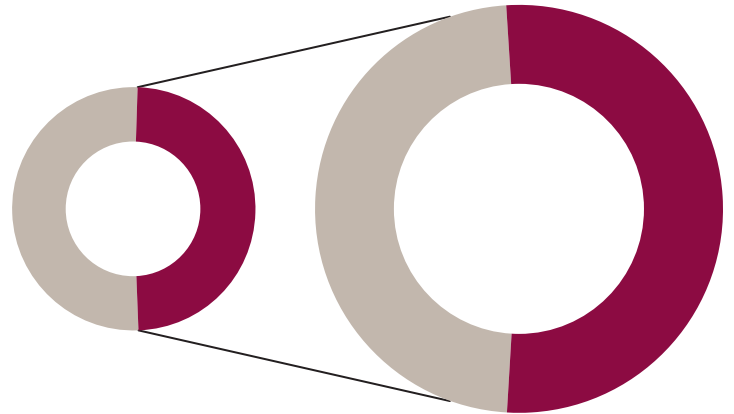
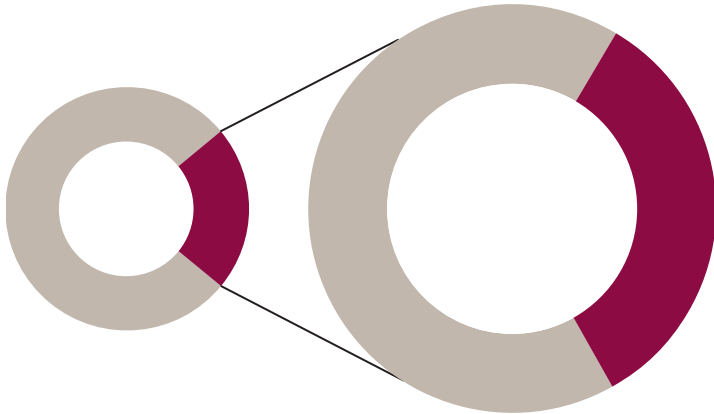
Parent Supports: of those who needed it, more than half had difficulty accessing childcare services

22%
reported **needing**
home visiting services:

33%
of those reporting needing the
service reported **difficulty accessing**
home visiting services:

49%
reported **needing**
childcare services:

52%
of those reporting needing the
service reported **difficulty accessing**
childcare 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.

- **18% of families who needed child care services said they were unable to get services.**
- **27% of respondents who needed child care reported needing it on weekends.**
- **The top three barriers to accessing child care services were, I can’t find a quality provider, I don’t know where to get this service, and Costs too much.** How will county leaders work to create a system of accessible child care services?
- **The top three barriers to accessing home visiting services were: Costs too much, I can’t find a quality provider, and I do not want strangers in my home.** How do family advocates and stakeholders ensure families find home visiting services that meet their needs?

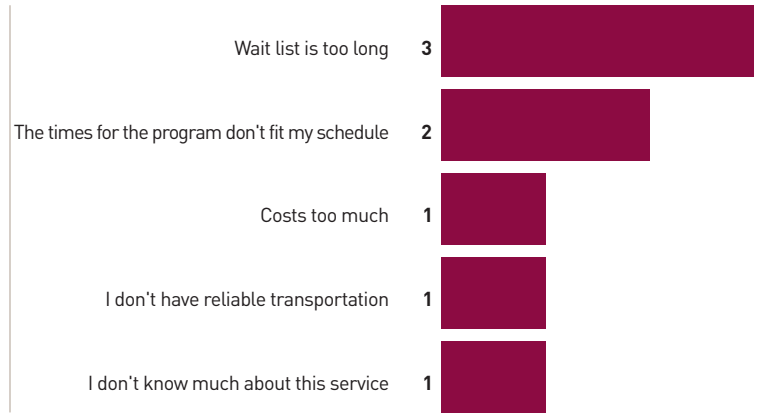
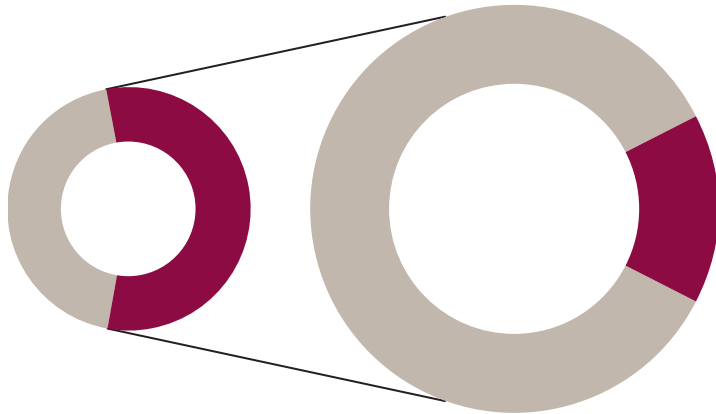
► **Start taking action — review the 7 Steps to 100% on page 14.**

Early Childhood Education: 15% of those who needed it reported difficulty accessing preschool services

56%
reported **needing**
preschool services:

15%
of those reporting needing the
service reported **difficulty accessing**
preschool services:

Barriers
to getting
preschool services:



Percentages are omitted due to small sample size

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 three barriers to accessing preschool services were: Waitlist too long, The times for the program don't fit my schedule, and Costs too much.** How will family advocates and stakeholders collaborate to remove barriers?

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

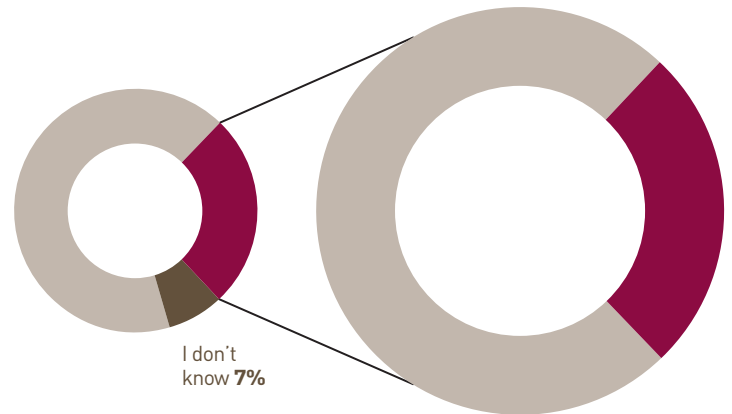
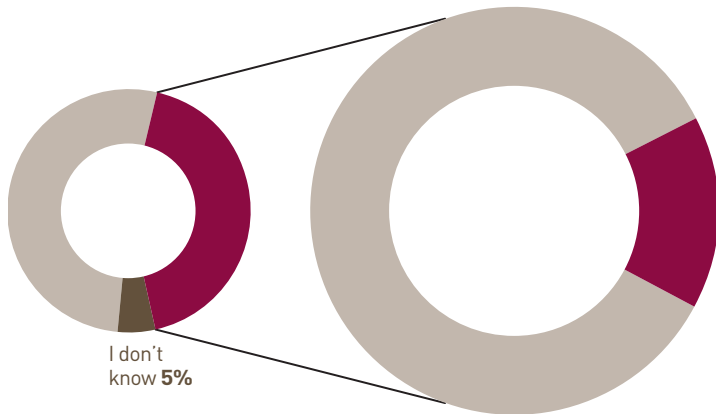
Community Schools: of those who needed, over a quarter of respondents had difficulties getting their child mental health services at school

43%
reported **needing**
school-based healthcare
services:

15%
of those reporting needing the
service reported **difficulty accessing**
school-based healthcare services:

26%
reported **needing**
school-based mental health
services:

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



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.

- **The top three barriers to accessing mental health services in the schools were: They don't offer the type of services my child needs, There aren't enough counselors or mental health professionals at the school, and Costs too much.** How could county officials, behavioral health providers, and schools collaborate to improve access to services in the schools?

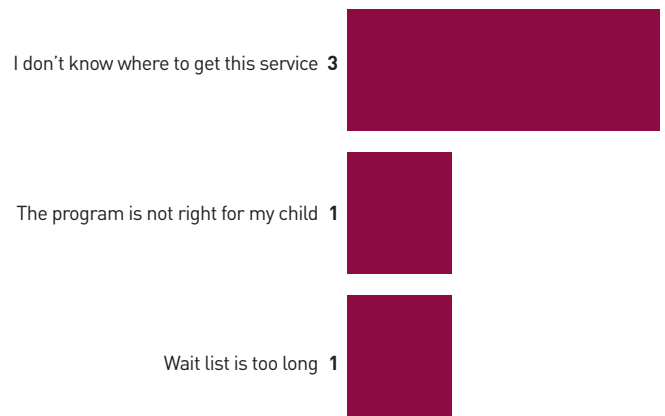
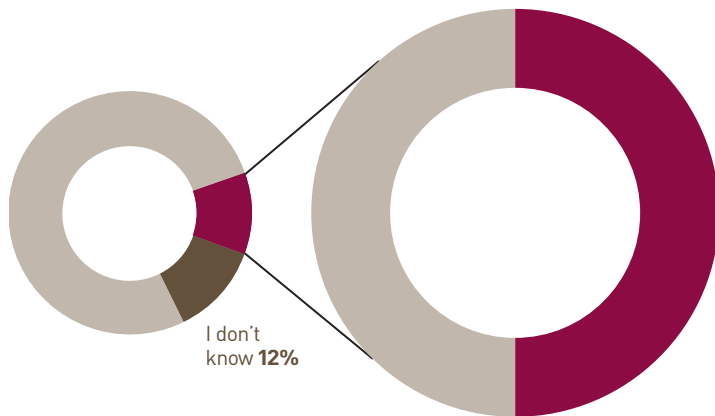
► Start taking action — review the 7 Steps to 100% on page 14.

Mentor Services: of those who needed youth mentors, half of the respondents had challenges accessing them

11%
reported **needing**
youth mentor services:

50%
of those reporting needing the
service reported **difficulty accessing**
youth mentor services:

Barriers
to getting
youth mentor services:



Percentages are omitted due to small sample size

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.

- **Respondents reported: I don't know where to get this service, and The program is not right for my child.** How will youth advocates and local leaders collaborate to remove barriers to ensure youth mentorship?

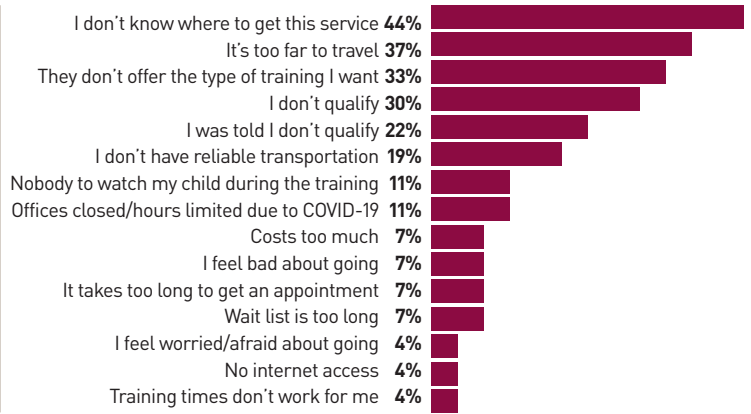
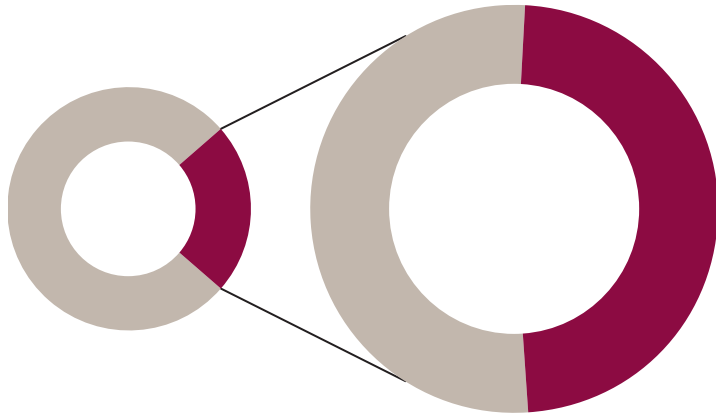
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Job Training: of those who needed services, nearly half had difficulties accessing job training services

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

48%
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: I don't know where to get this service, It's too far to travel, and They don't offer the type of training I want.** How could community leaders, schools, and businesses collaborate to help workers get the skills they want and need for sustainable careers?

► 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 Guadalupe County residents are saying

“Get our youth more involved. Have something for them to do in this town besides telephone and Xbox.” • “I have to go to Albuquerque for all my medical care.” • “Family services in Guadalupe county are very very minimal.” • “Housing is very difficult to find.” • “Work with local community to offer more support, programs and services. “The community needs more support for kids. We need physical therapy, speech therapy, occupational therapy, ABA therapy, mental health support and services.” • “We are in dire need of public transportation for low income and elderly.” • “A woman’s health care facility (all services in one place (i.e. mammograms, yearly exams, pregnancy care, etc.) would be wonderful.” • “Childcare/daycare available for those that travel for work.” • “Support people trying to promote economic development. Help create jobs closer to home that pay a living wage.”

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info@AnnaAgeEight.org
AnnaAgeEight.NMSU.edu