

100% Otero County Survey Report: Identifying Barriers to Vital Services, 2020

**ANNA,
AGE-FIGHT
INSTITUTE**

**100%
NEW MEXICO
INITIATIVE**

**NM
STATE**

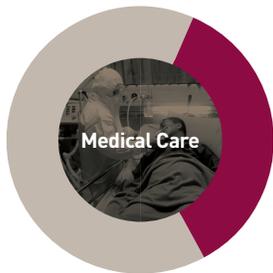
**BE BOLD. Shape the Future.
College of Agricultural, Consumer
and Environmental Sciences**

Survey results at a glance

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



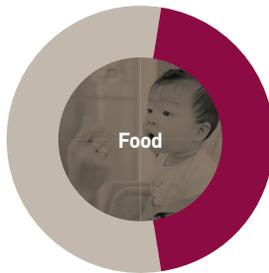
Otero County, New Mexico, is a place of natural beauty, rich cultures and community-minded residents, with a history of challenges, successes and resilience. This survey asked residents about their access to the ten vital services for surviving and thriving—including timely medical care. As state, county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



37%
of those reporting needing the service reported **difficulty accessing medical care:** see page 4.



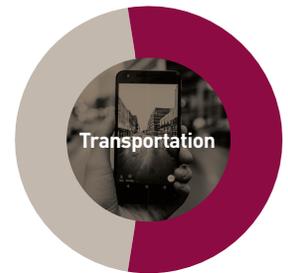
49%
of those reporting needing the service reported **difficulty accessing behavioral health care:** see page 5.



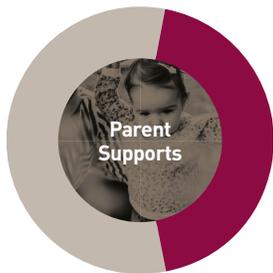
45%
of those reporting needing the service reported **difficulty accessing food security programs:** see page 6.



72%
of those reporting needing the service reported **difficulty accessing housing security programs:** see page 7.



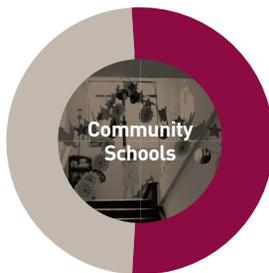
55%
of those reporting needing the service reported **difficulty accessing public transportation:** see page 8.



44%
of those reporting needing the service reported **difficulty accessing child care services:** see page 9.



26%
of those reporting needing the service reported **difficulty accessing preschool services:** see page 10.



52%
of those reporting needing the service reported **difficulty accessing school-based mental health services:** see page 11.



36%
of those reporting needing the service reported **difficulty accessing youth mentor services:** see page 12.



45%
of those reporting needing the service reported **difficulty accessing job training programs:** see page 13.

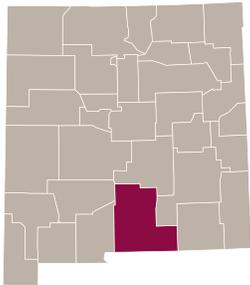
How this survey was conducted

The survey was launched September 16, 2020 and continued until November 11, 2020. The surveys were available in Spanish and English, online and via cell phone using QR codes. The surveys were promoted by posters, flyers, and personal contacts at events such as church services, medical appointments, food distribution sites, and by school district, city, and county outreach methods.

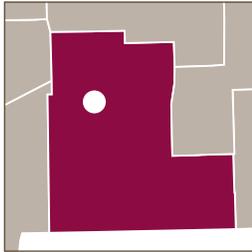
The survey was distributed widely throughout the county. The survey is intended to serve as a jumping off point providing insight into areas that may merit further exploration. White non-Hispanics were slightly overrepresented compared to census data, and there was a higher representation of people with high school degrees or higher. Given the large sample size of 478 the differences are not a cause for concern. Demographic comparisons revealed several areas of significant differences between demographics. As such, the results of this survey are considered a valid tool for assessing barriers to vital services in Otero County.

Our local initiative leaders have continued to assess barriers to services throughout the pandemic. Please contact us for updates at annaageeight@nmsu.edu.

OTERO COUNTY KEY FACTS



County
Total population of 67,490 with county services overseen by 3 county commissioners



Major City
Alamogordo
Main hub for services
Population of 31,980 with city services overseen by 7 city commissioners

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent
Alamogordo (county seat)	328	68.8
La Luz	34	7.1
Tularosa	29	6.1
Holloman Air Force Base	23	4.8
Cloudcroft	14	2.9
Mescalero	12	2.5
Chaparral	8	1.7
Boles Acres	7	1.5
Mayhill	7	1.5
High Rolls	6	1.3
Bent	3	0.6
Timberon	3	0.6
Mountain Park	2	0.4
Three Rivers	1	0.2
Total	477	



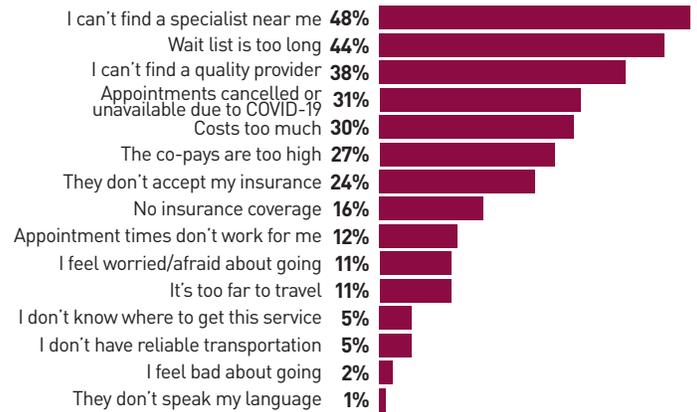
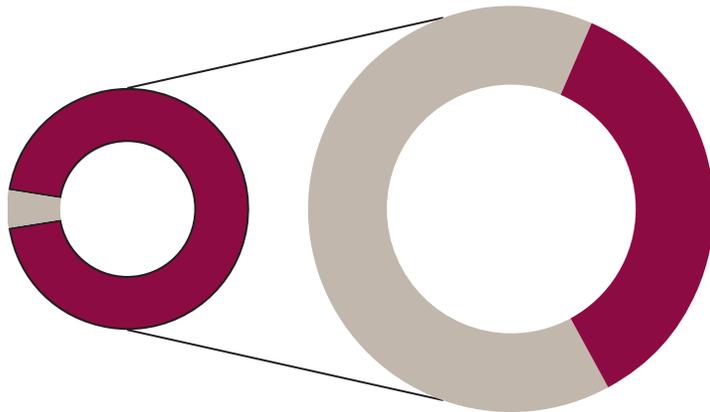
100% Otero is sponsored by the County of Otero and the Alamogordo Public School System.

Medical Care: Of those who needed services, 37% had difficulty accessing medical care

95%
reported **needing**
medical care:

37%
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.

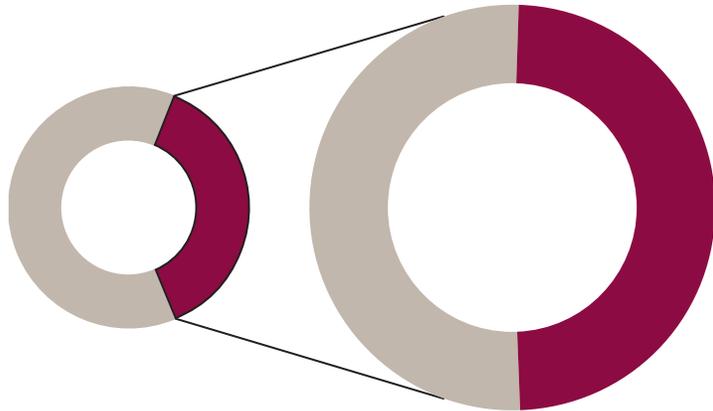
- **Those who identified as Hispanic were the most likely to report difficulty getting medical care.** Why might this be true and how do county stakeholders address this?
- **Those who become a parent at younger ages were more likely to report difficulty getting medical care, compared to those who became a parent at older ages.** How will the local health care community support younger parents and their children?
- **Those responsible for children under 5 were more likely to report difficulty getting medical care compared to those responsible only for children aged 5 and older. Those not responsible for any children were the least likely to report difficulty.** How will local health advocates ensure all parents can access timely medical care?
- **The top barriers for medical care were: I can't find a specialist near me, Wait list is too long, I can't find a quality provider, Appointments cancelled or unavailable due to COVID-19.** How will county-based health advocates address these barriers?

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

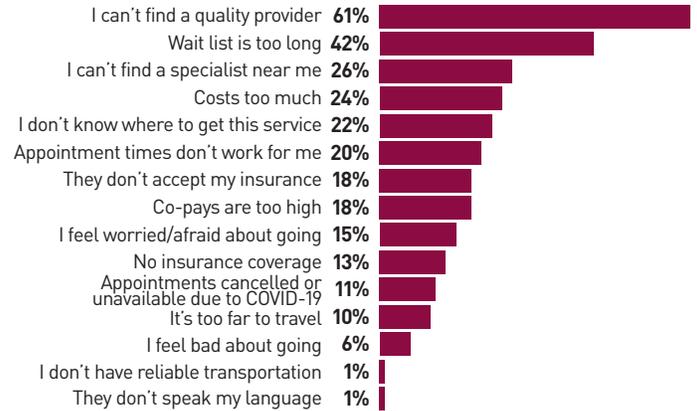
Behavioral Health Care: Of those who needed services almost half had difficulties accessing behavioral health care

38%
reported **needing**
behavioral health care:

49%
of those reporting needing the
service reported **difficulty accessing**
behavioral health care:



Barriers
to getting
behavioral 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: I can't find a quality provider, Wait list is too long, I can't find a specialist near me, Costs too much.** How will local behavioral healthcare providers and community stakeholders address these barriers to a vital service?
- **Those who first became a parent at age under 18 were the most likely to report needing mental health care.** How will local leaders and stakeholders ensure that this group can access care in a timely manner?
- **Those with children living in their household were more likely to report needing mental health care compared to those without children.** How do local health advocates work to increase behavioral health care for all, with a special emphasis on those households with children?
- **Those from single-parent households were the most likely to report need for mental health care.** How will local advocates increase access to behavioral health care across the county?

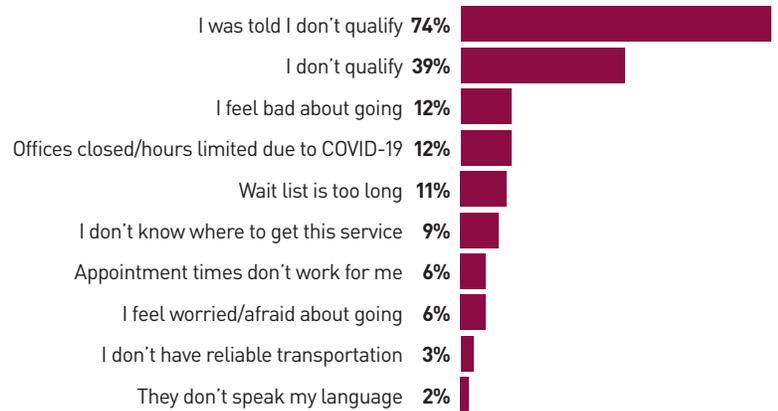
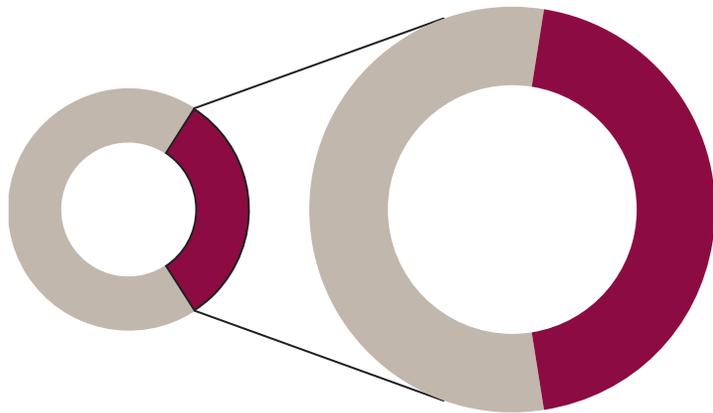
▶ **Start taking action — review the 7 Steps to 100% on page 14.**

Food Security Programs: Of those who needed it, almost half had difficulties accessing food assistance

32%
reported **needing**
food security programs:

45%
of those reporting needing the
service reported **difficulty accessing**
food security programs:

Barriers
to getting
food security programs:



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.

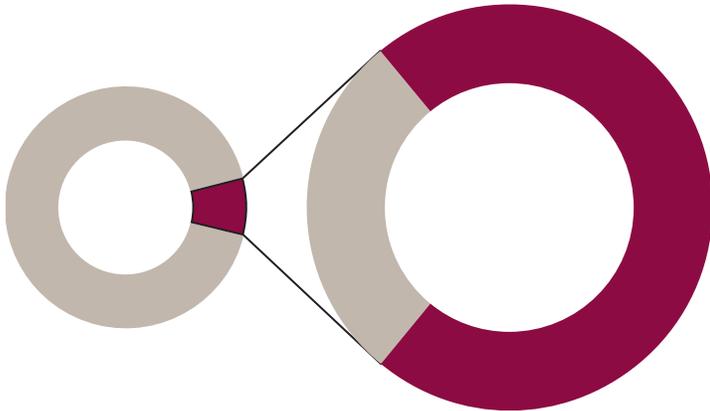
- **The top barriers were: I was told I don't qualify, I don't qualify, I feel bad about going, Offices closed/hours limited due to COVID-19.** How will food security advocates and all local elected officials collaborate to address barriers to food security programs?
- **Those who identified as Hispanic were the most likely to report need for food assistance services, followed by those who identified as another (non-Hispanic) minority; those who identified as white non-Hispanic were the least likely to report need for food assistance.** How will local food security advocates address the needs of all residents, with special attention to unique needs of Hispanic families?
- **Those who first became a parent at age under 18 were by far the most likely to report needing food assistance services.** How will local stakeholders ensure food security for 100% of parents?
- **Respondents with children in the household were over twice as likely to report need for food assistance services compared to those without children.** What strategies will address this need in a timely manner?

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

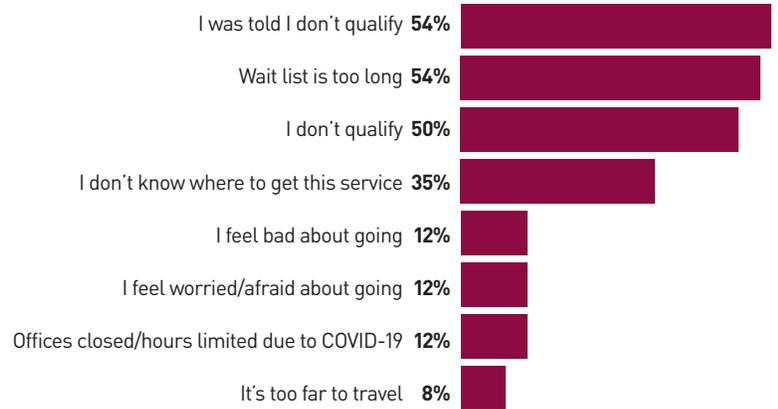
Housing Security Programs: Of those who needed services, almost three-quarters had difficulty accessing

8%
reported **needing**
housing security programs:

72%
of those reporting needing the
service reported **difficulty accessing**
housing security programs:



Barriers
to getting
housing security programs:



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.

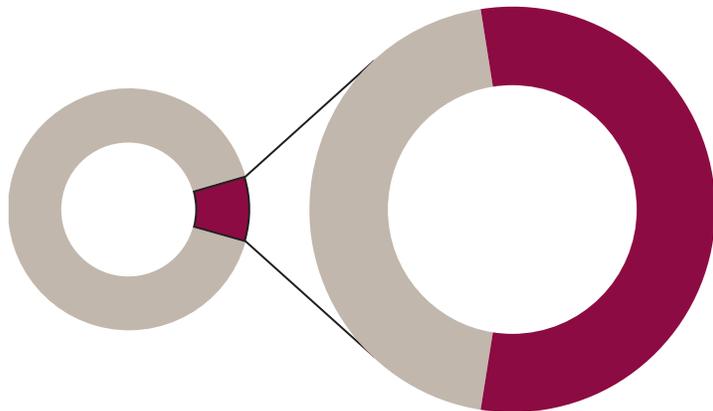
- **Those who identified as Hispanic were about twice as likely as those who identified as non-Hispanic to report need for affordable housing services.** How will housing advocates and local stakeholders work together to ensure housing security programs?
- **Those who first became a parent at age under 25 were the most likely to report need for affordable housing services, while those who first became a parent at age 25 or older were very unlikely to report need for affordable housing services.** How will local stakeholders address the unique housing needs of parents?
- **Those with children in the household were about twice as likely as those without to report need for affordable housing services.** How will county and city government work with housing advocates to ensure that all parents and children have safe, stable housing?
- **Those with children under 5 were about twice as likely to report need for affordable housing services compared to those who only had children aged 5 and older.** How will local advocates address the unique housing needs of those families with young children?

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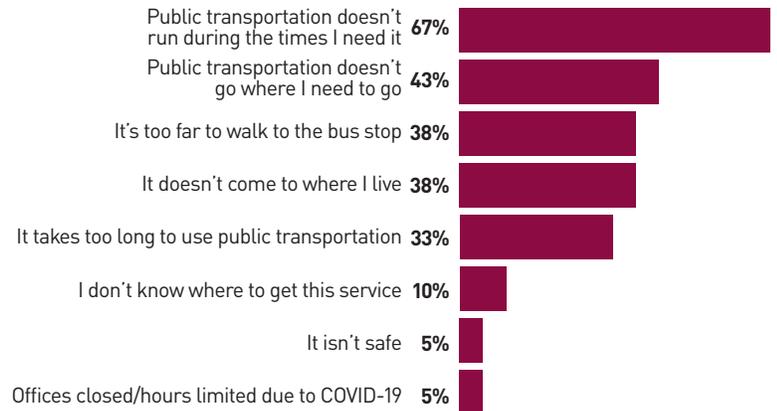
Transportation: Of those who needed it, more than half had difficulties accessing public transportation

9%
reported **needing**
public transportation:

55%
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.

- **Those who reported living in a tribal community or with extended family were more likely to report needing public transportation.** How will county and tribal stakeholders collaborate to address transportation insecurity across the region?
- **Those earning less than \$25,000 were most likely to report needing public transportation (about twice as likely as the next lowest income group).** How will family advocates and transportation experts collaborate to end transportation challenges?
- **The top barriers were: Public transportation doesn't run during the times I need it, Public transportation doesn't go where I need to go, It's too far to walk to the bus stop, It doesn't come to where I live.** 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.**

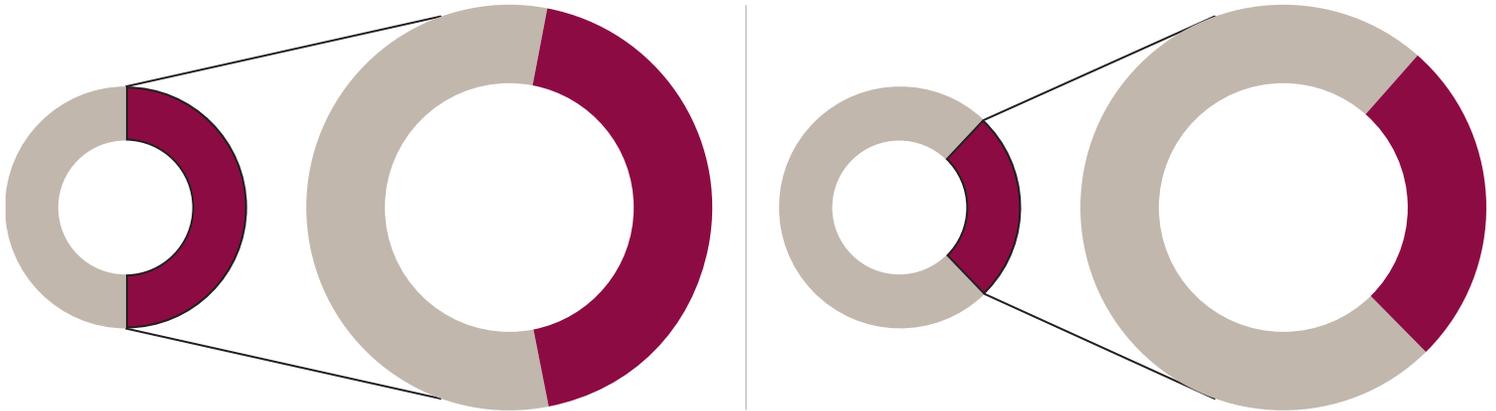
Parent Supports: Of those who needed it, almost half had difficulty accessing child care

50%
reported **needing**
child care services:

44%
of those reporting needing the
service reported **difficulty accessing**
child care services:

26%
reported **needing**
home visiting services:

24%
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.

- **Those with the lowest incomes were the most likely to report need for home visiting services, and those with the highest incomes were the least likely to report need for services.** How will this need be addressed in a timely manner?
- **Respondents from single-parent households and non-traditional guardian households (e.g., grandparents, foster parents, etc.) were more likely to report need for home visiting services compared to those from two-parent households.** How do family advocates ensure home visiting to 100% of county residents requiring or requesting such services?
- **Respondents from single-parent households were more likely to report need for child care services compared to those from two-parent households or nontraditional guardian households.** Which innovations can address this vital need with diverse households?
- **The top barriers for child care were: Costs too much, wait list is too long, can't find quality provider.** How will local elected officials and family advocates collaborate to remove barriers?

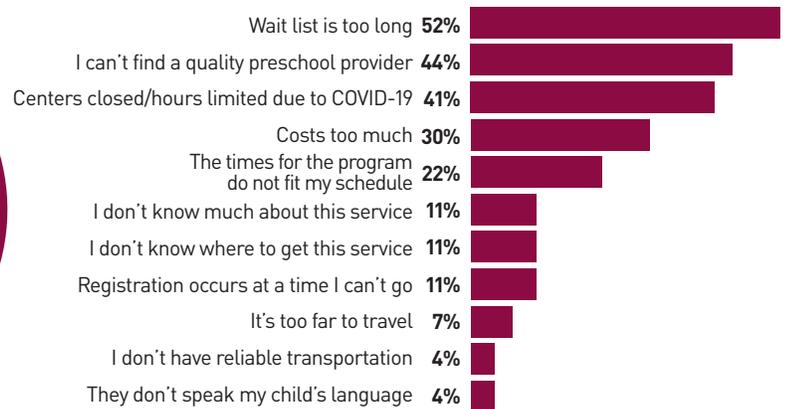
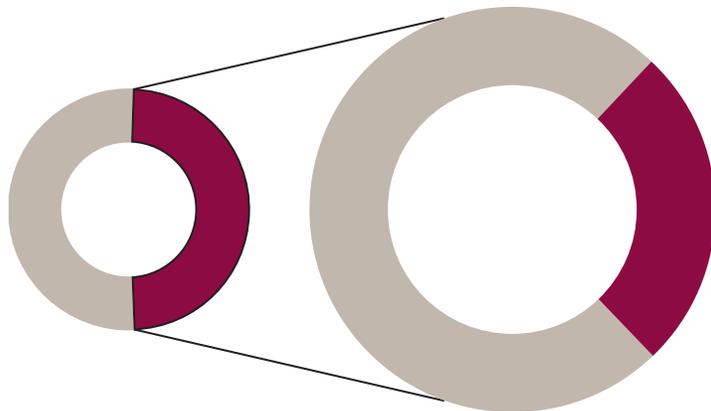
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Early Childhood Education: A quarter of those who needed it reported difficulty accessing preschool

49%
reported **needing**
preschool services:

26%
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.

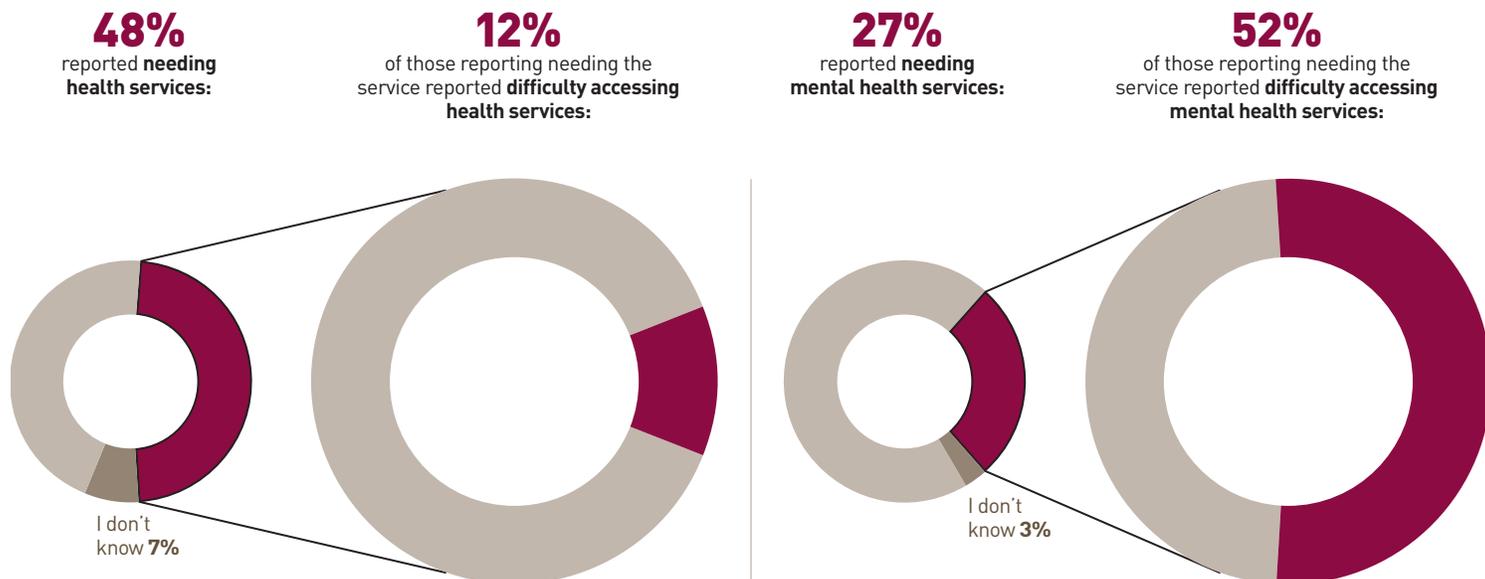
Early childhood learning programs are services that can literally mean the difference between safe and empowered children or struggling parents and children at-risk for adverse childhood experiences, trauma, and lack of school readiness. Access to early childhood learning programs, with outreach to parents, 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: Wait list is too long, can't find quality provider, centers closed/limited due to COVID-19, costs too much.** How will early childhood education advocates collaborate to remove barriers in a timely manner?
- **Respondents who became parents at age under 18 were the most likely to report need for preschool services.** How will community stakeholders ensure access to programs, especially for this unique population?
- **Those with income between \$25,000 and \$39,999 were the most likely to report needing preschool services, followed by those with income below \$25,000.** Which innovations can address barriers to preschool and early childhood learning programs for all income groups?

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

Community Schools: Of those who needed mental health services in schools, over half 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.

- **Those who became a parent at a younger age were more likely to report need for school-based mental/behavioral services compared to those who became a parent at an older age.** How will health care advocates ensure local care for this unique population?
- **The top barriers were: There aren't enough counselors or mental health professionals at the school, They don't offer the type of services my child needs, Offices/Schools closed due to COVID-19.** How will local leaders and stakeholders remove these barriers in a timely manner across the county?
- **Respondents from single-parent households and other guardian households (e.g., grandparents, foster parents, etc.) were the most likely to report difficulty getting school-based health services. Respondents from two-parent households were the least likely to report difficulty.** How will school and health advocates address this need?

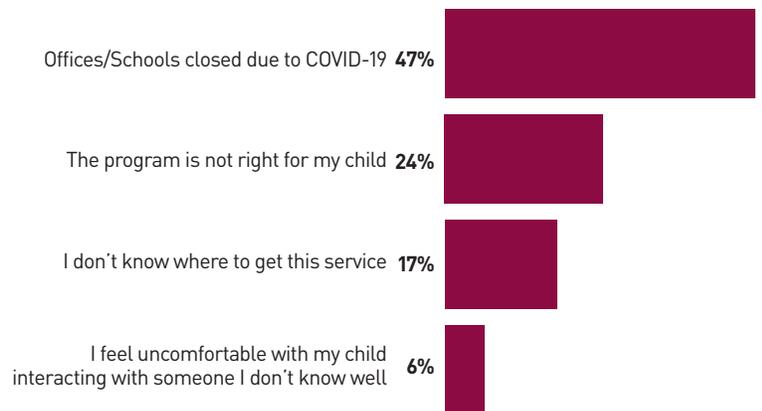
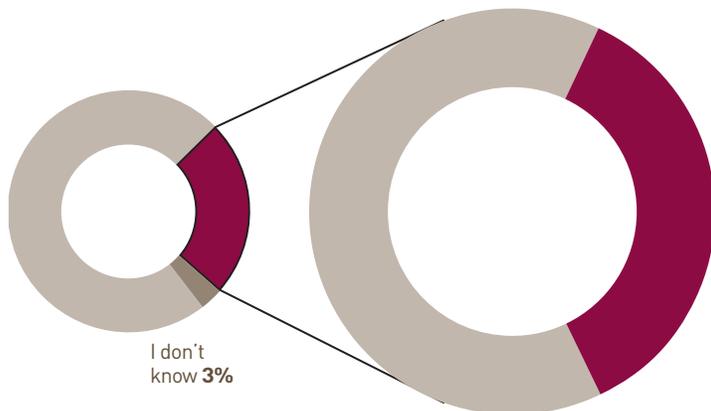
► Start taking action — review the **7 Steps to 100%** on page 14.

Youth Mentor: Over one-third of those needing mentoring services had difficulties accessing them

23%
reported **needing**
youth mentor services:

36%
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.

- **Respondents who live in a tribal community/with extended family were more likely to report need for youth mentor services.** How will tribal, county, and city leadership collaborate to increase mentorship across the region?
- **Respondents from single-parent households were the most likely to report need for youth mentor services.** How will youth advocates ensure mentorship for 100% of youth?
- **The top barriers for mentoring were: Closed due to COVID-19, program not right for my child, I don't know where to get the services.** How will youth advocates and local leaders collaborate to remove barriers to ensure youth mentorship?

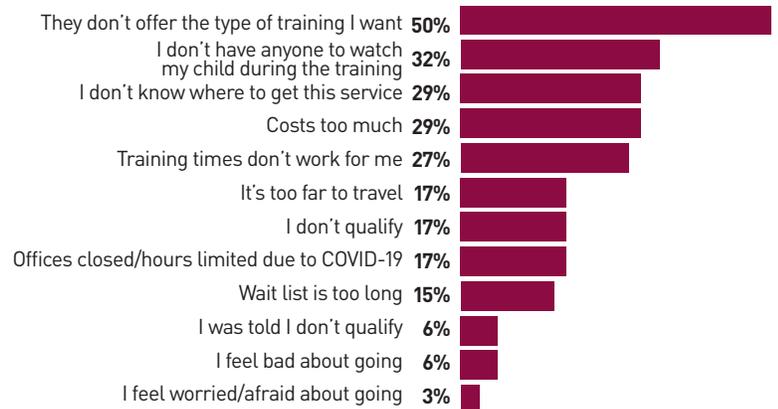
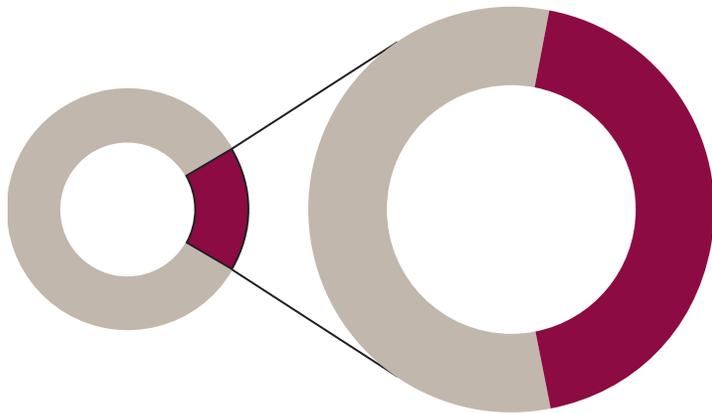
► Start taking action — review the 7 Steps to 100% on page 14.

Job Training: Of those who needed services, almost half had difficulties accessing job training services

17%
reported **needing**
job training programs:

45%
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, costs too much.** How will local education specialists address these barriers in a timely manner?
- **Those responsible for children under 5 were about twice as likely to report need for job training programs compared to those with children aged 5 and over only, and those without children.** How will job training advocates address the unique needs of parents with young children?
- **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 services 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 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 Otero County residents are saying

“Was unable to drive due to illness and had no one who could take me to appointments.” • “I have to take my kids to Las Cruces to go to the dentist.” • “They don’t have quality therapists here. If anyone needs meds for depression or anxiety, they see a doctor out of Albuquerque virtually, which a stranger prescribes meds for my child and does not include teachers input.” • “I’m getting help from a non profit in Roswell. Alamogordo didn’t have services I was looking for.” • “WIC doesn’t allow for very nutritious options and you have to go to a bunch of stores to try and redeem benefits usually after having to return food items that are supposed to be covered but aren’t.” • “Would have to change buses several times to get to my destination.” • “The university should offer more certificate programs.” • “We need more quality childcare facilities in our community.” • “Super hard to get hold of someone who knows what’s going on with the program.” • “Feel the need for counseling but too many obstacles in trying to get it.” • “When I have found parent support classes, they have been in the middle of the week in the middle of the day.” • “Para Transit is often unavailable for medical appointments and can be difficult to access for routine rides such as going to work and home from work.” • “It took my children 2 years each from when I started making requests to actually receiving the services they needed.” • “There are many, many available telecommuting jobs, but to have those, we have to have reliable, affordable high speed internet. Our kids need it for school as well.”

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