

# Families' Access to Vital Services

RIO ARRIBA COUNTY, NEW MEXICO 2020

Challenges accessing health  
care and other vital services for  
surviving and thriving in a pandemic  
and economic disruption

A REPORT BY  
THE ANNA, AGE EIGHT INSTITUTE

JUNE 1, 2020

**ANNA,  
AGE EIGHT  
INSTITUTE**

The Anna, Age Eight Institute has identified 10 services that form the foundation for thriving, resilient communities.

Information from surveys about Rio Arriba county residents' access to those 10 critical services is presented in this report.

The surveys, conducted before the COVID-19 pandemic was identified in New Mexico, show a county already facing challenges delivering health care and other services.

As communities across New Mexico work to recover and emerge stronger, this report can serve as a starting point to identify and address access issues in a timely manner.

# Contents

Our Mission · 5

Survey Method · 7

10 Sectors: Strengths, Challenges, and Opportunities in Rio Arriba County · 9

## SERVICES FOR SURVIVING

Challenges to accessing Medical Care · 10

Challenges to accessing Behavioral Health Care · 12

Challenges to accessing Food Security Programs · 13

Challenges to accessing Housing Security Programs · 14

Challenges to accessing Transportation to Vital Services · 15

## SERVICES FOR THRIVING

Challenges to accessing Parent Supports · 16

Challenges to accessing Early Childhood Learning Programs · 17

Challenges to accessing Fully-Resourced Community Schools with Health Care · 18

Challenges to accessing Youth Mentors · 19

Challenges to accessing Job Training · 20

Recommended Next Steps · 21

Appendices · 25

Appendix A: The 100% Community Survey · 26

Appendix B: Neighborhood of Residence · 29

Appendix C: Survey Results · 30

Appendix D: Executive Overview: Ten Sectors At-a-glance, Rio Arriba County, New Mexico 2020 · 31

“Look at the world around you. It may seem like an immovable, implacable place. It is not. With the slightest push—in just the right place—it can be tipped.”

Malcolm Gladwell,  
author,  
*The Tipping Point*

# Our Mission

We empower the community leaders who strengthen the vital services to ensure family and community health, safety, education, job readiness, and economic stability.

The Anna, Age Eight Institute was funded by the New Mexico state legislature in 2019. Our institute's far-reaching goal is ensuring that our children, students and families are safe and thriving. To achieve this we're using a data-driven process focused on building the capacity of local government, non-governmental agencies and the business sector to provide the surviving and thriving services that community members need to strengthen health, safety and resilience.

## **OUR 100% COMMUNITY INITIATIVE: EMPOWERING COMMUNITIES**

We bring to each county's leaders and stakeholders a process of brainstorming, learning, mobilizing and innovating, all with the support of state-of-the-art technology. Locally, the Institute's 100% Community initiative helps guide collaborative efforts using the critical steps of assessing, planning, action and evaluation to ensure accessibility to the ten services shown to empower all families. These services include medical care, mental health care, food security programs, housing security programs, transportation, parent supports, early childhood learning programs, community schools, youth mentors, and job training.

## **VITAL AND TIMELY SERVICES: WHO HAS ACCESS?**

In this report on Rio Arriba County, the Anna, Age Eight Institute shares the results of a recent survey focused on access to medical care and nine other services that promote health, safety and education. While the results, collected right before COVID-19 hit, may be worrying, today's situation in the middle of both COVID-19 and economic disruption, may become more challenging in terms of access families have to vital services.

This report provides data on parents' access to services and reasons why access may be challenging. We also provide recommendations for increasing the capacity of each county to ensure that all residents have access to the ten vital services for surviving and thriving.

This survey was done as part of the 100% Community initiative designed to identify and address gaps in vital family services. This county-wide assessment was done in collaboration with NMSU Center for Community Analysis and is part of the assessment process conducted in the pilot counties engaged with our initiative in New Mexico which includes: Rio Arriba, Doña Ana, Socorro, Taos Pueblo, and San Miguel. For more information about the 100% Community and the Anna, Age Eight Institute please see: Recommended Next Steps.

“The family, community, or society that understands and values its children thrives; the society that does not is destined to fail.”

Bruce Perry, M.D., Ph.D.

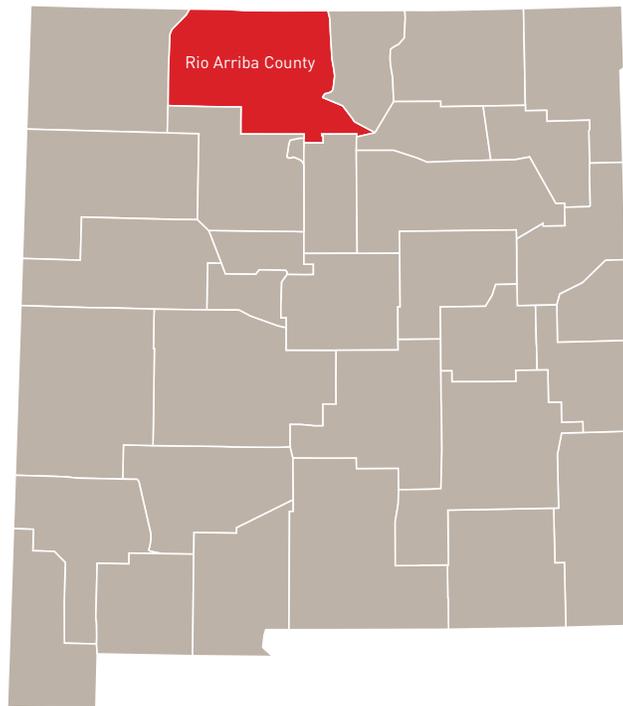
# Survey Method

## OUR COUNTYWIDE APPROACH

There were 425 surveys collected in Rio Arriba County. The Anna Age Eight Institute partnered with United Way of Northern New Mexico, The New Mexico Department of Health, NM Probation and Parole, NM State Police, Espanola City Police Department, NM Treatment Services, Moving Arts Espanola, and various community partners who actively participated in the monthly Anna Age Eight meetings. We had teams of a minimum of 2 youth at various locations throughout the survey time period including McCurdy Mission Fall Fiesta\*Espanola School District Parent Teacher Conferences, Moving Arts Espanola, New Mexico Treatment Services, Presbyterian Hospital, and many other locations. Surveys were available in both English and Spanish, see Appendix A: 100% Community Survey.

The survey was conducted between the months of October 2019 and February 2020. 425 surveys were collected using both electronic and paper versions of the survey. A statistically appropriate target sample was determined by NMSU's Center for Community Analysis, in order to ensure proper representation from the communities throughout Rio Arriba county. The largest portions of respondents resided in Espanola (37%) or Chimayo (12%). Most respondents were Hispanic/Latino (80%), with 11% identifying as white, and 7% identifying as Native American. While some of the responses to this survey may have been from the Pueblos in Rio Arriba county, each pueblo would need a survey specific to their residents in order to determine access to services for the pueblos.

Most respondents were between the ages of 25–44 (49%) and 77% of respondents cared for at least one child under 18 years old. Of those with children in the home, 37% reported single parent households, 46% two parent households, and 18% were grandparent/relative/foster parent raising the child. Over two thirds of respondents (69%) were female. Over half of respondents reported annual household income of \$39,999 or less (54%). Survey respondents came from the following communities: Abiquiú, Alcalde, Canjilon, Cañones, Canova Chamita, Chili, Chama, Chimayó, Cordova, Dixon, Dulce, El Duende, El Rito, Ensenada, Hernandez, Española, La Madera, La Mesilla, La Villita, Los Luceros, Los Ojos, Lyden, Ohkay Owingeh, Pueblito, Santa Clara Pueblo, Tierra Amarilla, Truchas, and Velarde. See Appendix B: Neighborhood of Residence.



“Our definition of recovery from crises and economic disruptions is: ensuring that all residents have access to the ten services for surviving and thriving.”

Katherine Ortega Courtney, PhD and  
Dominic Cappello  
Co-Directors,  
Anna, Age Eight Institute

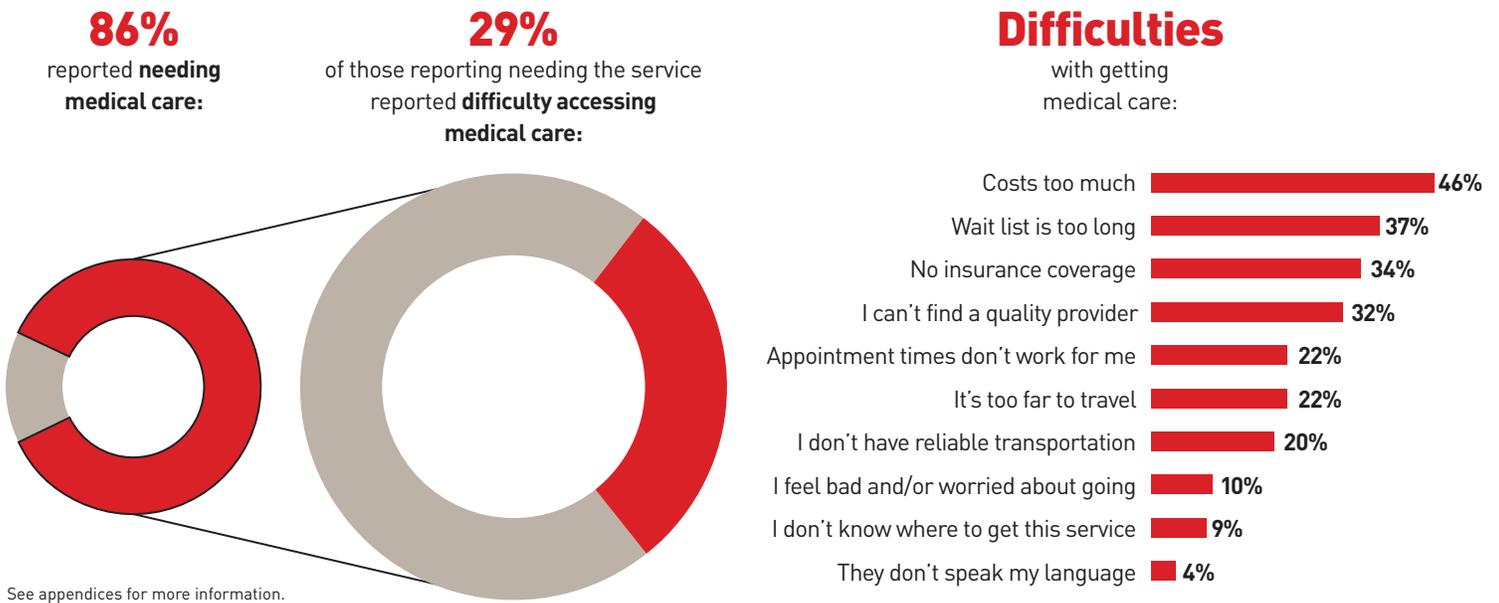
# 10 Sectors: Strengths, Challenges and Opportunities in Rio Arriba County

# Challenges to accessing Medical Care

**Almost a third of county residents who need it have difficulty accessing medical care.**

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 and 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 below indicate, a sizable proportion of the county’s residents may struggle to access services. The reasons why are varied.



## ISSUES FOR CONSIDERATION

Results indicate that those who are caring for children are significantly (via chi square) more likely to have trouble accessing medical care. 31% of those caring for children had difficulty accessing medical care compared to 20% of those not caring for children (p<.05).

**SUGGESTIONS FOR NEXT STEPS**

Create a county action team on medical care, guided by data, to:

- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

“We can embrace a collaborative and data-driven strategy to design the new systems of care and safety we urgently need.”

Matt Probst,  
Medical Director, PA-C,  
El Centro Family Health

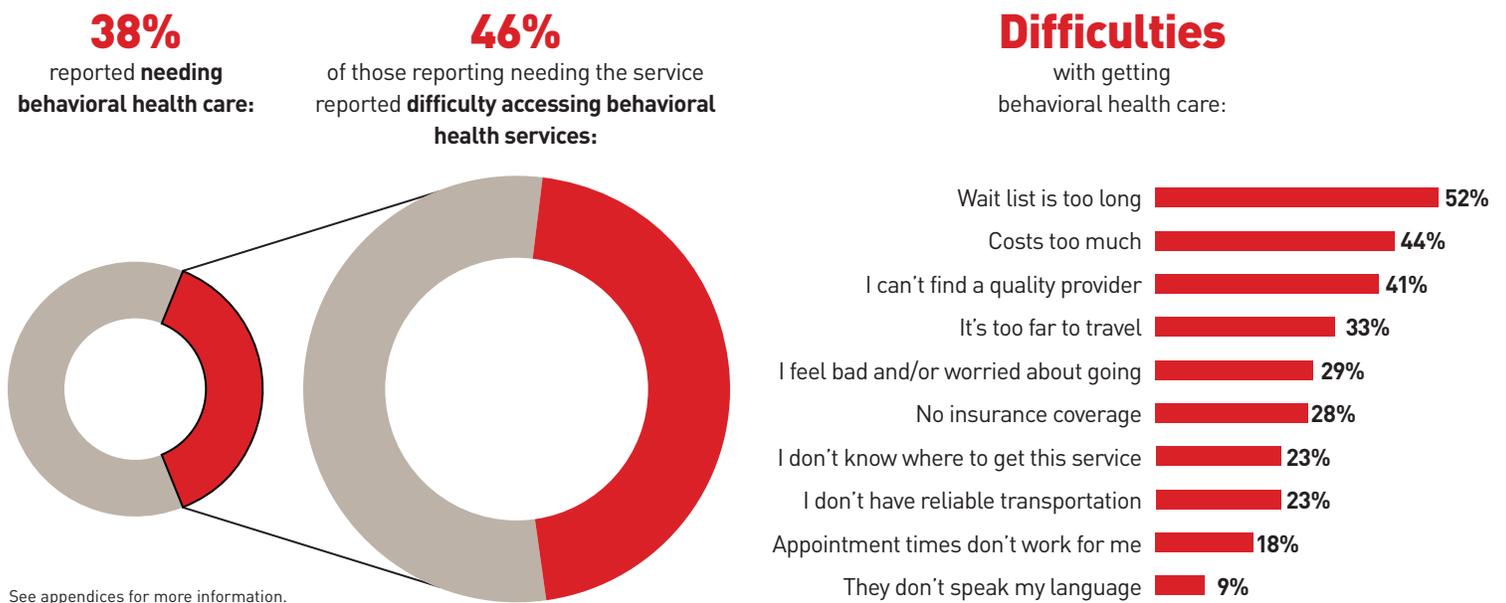
# Challenges to accessing Behavioral Health Care

**Nearly half of Rio Arribans needing behavioral health services experience difficulties with access.**

New Mexicans, like the entire nation, have never experienced such rapid change, moving from self-isolation to a slow reentry into a new economy with changing job markets.

All the old challenges, like substance misuse and adverse childhood experiences, have been exacerbated leading to a greater need for behavioral health care. In both urban and rural areas, access to timely and culturally appropriate behavioral care, as well as comfort with its use, has been a challenge for decades.

As the data below indicate, a sizable proportion of the county’s residents may struggle to access services. The reasons why are varied and complex, requiring concentrated local focus on not only creating access but acceptance of mental health care as a viable tool for healing.



## ISSUES FOR CONSIDERATION

Qualitative data reveal a host of challenges including high turnover rates for counselors, a need for more substance misuse programs and a need for more services in general—both different forms of behavioral health care and the basic services of survival (stable housing supports, food security programs and transportation). 43% of those caring for children reported needing behavioral health care compared to 24% of those not caring for children (p<.01).

**SUGGESTIONS FOR NEXT STEPS**

Create a county action team on behavioral health care, guided by data, to:

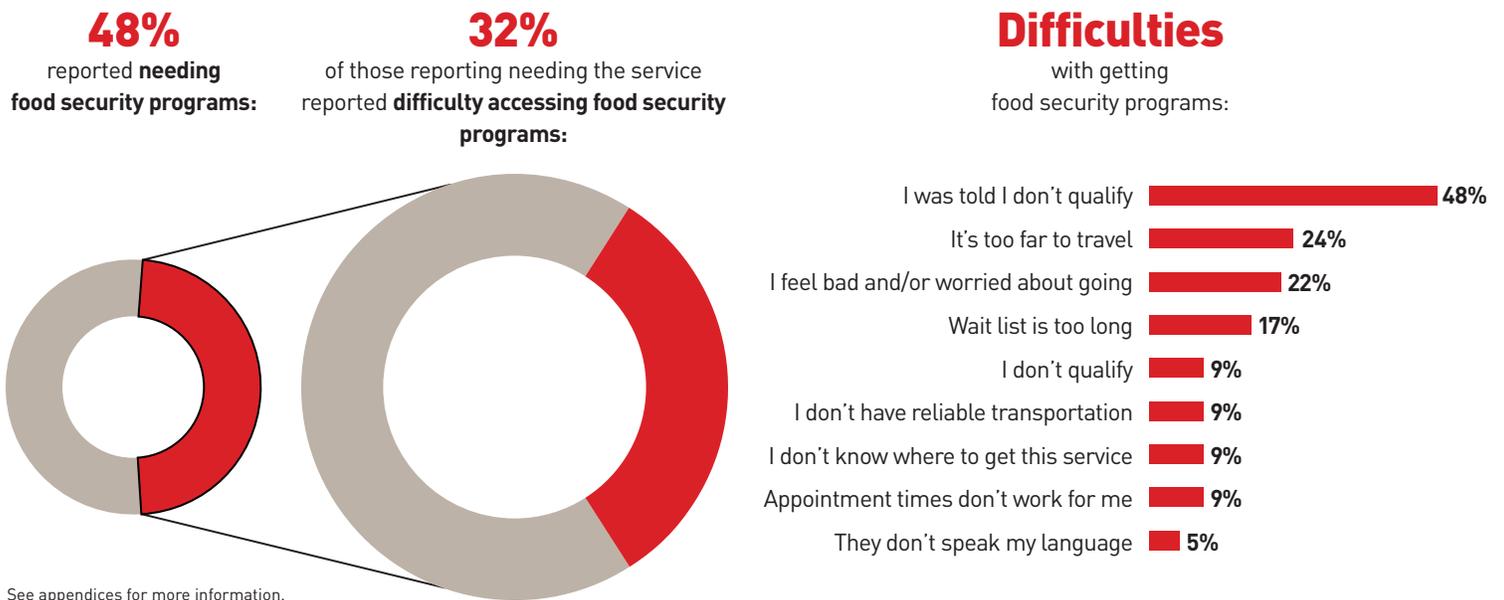
- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Food Security Programs

**Nearly one half of respondents reported having needed food assistance services.**

Food insecurity is not a new challenge for New Mexico. What may be new is the magnitude of food insecurity and hunger, with some families struggling with food bills as the workforces shift and finding a job in the new economy becomes problematic.

Until we can get economic engines working in each county, communities will need to ensure food support is viable or hunger will impact family functioning and student achievement. In both urban and rural areas, access to daily food security programs can reduce the burden of hunger for families. The reasons families struggle to access food security are varied.



See appendices for more information.

## ISSUES FOR CONSIDERATION

Results indicate that those who are caring for children are significantly (via chi square) more likely to have needed food assistance. 56% of those caring for children had needed support with food compared to 33% of those not caring for children (p<.01).

## SUGGESTIONS FOR NEXT STEPS

Create a county action team on food security, guided by data, to:

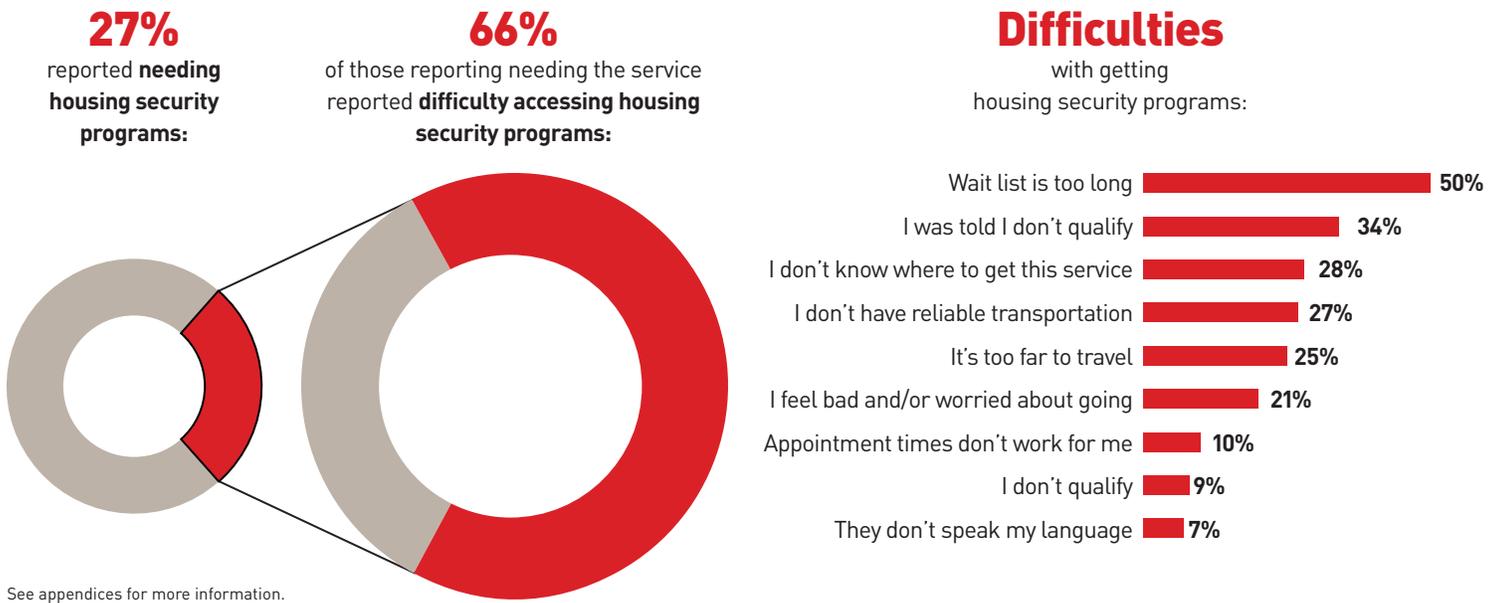
- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Housing Security Programs

**Two thirds of respondents who reported needing housing supports also reported having difficulties getting services.**

Housing insecurity can impact New Mexicans in both urban and rural areas. With the changing job market and local economies in a state of flux, we can expect housing insecurity to stay with us in a variety of forms.

Not unlike food insecurity, housing insecurity impacts family functioning and student achievement. To avoid having each district setting up a “homeless student department” we propose that we act swiftly to address housing insecurity. The reasons families struggle to access stable affordable and safe housing situations is complex and varied.



## ISSUES FOR CONSIDERATION

Results indicate that those who are caring for children are significantly (via chi square) more likely to have needed housing assistance. 31.4% of those caring for children had needed support with housing compared to 14.5% of those not caring for children (p<.01).

### SUGGESTIONS FOR NEXT STEPS

Create a county action team on housing security, guided by data, to:

- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

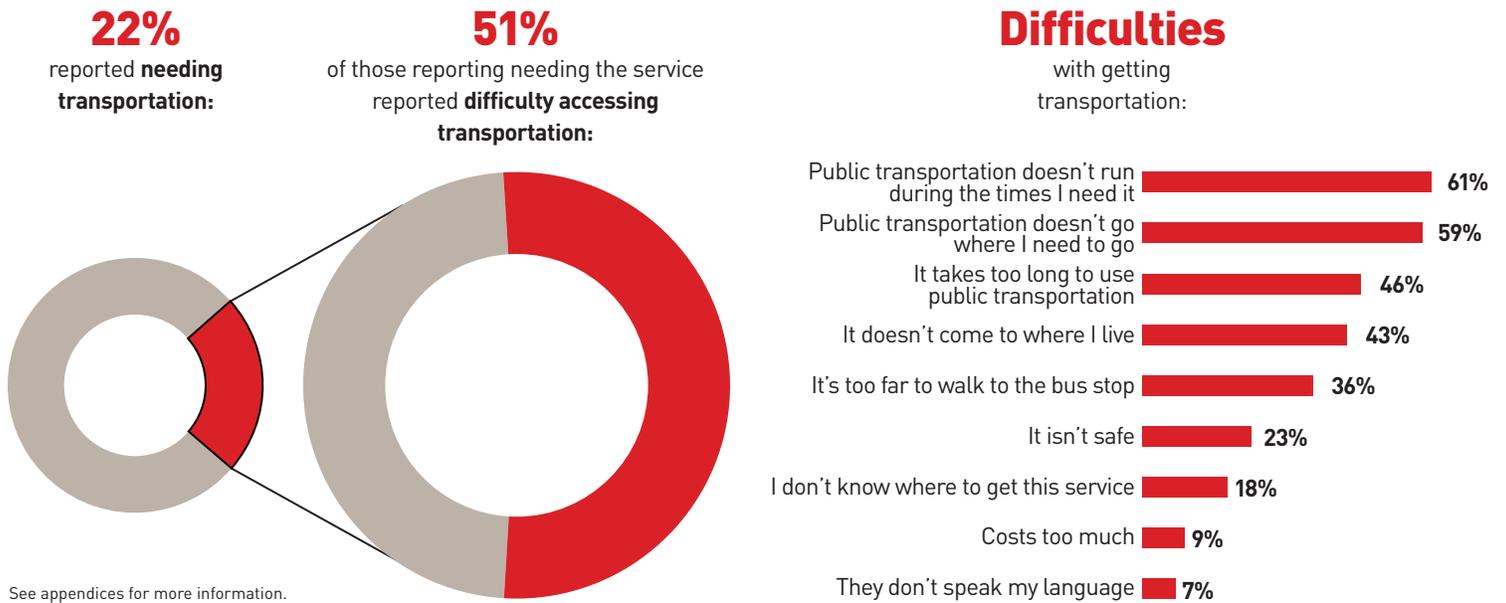
# Challenges to accessing Transportation to Vital Services

**Transportation is a reason people cannot access vital services.**

New Mexicans, up until now, have been very car-centric. With incomes, workforces and local economies in flux, people may find themselves without personal transport and be dependent on forms of public help. The reasons families and all community members may struggle to access affordable, timely, and safe transportation is complex and varied, but a variety of transport options exist for localities to explore in both urban and rural areas.

## KEY FINDINGS

According to our survey, lack of transportation is an issue when seeking to access medical care, behavioral health care, food security programs, housing security programs, getting to transport hubs, child care, pre-school, parent classes, mentorship programs and job training.



## ISSUES FOR CONSIDERATION

Results indicate that those who are caring for children are significantly (via chi square) more likely to have needed transportation. 25% of those caring for children had needed support with transportation compared to 15% of those not caring for children (p<.05).

## SUGGESTIONS FOR NEXT STEPS

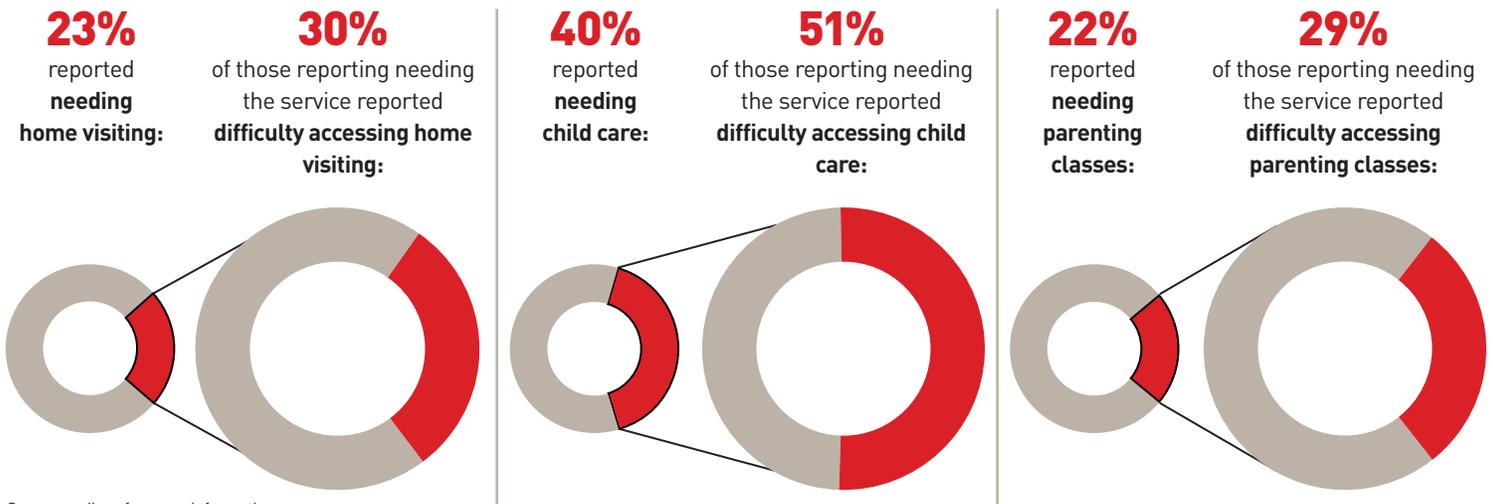
Create a county action team on housing security, guided by data, to:

- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Parent Supports

**51% of parents who reported needing child care reported difficulty accessing it.**

Parent supports come in many forms, including home visitation, child care and parent education. Each of these services are part of a puzzle that makes parenting successful. As you can see from the data below, the reasons families struggle to access parent supports are complex and varied.



See appendices for more information.

## ISSUES FOR CONSIDERATION

Qualitative data reveal a host of challenges.

For home visiting, challenges to access include:

- Don't have time (because the schedule doesn't allow for me to access program)
- Don't know where to get the service
- Don't qualify
- Wait list is too long
- Don't want strangers in my home.

For child care, challenges to access include:

- Cost
- Wait list is too long
- Can't find quality provider
- Times for program do not fit my schedule
- Don't know where to get the service
- No reliable transportation to service

For parenting classes, challenges to access include:

- Don't know where to get the service
- Don't have childcare during class time
- Don't have time/can't get off work

## SUGGESTIONS FOR NEXT STEPS

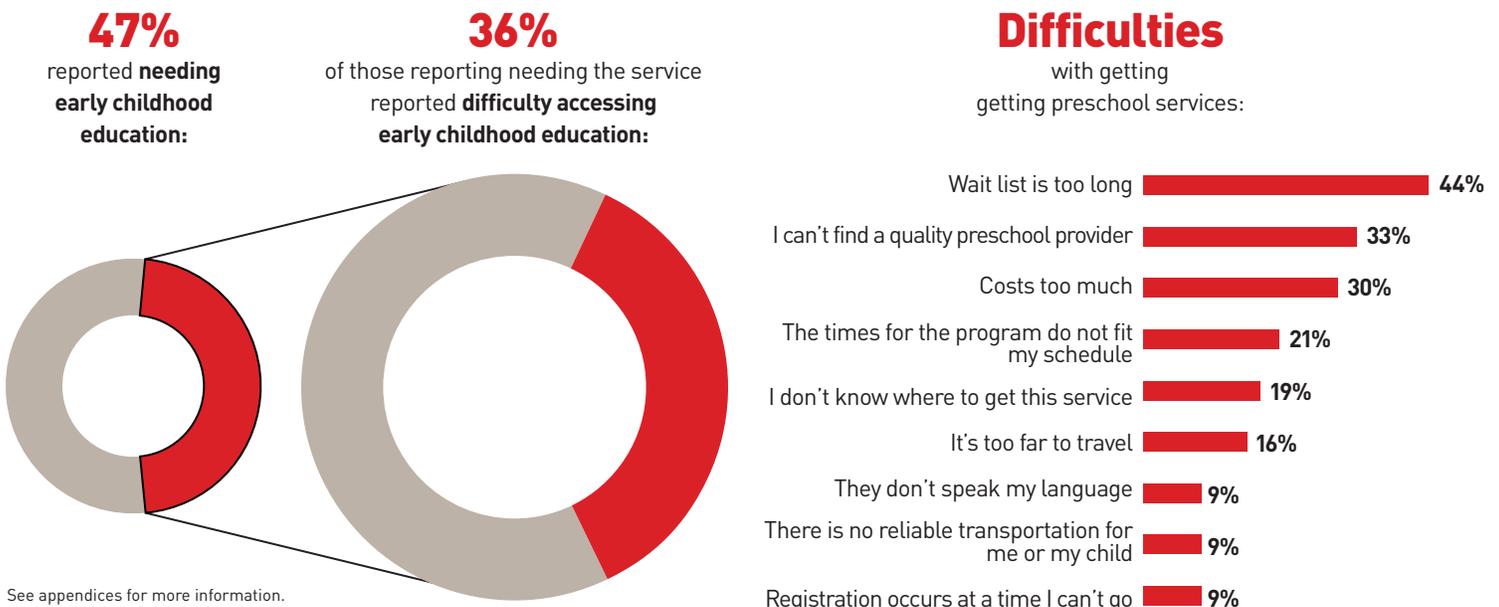
Create a county action team on parent supports, guided by data, to:

- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Early Childhood Learning Programs

**36% reported difficulty accessing early childhood education.**

The benefits of early childhood learning programs are well documented, and such programs are seen as part of a seamless system of development and learning that starts in the first years of life, leading through childhood, teens and into job readiness programs. As you can see below, the reasons families struggle to access early childhood learning programs are complex and varied.



## ISSUES FOR CONSIDERATION

Data reveal that more highly educated parents/caregivers are more likely to report needing preschool services. Those with bachelor's degrees were significantly more likely (via chi square) to report needing preschool services (72%) than those with high school degree or no degree (33%),  $p < .01$ . This may speak to a need to promote the importance of early childhood education to all parents/caregivers.

**SUGGESTIONS FOR NEXT STEPS**

Create a county action team on early childhood education, guided by data, to:

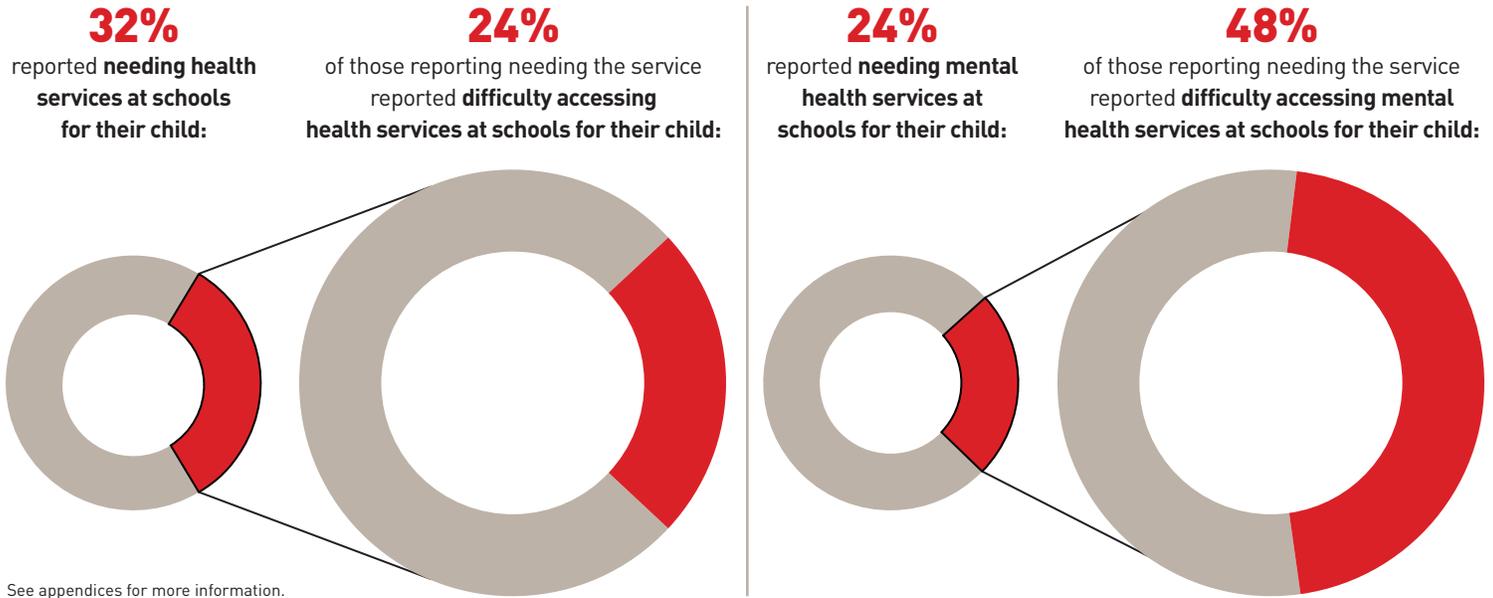
- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Fully-Resourced Community Schools with Health Care

**48% reported difficulty accessing mental health services at schools for their child.**

Community schools are those that have school-based health centers with medical care, dental care and behavioral health care. They also have extra staff to address education disparities and can keep students with health challenges or adverse childhood experiences (ACEs) from becoming marginalized.

Especially in an era when a public health crisis can appear quite suddenly, the benefits of having school-based medical care becomes apparent. As you can see from the data below, the reasons families struggle to access fully resourced community schools with health care serving students and family members are complex and varied.



See appendices for more information.

## ISSUES FOR CONSIDERATION

We suggest that community leaders do further research to identify how aware parents and caregivers of all education levels are aware of the services and benefits of schools with health care and the community schools model.

### ▶ SUGGESTIONS FOR NEXT STEPS

Create a county action team on schools with health care, mental health care and student supports, guided by data, to:

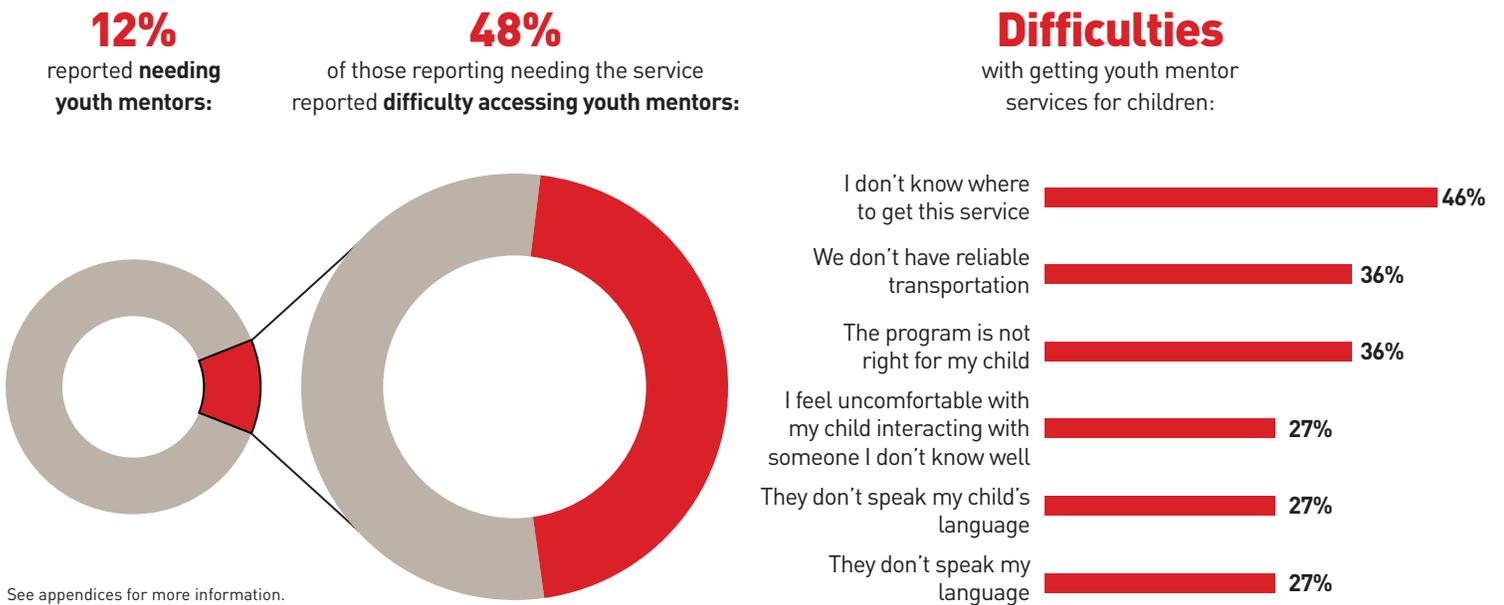
- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Youth Mentors

**48% of parents reported difficulty accessing youth mentors for their children.**

Youth mentorship comes in many forms, including one on one mentoring, coaching sporting activities, leading study groups in faith-based and community-based centers, and a variety of after school and out of school experiences. These programs put an extra set of eyes on every child, providing a way for adults to look after the most vulnerable of our children and teens.

Mentorship, especially Big Brothers/Big Sisters, has substantial research to show the benefits of a child or youth having a caring mentor. Mentorship has been shown to delay a wide variety of problems including substance misuse. As you can see from the data below, the reasons families struggle to access mentoring programs are complex and varied.



## ISSUES FOR CONSIDERATION

While a small percentage of parents/caregivers reported needing youth mentors, this should not be interpreted as children and teens not benefiting from mentorship. It might be that communities would benefit greatly from promoting the benefits of mentorship to parents.

**SUGGESTIONS FOR NEXT STEPS**

Create a county action team on youth mentorship, guided by data, to:

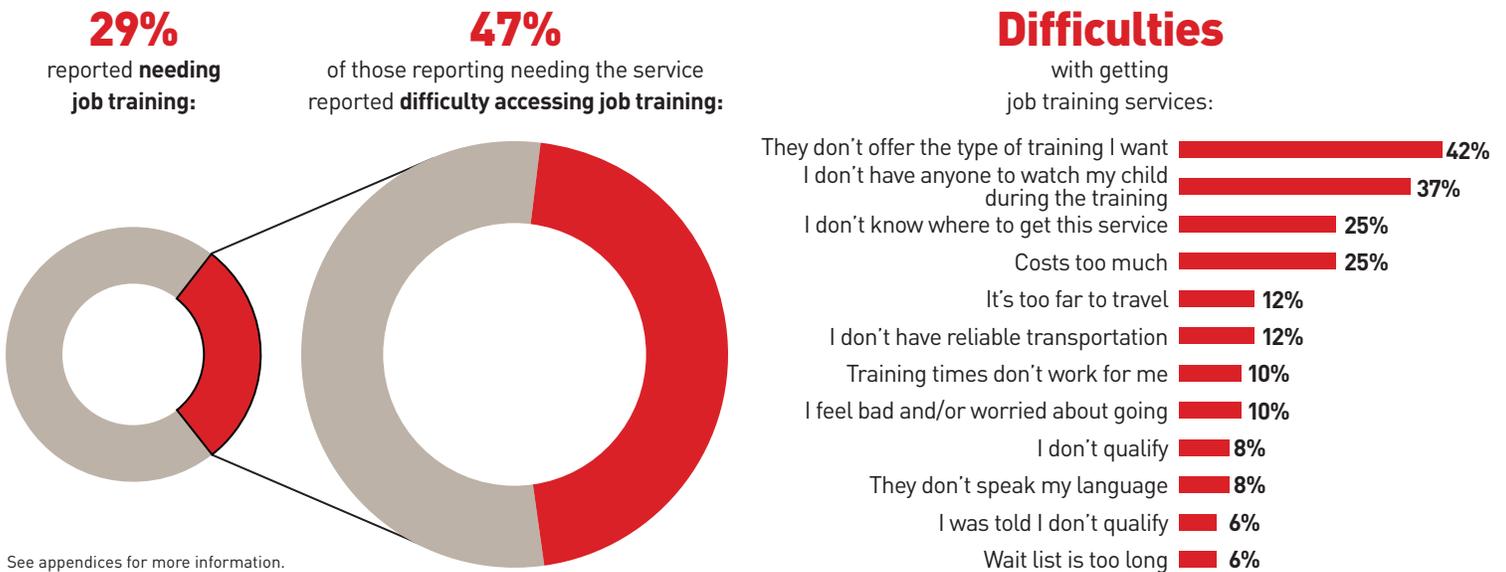
- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Challenges to accessing Job Training

**47% of those who reported needing job training, reported difficulty accessing it.**

With COVID-19, economic disruption and a very fast immersion into web-based work, we will be seeing shifts in the workforce requiring new skills. Job training, in many forms, including vocational ed and higher ed, is a vital step toward job readiness and placement.

As you can see from the data below, the reasons families and individuals struggle to access job training are complex and varied.



## ISSUES FOR CONSIDERATION

We strongly recommend that all community leaders analyze the reasons why residents face challenges when accessing job training programs. Challenges that must be addressed include offering the types of programs that residents seek as well as aligning training programs to the present and future job markets.

**SUGGESTIONS FOR NEXT STEPS**

Create a county action team on job training, guided by data, to:

- Assess current services and barriers; analyze capacity to address gaps in services
- Plan projects to reduce gaps and improve services; identify desired outcomes
- Act in partnership with stakeholders; implement projects from planning phase
- Evaluate progress made toward measurable outcomes; share results with community

# Recommended Next Steps

# Recommendations for Increasing County Capacity to Serve Families

Data from surveys in our pilot counties indicate gaps in services and families unable to access timely vital support. Our 100% Community initiative is designed to address these gaps.

*Institute's Hypothesis guiding the 100% Community initiative in New Mexico's counties:* If we ensure that all our families and community residents have access to the five surviving services and the five thriving services, we will increase self-sufficient family households, higher educational achievement, job readiness, employment and healthy residents of all ages.

## ACCESS IN A TIME OF CRISES

### Implications for service access during COVID-19 and economic disruption in New Mexico

The data in this report is timely. If almost a third of a county's population can't access timely medical care, this has implications for Rio Arriba County's capacity to know infection rates and testing rates. It also highlights the challenges if COVID-19 infections require medical care and the capacity of the county's systems of care to respond. In addition to medical care, access to other services such as food support, housing security and behavioral health care can have a profound impact on families and all community members including our students in school and higher education and vulnerable elder populations.

We believe this report is a starting point, the beginning of more targeted assessment of access issues with different populations, as well as informational interviews with medical providers and all those seeking to support the health, safety and economic stability of all New Mexicans.

Our 100% Community initiative is demonstrating how to use data to identify access issues and address them in a timely manner through a process of continuous quality improvement—assessing, planning, acting and evaluating.

### Recommendations

We recommend that all counties be resourced to engage in a process of continuous quality improvement to identify and address gaps in ten vital services. The Institute can also be resourced to support in each county the development of a mobilizing structure and ten action teams to ensure that all ten surviving and thriving services are accessible to 100% of residents.

As stated on each of our sector pages, the four-step continuous quality improvement process noted below can be supported to achieve positive outcomes.

1. Assess current services and barriers; analyze capacity to address gaps in services
2. Plan projects to reduce gaps and improve services; identify desired outcomes
3. Act in partnership with stakeholders; implement projects from planning phase
4. Evaluate progress made toward measurable outcomes; share results with community

## THE COST-EFFECTIVE BENEFITS OF ENSURING 10 VITAL SERVICES

By working on a county scale, with buy-in from local elected leadership and stakeholders, a locality can build the capacity to ensure access to ten vital services. This can achieve groundbreaking results that include: increasing physical health, household stability and self-sufficiency, school achievement, and job readiness.

With a system of care, counties can also reduce costly problems that include: adverse childhood experiences (ACEs), maltreatment, trauma, substance misuse and violence. This Report is designed to be shared widely with county and state leadership in an effort to address both long-standing and emerging challenges.

## FROM TROUBLED STATUS QUO TO SAFETY AND SUCCESS

A question often asked of us as we work with stakeholders across the state sounds a lot like this, “Is there a framework for addressing the challenges data identify year after year and decade after decade?” Said another way, “How do we change?”

Leaders know their residents face challenges. The data detailed in this report is one more confirmation, this time directly from parents, that the resources and supports to give individuals and families the stepping stones to self-sufficiency don't exist for many.

We are gratified to learn that in our counties where initiatives are mobilizing, we have the opportunity to do groundbreaking work. The comment we always look forward to from a local stakeholder is, “Finally, there's a framework for addressing hardships. A model that's doable. And sustainable.”

To address both the desire for change in order to meet the needs of county residents and reluctance to change, our county trainings are not only providing expertise in Continuous Quality Improvement (CQI), but in a process called adaptive leadership to address and facilitate the challenges associated with change.

Communities can, with a commitment to a tested data-driven and collaborative process, ensure 100% of New Mexicans can access the ten vital local services for surviving and thriving.

For more information about the work of the Anna, Age Eight Institute in New Mexico please contact us at [info@annaageeight.org](mailto:info@annaageeight.org).

Katherine Ortega Courtney, PhD  
Dominic Cappello  
Anna, Age Eight Institute Co-Directors:



[info@AnnaAgeEight.org](mailto:info@AnnaAgeEight.org)  
[www.AnnaAgeEight.org](http://www.AnnaAgeEight.org)

“For all of us who believe that we can make everyone’s health, safety, resilience, and readiness for crisis a priority, 100% Community shows the way.”

Dr. Bill Soules,  
New Mexico State Senator

# Appendices

# 100% Community Survey



Welcome! We invite you to participate in the  
Access to Basic Services Survey for Rio Arriba County.

We would like to understand if families are able to get quality, basic family services (like education, health care, childcare, affordable housing, and job assistance) in Rio Arriba County. The information you share will be used to make recommendations to city and county officials, and nonprofit groups who work to help families. Your survey responses could lead to changes that make family services more available.

This survey is completely anonymous, and all responses will be grouped together so that no one can be identified. Participation in this survey is completely voluntary, you do not have to participate, and you may stop the survey at any time. The survey will take 10 minutes or less.

Please complete only one survey per household.

Thanks in advance for your participation!

1. Please select your neighborhood:

- |                                |                                   |   |
|--------------------------------|-----------------------------------|---|
| <input type="radio"/> Abiquiú  | <input type="radio"/> Dulce       | <input type="radio"/> Lyden                         |
| <input type="radio"/> Alcalde  | <input type="radio"/> El Duende   | <input type="radio"/> Ohkay Owingeh                 |
| <input type="radio"/> Brazos   | <input type="radio"/> El Rito     | <input type="radio"/> Pueblo                        |
| <input type="radio"/> Canjilon | <input type="radio"/> Ensenada    | <input type="radio"/> San Jose                      |
| <input type="radio"/> Cañones  | <input type="radio"/> Española    | <input type="radio"/> Santa Clara Pueblo            |
| <input type="radio"/> Canova   | <input type="radio"/> Gallina     | <input type="radio"/> Tierra Amarilla (county seat) |
| <input type="radio"/> Chama    | <input type="radio"/> Hernandez   | <input type="radio"/> Truchas                       |
| <input type="radio"/> Chamita  | <input type="radio"/> La Madera   | <input type="radio"/> Velarde                       |
| <input type="radio"/> Chili    | <input type="radio"/> La Mesilla  | <input type="radio"/> Youngsville                   |
| <input type="radio"/> Chimayó  | <input type="radio"/> La Villita  | <input type="radio"/> Other: _____                  |
| <input type="radio"/> Cordova  | <input type="radio"/> Los Luceros |   |
| <input type="radio"/> Coyote   | <input type="radio"/> Los Ojos    |   |
| <input type="radio"/> Dixon    | <input type="radio"/> Lumberton   |   |

2. Please describe your household. If you do not have any children, or you are not a guardian or caregiver for a child, please skip to question 5. (Select all that apply)

- Single-parent household
- Two-parent household
- Grandparent guardian
- Foster guardian
- Grandparent, aunt, uncle, relative or friend/mentor responsible for helping a child get services like health care, dental care, etc.
- Parent of adult children
- I do not have children/I am not a guardian or caregiver for a child
- I provide childcare in my home or in a childcare center
- Other, please explain: \_\_\_\_\_

3. How many children do you care for under the age of 5?

- 0
- 1
- 2
- 3
- 4 or more children

4. How many children do you care for between the ages of 5 and 18?

- 0
- 1
- 2
- 3
- 4 or more children

THE FOLLOWING QUESTIONS ASK ABOUT **HEALTH-RELATED SERVICES** IN RIO ARRIBA COUNTY. IF YOU CARE FOR CHILDREN, PLEASE ANSWER THE QUESTIONS BASED ON GETTING SERVICES FOR YOU AND FOR THE CHILDREN.

5. Have you ever needed any of the following services?

	Yes	No
<b>Medical care</b> (e.g., primary care doctors, general health checkups, etc.)	<input type="radio"/>	<input type="radio"/>
<b>Dental care</b>	<input type="radio"/>	<input type="radio"/>
<b>Mental health care</b> (e.g., psychiatrists, psychologists, therapists, counselors, substance abuse programs, etc.)	<input type="radio"/>	<input type="radio"/>

6. In general, how would you rate the quality of health services you have received?

	Very bad	Bad	Average	Good	Very good	I haven't needed this service	I don't know because I haven't been able to get this service
Medical care	<input type="radio"/>	<input type="radio"/>					
Dental care	<input type="radio"/>	<input type="radio"/>					
Mental health care	<input type="radio"/>	<input type="radio"/>					

7. Have you ever had difficulties getting any of the following services? (For example, transportation problems, no insurance, long wait lists, etc.)

	Yes	No
Medical care	<input type="radio"/>	<input type="radio"/>
Dental care	<input type="radio"/>	<input type="radio"/>
Mental health care	<input type="radio"/>	<input type="radio"/>

If "no," please skip to question 9.

8. From the list below, please choose any difficulties you have had getting the following services:

	Medical care	Dental care	Mental health care
I don't know where to get this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's too far to travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't have reliable transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointment times don't work for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wait list is too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No insurance coverage	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

3

11. Have you ever had difficulties getting any of the following services?

	Yes	No
Affordable housing services	<input type="radio"/>	<input type="radio"/>
Food assistance services	<input type="radio"/>	<input type="radio"/>
Public transportation	<input type="radio"/>	<input type="radio"/>
Job training programs	<input type="radio"/>	<input type="radio"/>

If "no," please skip to question 13.

12. From the list below, please choose any difficulties you have had getting the following services:

	Help with housing	Food assistance	Public transportation	Job training
It's too far to travel/walk to the bus stop	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They don't speak my language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't know where to get this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't have reliable transportation	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs too much	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel bad/worried about going	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I was told I don't qualify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Appointment/training times don't work for me	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't qualify	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wait list is too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Public transportation only</b>				
It doesn't run during the times I need it	<input type="checkbox"/>			
It isn't safe	<input type="checkbox"/>			
It doesn't go where I need to go	<input type="checkbox"/>			
It takes too long to use	<input type="checkbox"/>			
It doesn't come to where I live	<input type="checkbox"/>			
<b>Job training only</b>				
They don't offer the type of training I want	<input type="checkbox"/>			
I don't have anyone to watch my child during the training	<input type="checkbox"/>			

Other: \_\_\_\_\_

5

	Medical care	Dental care	Mental health care
Costs too much	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I feel bad and/or worried about going	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They don't speak my language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can't find a quality provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: \_\_\_\_\_

IN THE NEXT SECTION WE WILL ASK YOU ABOUT SUPPORT-RELATED SERVICES, SUCH AS ASSISTANCE WITH **AFFORDABLE HOUSING, FOOD ASSISTANCE, PUBLIC TRANSPORTATION, AND JOB TRAINING SERVICES.**

9. Have you ever needed any of the following services?

	Yes	No
<b>Affordable housing services</b> (e.g., Section 8, Housing Assistance Programs, etc.)	<input type="radio"/>	<input type="radio"/>
<b>Food assistance services</b> (e.g., WIC, food stamps, etc.)	<input type="radio"/>	<input type="radio"/>
<b>Public transportation</b>	<input type="radio"/>	<input type="radio"/>
<b>Job training programs</b> (e.g., apprenticeships, vocational training, job training programs at community colleges, colleges or universities, etc.)	<input type="radio"/>	<input type="radio"/>

10. In general, how would you rate the quality of services you have received?

	Very bad	Bad	Average	Good	Very good	I haven't needed this service	I don't know because I haven't been able to get this service
Affordable housing services	<input type="radio"/>	<input type="radio"/>					
Food assistance services	<input type="radio"/>	<input type="radio"/>					
Public transportation	<input type="radio"/>	<input type="radio"/>					
Job training programs	<input type="radio"/>	<input type="radio"/>					

4

IN THE NEXT SECTION WE WILL ASK YOU ABOUT CHILD-RELATED SERVICES SUCH AS, **HOME VISITING SERVICES, CHILD CARE, PRESCHOOL, AND PARENTING CLASSES.**

13. Have you ever needed any of the following services?

	Yes	No
<b>Home visiting services</b> (By providers such as Española Presbyterian Hospital, Las Cumbres, Youth Development Inc., etc.)	<input type="radio"/>	<input type="radio"/>
<b>Childcare services</b> (Daycare centers or home-based childcare, babysitters, etc.)	<input type="radio"/>	<input type="radio"/>
<b>Preschool programs</b> (e.g., NM Pre-K, Head Start, public school preschool, etc.)	<input type="radio"/>	<input type="radio"/>
<b>Parenting classes</b>	<input type="radio"/>	<input type="radio"/>

14. In general, how would you rate the quality of services you have received?

	Very bad	Bad	Average	Good	Very good	I haven't needed this service	I don't know because I haven't been able to get this service
Home visiting services	<input type="radio"/>	<input type="radio"/>					
Childcare services	<input type="radio"/>	<input type="radio"/>					
Preschool programs	<input type="radio"/>	<input type="radio"/>					
Parenting classes	<input type="radio"/>	<input type="radio"/>					

15. Have you ever had difficulties getting any of the following services for your child?

	Yes	No
Home visiting services	<input type="radio"/>	<input type="radio"/>
Childcare services	<input type="radio"/>	<input type="radio"/>
Preschool programs	<input type="radio"/>	<input type="radio"/>
Parenting classes	<input type="radio"/>	<input type="radio"/>

If "no," please skip to question 17.

6

16. From the list below, please choose any difficulties you have had getting the following services for your child:

	Home visiting	Childcare	Preschool	Parenting classes
I don't know where to get this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Costs too much	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
They don't speak my language	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wait list is too long	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I don't know much about this service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The times for the program do not fit my schedule	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can't find a quality provider	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
There is no reliable transportation for me or my child	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
It's too far to travel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Registration occurs at a time I cannot go	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Home visiting only</b>				
I do not qualify	<input type="checkbox"/>			
I do not want strangers in my home	<input type="checkbox"/>			
I don't have time/I can't get off work	<input type="checkbox"/>			
<b>Parenting classes only</b>				
Classes are always full	<input type="checkbox"/>			
I don't have childcare during class time	<input type="checkbox"/>			
I don't have time/I can't get off work	<input type="checkbox"/>			

Other: \_\_\_\_\_

17. Have you ever received a childcare assistance subsidy (the program that pays for your child to receive free or reduced-price childcare) from Children, Youth and Families Department (CYFD)?

Yes  No  Prefer not to answer

18. Why haven't you received a childcare assistance subsidy (help paying for childcare)? (Select all that apply)

- I do not need it  I do not think I qualify  
 I do not know about this program  I am not in school  
 I was told I do not qualify  I am not working

Other: \_\_\_\_\_

7

ALMOST FINISHED! THIS SECTION WILL ASK QUESTIONS ABOUT SERVICES FOR SCHOOL-AGE CHILDREN.

19. Has your child ever needed any of the following services?

	Yes	No	I don't know
<b>Youth mentor services</b> (e.g., Big Brothers/Big Sisters)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Mental health services at school</b> (e.g., counseling, psychology services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>Health services at school</b> (e.g., vision, hearing, and immunization screening, and similar services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. In general, how would you rate the quality of services you have received?

	Very bad	Bad	Average	Good	Very good	I haven't needed this service	I don't know because I haven't been able to get this service
Youth mentor services	<input type="radio"/>	<input type="radio"/>					
Mental health services at school	<input type="radio"/>	<input type="radio"/>					
Health services at school	<input type="radio"/>	<input type="radio"/>					

21. Have you ever had difficulties getting any of the following services for your child?

	Yes	No
Youth mentor services	<input type="radio"/>	<input type="radio"/>
Mental health services at school	<input type="radio"/>	<input type="radio"/>
Health services at school	<input type="radio"/>	<input type="radio"/>

If "no," please skip to question 23.

22. From the list below, please choose any difficulties you have had getting the following services for your child:

	Mental health services	Health services at school
Wait list is too long	<input type="checkbox"/>	<input type="checkbox"/>
They don't speak my and/or my child's language	<input type="checkbox"/>	<input type="checkbox"/>
My child's school doesn't offer this service	<input type="checkbox"/>	<input type="checkbox"/>
They don't offer the type of services my child needs	<input type="checkbox"/>	<input type="checkbox"/>
There aren't enough counselors or mental health professionals at the school	<input type="checkbox"/>	

8

**Youth mentor services only**

I don't know where to get this service	<input type="checkbox"/>
They don't speak my and/or my child's language	<input type="checkbox"/>
We don't have reliable transportation	<input type="checkbox"/>
The program is not right for my child	<input type="checkbox"/>
I feel uncomfortable with my child interacting with someone I don't know well	<input type="checkbox"/>

Other: \_\_\_\_\_

PLEASE TELL US MORE ABOUT YOU. THIS WILL HELP US UNDERSTAND IF ACCESS TO BASIC SERVICES IS DIFFERENT FOR VARIOUS GROUPS OF PEOPLE.

23. Please tell us how much you agree/disagree with the following statement:

I have extended family support living near me that I can depend on (other family members and friends who help me and my family with child care, emotional support, etc.)

Strongly disagree  Disagree  Neither agree nor disagree  Agree  Strongly Agree

24. What is your household income per year?

- Less than \$10,000  Between \$55,000 and \$69,999  
 Between \$10,000 and \$24,999  More than \$70,000  
 Between \$25,000 and \$39,999  Prefer not to answer  
 Between \$40,000 and \$54,999

25. What is your gender?

- Female  Other: \_\_\_\_\_  
 Male  Prefer not to answer  
 Non-binary

26. What is your age?

- Under 18  45 - 54  
 18 - 24  55 - 64  
 25 - 34  65 or older  
 35 - 44  Prefer not to answer

27. What is your race/ethnicity? Select all that apply:

- Hispanic or Latino  Asian  
 White  Other: \_\_\_\_\_  
 Black or African American  Prefer not to answer  
 Native American or Alaska Native

9

28. What is the highest degree or level of school you have completed?

- Less than high school  Bachelor's Degree  
 High school graduate  Master's degree  
 Some college  Doctorate or Professional Degree  
 2-year degree  Prefer not to answer

29. What language do you primarily speak at home?

- English  
 Spanish  
 Native American language  
 Bilingual  
 Other: \_\_\_\_\_

30. Is there anything you would like to share about access to basic family services in Rio Arriba County?

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

10

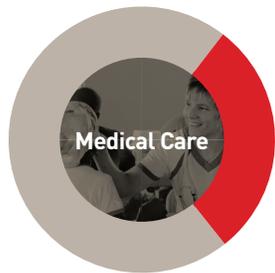
# Neighborhood of Residence

Neighborhood	N	Percent
Abiquiú	19	4.5%
Alcalde	28	6.6%
Canjilon	4	0.9%
Cañones	1	0.2%
Canova	2	0.5%
Chama	2	0.5%
Chamita	2	0.5%
Chili	2	0.5%
Chimayó	49	11.5%
Cordova	9	2.1%
Dixon	4	0.9%
Dulce	6	1.4%
El Duende	5	1.2%
El Rito	3	0.7%
Ensenada	2	0.5%
Española	156	36.7%
Hernandez	27	6.4%
La Madera	1	0.2%
La Mesilla	16	3.8%
La Villita	1	0.2%
Los Luceros	2	0.5%
Los Ojos	2	0.5%
Lyden	3	0.7%
Ohkay Owingeh	13	3.1%
Other	35	8.2%
Pueblito	1	0.2%
Santa Clara Pueblo	13	3.1%
Tierra Amarilla (county seat)	2	0.5%
Truchas	5	1.2%
Velarde	10	2.4%
<b>Total</b>	<b>425</b>	

# Survey Results

Service	Number Reporting need	Reported needed %	Number reporting difficulty accessing	Difficulty accessing %
Medical Care	363	86.2	101	28.9
Behavioral Health Care	151	37.7	69	45.7
Affordable Housing Services	108	26.5	68	66.0
Food Assistance Services	196	48	58	31.7
Public Transportation Services	90	22.4	44	51.2
Home Visiting Services	63	23.1	18	29.5
Child Care Services	111	40.4	54	50.9
Preschool Services	128	47.1	43	35.8
Parenting Classes	60	22.2	16	28.6
Youth Mentor Services	24	12.2	11	47.8
School based mental health services	48	24.2	22	47.8
School based health services	64	32.3	14	24.1
Job training programs	117	29.1	52	47.3

# Executive Overview: Ten Sectors At-a-glance, Rio Arriba County, New Mexico 2020



**29%**

of those reporting needing the service reported **difficulty accessing medical care.**



**46%**

of those reporting needing the service reported **difficulty accessing behavioral health services.**



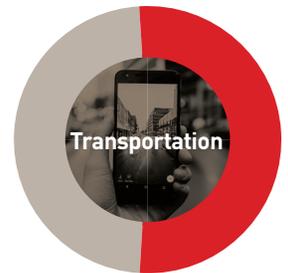
**32%**

of those reporting needing the service reported **difficulty accessing food security programs.**



**66%**

of those reporting needing the service reported **difficulty accessing housing security programs.**



**51%**

of those reporting needing the service reported **difficulty accessing transportation.**



**30%**

of those reporting needing the service reported **difficulty accessing home visiting.**



**36%**

of those reporting needing the service reported **difficulty accessing early childhood education.**



**24%**

of those reporting needing the service reported **difficulty accessing health services at schools for their child.**



**48%**

of those reporting needing the service reported **difficulty accessing youth mentors.**



**47%**

of those reporting needing the service reported **difficulty accessing job training.**

**ANNA,  
AGE EIGHT  
INSTITUTE**

[info@AnnaAgeEight.org](mailto:info@AnnaAgeEight.org)  
[www.AnnaAgeEight.org](http://www.AnnaAgeEight.org)