

100%

Curry/Roosevelt County Survey

Report:

Identifying Barriers
to Vital Services,
2022

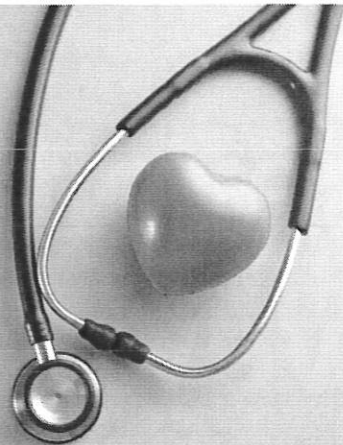
**United
Way**



United Way of
Eastern New Mexico

Survey results at a glance - Curry County

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



Demographic Representation

819 survey responses were analyzed. The sample reflects the population for the age groups 18-24, 25-29, and 50-59. However, respondents between the ages of 30 and 49 are overrepresented, while those in the age group 60 or older are underrepresented. The sample is mostly representative of races other than White Non-Hispanic and Hispanic. Those who identify as White Non-Hispanic are overrepresented, and those who identify as Hispanic or Latino are underrepresented. All education levels are accurately represented, aside from Individuals with a High School degree or GED, as they are underrepresented. Household income and internet access are representative of the population.



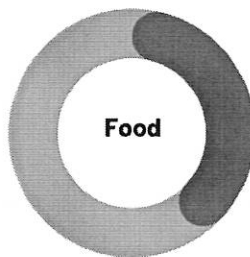
52%

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



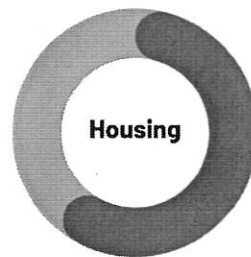
46%

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



33%

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



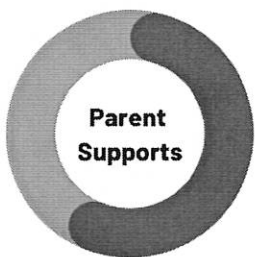
62%

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



54%

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



60%

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



33%

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



42%

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



71%

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



37%

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

Survey results at a glance - Roosevelt County

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



Demographic Representation
253 survey responses were analyzed. The sample is reflective of the population for most age groups. However, those between the ages of 25 and 34 are overrepresented. The sample is mostly representative of the population's race and ethnicity. For education level, those with less than a high school degree and a High School degree or GED are underrepresented. Those with a graduate or professional degree are slightly overrepresented. Language spoken at home, household income, and internet access are representative of the population.



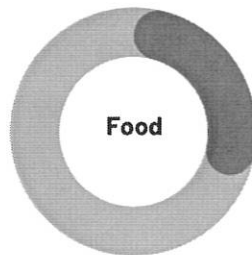
37%

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



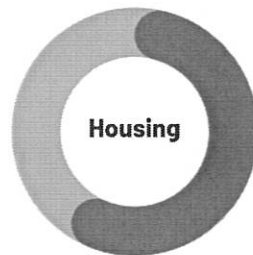
53%

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



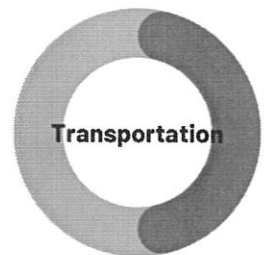
32%

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



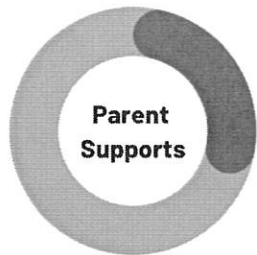
60%

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50%

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



32%

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82%

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18%

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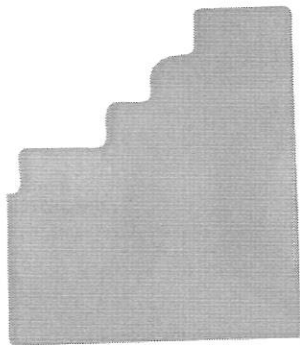
46%

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

How this survey was conducted

The survey was conducted between the months of December 2021 and October 2022. The surveys were available in Spanish and English, online and via cell phone using QR codes. The surveys were promoted by personal contacts at events such as medical and behavioral health appointments, food distribution sites, and by school district, city, and county outreach methods. The survey was distributed to residents in Curry and Roosevelt counties. Respondents chose their county of residence, and responses were disaggregated by county and analyzed separately. This document reports both Curry and Roosevelt counties' responses. The survey was distributed widely throughout both counties. The survey is intended to serve as a jumping-off point providing insight into areas that may merit further exploration.

CURRY COUNTY KEY FACTS



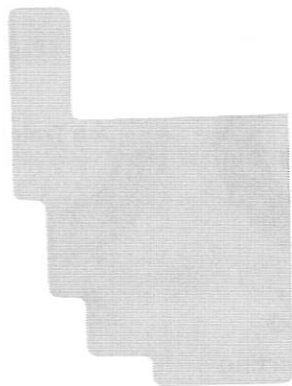
Total population of 47,999 (2021 Census) with county services overseen by 5 county commissioners

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent
Clovis	633	81.78
Cannon AFB	104	13.44
Melrose	18	2.33
Texico	14	1.81
Grady	3	0.388
Broadview	2	0.26

Total 774 100

ROOSEVELT COUNTY KEY FACTS



Total population of 19,019 (2021 Census) with county services overseen by 5 county commissioners

RESPONDENTS' NEIGHBORHOOD OF RESIDENCE

Neighborhood	N	Percent
Portales	219	89.02
Floyd	10	4.07
Dora	6	2.44
Elida	5	2.03
Rogers	3	1.22
Causey	2	0.81
Milnesand	1	0.41

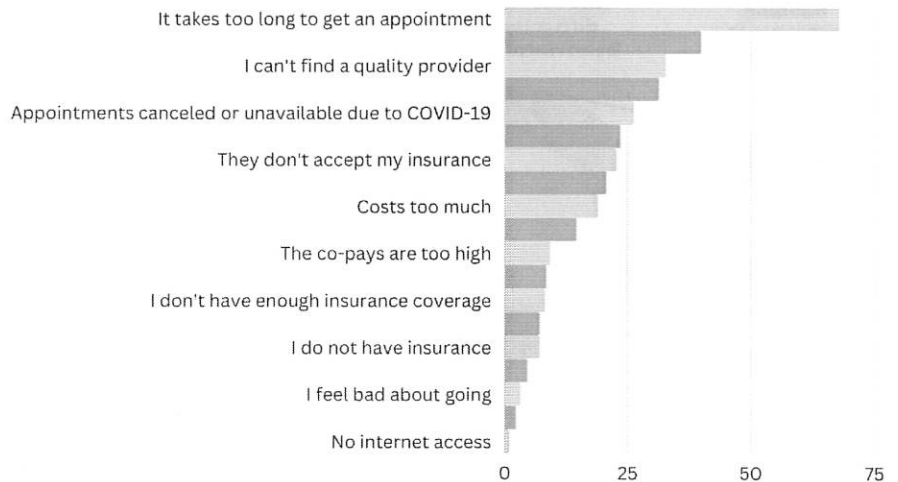
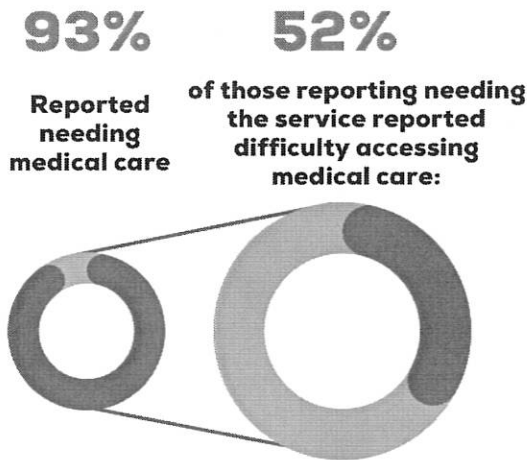
Total 246 100

Medical Care: County residents experience long wait times for medical appointments

Curry County

Barriers

to getting medical care in Curry County

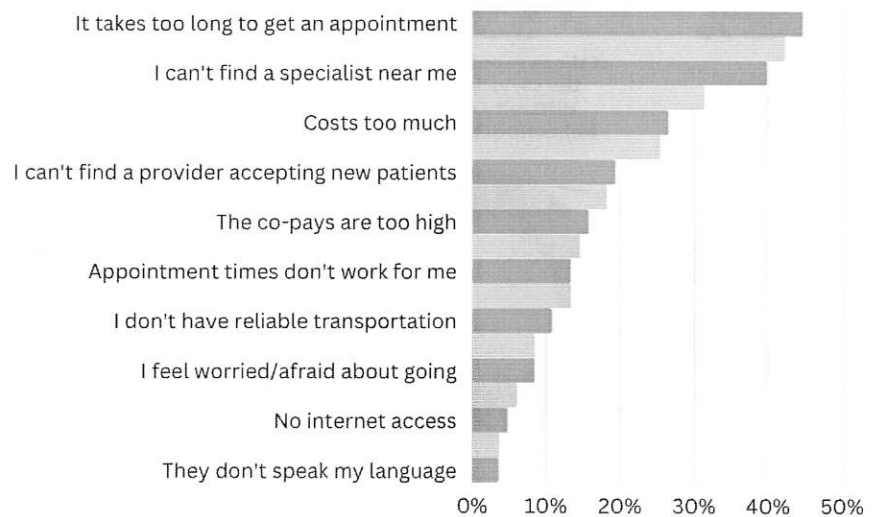
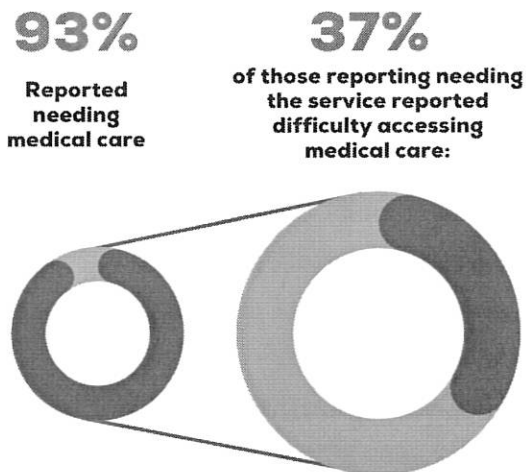


Due to long wait times and lack of quality providers, many report traveling hours to access healthcare elsewhere.

Roosevelt County

Barriers

to getting medical care in Roosevelt County



Traveling for medical care is expensive and causes residents to miss work or school, secure child care, etc. OR avoid getting care at all.

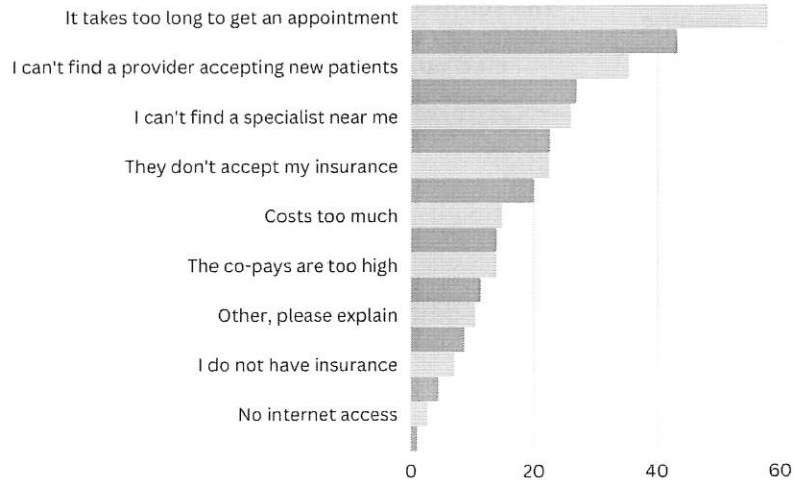
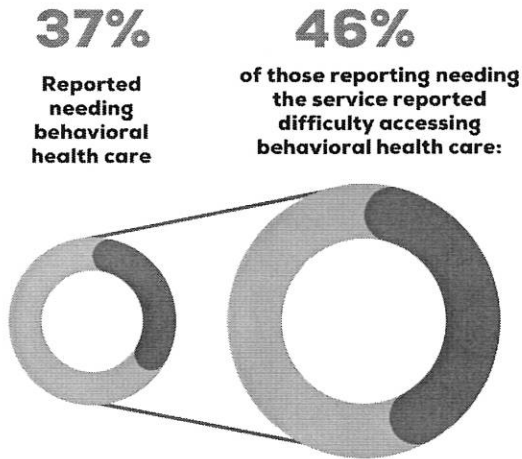
Visit enm10services.org for more information

Behavioral Health Care: Residents report long wait times and lack of quality providers in the area

Curry County

Barriers

to getting behavioral health care in Curry County

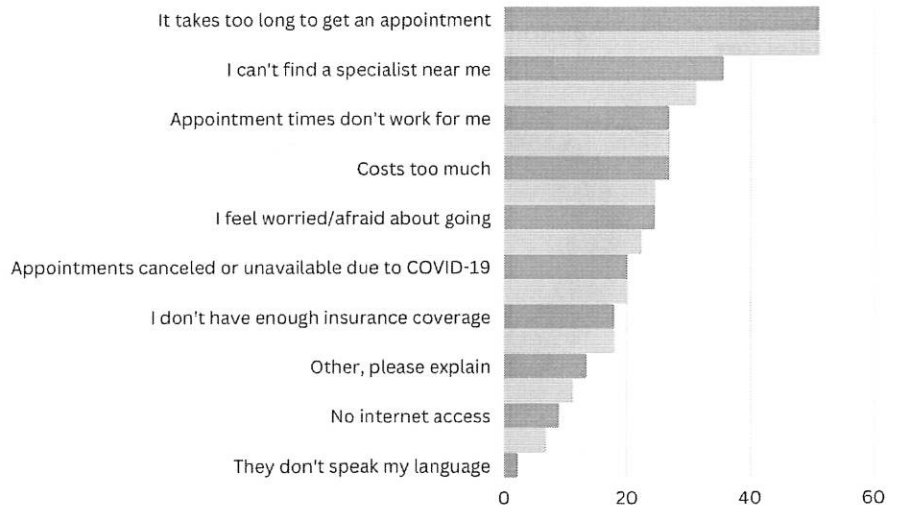
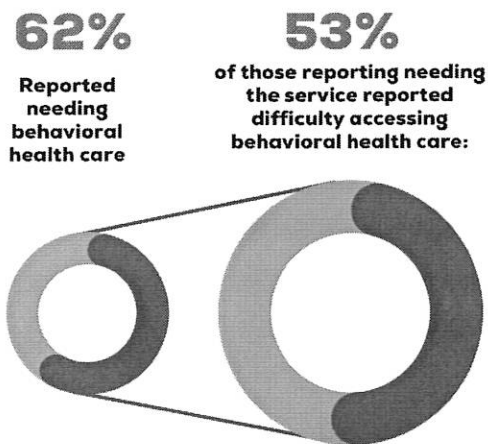


Due to long wait times and lack of quality providers, many residents simply do not receive the behavioral health care they need.

Roosevelt County

Barriers

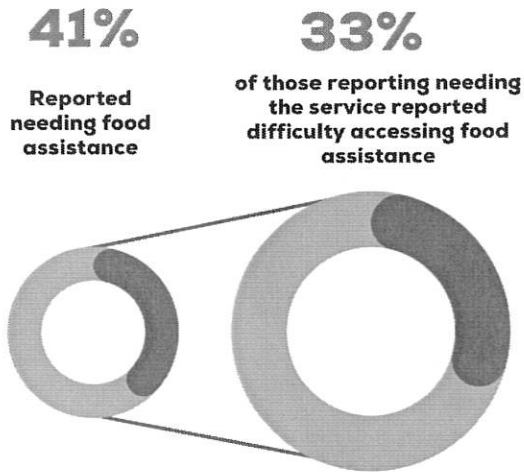
to getting behavioral health care in Roosevelt County



When people cannot access mental healthcare, they may not develop the tools needed to improve their quality of life.

Food: Over 50% of residents do not qualify for the food assistance they need

Curry County

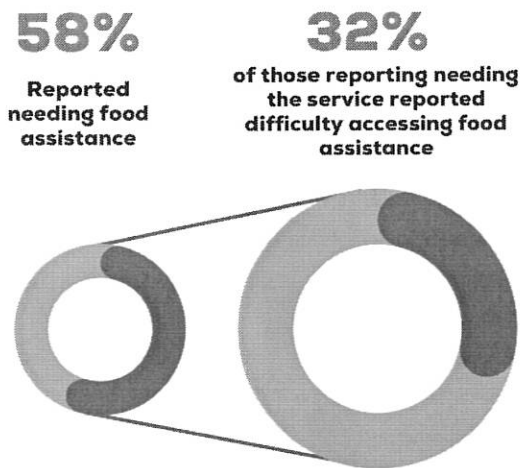


Barriers to getting food assistance in Curry County



Residents report that their income is marginally too high to qualify for food assistance programs, and they feel bad for utilizing free food distribution options.

Roosevelt County



Barriers to getting food assistance in Roosevelt County



Those who do not qualify for food assistance programs also struggle with free food distribution timeframes and wait times.

Housing: Residents must wait extended periods of time to access affordable housing

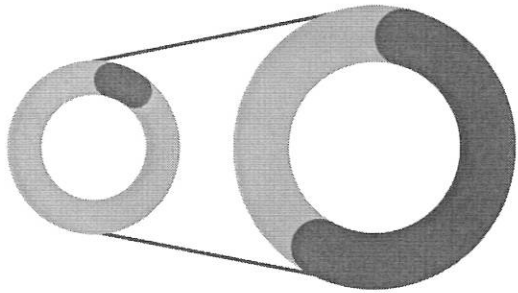
Curry County

14%

Reported needing affordable housing

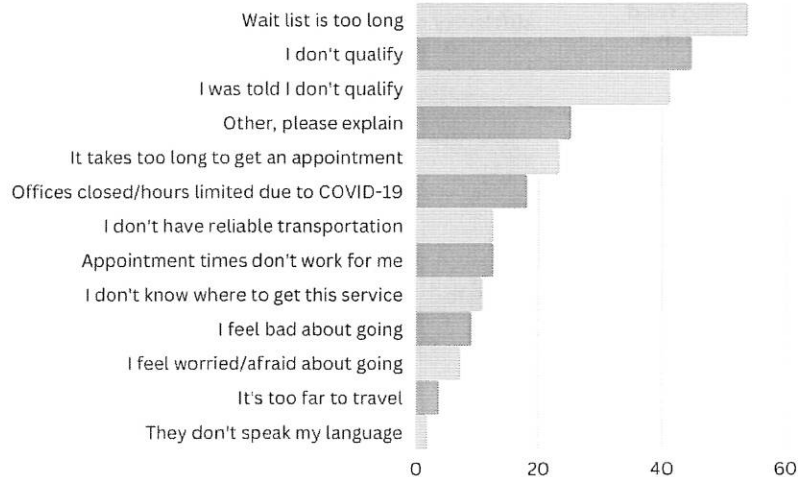
62%

of those reporting needing the service reported difficulty accessing affordable housing



Barriers

to getting affordable housing in Curry County



Due to long wait lists and disqualification, many residents cannot afford appropriate housing for their families.

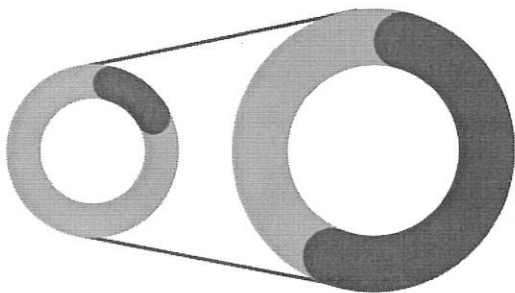
Roosevelt County

21%

Reported needing affordable housing

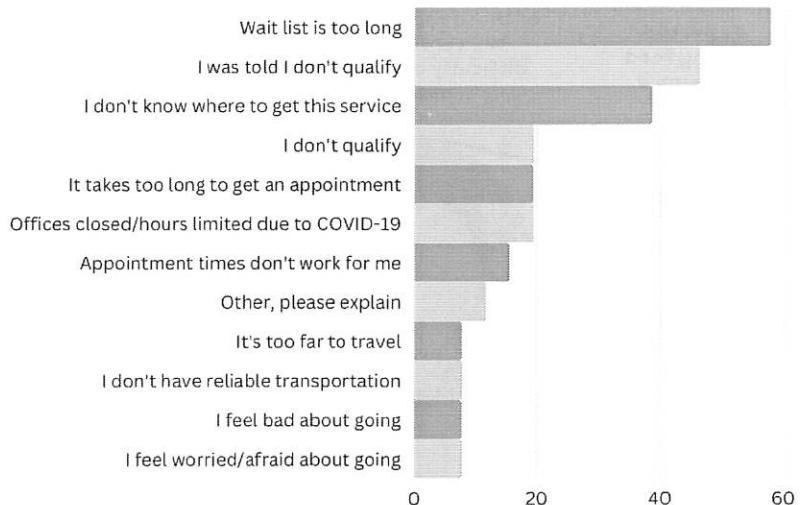
60%

of those reporting needing the service reported difficulty accessing affordable housing



Barriers

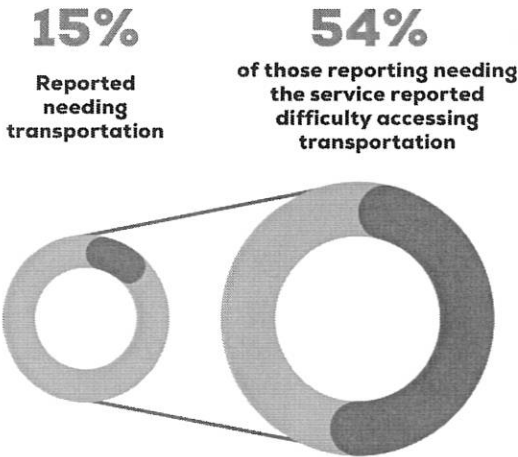
to getting affordable housing in Roosevelt County



Inaccessibility to affordable housing causes extreme stress to residents who must cut costs on other necessities to afford a place to live.

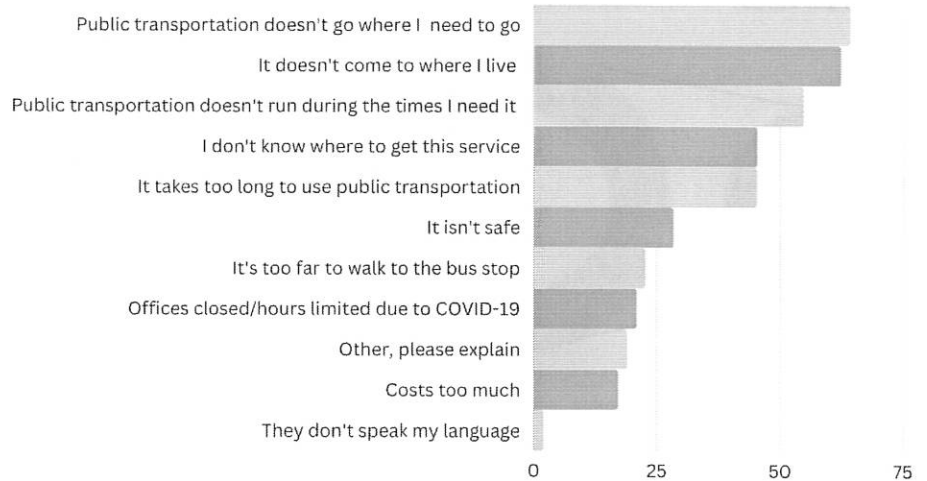
Transportation: Residents request more convenient public transportation to meet their travel needs

Curry County



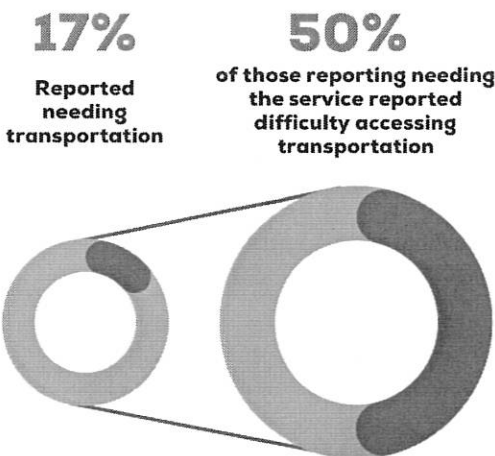
Barriers

to getting transportation in Curry County



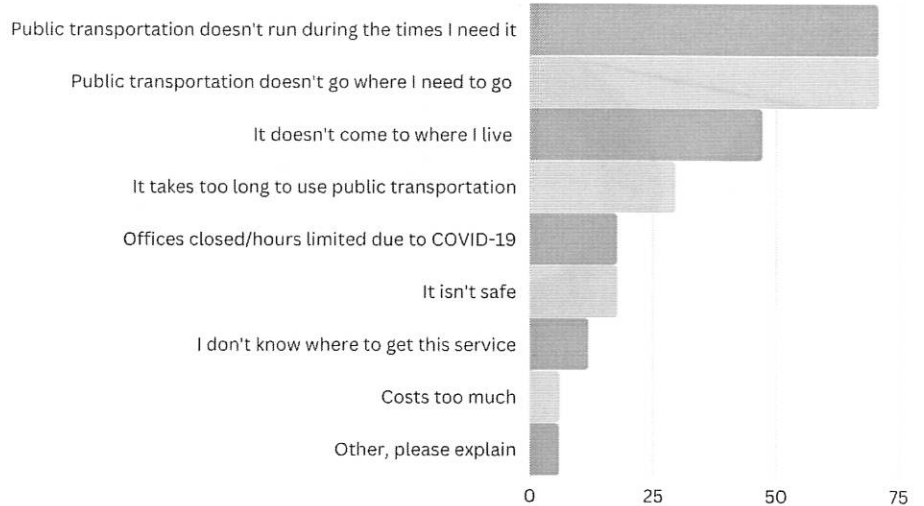
Many residents must travel past the physical limitations of current transportation services to access basic needs, leaving some essential services inaccessible.

Roosevelt County



Barriers

to getting transportation in Roosevelt County



Many who need public transportation cannot access this service at the times or near the areas they need to travel.

Parent Supports: Curry County experiences twice as much difficulty accessing child care as Roosevelt County

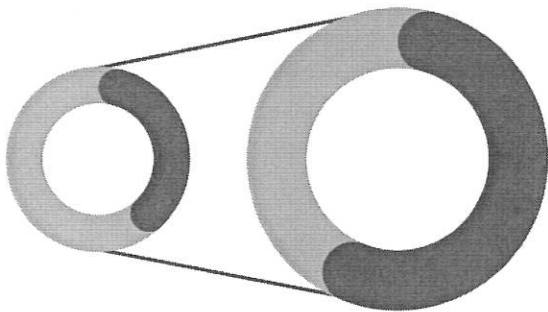
Curry County

42%

Reported needing child care services

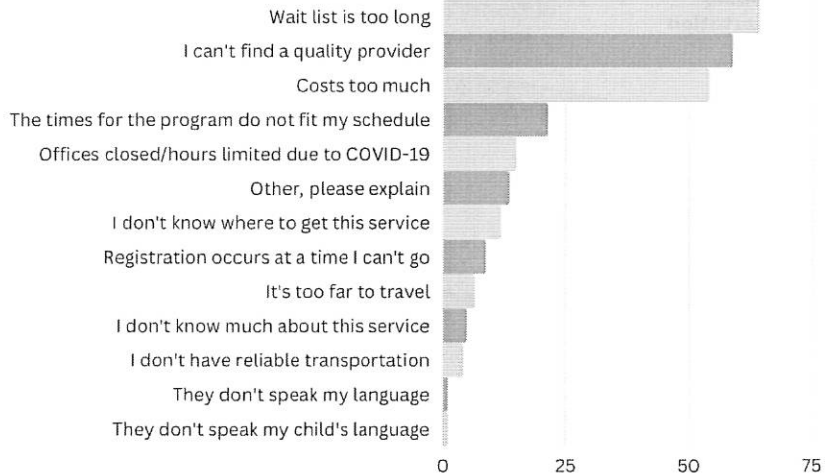
60%

of those reporting needing the service reported difficulty accessing child care



Barriers

to getting child care in Curry County



Curry County parents experience long wait times to secure child care. Parents are also concerned about finding a quality provider for the safety of their children.

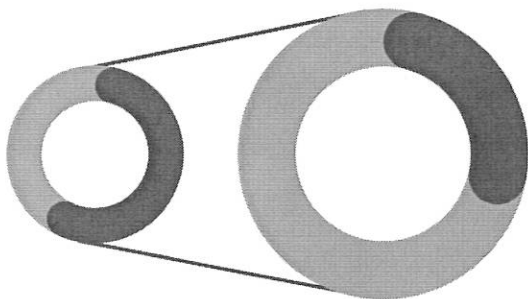
Roosevelt County

61%

Reported needing child care services

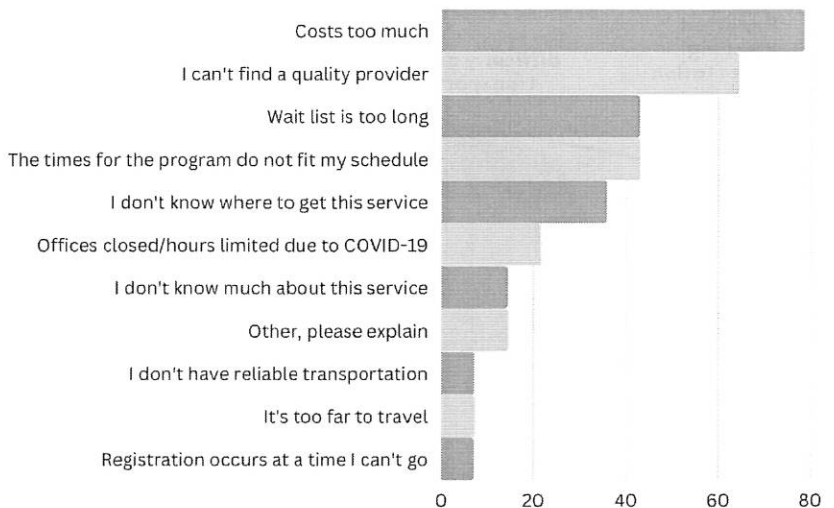
32%

of those reporting needing the service reported difficulty accessing child care



Barriers

to getting child care in Roosevelt County



Roosevelt County parents struggle to afford child care. Parents are also concerned about finding a quality provider for the safety of their children.

Early Childhood Learning: Roosevelt County experiences significantly more difficulty accessing preschool services

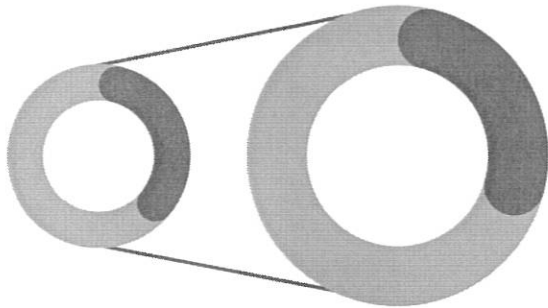
Curry County

40%

Reported needing preschool services

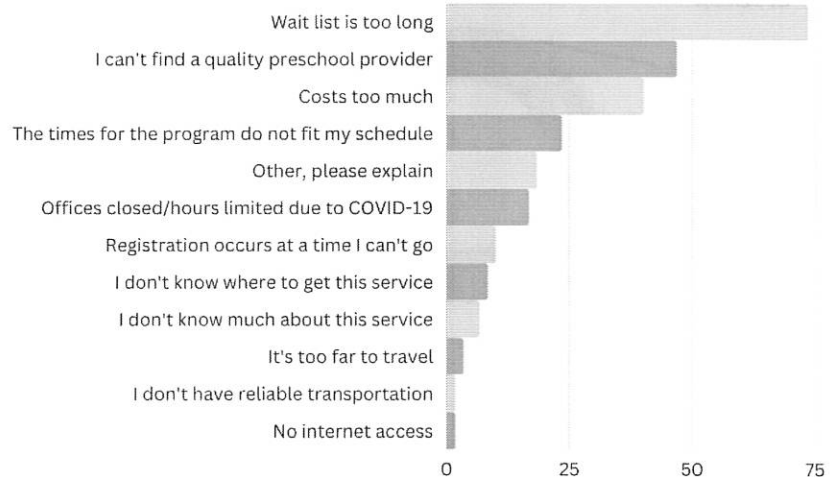
33%

of those reporting needing the service reported difficulty accessing preschool services



Barriers

to getting preschool services in Curry County



Curry County parents experience long wait times to secure preschool services. Parents are also concerned about finding a quality provider for the education and safety of their children.

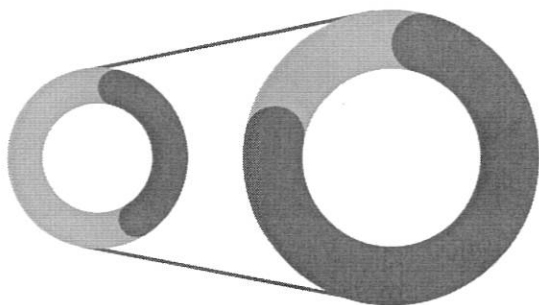
Roosevelt County

45%

Reported needing preschool services

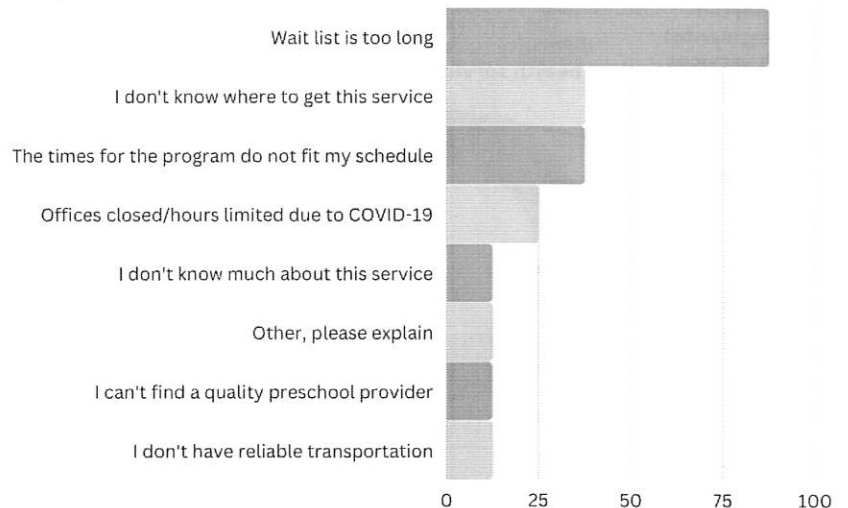
82%

of those reporting needing the service reported difficulty accessing preschool services



Barriers

to getting preschool services in Roosevelt County



Roosevelt County parents report long wait times to secure preschool services, and they don't know where else to access this service outside of those options. Preschool programs are often not available during needed times.

Community Schools: Curry County experiences twice as much difficulty accessing mental health services at school

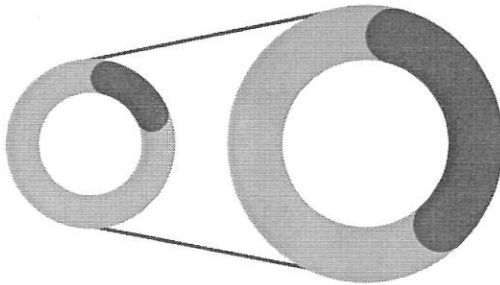
Curry County

22%

Reported needing mental health services at school

42%

of those reporting needing the service reported difficulty accessing mental health services at school



Barriers

to getting mental health services at school in Curry County

There aren't enough mental health professionals at the school

It takes too long to get an appointment

My child's school doesn't offer this service

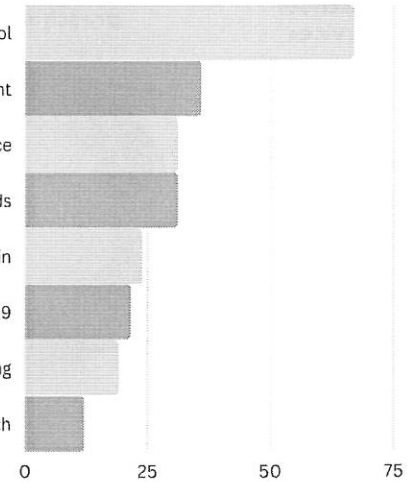
They don't offer the type of services my child needs

Other, please explain

Offices/schools closed due to COVID-19

Wait list is too long

Costs too much



Curry County parents report that their schools do not have enough mental health staff to support the need for services. Please note that the need for this service is reported by parents - not the students themselves.

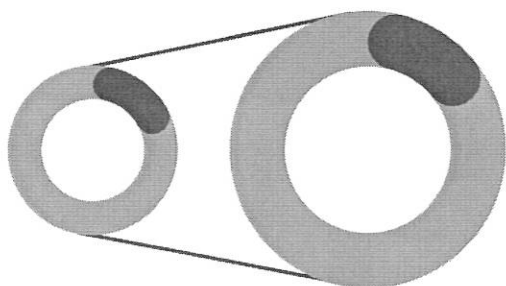
Roosevelt County

21%

Reported needing mental health services at school

18%

of those reporting needing the service reported difficulty accessing mental health services at school



Barriers

to getting mental health services at school in Roosevelt County

They don't offer the type of services my child needs

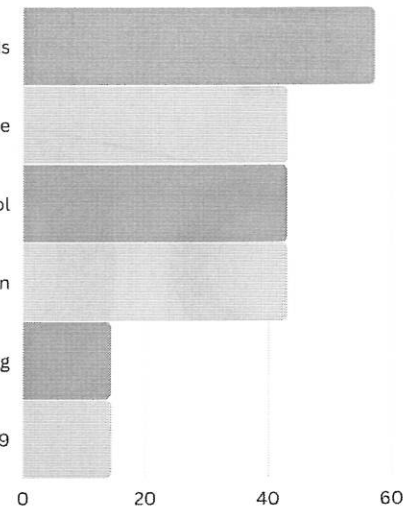
My child's school doesn't offer this service

There aren't enough mental health professionals at the school

Other, please explain

Wait list is too long

Offices/schools closed due to COVID-19



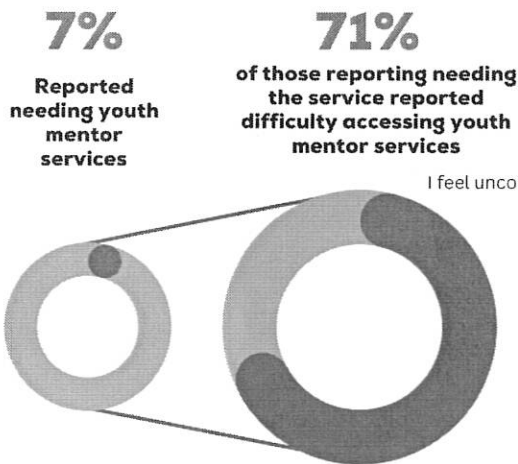
Roosevelt County parents report a lack of mental health services available at schools, especially for the specific needs of their children. Please note that the need for this service is reported by parents - not the students themselves.

Youth Mentoring: Residents don't know where to access youth mentorship opportunities and services

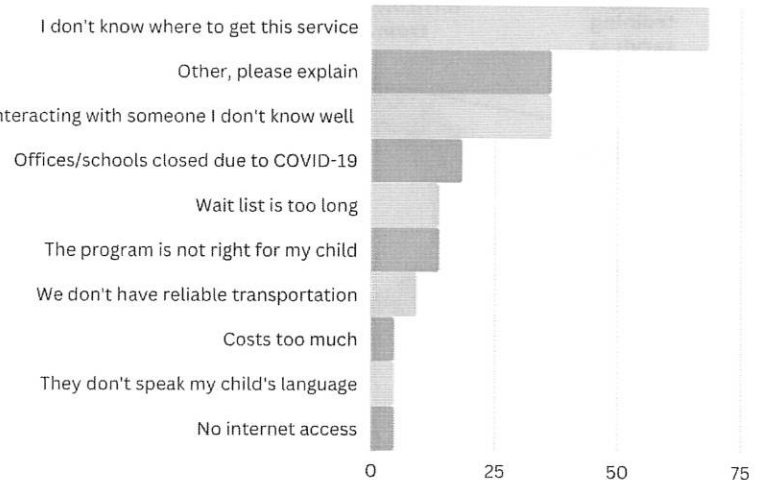
Curry County

Barriers

to getting youth mentor services in Curry County



I feel uncomfortable with my child interacting with someone I don't know well

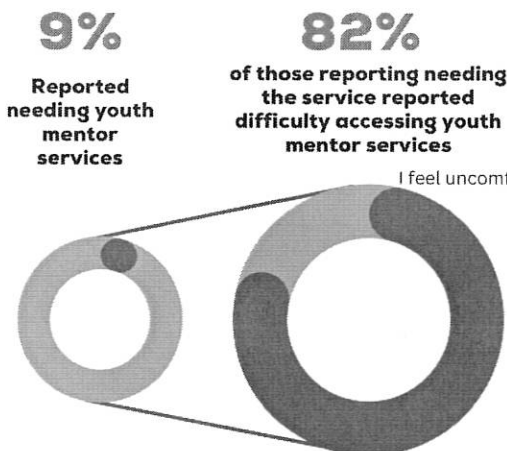


Curry County parents struggle to find youth mentor services that they are comfortable with their child attending. Please note that the reported need for this service may be low due to lack of knowledge about existing or potential programs.

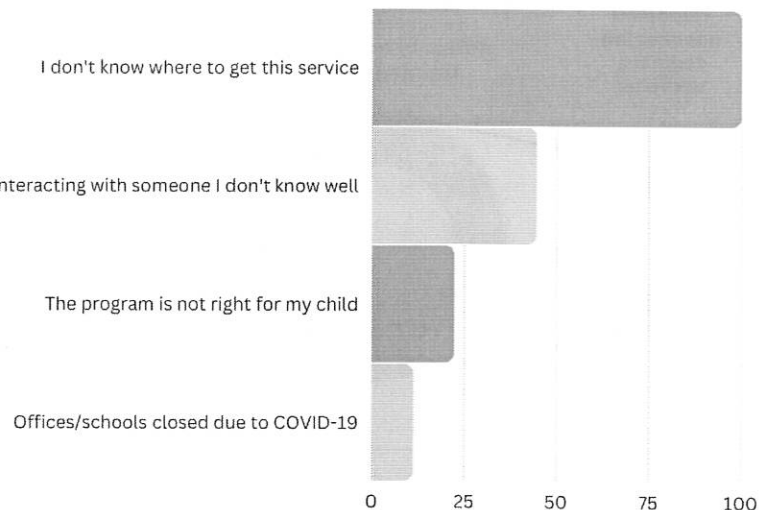
Roosevelt County

Barriers

to getting youth mentor services in Roosevelt County



I feel uncomfortable with my child interacting with someone I don't know well



Roosevelt County parents struggle to find youth mentor services that they are comfortable with their child attending. Please note that the reported need for this service may be low due to lack of knowledge about existing or potential programs.

Visit enm10services.org for more information

Job Training: Residents don't know where to access services

Curry County

Barriers

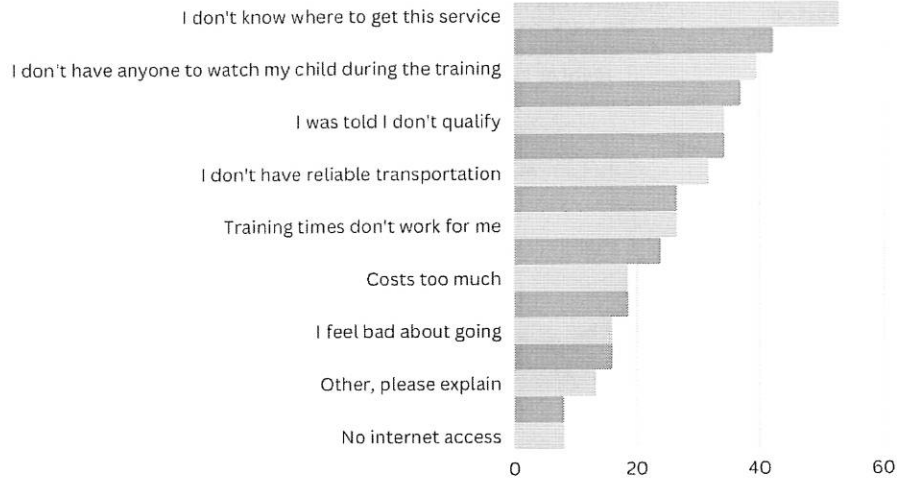
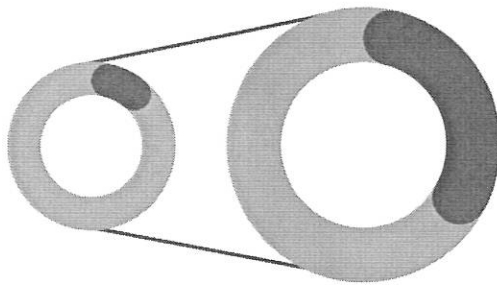
to getting job training services in Curry County

15%

Reported needing job training services

37%

of those reporting needing the service reported difficulty accessing job training services



Curry County residents do not know where to access job training, especially the type of training they need. Childcare during training times is also a primary concern.

Roosevelt County

Barriers

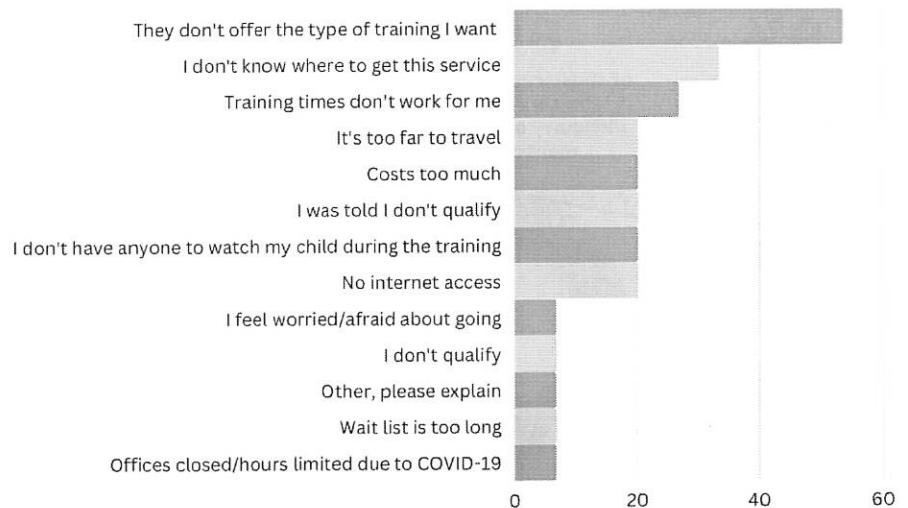
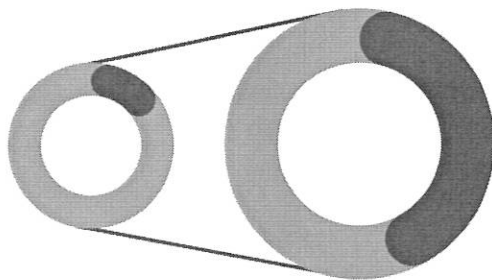
to getting job training services in Roosevelt County

17%

Reported needing job training services

46%

of those reporting needing the service reported difficulty accessing job training services



Roosevelt County residents do not know where to access job training, especially the type of training they need. Training times for available services are often inconvenient for those in need.

7 Steps to 100%: Ensuring 10 vital services from medical care to food and shelter

1 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.

2 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

3 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..

4 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).

5 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.

6 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.

7 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.

What Curry County residents are saying

"Number one way to help the parents in this community is to improve all of the educational opportunities..."

"Whether on Cannon AFB or in Curry County, it was very difficult to secure childcare... This delayed my spouse being able to work, and finding a decent paying job in this area is already limited."

"We need more specialist medical providers near Cannon AFB... To address this issue we need more specialty providers in Curry County so that we don't have to travel to Lubbock or Albuquerque for care and get stuck in multi-month wait lines to be seen."

"Housing market is impossible to navigate. Rental prices are entirely too high..."

"Increase mental health resources. Better partnerships between mental health facilities and the schools."

"A veces es un poco complicado conseguir citas o hacer trámites debido a la barrera del idioma pero la mayoría de los funcionarios públicos y trabajadores de la salud son amables y tratan de ayudar sin discriminar"

"After hours food pantries or deliveries; caring for my mother and son who has immunity issues makes it difficult to have time to take from work to make food pantry times"

What Roosevelt County residents are saying

"We need more resources for single parents, disabled, mental health, a rehab, and more childcare centers with longer hours. More access to therapy services and better health care."

"More access to state regulated childcare."

"We need more qualified doctors specialty doctors and dentists in the area..."

"Provide more food drives. I make too much to qualify for food assistance, yet I struggle to pay my utilities and rent every month."

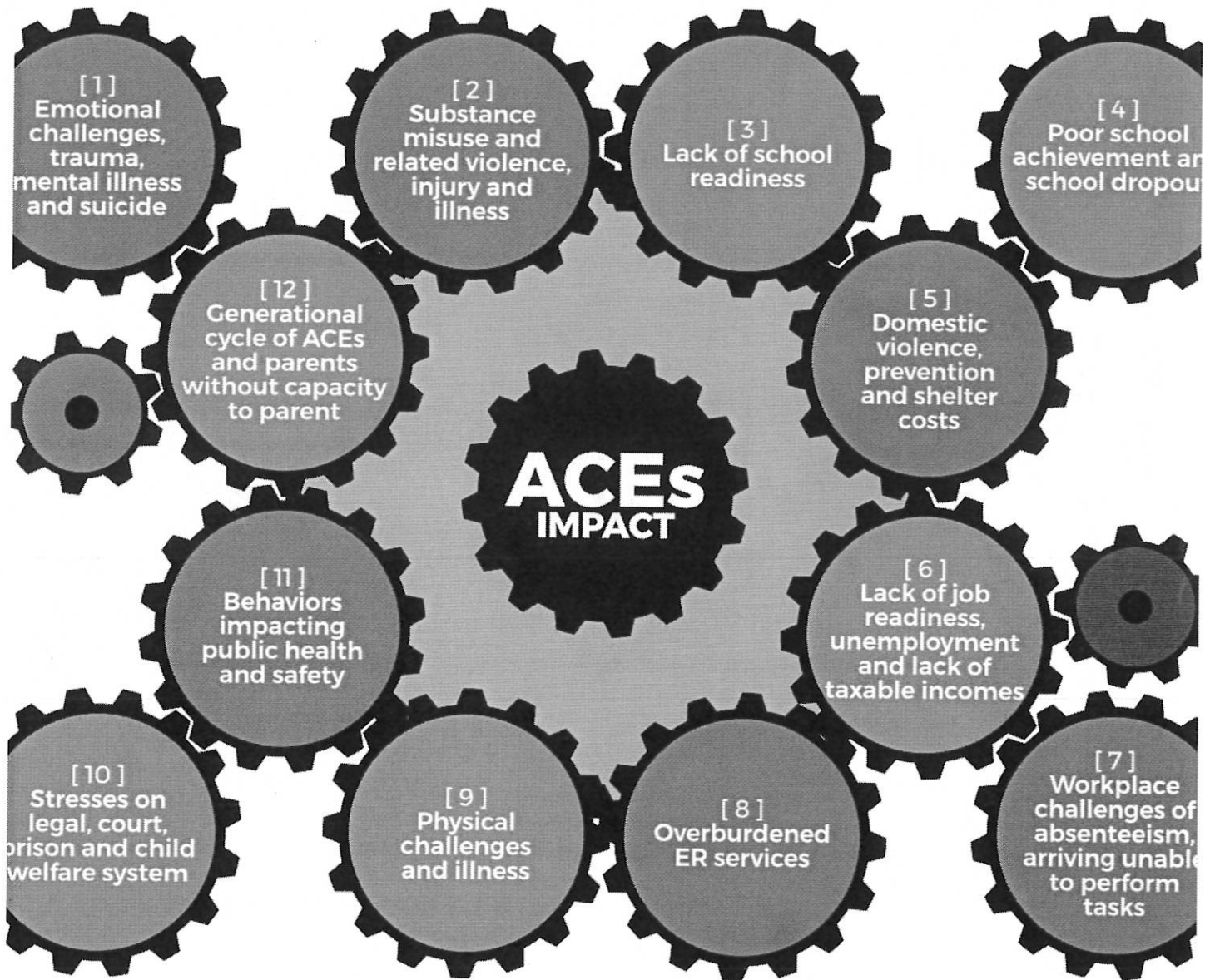
"I had a hard time finding and accessing help, there are no homeless shelters or soup kitchens, and better transportation is needed with better hours."

"We do not have enough resources available, enough funding to sustain those resources in an equitable and abundant manner."

"More activities for the kids. Maybe a community outreach center for the kids."

"My experience accessing basic family services in this county have been a very positive one. All the representatives and people helping have been informative and helpful with good personality. I feel like a person not just another case."

Ensuring access to the 10 Vital Services, lowers the impacts of ACEs on our whole community.



Join an Action Team today!

**United
Way**



**United Way of
Eastern New Mexico**