

# Doña Ana County

Doña Ana 2024

## General Results

### About this Document

This document contains general results from the 100% Community Survey of Doña Ana County, NM, conducted between April and August 2024. The surveys were available in Spanish and English, online and on paper. The county organizers promoted the survey through personal contacts, community events, and locations providing services, such as medical and behavioral health centers and food distribution sites. The survey was also distributed through school district, city, and county outreach methods. An initial sample of 1338 survey responses was collected. After eliminating responses from those who did not consent, did not answer any service-related questions, or reported living in another county, the final sample consists of 1106 valid respondents (775 online and 331 on paper). In another document, we examine chi-square tests for potential differences in need and accessibility based on demographic characteristics. All analyses were performed in SAS & SPSS. Prepared by the Center for Community Analysis, New Mexico State University (NMSU) for the Anna Age Eight Institute, NMSU, and the Doña Ana County Resilience Leaders.

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# Sample Representativeness

We compare sample demographics to U.S. Census data to assess sample representativeness (using Chi-square goodness-of-fit tests with U.S. Census estimates as population parameters). Table 1 shows the test results. The sample overrepresents Hispanic or Latino individuals, females, middle-aged adults, foreign-born individuals, and those with higher education, while underrepresenting White (non-Hispanic) individuals, young adults, males, and individuals from Las Cruces. These differences highlight potential limitations in the survey's generalizability to the broader Doña Ana County population.

**Table 1: Doña Ana Survey Demographics Compared to Population Demographics based on Census Data**

Demographic	Subgroup	Sample N	Sample %	Population % <sup>1</sup>	Difference (Sample % - Population %)	Result
Race/Ethnicity	American Indian and Alaska Native alone (non-Hispanic)	18	1.9%	0.7%	1.2%	Significant (p<0.01)
	Hispanic or Latino (of any race)	696	73.5%	67.3%	6.2%	
	White alone (non-Hispanic)	178	18.8%	27.2%	-8.4%	
	Some other race alone, or mixed race (non-Hispanic)	55	5.8%	4.8%	1.0%	
Language Spoken at Home	English only	537	52.9%	52.6%	0.3%	Not Significant
	Speak a language other than English	478	47.1%	47.4%	-0.3%	
Nativity	US-born	633	63.7%	84.4%	-20.7%	Significant (p<0.01)
	Foreign-born	360	36.3%	15.6%	20.7%	
Household Income	Less than \$10,000	133	14.5%	8.2%	6.3%	Significant (p<0.01)
	\$10,000 to \$24,999	171	18.7%	18.9%	-0.2%	
	\$25,000 or more	612	66.8%	72.9%	-6.1%	
Area	Las Cruces (County Seat)	369	34.1%	55%	-20.9%	Significant (p<0.01)
	Other (remainder of county)	712	65.9%	45%	20.9%	
Gender (excluding other/non-binary)	Female	673	68.7%	50.5%	18.2%	Significant (p<0.01)
	Male	307	31.3%	49.5%	-18.2%	
Age <sup>2</sup>	18-24	41	4.1%	19.8%	-15.7%	Significant (p<0.01)
	25-29	100	9.9%	9.3%	0.6%	
	30-39	314	31.2%	15.4%	15.8%	
	40-49	230	22.8%	13.7%	9.1%	
	50-59	140	13.9%	13.4%	0.5%	
	60 or older	182	18.1%	28.4%	-10.3%	
Education Level	High school graduate or less	287	29.5%	40.9%	-11.4%	Significant (p<0.01)
	Some college, trade certificate, or Associate degree <sup>3</sup>	183	18.8%	28.7%	-9.9%	
	Bachelor's degree	329	33.8%	17.2%	16.6%	
	Master's degree or higher	175	18.0%	13.2%	4.8%	

1. Data is based on the U.S. Census Bureau 2022 ACS 5-Year Estimates and 2020 Decennial Census.
2. Census estimates for age groups were adjusted to reflect the percentage of adults (aged 18 or older) that fall within an age group rather than the percentage of the entire population.

3. U.S. Census Bureau estimates do not include trade certificates. We combine Associate's degrees with trade certificates from our sample and compare them with the Associate's degree estimates from census data.

## Sample Demographics

### Neighborhood

Please select your neighborhood:	Count	Percent
Las Cruces	311	28.6%
Anthony	130	11.9%
Doña Ana	120	11.0%
Sunland Park	95	8.7%
Chaparral	93	8.5%
Santa Teresa	51	4.7%
Mesilla Park	37	3.4%
Mesquite	22	2.0%
Butterfield Park	20	1.8%
Berino	20	1.8%
La Mesa	17	1.6%
Chamberino	17	1.6%
Rincon	14	1.3%
Radium Springs	14	1.3%
La Union	13	1.2%
Fairacres	12	1.1%
Salem	11	1.0%
Mesilla	11	1.0%
Hatch	11	1.0%
Vado	10	0.9%
University Park	10	0.9%
Tortugas	8	0.7%
San Miguel	8	0.7%
Organ	8	0.7%
Garfield	8	0.7%
Other, please specify:	7	0.6%
San Ysidro	6	0.6%
Hill	4	0.4%
Total number of respondents:	1088	

Other responses: El Paso (N=3), Cloudcroft, June Acres, Homeless, Otero

## Neighborhood (used for testing)

Please select your neighborhood:	Count	Percent
South County Colonia	425	39.3%
Las Cruces and Mesilla Area	369	34.1%
Doña Ana	120	11.1%
Hatch and surrounding area	62	5.7%
Las Cruces Colonia	54	5.0%
Santa Teresa	51	4.7%
Total number of respondents:	1081	

## Household Size

Including yourself, how many people live in your household?	Count	Percent
1	127	11.7%
2	219	20.2%
3	229	21.1%
4	235	21.7%
5	174	16.1%
6	64	5.9%
7 or more	35	3.2%
Total number of respondents:	1083	

## Responsibility for Children

Do you have children under 18 living in or outside of your household for whom you are responsible?	Count	Percent
Yes	653	60.5%
No	427	39.5%
Total number of respondents:	1080	

## Age of Children

For the children you are responsible for, please choose the age group(s) they belong to. (Select all that apply.)	Count	Percent
2 years old and younger	81	12.7%
3-4 years old	148	23.3%
5-12 years old	369	58.0%
13-18 years old	278	43.7%
Total number of respondents:	636	

## Age of Children (used for testing)

For the children you are responsible for, please choose the age group(s) they belong to.	Count	Percent
2 years old and younger (only)	36	8.3%
3-4 years old (only)	70	16.1%
5-12 years old (only)	191	43.9%
13-18 years old (only)	138	31.7%
Total number of respondents:	435	

## School District Attended by Respondent's Children

Which school district does your child (children) attend?	Count	Percent
Gadsden Independent Schools	252	40.4%
Las Cruces Public Schools	175	28.0%
Hatch Valley Public Schools	51	8.2%
Private school	66	10.6%
Home school	50	8.0%
They are not in school yet	56	9.0%
Other	15	2.4%
Total number of respondents:	624	

Other responses: Charter schools (N=9), Traverse City Area Public Schools, Public Charters, Public charter in Las Cruces, Out of state, El Paso independent school district

## School District (Mutually exclusive categories, as used for testing)

Which school district does your child (children) attend?	Count	Percent
Gadsden Independent Schools	245	47.9%
Las Cruces Public Schools	163	31.9%
Private school	57	11.2%
Hatch Valley Public Schools	46	9.0%
Total number of respondents:	511	

## Household Structure

Please describe your household. (Select all that apply)	Count	Percent
Two-parent/guardian household	385	38.6%
Parent of adult children	211	21.2%
I do not have children/I am not a guardian or caregiver for a child	187	18.8%
Single-parent/guardian household	168	16.9%
Grandparent guardian	70	7.0%
Grandparent, aunt, uncle, relative or friend/mentor responsible for helping a child get services like health care, dental care, etc.	38	3.8%
I provide child care in my home or in a childcare center	22	2.2%



Other, please explain:	13	1.3%
Foster guardian	11	1.1%
Total number of respondents:	997	

Other responses:

- We care for children in our program.
- Homeless (N=7)
- street family (N=2)
- I live in a Sober Living he with 6 other adult males
- Oxford House 9 adults
- Solo no vivienda (Translation: alone, no housing)

## Household Structure (Mutually exclusive categories, as used for testing)

Please describe your household.	Count	Percent
Two-parent/guardian household	339	59.9%
Single-parent/guardian household	137	24.2%
Other Guardians or Caretakers	90	15.9%
Total number of respondents:	566	

## Extended Family

Do you live with an extended or multigenerational family? This means living with grandparents, aunts, uncles, or other relatives, or having more than one generation of family members in the same household.	Count	Percent
Yes	298	27.5%
No	787	72.5%
Total number of respondents:	1085	

## Tribal Community

Do you live in a tribal community?	Count	Percent
Yes	156	14.7%
No	908	85.3%
Total number of respondents:	1064	

## Household Income

What is your household income per year?	Count	Percent
Less than \$10000	133	13.1%
Between \$10000 and \$24999	171	16.9%
Between \$25000 and \$39999	183	18.0%
Between \$40000 and \$54999	172	17.0%
Between \$55000 and \$69999	92	9.1%

More than \$70000	165	16.3%
Prefer not to answer	98	9.7%
Total number of respondents:	1014	

## Household Income (used for testing)

What is your household income per year?	Count	Percent
\$24999 or less	304	33.2%
\$25000-\$54999	355	38.8%
\$55000 or more	257	28.1%
Total number of respondents:	916	

## Gender Identity

What describes your gender? (Select all that apply.)	Count	Percent
Woman	684	67.1%
Man	316	31.0%
Non-binary	11	1.1%
Transgender	7	0.7%
Another gender not listed	2	0.2%
Prefer not to answer	14	1.4%
Total number of respondents:	1019	

Other: 'lgtbq'

## Gender Identity (used for testing)

What describes your gender?	Count	Percent
Woman	673	66.9%
Man	307	30.5%
Other*	26	2.6%
Total number of respondents:	1006	

\*Other includes non-binary, transgender, and more than one response.

## Age

What is your age?	Count	Percent
18 - 24	41	4.0%
25 - 29	100	9.8%
30 - 34	117	11.4%
35 - 39	197	19.3%
40 - 49	230	22.5%
50 - 59	140	13.7%
60 or older	182	17.8%

Prefer not to answer	15	1.5%
Total number of respondents:	1022	

## Age (Combined categories, as used for testing)

What is your age?	Count	Percent
18 - 24	41	4.1%
25 - 29	100	9.9%
30 - 39	314	31.2%
40 - 49	230	22.8%
50 - 59	140	13.9%
60 or older	182	18.1%
Total number of respondents:	1007	

## Age at Parenthood

If you are a parent, how old were you when you became a parent? If you are a parent, how old were you when you became a parent?	Count	Percent
Under 18	55	9.2%
18 - 24	259	43.2%
25 - 29	147	24.5%
30 - 34	70	11.7%
35 - 39	33	5.5%
40 - 49	10	1.7%
60 or older	1	0.2%
Prefer not to answer	24	4.0%
Total number of respondents:	599	

## Age at Parenthood (Combined categories, as used for testing)

If you are a parent, how old were you when you became a parent? If you are a parent, how old were you when you became a parent?	Count	Percent
24 or younger	314	54.6%
25 or older	261	45.4%
Total number of respondents:	575	

## Hispanic Origin

Are you of Hispanic, Latino/a, or Spanish origin?	Count	Percent
Yes	696	69.1%
No	258	25.6%
Prefer not to answer	53	5.3%
Total number of respondents:	1007	

## Race/Ethnicity

How would you describe yourself? (Select all that apply)	Count	Percent
Asian	20	2.1%
Black or African American	61	6.3%
Middle Eastern or North African	23	2.4%
Native American or Alaska Native	75	7.8%
Native Hawaiian or Other Pacific Islander	21	2.2%
White	672	69.5%
Another race not listed	31	3.2%
Prefer not to answer	98	10.1%
Total number of respondents:	967	

Other responses: 2 or more races (N=4), Brown, Indigenous, Dominican, Jewish

## Race and Hispanic Origin (Mutually exclusive categories, as used for testing)

How would you describe yourself?	Count	Percent
Hispanic or Latino (of any race)	696	79.6%
White alone (non-Hispanic)	178	20.4%
Total number of respondents:	874	

## Education Level

What is the highest degree or level of school you have completed?	Count	Percent
Less than high school	110	10.9%
High school graduate	177	17.6%
Some college	191	19.0%
Trade certificate from college	62	6.2%
Associate's Degree	76	7.6%
Bachelor's Degree	183	18.2%
Master's Degree	135	13.4%
Doctorate or Professional Degree	40	4.0%
Prefer not to answer	32	3.2%
Total number of respondents:	1006	

## Education Level (Combined categories, as used for testing)

What is the highest degree or level of school you have completed?	Count	Percent
High school graduate or less	287	29.5%

Some college, trade certificate, or Associate degree	329	33.8%
Bachelor's Degree	183	18.8%
Master's Degree or higher	175	18.0%
Total number of respondents:	974	

## Language(s) Spoken at Home

What language do you primarily speak at home? (Select all that apply)	Count	Percent
English	852	83.9%
Spanish	446	43.9%
Native American language	28	2.8%
Other	14	1.4%
Total number of respondents:	1015	

Other responses: German (N=5), "German, Croatian, Basnian", French (N=2), Hindi, Italian, Nawatl, American Sign Language

## Language(s) Spoken at Home (Mutually exclusive categories, as used for testing)

What language do you primarily speak at home?	Count	Percent
English Only	537	52.9%
Other Language/Bilingual	478	47.1%
Total number of respondents:	1015	

## English Proficiency

How well do you speak English?	Count	Percent
Very well	687	67.7%
Well	182	17.9%
Not well	91	9.0%
Not at all	36	3.5%
Don't know	8	0.8%
Prefer not to answer	11	1.1%
Total number of respondents:	1015	

## English Proficiency (Mutually exclusive categories, as used for testing)

How well do you speak English?	Count	Percent
Well/Very well	869	87.2%
Not at all/Not well	127	12.8%
Total number of respondents:	996	

## Nativity

Where were you born?	Count	Percent
United States (other than Puerto Rico)	633	62.4%
Mexico	194	19.1%
Europe (France, Germany, Italy, Spain, Russia, etc.)	53	5.2%
South America (Brazil, Venezuela, Bolivia, Colombia, Chile, Argentina, etc.)	28	2.8%
Central America (Costa Rica, Guatemala, El Salvador, etc.)	20	2.0%
Canada	20	2.0%
East Asia/South Asia (China, Japan, Cambodia, Laos, Thailand, Malaysia, India etc.)	14	1.4%
Caribbean (Cuba, Dominican Republic, Haiti, etc.)	13	1.3%
Africa (Egypt, Ethiopia, Ghana, Kenya, Libya, Namibia, South Africa, etc.)	8	0.8%
Puerto Rico	6	0.6%
West/Central Asia (Afghanistan, Kazakhstan, Iran, Jordan, etc.)	4	0.4%
Don't know	3	0.3%
Other	1	0.1%
Prefer not to answer	18	1.8%
Total number of respondents:	1015	

## Nativity (used for testing)

Where were you born?	Count	Percent
US-born	633	63.7%
Foreign-born	360	36.3%
Total number of respondents:	993	

## Internet Access

Do you always have good and reliable Internet at home or on your cell phone?	Count	Percent
Yes	845	77.7%
No	242	22.3%
Total number of respondents:	1087	

## Basic Services: Need, Quality, and Accessibility

### Medical Care Need

Have you ever needed medical care?	Count	Percent
Yes	957	88.4%

No	126	11.6%
Total number of respondents:	1083	

## Medical Care Quality

In general, how would you rate the quality of medical care you have received?	Count	Percent
Very bad	19	2.0%
Bad	36	3.8%
Average	328	34.5%
Good	360	37.9%
Very good	193	20.3%
I don't know because I haven't been able to get this service	15	1.6%
Total number of respondents:	951	

## Medical Care Accessibility

Have you ever had difficulties getting medical care? (For example, transportation problems, no insurance, long wait lists, etc.)	Count	Percent
Yes	407	43.1%
No	538	56.9%
Total number of respondents:	945	

## Medical Care Specific Difficulties

What difficulties have you had getting medical care? (Select all that apply)	Count	Percent
It takes too long to get an appointment	164	41.9%
Costs too much	133	34.0%
I can't find a good doctor, dentist, or therapist	100	25.6%
I can't get appointments before or after regular work hours (Monday to Friday, 8 a.m. to 5 p.m.)	94	24.0%
The co-pays are too high	91	23.3%
Appointment times don't work for me	83	21.2%
It's too far to travel	77	19.7%
I can't find a specialist near me	76	19.4%
I can't find a doctor, dentist, or therapist accepting new patients	75	19.2%
Appointments canceled or unavailable	72	18.4%
I don't have reliable transportation	69	17.6%
I don't have enough insurance coverage	66	16.9%
I don't have insurance	63	16.1%
They don't accept my insurance	57	14.6%
I don't know where to get this service	55	14.1%

Services are not available in my area	55	14.1%
I feel shame/embarrassment about going	42	10.7%
I don't have anyone to watch my child(ren)	38	9.7%
I feel worried/afraid about going	37	9.5%
I feel bad about going	36	9.2%
I have difficulty getting specialized transportation (e.g., transportation for people with disabilities or seniors)	33	8.4%
My doctor talks too fast for me to understand	29	7.4%
Other, please explain:	27	6.9%
No internet access	26	6.6%
My doctor uses words/explains things in a way that I don't understand	24	6.1%
They don't speak my language	22	5.6%
I don't understand my doctor's instructions	18	4.6%
Total number of respondents:	391	

Other comments from respondents about difficulties with medical care:

- While I currently have insurance, I've experienced not having any in recent past. I also currently have trouble finding a new PCP, a dentist, and mental health care that is in my insurance network. I'm on Medicaid with BCBS as my MCO. It is difficult to navigate their website to find doctors in my area that will accept my insurance. I think it's extremely wrong for this to occur, especially for those on Medicare or Medicaid. Also my previous PCP went on a sabbatical and never informed patients of whether she'll be coming back or not. I'm afraid to reach out to her but I also want a new PCP because my current one didn't properly address many of my reported recurring symptoms. I need someone who will care and not diagnose things that cost way too much extra money that my insurance won't cover, like supplements or yoga. She was even hesitant to write referrals for specialists, so asking for a referral for yoga or other things that Medicaid might cover just seems impossible. Medicaid will actually cover a lot of things that I could benefit from, but I can't find a doctor who will willingly work the system and fill the paperwork I need in order to get coverage for preventative and necessary care. I feel defeated and hopeless.
- we currently have an older parent living with us who needs access to programs such as short term rehab after an accident/surgery or rides - she is capable of getting this information on her own but does not do so. she would avail herself if someone made it easy for her to understand and apply to these types of services, and assured her that she would not be losing independence or would not be obligated to living long term in a facility. she doesn't understand the system and we're too busy with work and other responsibilities to help her.
- Wait times are extremely long. Appointments aren't able to be made as the doctor office does not make appointments.
- Wait list is too long. Have to wait for many months for an appointment by doctors. So I finally decided to start going to doctors in El Paso.
- Vision is a problem too.
- The difficulties include not being able to feel satisfied with getting adequate care that leads to referrals for medicine rather than feeling there is an invested interest in my health.
- The area hospitals require you pay prior to submission to insurance.
- Specialists who provide quality care are hard to find in my area. I have to travel several hours away to find good, quality care for speciality services.
- Requirement of referral, appointments not available for months
- Not accepted with medicaid
- Most families in rural areas have difficulty getting transportation
- Medical providers don't want to do their job and keep saying 'we don't know what is going on, go talk to...' and send to someone else who does the same thing. So frustrating! IF an appointment is done they say prior auth was done then get a bill for 7 figures saying it was not an approved/covered service....; cannot get through to the office to talk to ANYONE and have to leave 17 or more messages and go in to the office in person to get answers; the healthcare in LC is terrible all the way around!
- Internet is very spotty most of the time and it is very expensive.
- Insurances refuse to approve my medicine for diabetes
- I saw my primary care doctor for several years about the same issue before he recommended that I see a hematologist. Once I found one that bills Medicare it took me four months to get an appointment.
- I don't have money for the gasoline, the car that I use have the sticker out of date,
- -Hospitals WAY overcrowded -Doctors offices WAY overcrowded
- Finding a physician is difficult. Finding a good/great physician is impossible (I was getting EXCELLENT and specialist care, in one facility, for less money in another state; plus, I was able to make same day online appts). Getting an appointment is difficult. In one case I was given an appointment for a date that was almost a YEAR away (called on 9/18/23 for an appt on 9/10/24). Getting referrals is difficult. Appointments are all over the city/state. There are no medical centers that cover most of your needs. I cannot find a place that provides mamograms with updated equipment. It's impossible for people to stay on top of vaccines, physical exams, various medical need appts even if you are relatively healthy. Related to medical care, on a scale of 1 (bad) -10 (excellent), Las Cruces would receive a 1 (bad). Why is it?



- Doctors and my husbands hematologists are overwhelmed with patients and do not provide proper care
- Discrimination is a ongoing issue
- Difficult getting medication/refills in a timely manner. There's gaps in taking my medication due to this
- Competent- They don't allow enough time. Not enough time to ask questions for everything. you don't feel good & have to remember.

## Dental Care Need

Have you ever needed dental care?	Count	Percent
Yes	826	81.5%
No	188	18.5%
Total number of respondents:	1014	

## Dental Care Quality

In general, how would you rate the quality of dental care you have received?	Count	Percent
Very bad	20	2.4%
Bad	41	5.0%
Average	271	33.2%
Good	283	34.6%
Very good	161	19.7%
I don't know because I haven't been able to get this service	41	5.0%
Total number of respondents:	817	

## Dental Care Accessibility

Have you ever had difficulties getting dental care? (For example, transportation problems, no insurance, long wait lists, etc.)	Count	Percent
Yes	293	36.0%
No	521	64.0%
Total number of respondents:	814	

## Dental Care Specific Difficulties

What difficulties have you had getting dental care? (Select all that apply)	Count	Percent
Costs too much	128	46%
It takes too long to get an appointment	87	31%
The co-pays are too high	71	26%
I don't have enough insurance coverage	62	22%
I can't find a good doctor, dentist, or therapist	60	21.6%
Appointment times don't work for me	59	21.2%
I can't get appointments before or after regular work hours (Monday to Friday, 8 a.m. to 5 p.m.)	51	18.3%

I don't have insurance	47	16.9%
I don't know where to get this service	41	14.7%
I don't have reliable transportation	41	14.7%
I can't find a doctor, dentist, or therapist accepting new patients	39	14.0%
I feel shame/embarrassment about going	39	14.0%
They don't accept my insurance	36	12.9%
I feel bad about going	36	12.9%
I feel worried/afraid about going	35	12.6%
I don't have anyone to watch my child(ren)	34	12.2%
I can't find a specialist near me	34	12.2%
It's too far to travel	34	12.2%
Appointments canceled or unavailable	34	12.2%
Services are not available in my area	22	7.9%
I have difficulty getting specialized transportation (e.g., transportation for people with disabilities or seniors)	14	5.0%
They don't speak my language	14	5.0%
Other, please explain:	14	5.0%
My doctor uses words/explains things in a way that I don't understand	12	4.3%
I don't understand my doctor's instructions	12	4.3%
My doctor talks too fast for me to understand	10	3.6%
Total number of respondents:	278	

Other comments from respondents about difficulties with dental care:

- Victim of Malpractice and fears because of it
- this answers to this question apply to one member of the household who is in need of dire dental work but has no dental insurance and cannot afford the cost of the extensive work that must be done.
- The front desk staff of the first dentist I found in this area lied to me. When I learned of the lie, I started searching for another dentist. I found another dentist office who does a great job.
- Poor dental in Hatch and even worse in Radium
- No approving service requested
- My private insurance has doubled in last five years. I am retired at 56.
- Local Periodontist wanted to pull 2 teeth. El Paso periodontist saw no need to pull teeth and saved them.
- Insurance does not cover my dental needs.
- I'm disgusted with the fact that only one dentist in my area accepts my Medicaid insurance. I'm also frightened by going to the dentist, this has worsened as I've become an adult because of how dentists have belittled me and talked down to me for my past smoking habit, and other dietary decisions. I've also felt uncomfortable around a local dentist who stared at my breasts the whole time he spoke to me so now I don't want to see a male doctor. Going to the dentist is an awful experience already, and I've never had a dentist make me feel comfortable as an adult. I haven't been in 6 years, I think, and the last one I did go to hurt my teeth a lot even though I asked them to be gentle because I have a very small and sensitive mouth. Dentists have been the worst medical professionals in my experience and I have no idea where to turn for care.
- I have had excellent dental care in another state. As an experienced patient (having had lots of different dental work) the dentist in LC has done fair work and sloppy. My teeth have been cleaned and yet I feel rough edges on teeth they have filled previously, etc. My teeth are not cleaned. The hygienist goes through the motions but the job is not done. They do not even polish all of the teeth. Where are dentists/hygienist getting trained?
- Hospitals used to be clean -very dirty. Doctor talks to you in a lobby full of people very uncomfortable to ask questions HIPPA violation.
- A de tus for special needs adults and children , are needed in the area .
- Muy caro todo los servicios médicos prefiero ir a mexico (Translation: Medical services here are too expensive, I rather go to Mexico)

## Mental Health Care Need

Have you ever needed mental health care?	Count	Percent
Yes	512	48.2%

No	551	51.8%
Total number of respondents:	1063	

## Mental Health Care Quality

In general, how would you rate the quality of mental health care you have received?	Count	Percent
Very bad	21	4.2%
Bad	34	6.8%
Average	154	31.0%
Good	162	32.6%
Very good	92	18.5%
I don't know because I haven't been able to get this service	34	6.8%
Total number of respondents:	497	

## Mental Health Care Accessibility

Have you ever had difficulties getting mental health care?	Count	Percent
Yes	213	42.8%
No	285	57.2%
Total number of respondents:	498	

## Mental Health Care Specific Difficulties

What difficulties have you had getting mental health care? (Select all that apply)	Count	Percent
It takes too long to get an appointment	70	35.4%
Costs too much	59	29.8%
I can't find a good doctor, dentist, or therapist	55	27.8%
I can't find a doctor, dentist, or therapist accepting new patients	49	24.7%
The co-pays are too high	48	24.2%
I don't know where to get this service	46	23.2%
I feel shame/embarrassment about going	45	22.7%
Appointment times don't work for me	42	21.2%
I don't have reliable transportation	40	20.2%
Appointments canceled or unavailable	40	20.2%
I feel worried/afraid about going	40	20.2%
They don't accept my insurance	34	17.2%
I don't have insurance	33	16.7%
I can't get appointments before or after regular work hours (Monday to Friday, 8 a.m. to 5 p.m.)	33	16.7%
I don't have anyone to watch my child(ren)	32	16.2%
I feel bad about going	32	16.2%

I can't find a specialist near me	30	15.2%
Services are not available in my area	28	14.1%
It's too far to travel	27	13.6%
I don't have enough insurance coverage	23	11.6%
Other, please explain:	16	8.1%
My doctor uses words/explains things in a way that I don't understand	14	7.1%
I have difficulty getting specialized transportation (e.g., transportation for people with disabilities or seniors)	12	6.1%
No internet access	11	5.6%
They don't speak my language	9	4.5%
I don't understand my doctor's instructions	9	4.5%
My doctor talks too fast for me to understand	8	4.0%
Total number of respondents:	198	

Other comments from respondents about difficulties with mental health care:

- They don't listen to what you are there for and run their own agenda. Go for a diagnosis and instead of getting a diagnosis says 'highly probably' yet do not give the diagnosis to get treatment!
- Mental health clinics have opened and permanently closed doors multiple times in Sunland Park. The inconsistency and inconvenience to restart treatment just makes me not want to continue treatment.
- Lack of trust in mental health professionals; this stems from my therapist exposing himself multiple times in session
- It took quite a while to find a therapist for my daughter. Once i did, she has enjoyed her therapist.
- I took my son to recieve mental health and it was the worse mistake in my life. They tried to take my son from me and we even went to court and I watched them lie!! It was horrible. I don't trust them at all.
- I don't have cellphone service
- I am a provider in my community so there is a great deal of conflict when seeking services.
- Finding a mental health provider that you trust isn't easy when there are plenty to go around. There aren't that many here and when dealing with subjects such as sexual assault and it makes finding someone even harder.
- Every place is backed up.
- Don't provide substance use and or my condition of substance and mental health together.
- didn't have medical insurance for a while, but now i do
- Bad people
- Bad advice
- A year and a half ago during an extreme depressive and anxiety attack I experienced, I called the suicide hotline for mental health assistance. The person on the line became dismissive of my issue and in a rush to get me off because I wasn't technically suicidal, although I'd told her I was feeling like nobody cares about me or wants me around. Now I'll never call it again because it was zero help, they didn't even try to calm me down or give me words of comfort as simple as "you do matter", it was awful. Then I tried to schedule an appointment with a therapy institution that I believe accepts my insurance and that my PCP had recommended, so I filled out an online form with important and private details. I never got a call, email, or response from this institution. I am constantly feeling discouraged and uncared for across medical institutions. Even recent visits to specialists have made me feel.... pointless.
- No tienen Buenos Terapistas y los siquiатras y sicologos todo lo quieren controller con pastillas que no sirven para nada (Translation: They don't have good therapists and psychiatrists and psychologists want everything to be controlled with pills that don't work for nothing)

## Affordable Housing Services Need

Have you ever needed affordable housing services?	Count	Percent
Yes	368	34.9%
No	687	65.1%
Total number of respondents:	1055	

## Affordable Housing Services Quality

In general, how would you rate the quality of affordable housing services you have received?	Count	Percent
Very bad	32	8.9%
Bad	44	12.2%
Average	96	26.6%
Good	112	31.0%
Very good	44	12.2%
I don't know because I haven't been able to get this service	33	9.1%
Total number of respondents:	361	

## Affordable Housing Services Accessibility

Have you ever had difficulties getting affordable housing services?	Count	Percent
Yes	208	57.1%
No	156	42.9%
Total number of respondents:	364	

## Affordable Housing Services Specific Difficulties

What difficulties have you had getting affordable housing services? (Select all that apply)	Count	Percent
Wait list is too long	98	50.8%
It takes too long to get an appointment	67	34.7%
I was told I don't qualify	57	29.5%
I don't qualify	50	25.9%
The employees weren't helpful	45	23.3%
I don't have reliable transportation	41	21.2%
It is too far to travel	39	20.2%
Offices closed/hours limited	31	16.1%
I don't know where to get this service	28	14.5%
I feel worried/afraid about going	26	13.5%
I feel shame/embarrassment about going	23	11.9%
I feel bad about going	23	11.9%
Appointment times don't work for me	20	10.4%
They don't speak my language	15	7.8%
Other, please explain:	10	5.2%
Total number of respondents:	193	

Other comments from respondents about difficulties with affordable housing services:

- Wait list are too long and the reason for qualification.
- The amount of help was not helpful.
- People I used to get service at Tierra Del Sol [person Name] way too rude and disrespectful doesn't have good customer service nor manners
- Not enough for felons
- Housing not available, cannot apply due to closed waiting lists/applications.
- Have to basically be homeless to get help

- Getting into housing assistance is all about WHO YOU KNOW they prioritize friends and family members. Attempted multiple times to get assistance at [Location Name] housing authority and was given the run around or excuses and denied services. Yet [Employee Name], the employee there has multiple family members living there whom she's prioritized into obtaining housing services.
- CYFD never submitted my application they gave me to the Housing Authority
- being on hold forever to talk to anyone
- Affordable housing property's aren't very nice. Managers don't care.

## Food Assistance Services Need

Have you ever needed food assistance services?	Count	Percent
Yes	625	59.0%
No	435	41.0%
Total number of respondents:	1060	

## Food Assistance Services Quality

In general, how would you rate the quality of food assistance services you have received?	Count	Percent
Very bad	27	4.4%
Bad	47	7.6%
Average	170	27.6%
Good	212	34.5%
Very good	130	21.1%
I don't know because I haven't been able to get this service	29	4.7%
Total number of respondents:	615	

## Food Assistance Services Accessibility

Have you ever had difficulties getting food assistance services?	Count	Percent
Yes	251	41.3%
No	357	58.7%
Total number of respondents:	608	

## Food Assistance Services Specific Difficulties

What difficulties have you had getting food assistance services? (Select all that apply)	Count	Percent
I was told I don't qualify	104	47.1%
I don't qualify	72	32.6%
The employees weren't helpful	52	23.5%
Wait list is too long	48	21.7%
It takes too long to get an appointment	48	21.7%

Offices closed/hours limited	38	17.2%
It is too far to travel	37	16.7%
I don't have reliable transportation	28	12.7%
Other, please explain:	26	11.8%
Appointment times don't work for me	25	11.3%
I don't know where to get this service	25	11.3%
I feel shame/embarrassment about going	19	8.6%
I feel worried/afraid about going	18	8.1%
I feel bad about going	18	8.1%
They don't speak my language	12	5.4%
Total number of respondents:	221	

Other comments from respondents about difficulties with food assistance services:

- When I qualified for SNAP I was approved for \$16.
- When I did qualify I got some assistance.
- Waited for 8 hours and had to come back the following day to be told I no longer qualify. I make \$100 over the monthly gross amount. I took two days off work to wait in the office and never once got a call back or an answer over the phone. It's terrible.
- trying to get ahold of anyone to talk to is impossible
- Too long for re-certification/approval; case worker refused to use annual income even after I explained that overtime was only temporarily available and child support amount was only higher the previous 30 days because the other parent's income tax refunds had been intercepted for back support - worker refused to use annual income as shown on taxes filed and the actual court ordered child support amount to figure income - this resulted in me losing food stamp benefits for my household.
- They don't want to help me, because they told me that is a lot of people receiving the help, in the other place only for the place there, etc, las cruces is the only place available but sometimes I don't have a car to go, money for gasoline and the car available doesn't have the sticker for these year
- They are slow at responding or answering phones
- They are always behind on their files and when I renew it takes them more than 2 months to give me my benefits
- The wait time are long and sometimes they are rude.
- The social workers that handle the cases are rude and make insult you. They use intimidation
- the ISD lost my paper work / incompetency
- The cost of living is not taken into account when considering any person that is not making minimum wage. Even with a 2-person household. What we make and what our bills come out to each month is not enough. But the state will not go back and increase the cap off amount for NM.
- -takes a LONG TIME to get approved
- My student status impacted my application where there have been times when food insecurity was a big deal for me.
- It's not well know to the community on times and dates.
- It takes 4-6 + hours on the phone to try to get through to anyone! ridiculous!!
- It is extremely difficult to sign up for service in NM. I had enough trouble getting Medicaid approval even though I make well under the limit. I should have been automatically signed up for services I qualify for based on my income. However, there is separate paperwork for all assistance programs, and it's absolutely absurd, insanely difficult, shameful process, and takes waaaaaaaaaaaaaay too long to receive assistance and maintain assistance. All the proof they need, all the hoops they make poor people jump through,... it's sickening. It's extremely difficult to get assistance in NM. It shouldn't be so hard to get help or speak to an actual human about getting help.
- Income qualifications are inequitable.
- If you have a job you lose benefits. The wait times are long to speak to someone and it's a hassle. It's great to have, however, don't get me wrong. I'm grateful.
- I get \$23 a month for my 12 year old
- Food bank at casa de peregrines gives rotten food or food that is hard to make a meal out of
- Don't go by the diet you need. Just by your income
- Si afecta a mi estado migratorio y de mi familia (Translation: It does affect my immigration status and my family's)
- Por qué se basan a el cheque completo pero no a lo que queda después de todos los impuestos qué nos quitan (Translation: Why are they based in the full paycheck but not what is left after all of the taxes that they take away)
- El sistema dicen que esta saturado y tengo una hija de 4 años que ya tiene 1 año sin aseguranza y solo me dicen que es un horror del sistema y que ya esta en santa fe pero cada vez que hablo duran hasta 5 horas para contestar y solo me dicen que 3 meses más pero ya tengo 1 año asi.(Translation: The system says it's saturated, and I have a 4-year-old daughter who has not had insurance for a year, and they only tell me it's an error on the system and it's in Santa Fe. But everytime I call, I am on call for 5 hours waiting for a response, and they just tell me 3 more months but it's been a year like this)
- Mi esposo sin empleo por 3 meses y aun así no lo calificaron para recibir asistencia de comida ni le dieron la ayuda de desempleo en ese tiempo si teníamos niños a nuestro cargo (Translation: My husband has been unemployed for 3 months

and even then we did not qualify for Food Assistance. Did not even help with the unemployment at the time even when we had children in our care)

## Public Transportation Need

Have you ever needed public transportation services?	Count	Percent
Yes	358	37.2%
No	604	62.8%
Total number of respondents:	962	

## Public Transportation Quality

In general, how would you rate the quality of public transportation you have received?	Count	Percent
Very bad	12	3.4%
Bad	22	6.3%
Average	115	33.0%
Good	122	35.1%
Very good	62	17.8%
I don't know because I haven't been able to get this service	15	4.3%
Total number of respondents:	348	

## Public Transportation Accessibility

Have you ever had difficulties using public transportation?	Count	Percent
Yes	150	43.5%
No	195	56.5%
Total number of respondents:	345	

## Public Transportation Specific Difficulties

What difficulties have you had using public transportation? (Select all that apply)	Count	Percent
It is too far to walk to the bus stop	77	53.5%
It takes too long to use public transportation	65	45.1%
It doesn't go where I need to go	51	35.4%
It doesn't come to where I live	49	34.0%
It doesn't run during the times I need it	40	27.8%
I don't know where to get this service	30	20.8%
I feel worried/afraid about going	20	13.9%
Offices closed/hours limited	20	13.9%
Costs too much	19	13.2%
I don't know how to use this	19	13.2%



It isn't safe	17	11.8%
The employees weren't helpful	14	9.7%
I feel bad about going	14	9.7%
They don't speak my language	8	5.6%
Other, please explain:	6	4.2%
I feel shame/embarrassment about going	6	4.2%
Total number of respondents:	144	

Other comments from respondents about difficulties with public transportation:

- Walking between bus stops has injured my feet.
- The transit system doesn't have the resources to offer shorter routes for those that need the transit system the most. An hour on the bus to get to work is way too long. If more people used the buses or there were ways to cut down those long commutes it would help. The staff are wonderful though and do their best to help mitigate issues where they can.
- The closest bus stop is on Rio Grande and Mcnutt in which is unsafe to cross unless you walk and extra .25 to .50 mile to safely cross at the lights on Riverside
- Public transportation is very bad.
- It's not wheelchair accessible or senior friendly.
- As a single woman, it is difficult to go anywhere alone. Buses are especially intimidating. It is also problematic because the routes and times for buses are absolutely atrocious in Las Cruces. It shouldn't take an hour to get anywhere in this area. That is sick and wrong. I currently have a vehicle but I have been in situations where I haven't. Its faster to walk somewhere than take the bus here, period and always. The bus system here is sickening. They also need to be electrified asap

## Job Training Programs Need

Have you ever needed job training programs?	Count	Percent
Yes	366	35.1%
No	678	64.9%
Total number of respondents:	1044	

## Job Training Programs Quality

In general, how would you rate the quality of job training services you have received?	Count	Percent
Very bad	17	4.8%
Bad	30	8.5%
Average	98	27.9%
Good	115	32.8%
Very good	53	15.1%
I don't know because I haven't been able to get this service	38	10.8%
Total number of respondents:	351	

## Job Training Programs Accessibility

Have you ever had difficulties getting job training services?	Count	Percent
Yes	153	43.8%
No	196	56.2%
Total number of respondents:	349	

## Job Training Programs Specific Difficulties

What difficulties have you had getting job training services? (Select all that apply)	Count	Percent
I don't know where to get this service	43	30.5%
They don't offer the type of training I want	42	29.8%
Costs too much	36	25.5%
Training times don't work for me	36	25.5%
I don't have reliable transportation	30	21.3%
It's too far to travel	29	20.6%
It takes too long to get an appointment	27	19.1%
I don't have anyone to watch my child during the training	27	19.1%
Wait list is too long	26	18.4%
I was told I don't qualify	23	16.3%
Offices closed/hours limited	20	14.2%
No internet access	16	11.3%
I don't qualify	15	10.6%
I feel worried/afraid about going	14	9.9%
I feel shame/embarrassment about going	14	9.9%
They don't speak my language	13	9.2%
The employees weren't helpful	13	9.2%
I feel bad about going	13	9.2%
Other, please explain:	4	2.8%
Total number of respondents:	141	

Other comments from respondents about difficulties with job training programs:

- Was embarrassed the first time by some leaders working the front desk and never went back.
- Small business support here is a joke. As is support for the arts and artists. We are barely appreciated yet we give so much of our work away for free. I'm sick and tired of not being respected for trying to make the world a more beautiful place.
- No job services are available.
- Las Cruces needs more Vocational Schools as an alternative to college/university. For example, Vista College or Western Technical College.

## Child-Related Services: Need & Accessibility

### Home Visiting Services Need

Have you ever needed home visiting services?	Count	Percent
Yes	253	40.8%
No	367	59.2%
Total number of respondents:	620	

## Home Visiting Services Quality

In general, how would you rate the quality of home visiting services your child has received?	Count	Percent
Very bad	5	2.0%
Bad	11	4.4%
Average	45	18.1%
Good	103	41.5%
Very good	79	31.9%
I don't know because I haven't been able to get this service	5	2.0%
Total number of respondents:	248	

## Home Visiting Services Accessibility

Have you ever had difficulties getting home visiting services for your child?	Count	Percent
Yes	76	31.0%
No	169	69.0%
Total number of respondents:	245	

## Home Visiting Services Specific Difficulties

What difficulties have you had getting home visiting services? (Select all that apply)	Count	Percent
Wait list is too long	18	24.7%
I can't find a quality provider	17	23.3%
I do not qualify	15	20.5%
It takes too long to get an appointment	15	20.5%
The times for the program don't fit my schedule	15	20.5%
I don't have time/I can't get off work	15	20.5%
I don't know where to get this service	14	19.2%
Costs too much	14	19.2%
I do not want strangers in my home	12	16.4%
They don't speak my language	11	15.1%
They don't speak my child's language	11	15.1%
Offices closed/hours limited	11	15.1%
No internet access	10	13.7%
I don't know much about this service	9	12.3%
Other, please explain:	4	5.5%
Total number of respondents:	73	

Other responses:

- Sometimes I don't have cellphone service
- I'm alone with my kids and I don't have no one to help me, my home is so messy
- I was able to get early childhood intervention and education classes with CYFD referral

## Parenting Classes Need

Have you ever needed parenting classes?	Count	Percent
Yes	196	31.4%
No	428	68.6%
Total number of respondents:	624	

## Parenting Classes Quality

In general, how would you rate the quality of parenting classes you have received?	Count	Percent
Very bad	4	2.1%
Bad	9	4.7%
Average	53	27.6%
Good	82	42.7%
Very good	37	19.3%
I don't know because I haven't been able to get this service	7	3.6%
Total number of respondents:	192	

## Parenting Classes Accessibility

Have you ever had difficulties getting parenting classes?	Count	Percent
Yes	74	39.4%
No	114	60.6%
Total number of respondents:	188	

## Parenting Classes Specific Difficulties

What difficulties have you had getting parenting classes? (Select all that apply)	Count	Percent
Registration occurs at a time I cannot go	23	31.5%
Classes are always full	21	28.8%
I don't know where to get this service	18	24.7%
Costs too much	18	24.7%
I don't have childcare during class time	17	23.3%
Wait list is too long	16	21.9%
I don't have reliable transportation	14	19.2%
It's too far to travel	14	19.2%
It takes too long to get an appointment	13	17.8%
I can't find a quality provider	12	16.4%
Offices closed/hours limited	9	12.3%
I don't know much about this service	9	12.3%

The times for the program don't fit my schedule	9	12.3%
They don't speak my language	8	11.0%
No internet access	8	11.0%
I don't have time/I can't get off work	7	9.6%
They don't speak my child's language	6	8.2%
Other, please explain:	2	2.7%
Total number of respondents:	73	

Other comments from respondents:

- There's no outreach efforts to provide information.
- There are hardly no parenting classes offered in Las Cruces.

## Preschool Services Need

Have you ever needed these preschool services?	Count	Percent
Yes	304	49.2%
No	314	50.8%
Total number of respondents:	618	

## Preschool Services Quality

In general, how would you rate the quality of preschool services your child has received?	Count	Percent
Very bad	3	1.0%
Bad	14	4.7%
Average	76	25.6%
Good	108	36.4%
Very good	89	30.0%
I don't know because I haven't been able to get this service	7	2.4%
Total number of respondents:	297	

## Preschool Services Accessibility

Have you ever had difficulties getting preschool services for your child?	Count	Percent
Yes	89	30.2%
No	206	69.8%
Total number of respondents:	295	

## Preschool Services Specific Difficulties

What difficulties have you had getting preschool services? (Select all that apply)	Count	Percent
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I can't find a quality preschool provider	33	40.2%
Costs too much	23	28.0%
Wait list is too long	22	26.8%
It's too far to travel	19	23.2%
The times for the program do not fit my schedule	16	19.5%
Registration occurs at a time I can't go	16	19.5%
I don't have reliable transportation	12	14.6%
I am uncomfortable with someone I don't know watching my child	12	14.6%
They don't speak my child's language	9	11.0%
I don't know where to get this service	8	9.8%
Offices closed/hours limited	8	9.8%
They don't speak my language	7	8.5%
I don't know much about this service	6	7.3%
Other, please explain:	4	4.9%
No internet access	3	3.7%
Total number of respondents:	82	

Other comments from respondents about difficulties with getting preschool services:

- There were not enough spaces, classrooms or teachers for additional students. My child had to start PreK 2 months after it was supposed to initially begin.
- Qualifying factors are too high and are income based

## Childcare Services Need

Have you ever needed childcare services?	Count	Percent
Yes	276	44.8%
No	340	55.2%
Total number of respondents:	616	

## Childcare Services Quality

In general, how would you rate the quality of childcare services your child has received?	Count	Percent
Very bad	5	1.9%
Bad	15	5.6%
Average	77	28.7%
Good	100	37.3%
Very good	62	23.1%
I don't know because I haven't been able to get this service	9	3.4%
Total number of respondents:	268	

## Childcare Services Accessibility

Have you ever had difficulties getting childcare services for your child?	Count	Percent
Yes	113	41.9%
No	157	58.1%
Total number of respondents:	270	

## Childcare Services Specific Difficulties

What difficulties have you had getting childcare services? (Select all that apply)	Count	Percent
Costs too much	58	53.2%
I can't find a quality provider	39	35.8%
Wait list is too long	33	30.3%
I am uncomfortable with someone I don't know watching my child	29	26.6%
The times for the program do not fit my schedule	20	18.3%
I don't have reliable transportation	20	18.3%
Offices closed/hours limited	20	18.3%
Registration occurs at a time I can't go	18	16.5%
It's too far to travel	18	16.5%
They don't speak my language	15	13.8%
I don't know much about this service	14	12.8%
I don't know where to get this service	11	10.1%
They don't speak my child's language	7	6.4%
Other, please explain:	5	4.6%
Total number of respondents:	109	

Other comments from respondents about difficulties with childcare services:

- When i need childcare during on weekends or in the evenings if i wanted to take classes at night.
- Reported [Name] daycare facility to CYFD and they failed my child I cannot trust these facilities nor the system made to protect our children
- I was not able to continue daycare services for my daughter this summer.
- cost is very expensive; pay more for day care then housing :(

## Childcare Services Days/Times Needed

What times/days have you needed childcare for school, studying, or work?	Count	Percent
Full time weekdays	157	60.4%
Evenings	65	25.0%
Part time weekdays	61	23.5%
Weekends	56	21.5%
Drop in	21	8.1%
Other:	8	3.1%
Total number of respondents:	260	

Other:

- As-needed, charge by the hour
- Summer

## Received Childcare Assistance Subsidy

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)?	Count	Percent
Yes	151	57.4%
No	88	33.5%
I don't know	23	8.7%
Prefer not to answer	1	0.4%
Total number of respondents:	263	

## Reason for Not Receiving a Childcare Assistance Subsidy

Why haven't you received a childcare assistance subsidy (help paying for childcare)? (Select all that apply)	Count	Percent
I do not know about this program	32	37.6%
I was told I do not qualify	23	27.1%
I do not think I qualify	17	20.0%
I do not need it	9	10.6%
I do not need it because my child is already in a free program (e.g., Headstart, Jardin de los Niños, etc.)	8	9.4%
I am not in school	8	9.4%
I do not need it because I, a family member, friend, or neighbor, provide free or low-cost child care to my child	8	9.4%
My child is too old for child care	7	8.2%
I am not working	7	8.2%
I do not need it because the provider I use does not accept the subsidy	5	5.9%
Other, please specify:	4	4.7%
I do not need it because I can afford to pay the full cost of child care	3	3.5%
Total number of respondents:	85	

Other reasons given by respondents for not receiving a childcare assistance subsidy:

- At the time I couldn't work due to no childcare but if I worked I made too much money for childcare subsidy. I was coming out of a domestic violence situation and have no family or friends here in Las Cruces.

## Youth Mentor Services Need

Has your child ever needed youth mentor services?	Count	Percent
Yes	148	24.2%
No	390	63.7%
I don't know.	74	12.1%
Total number of respondents:	612	



## Youth Mentor Services Need (as used for testing)

Has your child ever needed youth mentor services?	Count	Percent
Yes	148	27.5%
No	390	72.5%
Total number of respondents:	538	

## Youth Mentor Services Quality

In general, how would you rate the quality of youth mentor services your child has received?	Count	Percent
Very bad	6	4.1%
Bad	6	4.1%
Average	42	28.6%
Good	59	40.1%
Very good	28	19.0%
I don't know because I haven't been able to get this service	6	4.1%
Total number of respondents:	147	

## Youth Mentor Services Accessibility

Have you ever had difficulties getting youth mentor services for your child?	Count	Percent
Yes	76	52.8%
No	68	47.2%
Total number of respondents:	144	

## Youth Mentor Services Specific Difficulties

What difficulties have you had getting youth mentor services for your child? (Select all that apply)	Count	Percent
Wait list is too long	26	34.7%
Costs too much	23	30.7%
I feel uncomfortable when my child interacts with someone I don't know well	21	28.0%
The program is not right for my child	20	26.7%
I don't know where to get this service	16	21.3%
We don't have reliable transportation	12	16.0%
They don't speak my language	11	14.7%
Offices/schools closed	8	10.7%
They don't speak my child's language	7	9.3%
Other, please explain:	6	8.0%

No internet access	4	5.3%
Total number of respondents:	75	

Other comments from respondents about difficulties with getting youth mentor services:

- This service is not available in Chaparral, NM.
- The mento stopped showing up after two months and this hurt my daughter who was happy to have her.
- Service is not available to my child.
- No services provided in community schools.
- I was denied Big brother Big sister services because the mental health of kids needing services was too great
- Hours that the program starts or ends doesn't work with my work schedule. Before 8:00am snd after 5:30pm in particular. There's strict time regulations where i can't leave at different times.

## School-Based Mental Health Services Need

Has your child ever needed mental health services at school?	Count	Percent
Yes	228	37.4%
No	310	50.9%
I don't know.	71	11.7%
Total number of respondents:	609	

## School-Based Mental Health Services Need (as used for testing)

Has your child ever needed mental health services at school?	Count	Percent
Yes	228	42.4%
No	310	57.6%
Total number of respondents:	538	

## School-Based Mental Health Services Quality

In general, how would you rate the quality of mental health services at your child's school?	Count	Percent
Very bad	18	8.0%
Bad	19	8.5%
Average	68	30.4%
Good	76	33.9%
Very good	37	16.5%
I don't know because I haven't been able to get this service	6	2.7%
Total number of respondents:	224	

## School-Based Mental Health Services Accessibility

Have you ever had difficulties getting your child mental health services at school?	Count	Percent
Yes	109	50.0%
No	109	50.0%

Total number of respondents:	218	
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## School-Based Mental Health Services Specific Difficulties

What difficulties have you had getting mental health services at school for your child? (Select all that apply)	Count	Percent
There aren't enough counselors or mental health professionals at the school	58	54.2%
Wait list is too long	37	34.6%
They don't offer the type of services my child needs	30	28.0%
It takes too long to get an appointment	29	27.1%
My child's school doesn't offer this service	28	26.2%
Costs too much	19	17.8%
Other, please explain:	10	9.3%
They don't speak my language	8	7.5%
They don't speak my child's language	7	6.5%
Offices/schools closed	6	5.6%
No internet access	3	2.8%
Total number of respondents:	107	

Other comments from respondents with school-based mental health services:

- The counselor was not available
- Services are mediocre at best
- Schools do not want to address issues of bullying or death threats made against my child, so I had to pull her out from that school.
- School said we need a doctor's input if the child needs the service the doctor said we need the schools input before I can assess your child 7 yrs of this before my child saw a school psychologist.
- School administration wasn't helpful
- Not enough therapists
- Never offered either.
- My child prefers an El Paso counselor; my child did not feel comfortable it's the idea of therapy over the phone while at the school.
- at the charter school they have Catholic Charities providing mental health!! Big no no what about separation between church and state??

## School-Based Healthcare Services Need

Has your child ever needed health services at school?	Count	Percent
Yes	277	45.9%
No	260	43.0%
I don't know.	67	11.1%
Total number of respondents:	604	

## School-Based Healthcare Services Need (as used for testing)

Has your child ever needed health services at school?	Count	Percent
Yes	277	51.6%
No	260	48.4%
Total number of respondents:	537	

## School-Based Healthcare Services Quality

In general, how would you rate the quality of the health services at your child's school?	Count	Percent
Very bad	4	1.5%
Bad	22	8.1%
Average	89	32.7%
Good	103	37.9%
Very good	46	16.9%
I don't know because I haven't been able to get this service	8	2.9%
Total number of respondents:	272	

## School-Based Healthcare Services Accessibility

Have you ever had difficulties getting your child health services at school?	Count	Percent
Yes	94	34.9%
No	175	65.1%
Total number of respondents:	269	

## School-Based Healthcare Services Specific Difficulties

What difficulties have you had getting school-based health services for your child? (Select all that apply)	Count	Percent
They don't offer the type of services my child needs	35	39.3%
Wait is too long	33	37.1%
It takes too long to get an appointment	28	31.5%
My child's school doesn't offer this service	23	25.8%
Costs too much	18	20.2%
They don't speak my language	11	12.4%
Offices/schools closed	8	9.0%
They don't speak my child's language	7	7.9%
No internet access	7	7.9%
Other, please explain	3	3.4%
Total number of respondents:	89	

Other comments from respondents about difficulties with school-based healthcare services:

- Kids are treated horrible. Not helped when feeling sick . Sometimes it wasn't about the headache, stomach ache.
- I would NOT seek healthcare services from school clinics. The vendor that the school uses has very poor medical healthcare services.

## Feelings About Family Support

### Feelings About Family Support

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.).	Count	Percent
Strongly disagree	126	12.8%
Disagree	102	10.4%
Neither agree nor disagree	179	18.2%
Agree	377	38.3%
Strongly agree	201	20.4%
Total number of respondents:	985	

## Open-Ended Questions- Top Themes

The following provides the top themes that emerged from the open-ended questions on the survey and illustrative quotes. Responses were coded in multiple categories if the respondent discussed multiple topics.

If applicable, how can the community better support you as a parent? n=408	Is there anything else you would like to share about access to basic family services in Doña Ana County? n=320
1. Family activities and child-focused programming. (n=93) 2. Comprehensive family support: education, resources, and community empowerment. (n=72) 3. Health services. (n=40) 4. Financial support. (n=28) 5. Mental/behavioral health services. (n=24) 6. Child care. (n=24) 7. Education. (n=24) 8. Other.	1. Health services. (n=62) 2. Positive feedback. (n=31) 3. Food services. (n=26) 4. Community and family-friendly events/activities. (n=22) 5. Resource advertisement and information. (n=19) 6. Housing services. (n=18) 7. Mental/behavioral health services. (n=17) 8. Other.

## If applicable, how can the community better support you as a parent?

### 1. Family activities and child-focused programming. (n=93)

Many respondents stressed the importance of increasing family-friendly activities in the community, especially those tailored for children. Parents expressed a desire for affordable and diverse options for their kids, particularly during the summer and after school. They highlighted the need for various opportunities, including sports, arts, music, and access to public spaces like parks, pools, libraries, and community centers. Additionally, some parents advocated for academic-focused programs, such as tutoring.

*“Youth sports or community services for the youth”*

*“We need a community center for kids”*

*“The community is a great support. I love having things that my sons can attend. Family activities would be great. Everything is expensive so maybe activities with free food would be helpful.”*

*“The community can organize a variety of family-friendly activities and resources, such as family game days, outdoor picnics, family reading clubs, etc., which can allow the family to participate in a united atmosphere and improve the interaction and communication between family members.”*

*“Open public parent-child play areas, such as parks, playgrounds, etc., so that parents can spend time with their children.”*

*“More free programs for kids like sports, music and dancing. More festivals like el día del niño was great.”*

## **2. Comprehensive family support: education, resources, and community empowerment. (n=72)**

Parents reported needing parenting classes, workshops, and support networks to enhance their child development, communication, and conflict resolution knowledge.

*“The community can provide a variety of educational resources, such as healthy diet, family economic management, family mental health and other categories of lectures and counseling services, which can help families better face and solve various problems in daily life”*

*“The community can organize family education talks, workshops and parent-child activities, inviting professionals to teach effective communication skills, conflict resolution strategies and stress management methods.”*

*“Support grandparents raising grandchildren”*

*“Provide parenting resources and training: Communities can organize parenting classes, lectures, and workshops to help parents learn about child development, parenting methods, and family management skills. These resources can help parents better cope with parenting challenges.”*

*“Compile family education guidance documents”*

*“Communities can organize regular parent support group activities that give parents an opportunity to exchange parenting experiences and share challenges and solutions”*

## **3. Health services. (n=40)**

Parents in the community expressed a significant need for accessible and affordable health services, particularly for their children. They emphasized the lack of local specialists, which forces families to travel long distances, adding financial and emotional strain. Parents also want more local clinics with extended hours. Many voiced concerns about the high cost of healthcare, insurance, and essential services, which often leave them unable to access necessary care. There were also requests for more programs focused on children's health and wellness and better public health education and resources targeted toward both parents and children.

*“We need more specialists in the area of pediatrics in Las Cruces and our surrounding area. When there is an issue families usually have to travel out of town to see a specialist. The medical costs and emotional trauma are already overwhelming but when you need to add on travel costs it can be difficult for any family both financially and emotionally.”*

*“Tener Servicios de salud más cercanos al alcance de la comunidad para que basi más padres se beneficien.”*

*“Provide free, always available healthcare for children”*

*“By providing better pre-natal, natal, post-natal, and pediatrics care availability.”*

#### **4. Financial support. (n=28)**

Parents in the community highlighted their financial struggles, particularly with rising living costs. They want better financial and economic support, including higher-paying jobs, healthcare subsidies for their children, and more accessible services that are not solely income-based, as many parents find themselves ineligible for assistance due to income limits. Overall, parents desire more community resources to alleviate the financial burdens they face while raising their children.

*“With the economy and inflation rising, it would be beneficial for more middle class family to have more resources to help.”*

*“Tener más recursos para apollar la poblacion, todo esta Caro y seguros von los mismo sueldos, sin calificar para los programs, con rentas/Morgege sumamente elevados”*

*“Provide better paying jobs to be able to adequately support my children and my financial situation to provide a better life as a single mother of 2.”*

*“My household needs help with bills and job offers”*

*“More subsidies for mothers of children”*

*“I think I need more financial and experience support”*

*“Economic support”*

#### **5. Mental/behavioral health services. (n=24)**

Respondents spoke about the need for mental and behavioral health services for themselves and their children. Parents asked for more services in general and those that are affordable or free.

*“Set up a psychological counseling hotline or center to provide parents with mental health support and counseling services.”*

*“Offer free family counseling services.”*

*“Offer family mental health services and counseling.”*

*“More mental health programs”*

#### **6. Child care. (n=24)**

Parents expressed the need for more accessible and affordable child care options. Many showed interest in childcare assistance programs, and there is also a growing demand for services that extend beyond standard workdays and hours.

*“Provide proper child support servicios”*

*“More opportunities for child care assistance.”*

*“Daycare centers that offer As-needed care that charge by the hour.”*

*“More daycares that provide transportation to schools, earlier drop off times, and on weekends. Or for child care assistance programs to help with babysitters as well as daycares so moms can go back to work outside*

*of school hours 8-4. It is extremely difficult for single mothers to find work Mondays-Fridays, between 8 am and 4pm. Most jobs require open availability especially on weekends and evenings”*

*“More child care providers”*

*“Have more affordable child care regardless of income.”*

## **7. Education. (n=24)**

Parents voiced various concerns about their children's education, including quality, safety, parent involvement, and the need for additional resources for both community schools and homeschooling families. Some parents also asked for support focused on their child's mental health and bullying in school.

*“We need a Better Campus at Santa Teresa HS. Compared to other schools, it’s terrible.”*

*“The school system here is the worst I have ever seen. The student are expected to learn everything from a computer and do not feel supported when they need additional assistance. I am confident the Chaparral schools are the worst ones in NM.”*

*“The goal of establishing a universal parent school or home education guidance service site is required”*

*“Objective requirements for establishing a parent school or home education guidance service site”*

*“It is necessary to further strengthen the construction of community parent schools”*

*“Encourage and support parental involvement in children's school activities.”*

## **8. Other.**

Respondents highlighted additional areas where they require support as parents. Key needs included housing, transportation, employment services, food assistance, and community improvements. Some expressed concerns about crime and safety in the county. Additionally, respondents called for more services overall, better promotion and information about available resources, and a judgment-free experience when seeking and receiving assistance.

*“Have more affordable housing and advertising more job opportunities. Have more internship to help with job building. Advertise what parents can get help for for themselves there children. Display were family's can get food boxes from roadrunner food bank. Have more advertisements of parenting classes and were to get help for parenting. Advertise were parents can get help going back to school.”*

*“We need better access to food. We have to drive 30 min to a supermarket like walmart because the local supermarket we have has food prices too high”*

*“I feel we are supported when food banks are in our local neighborhood”*

*“Put more buses everywhere + more services that help w/ transportation”*

*“Provide employment support and resources”*

*“Provide a safe community environment.”*

*“Strengthen community management and construction”*

*“Tenido más seguridad para los jóvenes y en la comunidad Pará”*



*“Offer more knowledge to resources available to them.”*

*“Provide additional services that are easy to access [with] no judgements. Many of these helping organizations make you feel like you are taking money out of their pockets. They dehumanizing you.”*

## Is there anything else you would like to share about access to basic family services in Doña Ana County?

### **1. Health services. (n=43)**

Many respondents emphasized the need for accessible and affordable health services, particularly medical and dental care. They expressed concerns about the county's shortage of providers and specialists, high costs, long wait times, insurance challenges, and the need for more urgent care centers. Respondents also reported traveling long distances to access care due to a lack of local providers in rural areas.

*“We need an urgent care”*

*“I think we need more accessible children's medical clinics.”*

*“Generally speaking, it is not bad, but the medical treatment is a little poor. I hope the government can pay attention to it”*

*“There is limited access in rural areas which requires travel to bigger places like Las Cruces for pediatricians.”*

*“Sunland Park is a highly underserved community with much needed resources that you can only get in nearby neighboring cities. Mental health and physical health is of great concern not being adequately addressed with the minimal assistance and resources that are monopolized by these organizations”*

*“The community health department offers regular health check-ups and vaccination services.”*

*“High insurance premiums and copays are unrealistic and prevent me from getting medical/dental care for myself and my children. Out of pocket expenses for medical and dental care are expensive and unreasonable. It puts extra stress on my family.”*

### **2. Positive feedback. (n=31)**

Many respondents shared positive feedback regarding their experience living and receiving services in the county.

*“Todo bien”*

*“I feel the Las Cruces Community is really amazing at pulling through for one another.”*

*“Dona Ana County for the basic family service is particularly perfect, particularly good, will care about our family situation and health”*

*“The service was great”*

*“Residents of Doña Ana County can enjoy a variety of essential family services.”*

*“You guys are doing Amazing!”*

### **3. Food services. (n=26)**

Respondents expressed a need for food assistance and more affordable food options. They reported challenges in accessing these services due to long wait times, eligibility requirements, and issues with the support they received. Respondents also asked for education opportunities on healthy eating and cooking.

*“Ayudar a la comunidad con la alimentación ya que no a todos los dan estampillas y ay mucha gente necesitada que prefieren no decir nada. hoy en día la economía de todos nosotros está por los suelos y necesitamos más ayuda para alimentación”*

*“Families in the county can apply for food assistance and meal programs.”*

*“Food stamp services the wait time for them to process your application is very long .”*

*“More food programs”*

*“When applying for SNAP I qualified for benefits and was told I'd hear back on Monday to finalize the forms I submitted for proof (It was friday at the time and the person on the phone told me their shift had ended so they wouldn't do it that day) so I was supposed to hear back but didn't until 2 months later when I had to call back myself for a follow up and they told me I no longer qualified. Call wait time is awful, and once I connected with someone the second time, I felt they had little to no compassion.”*

### **4. Community and family-friendly events/activities. (n=22)**

As seen in the previous question, respondents reported needing events and activities for community members and families. For example, individuals asked for cooling stations, educational opportunities for children and adults, gyms, and more.

*“We need more free activities for the kids”*

*“The community provides tutoring and extracurricular activities for children and teenagers.”*

*“Something I would like is more resources on the community like a gym where people can spend there time.”*

*“Carry out family care activities to enhance family cohesion”*

*“Increased programs and activities for children and young adults.”*

*“More places for children to enjoy.”*

### **5. Resource advertisement and information. (n=19)**

Many respondents were unaware of where or how to access resources. They recommended increasing the promotion of available services within the county or establishing a centralized hub for accessing information.

*“Do you have any better information to share”*

*“Sharing more knowledge of resources would help at each community.”*

*“More information should be accessible for available services.”*

*“Make a list of everything Doña Ana has to offer. I understand there are lists out there but not everything is on them.”*

*“Send messaging, communicate access to these services at venues where families attend.”*

*“Mas información de cursos , programas que tengan.”*

## **6. Housing services. (n=18)**

Respondents expressed a need for more accessible and affordable housing within the county. Some reported difficulties in accessing housing services due to long waitlists or specialized needs, such as emergency housing or housing for individuals with addiction. They also highlighted concerns about the high cost of rent and homeownership and the need for services tailored to first-time homebuyers.

*“I would love housing assistance. Thanx.”*

*“Consultation on home purchasing and renting is provided, along with guidance for first-time homebuyers.”*

*“Que los costos de renta y vivienda bajen porque ser mamá soltera y no calificar para muchos beneficios como housing me está costando mucho estress y no me alcanza mi cheque para pagar renta y carro mas todos los living expenses.”*

*“The housing situation is tragic...”*

*“Need housing been waiting on the list”*

*“We need emergency housing for people with families”*

*“que nos ayudan mas rapido con housing”*

## **7. Mental/behavioral health services. (n=17)**

Respondents emphasized the need for mental and behavioral health services in the county, citing various barriers to access, including a shortage of providers, concerns about quality, long wait times, high costs, insurance challenges, and limited service hours. Additionally, many respondents highlighted the need for specialized mental and behavioral health services, such as substance use treatment.

*“Extended hours for Mental health services.”*

*“There are prevention and intervention programs for family violence and abuse.”*

*“Provide family members with psychological counseling, psychological counseling and other services to help family members cope with the pressure and challenges in life.”*

*“Having to wait over a year for an appointment in mental health because there aren’t enough physicians available is ridiculous”*

*“More mental health options who also take low income medical insurance.”*

## **8. Other.**

Respondents highlighted a range of additional topics and needs within the county. They expressed a need for financial assistance, community improvements (such as safety, street maintenance, aesthetics, and service quality), as well as transportation, child care, internet access, educational and employment resources, legal services, home cleaning and repair services, moving assistance, and animal services. Respondents also requested more multilingual, veteran, and senior services.

*“Doña Ana County offers financial planning and management consultation services for families.”*

*“Through community groups and organizations, families can receive emergency aid and support.”*

*“Families in the county can enjoy a convenient public transportation system.”*

*“Families can access affordable childcare services, allowing parents to work with peace of mind.”*

*“Parents and children benefit from home visiting services. However, home visitors are bogged down with data entry rather than focusing fully on parents needs. More family counseling services needed.”*

*“Proteger a los niños y jóvenes de las drogas. Exigir que no entren a las escuelas de ningún nivel”*

*“more resources in the community!”*

*“Mejor internet”*

*“There needs to be affordable college and be able to get internet access affordable.”*

*“Nos urge que nos ayude con la agua potable es algo muy peligroso para la salud. Y no les importamos gastamos mucho en estar comprando gallones de agua. Gracias. Y topar los ojos de las calles”*

*“Housekeeping service, maintenance service”*

*“Help make some services easier for some elderly or for people without children.”*

*“The county provides multilingual services to meet the needs of families from different cultural backgrounds.”*