



## 2014 Community Needs Assessment

### **Main Office:**

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# Background

Community Action Agency of Southern New Mexico (CAASN) provides services to clients in five southern counties including: Doña Ana, Hidalgo, Sierra, Grant, and Luna. Since 1965, CAASN has been striving towards ending poverty in Southern New Mexico by providing innovative, anti-poverty programs that bridge resources and help build self-reliance for low income New Mexicans. As per our Community Services Block Grant (CSBG) funding, CAASN is required to conduct a needs assessment every two years to evaluate current programming.

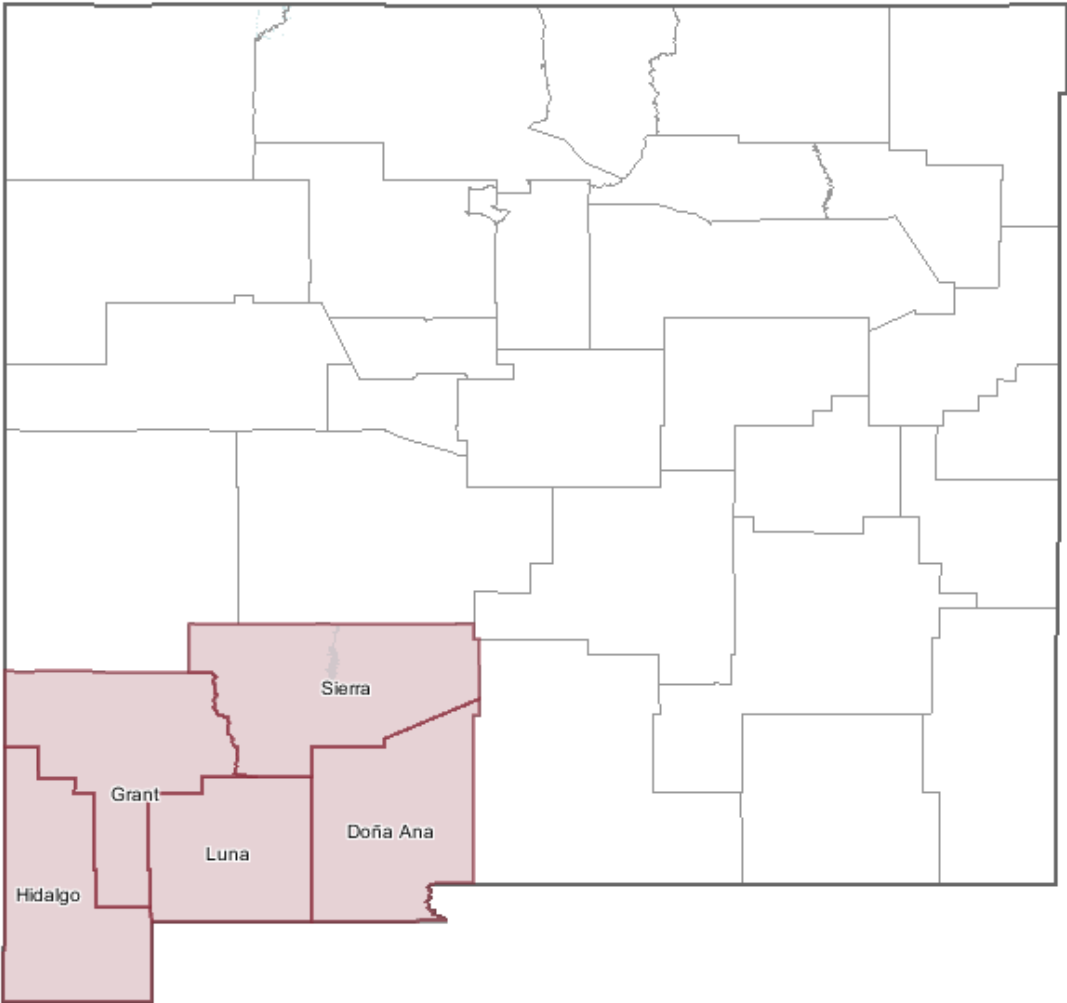


Figure 1: Doña Ana, Grant, Hidalgo, Luna, and Sierra, counties make up the 5 counties CAASN serves

# Introduction

## I. CAASNМ's Mission, Vision, and Values

### Mission:

Building self-reliance for low-income New Mexicans by connecting our community to high-impact programs that encourage family wellness, empower families, and bridge resources.

### Vision:

To create a community where opportunity exists for all to become self-sufficient.

### Values:

- We BELIEVE:
- Families with limited resources are first and foremost people.
- People can guide their own lives and escape poverty.
- Everyone should have access to food, housing, education, employment, and clothing.
- A positive and consistent attitude toward behavior and learning is effective in guiding people toward a quality of life previously thought impossible.
- In being ethical and honest – doing what is right.
- We are a learning organization that values the contributions, collaboration, and can-do spirit of our staff, volunteers and Board of Directors.
- People need to be connected to their families and significantly connected to their communities.
- Innovation is necessary to foster our vision and mission.

## II. History of Community Action Agency

Community Action Agencies (CAAs) began as grass-roots, community controlled groups in 1964 in conjunction with President Lyndon Johnson's War on Poverty, the Economic Opportunity Act of 1964 (EOA) and the Civil Rights Act of 1964. CAAs were formed to mobilize communities, represent the poor, voice community concerns and insist on change. Today there are nearly 1,000 CAAs across the United States.

In 1965, CAA of Doña Ana County (CAADAC) was chartered as a private, nonprofit corporation in New Mexico addressing needs that were important to our local communities through local resources. Steering six community improvement associations, CAADAC's programs included School Drop-Out Prevention, Tutoring, English as a Second Language, GED programs, Planned Parenthood Family Planning,

Outreach Services, Day Care Programs at Community Centers, Meals on Wheels, Winterization/Energy Conservation, Alcoholism Programs, Food Stamps Certification,

Income Tax Assistance, 4-H Sparks (Special Programs Assistance for Responsible Kids), the WIN Program, Drug Information Rewards Program, ManPower Delivery Services, Well Baby Clinic, Community Development Housing Programs, Arts and Crafts Classes, and the Farmer's Market in the Las Cruces Downtown Mall.

Many CAAs closed in the late 1970s and early 1980s as serving the poor became less of a priority for both the nation and the federal government, but CAADAC endured. In 1991, CAA-Doña Ana County became Community Action Agency of Southern New Mexico, Inc. (CAASN), expanding the reach of its many programs to include all of Southern New Mexico.

With the assistance of New Mexico Senator, Pete Domenici, CAASN secured \$1 million in funds to help build its own building, saving over \$50,000 each year in lease payments that instead went directly into services helping move the organization itself toward self-sufficiency.

### III. Census Data and Current Conditions

We rely on current Census information, relevant research, and other resources to inform us on current and emerging poverty issues and trends. We know from these sources that as of February, 2014 the federal Health and Human Services Department poverty guideline for a family of four is \$23,850.00. At this income level, almost 25 percent of the families in Doña Ana County are below the poverty level. New Mexico Voices for Children has created a basic family budget calculator that shows a family of 4 living at or below \$37,584.00 is living in poverty in Dona Ana County.

With current research, we believe that close to 45% of the population of southern New Mexico lives in poverty (in contrast to the federal government's statistics of closer to one-quarter of the population). Struggling families are often faced with cruel choices between housing, health care, food, and basic needs. Poverty impacts families within their various contexts.

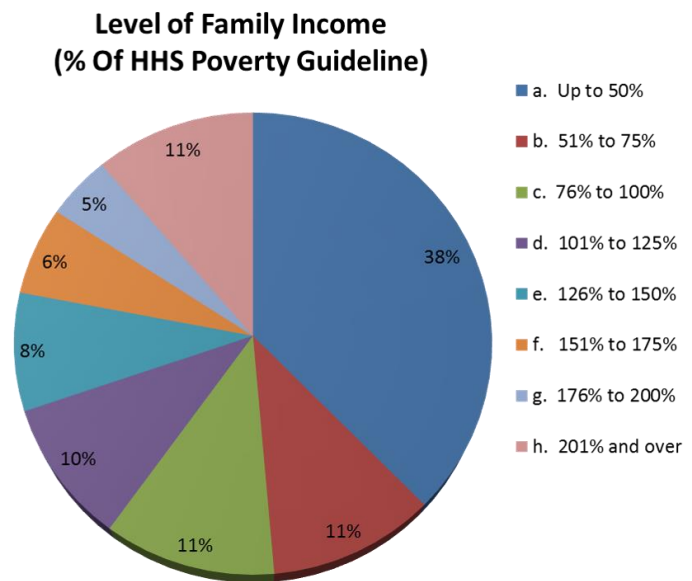


Figure 2: 2013 income levels of the clients that CAASN served

At home, parents in poverty struggle to provide adequate housing and may be forced into homelessness. Inadequate access to quality food can lead to poor nutrition, hunger or obesity. Poverty and economic hardship is particularly difficult for parents who may experience chronic stress, which may result in child abuse and neglect.

In school, poorer children and teens are at greater risk for poor academic achievement and dropping out of school. Poor teens are more likely to participate in risky behaviors such as smoking or engaging in early sexual activity. Children born into poverty may be malnourished from the womb, which can lead to compromised cognitive ability and health issues that interfere with a stable learning environment. Inadequate education contributes to the cycle of poverty by making it more difficult for low-income children to lift themselves and future generations out of poverty.

Many neighborhoods where poverty is concentrated demonstrate high rates of crime. Unsafe neighborhoods may expose low-income children to violence which can cause a number of psychosocial difficulties, trauma, injury, disability, and mortality. Violence exposure can also predict future violent behavior in youth which places them at greater risk of injury and mortality and entry into the juvenile justice system.

These effects are combined to create communities with fewer skilled or educated workers, exposure to environmental contaminants, families with chronic health conditions, and developmental delays in children. A more insidious consequence of poverty in communities is the lack of a network of support to lead children in positive directions. This lack of opportunity creates a disproportionate share of intergenerational and persistent poverty, wherein families stay poor from one generation to the next.

## IV. Current Programming

CAASNM serves over 30,000 people annually in the five southwestern counties of New Mexico. We address the most challenging issues our communities face, fighting to improve the lives of low-income children, youth, adults, and families with programs that empower, build self-sufficiency, and connect to community resources. CAASNM's services are structured into four distinct groups:

- 1) **Family Empowerment** helps families increase their personal assets through training, financial literacy, and business development.
  - **Computer Literacy and Skill Up Testing** classes are provided free of charge to clients who wish to obtain basic, fundamental computer skills. Classes cover basic computer knowledge, introduction to the Internet, social media and internet tools for businesses, and Skill Up. Through our Skill Up classes, participants will be introduced to WorkKeys. WorkKeys is used by thousands of companies worldwide as a tool to help select, hire, train, develop, and retain a high-performance workforce. In this class, participants will be introduced to an online, self-paced tutorial known as KeyTrain. This tool will help job-seekers identify and enhance the work skills that employers are looking for.
  - **Financial Literacy** classes are presented to clients to learn about the importance of credit, savings, interest rates, and more. Financial literacy is vital to our work helping clients build self-reliance. Through these financial literacy classes, clients are taught how to budget and stretch their dollar, so that eventually, they can rely less on outside assistance.

- **Children's Savings Accounts** are one of our newer programs. With the implementation of this exciting opportunity, CAASNМ offers savings accounts to income-eligible children to save for their future.
- **Individual Development Accounts** or IDAs are currently being offered to teenagers who wish to get a head start on saving money towards achieving higher education goals. IDA clients are matched 4:1 for contributions into their account, up to \$1000 of their savings, for an end total of \$5000. Since 2007, 156 savers have successfully completed the IDA program and were able to accomplish their goals. Out of 156 savers, 50 purchased a home, 43 started or expanded a business, and 33 attended post-secondary education.

2) **Bridging Resources** connects families to community resources and benefits which can increase financial stability.

- **Total Benefits Services** connects clients to services by pre-screening them for benefits, including: SNAP (formerly Food Stamps), access to health insurance through Medicaid, utility and cash assistance. Without this vital service, clients may not know they qualify for one or more of these programs. Our highly trained and dedicated benefits counselors have been briefed on the new policies under the Affordable Care Act and are well prepared to assist new and existing clients with the changes. Access to these programs can make the difference for families struggling daily to make ends meet. Clients can make an appointment to come into the office, or conveniently apply online or over the phone. Our one-on-one TBS counseling is confidential and staff can assist you with any questions you may have throughout the application process and waiting period.
- **iReach** is a software that was developed by Infocom System Services, Inc. It provides a uniform screening criteria of patients and streamlines the process for helping clients find health insurance such as State Medicaid or the County Indigent Program as well as other social programs offered through Community Action Agency of Southern New Mexico.
- **Covering Kids** assists individuals, families, and children in obtaining free or low cost Health Insurance who cannot afford private insurance on their own. Through Covering Kids, we advocate for families with the State Income Support Division in obtaining State Medicaid. How do we help? We assist in the application process, advocate for you during the process, conduct follow-up calls, remind you of recertification, help you choose a Salud or Doctor, answer healthcare insurance questions, and link you to other needed community resources.

3) **Family Wellness** keeps families healthy by providing supplemental funding for nutritional meals to children and disabled adults in home-based daycares and educating their caregivers.

- **Child and Adult Food Care Program** is a nutrition program designed to upgrade the quality of food for children and disabled adults who are in daycare. Daycare providers are given a reimbursement for food costs for each child claimed; to include their own if the household is income-eligible. The applicants are taught about the importance of nutritious meals and health practices which will not only benefit the children in care, but the entire family for healthier living. Any person 18 years of age or older that provides child care services for children that do not live with them is eligible for this program. Disabled adults are eligible only if a doctor's letter is available. All providers must first undergo a background check and have a clearance in hand before they can be registered in the program. The background check takes approximately 4-6 weeks to clear and a copy of the clearance letter must be provided to our offices before a monitor can be assigned. The registration visits can be conducted as early as a week.
- **Healthy Eating and Active Living** Nutrition and exercise go hand in hand, which is why CAA strives to encourage our clients to not only eat healthily, but also encourage daily exercise practices. Through CAA's Healthy Eating and Active Living program, nutrition and are encouraged as a way of life and not a diet.

4) **Community Connections** are made by working with community partners to leverage resources and increase the impact of our services for our clients and the community.

- **Free Tax Preparation** is another core service that CAASNM offers clients every year. By providing this free program, clients are able to confidently have their taxes filed without the burden of costly tax preparation businesses. In 2013, clients received over \$4 million in refunds by taking advantage of this free service! While clients are waiting in line to have their taxes done, our Total Benefits Services case managers screen clients for services they may not know they qualify for.
- **Coats4Kids** provides warm winter jackets to nearly 3,000 children residing in the Las Cruces area. Without the aid of this program, our fellow community children would lack the proper attire to stay safe and warm during the winter months. New coats/gently used coats are given out to children ages birth-5<sup>th</sup> grade who preregister. US Bank partners with Community Action Agency of Southern New Mexico, Comet Cleaners, and KVLC 101 Gold to sponsor Coats for Kids every year. The event has taken place since 1995, distributing 33,000 coats to needy children in Doña Ana County.
- **Cancer Aid Resources and Education (CARE)** is a nonprofit organization dedicated to establishing or assisting in services, resources, general education, and other additional services that will help address the challenges that many Doña Ana County cancer patients, children and adults, face while receiving treatment for any type of cancer. CARE is committed to providing services to improve the quality of life of our cancer patients and their loved ones so that cancer suffering may be alleviated in Doña Ana County.

- **Children's Reading Foundation** provides reading materials to children in the community so they can foster a love of reading at a young age. In addition, CRF's work allows children to get a head start on school readiness.

## Population Profile: Doña Ana County

Doña Ana County is one of 33 counties in the state of New Mexico. It was created in 1852 and is the second-most populated county in the state. The county comprises 3,804 square miles in south-central New Mexico, and borders El Paso County, Texas, to the east and southeast. The county also shares its borders with the state of Chihuahua, Mexico, directly south, Luna County to the west, Sierra County to the north and Otero County to the east. There are many physically diverse areas within Doña Ana, including mountain ranges, valleys and deserts.

Doña Ana County includes 37 of New Mexico's 55 federally designated underdeveloped communities, also referred to as "colonias". According to the U.S. Department of Housing and Urban Development, 97 percent of colonias residents are Hispanic with an average annual income of \$5,000. About 85 percent of colonias residents are U.S. citizens. These rural areas are without safe, sanitary and affordable housing, drinkable water, sewer, and/or drainage systems (U.S. Department of Housing and Urban Development). Many of the colonias are located in the northern and southern areas of the county.

In 1900, the county hosted an agriculturally based society with a population of 10,187. The market centers were Las Cruces, El Paso and Ciudad Juarez. By 1990, the county was urbanized with a population of 135,510 and boasted an economy based on service and retail. Rapid population growth has occurred in and around the city of Las Cruces, as well as in the southern part of the county. The part of the county north of Hill remains primarily rural in nature.

The population has risen dramatically since 1900 and is expected to continue to grow at a rapid pace (4 - 6 percent) during the next year. This translates to a 2015 population of more than 300,000 people. The primary areas of growth will be in the Las Cruces metropolitan area and in the southern sector of Doña Ana County.

The following data was collected throughout a 5 year period from 2007-2011 and published in a Data Release in December 2012. Below the findings and data highlight areas from population changes in Doña Ana County to the different levels of poverty among individuals and families. This data gives CAASNМ the information needed to know where the community stands in these different areas and thus work towards finding out what it is that the community is already doing and what areas could be improved upon.

- **Population Change.** Total population of Doña Ana County increased by 17.72% in an 11 year period; growing from 174,682 persons in 2000 to 205,637 persons in 2011.



- **Age and Gender Demographics.** According to ACS 2007-2011 5 year population estimates for the report area, the female population comprised 51.21% of the report area, while the male population represented 48.79%.
- **Race Demographics.** According to the American Community Survey 5 year averages, white population comprised 94.22% of the report area, black population represented 1.73%, and other races combined were 2.39%. Persons identifying themselves as mixed race made up 1.66% of the population.
- **Poverty, 2011.** 2011 poverty estimates show a total of 61,023 persons or 29.2% are living below the poverty rate in the report area.
- **Poverty Rate Change, 2000-2011.** According to the U.S. Census, the poverty rate for the 1 county area increased by 5.6%, compared to a statewide increase of 5.2%.
- **Households in Poverty.** In 2011, it is estimated that there were 16,790 households, or 23.08 percent, living in poverty within the report area.
- **Poverty Rate (ACS)** According to the American Community survey 5 years estimates, an average of 25.55% of all persons lived in a state of poverty during the 2007-2011 period. The poverty rate for all persons living in the 1 county report area is greater than the national average of 14.3%.
- **Households in Poverty by Family Type** .The U.S. Census Bureau estimates that there were 10,433 households living in poverty within the report area.
- **Household Poverty Rate Family Type** In 2011, it is estimated that 20.61 percent of all households were living in poverty within the report area, compared to the national average of 10.5%. Of the households in poverty, female headed households represented 46.36 % of all households in poverty, compared to 8.62 and 45.02% of households headed by males and married couples, respectively.
- **Child (0-17) Poverty Rate Change, 2000-2011** The poverty rate change for all children in the 1 county report area from 2000 to 2011 increased by 5.7%, compared to a national increase of 6.3%
- **Child (0-17) Poverty Rate (ACS).** According to the American Community Survey 5 year data, an average of 36.12 percent of children lived in a state of poverty during the 2011 calendar year. The poverty rate for children living in the 1 county report area is greater than the national average of 19.2 percent.
- **Child (0-4) Poverty Rate Change, 2000-2011.** According to the U.S. Census, the poverty rate for Dona Ana County increased by 10.9%, compared to a national increase of 6.6%.
- **Child (0-4) Poverty Rate (ACS).** According to the American Community Survey 5 Year data, an average of 41.81 percent of children under five years of age lived in a state of poverty during the 2011 calendar year. The poverty rate for children under five years of age living in the 1 county report area is greater than the national average of 23.2 percent.
- **Child (5-17) Poverty Rate (ACS).** According to the American Community Survey 5 year data, an average of 33.86 percent of children aged five to seventeen lived in a state of poverty during the 2011 calendar year. The poverty rate for children age five to seventeen living in the 1 county report area is greater than the national average of 18.8 percent.
- **Seniors in Poverty.** At 14.4 percent, Doña Ana County, New Mexico, had the lowest percentage of seniors in poverty while Doña Ana County, New Mexico,

had the highest percentage of seniors in poverty. According to American Community Survey estimates, there were 3,576 seniors, or 14.4 percent, living in poverty within the report area.

- **Income:** Average annual income in Doña Ana County, New Mexico are \$36,136 compared to the state average of \$42,097.

## POPULATION

	POPULATION BY RACE							
	Las Cruces City		Doña Ana County		New Mexico		United States	
	Number	Percent	Number	Percent	Number	Percent	Number (In Millions)	Percent
<b>Total population</b>	<b>101,053</b>		<b>214,445</b>		<b>2,085,538</b>		<b>309.2</b>	
White	87,275	86.4%	191,507	89.3%	1,499,853	71.9%	229.3	74.2%
Black or African American	1,767	1.7%	3,597	1.7%	42,843	2.1%	38.8	12.6%
Asian	2,201	2.2%	2,602	1.2%	27,714	1.3%	14.8	4.8%
American Indian and Alaska Native	1,982	2.0%	2,787	1.3%	192,903	9.2%	2.5	0.8%
Native Hawaiian and Other Pacific Islander	0	0.0%	0	0.0%	1,431	0.1%	0.5	0.2%
Some Other Race	4,806	4.8%	9,449	4.4%	255,095	12.2%	15.0	4.8%
Two or more Races	3,022	3.0%	4,503	2.1%	65,699	3.2%	8.3	2.7%

	HISPANIC OR LATINO							
	Las Cruces City		Doña Ana County		New Mexico		United States	
	Number	Percent	Number	Percent	Number	Percent	Number (In Millions)	Percent
<b>Total population</b>	<b>101,053</b>		<b>214,445</b>		<b>2,085,538</b>		<b>309.2</b>	
Hispanic or Latino (of any race)	58,575	58.0%	142,403	66.4%	979,724	47.0%	51	16.4%
Not Hispanic or Latino	42,478	42%	72,042	33.6%	1,105,814	53%	258,537,226	83.6%
White alone	35,627	35%	62,619	29.2%	827,066	39.7%	196,891,497	63.7%

**Source: United States Census Bureau American Community Survey 2012 1-Year Estimates.**

The U.S. Census Bureau treats race and ethnicity separately: the Bureau does not classify Hispanic/Latino as a race, but rather as an identification of origin and ethnicity.

In both the city of Las Cruces and Doña Ana County, Hispanics comprised the majority of residents at 58% and 66%, respectively.

# Needs Assessment Data for Doña Ana County (Clients)

Clients from Doña Ana County were surveyed and **86** people answered survey questions regarding problem areas in southern New Mexico. **24** responders identified as male, **55** as female. **57** identified as Hispanic/Mexican/Latino(a), **1** as Black, and **6** as White/Caucasian.

The top 10: Responders were asked to select the **top 10 issues** they believed to be the worst in their county. The biggest problem areas in Doña Ana County were identified as:

1. Unemployment **44.29% (31)**
2. Child abuse and neglect **35.71% (25)**
3. Family/domestic violence **32.86% (23)**
4. Teenage pregnancy **32.86% (23)**
5. Utilities (gas, water, electric, etc.) assistance **30.00% (21)**
6. Gang violence **30.00% (21)**
7. Transportation **25.71% (18)**
8. Vacant buildings and run-down houses **24.29% (17)**
9. Lack of affordable healthcare **17.14% (12)**
10. Lack of low-income housing **15.71% (11)**

Clients wrote in three answers that were not from the list of available choices:

- Lack of facility to help youth with dyslexia
- Cruelty to animals and drunk driving
- Drugs and drug pushers

Outside of public assistance, have you used services in your area? **27** stated no and **9** stated yes. Of those that stated yes, the following services were used:

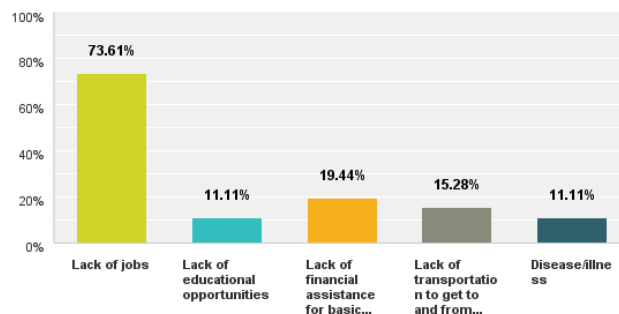
- Utility assistance
- Food assistance

What do you think are the **reasons for poverty** where you live?

Clients in DAC were asked from the following reasons: lack of jobs, lack of educational opportunities, lack of financial assistance for basic resources, lack of transportation, and disease/illness.

**Q5 What do you think are the reasons for poverty where you live?**

Answered: 72 Skipped: 14



**Figure 3: Reasons for poverty in DAC**

**73.61% (53)** stated lack of jobs, **11.11% (8)** said lack of educational opportunities, **19.44% (14)** said lack of financial assistance for basic resources, **15.28% (11)** said lack of transportation, and **11.11% (8)** said disease/illness. Another client wrote in better wages.

What **programs or services** do you think your community needs?

- More jobs **67.90% (55)**
- Better existing jobs **33.33% (27)**
- More assistance for basic necessities (rent, utilities, food, etc.) **25.93% (21)**
- More programs for youth **23.46% (19)**
- More programs for senior citizens **18.52% (15)**
- More programs for disabled individuals **18.52% (15)**
- Better schools **17.28% (14)**
- More social/recreational outlets **16.05% (13)**
- More programs available in Spanish **14.81% (12)**
- Better transportation routes **12.35% (10)**
- Food assistance (pantries, community meals, etc.) **1.23% (1)**
- Better access to healthcare **0**

A client also wrote in: more programs in the community for mentally disabled persons.

What services do you think are most needed in your community for children?

- More social/recreational outlets **41.10% (30)**
- Affordable daycare **36.99% (27)**
- Better access to healthy foods **35.60% (26)**
- Affordable healthcare **30.14% (22)**
- Better school system **24.66% (18)**
- More educational outlets (museums, libraries, etc.) **15.07% (11)**

What services that currently exist could be expanded to better meet your needs?

Improved school system	Transportation	More affordable health insurance
Unemployment	Better jobs	Childcare
Summer food program	Free bus service	

What can the community do differently to improve the quality of life for people/families living in your county?

- Create new jobs with higher wages
- More activities for seniors living in the community and more affordable healthcare
- More jobs
- More education
- Nothing
- Provide more living units
- Get rid of pollution and gangs
- Take pride in what we have

What are **three things you like** about living in your community?

<b>First Choice</b>	<b>Second Choice</b>	<b>Third Choice</b>
Not much violence	Friendly people	Food assistance programs
Help from community	Know a lot of people	Living by relatives
Quiet	Fresh air	Close to hospital
Small size	Close to everything	Hospitality
Country living	Education	Right size town
Mild winters	Weather	Location
People get involved	Traffic	Climate
Friendly people	Away from the city	Friendly people
Peaceful	Variety of stores	Safe
Quiet	Transportation	Quick commute

What are three things you don't like about living in your community?

<b>First Choice</b>	<b>Second Choice</b>	<b>Third Choice</b>
Not enough jobs	No fences	No stores
No transportation	Animal roaming	Nothing for teens
Not enough help	Need more activities	Domestic violence
No classes for adults	Jobs available for seniors	No streetlights
Not enough good paying jobs	Child abuse	No assistance for low incomes
Gangs	Lack of transportation	Rent is expensive
Dust	Trash	
Schools	Daycares	
Water	Bad water	
No money for education	Racing	
No sidewalks	Streets not paved	
No programs at senior center	Crime	
Traffic	Minimum wage too low	
Apathy	Drugs and alcohol	

What is an effective way to get residents more involved in the community?

- Create more recreation/community centers
- Get more people to attend events
- Provide more activities
- Encourage volunteer work
- Better advertising
- Have a day for residents to clean up the streets and recycle
- Hold community meetings
- Provide more family friendly activities
- Hold fundraisers at the parks
- Communication and advertising could be better
- Provide free items for them

The rankings. Residents of Doña Ana County were asked to rank the following programs/service in their county on a scale of 1-5. 1=low need, 5= high need, and 6=don't know . Below you will find the rankings:

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Food assistance	20.69% 12	10.34% 6	18.97% 11	17.24% 10	24.14% 14	8.62% 5	58	3.40
Clothing/furniture assistance	18.64% 11	8.47% 5	30.51% 18	6.78% 4	23.73% 14	11.86% 7	59	3.44
Utility bill assistance	10.77% 7	4.62% 3	23.08% 15	29.23% 19	27.69% 18	4.62% 3	65	3.72
Emergency shelter	22.95% 14	6.56% 4	21.31% 13	19.67% 12	14.75% 9	14.75% 9	61	3.41
Affordable rental housing	15.15% 10	3.03% 2	19.70% 13	21.21% 14	30.30% 20	10.61% 7	66	3.80
Firsttime home buyer's assistance	16.67% 10	5.00% 3	6.67% 4	23.33% 14	31.67% 19	16.67% 10	60	3.98
Availability of low-income housing	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Employment placement assistance	10.00% 6	6.67% 4	20.00% 12	15.00% 9	38.33% 23	10.00% 6	60	3.95
Job training: Adult	12.90% 8	8.06% 5	16.13% 10	30.65% 19	24.19% 15	8.06% 5	62	3.69
Job training: Youth	12.07% 7	8.62% 5	22.41% 13	25.86% 15	24.14% 14	6.90% 4	58	3.62
Job training: Bilingual	18.52% 10	7.41% 4	20.37% 11	18.52% 10	24.07% 13	11.11% 6	54	3.56
Job training: Disabled	14.29% 8	7.14% 4	17.86% 10	21.43% 12	25.00% 14	14.29% 8	56	3.79
Job training: Vocational	13.79% 8	5.17% 3	17.24% 10	20.69% 12	29.31% 17	13.79% 8	58	3.88
Money for education	5.08% 3	3.39% 2	15.25% 9	25.42% 15	38.98% 23	11.86% 7	59	4.25
Financial literacy classes	14.29% 8	7.14% 4	17.86% 10	26.79% 15	16.07% 9	17.86% 10	56	3.77
GED/HS completion support programs	16.07% 9	7.14% 4	16.07% 9	17.86% 10	33.93% 19	8.93% 5	56	3.73
Transition to college support programs	16.95% 10	3.39% 2	18.64% 11	20.34% 12	30.51% 18	10.17% 6	59	3.75

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Nutritional education	15.52% 9	8.62% 5	20.69% 12	18.97% 11	25.86% 15	10.34% 6	58	3.62
Parenting classes	16.95% 10	3.39% 2	16.95% 10	22.03% 13	27.12% 16	13.56% 8	59	3.80
Low cost counseling (adult)	8.93% 5	7.14% 4	10.71% 6	16.07% 9	42.86% 24	14.29% 8	56	4.20
Low cost counseling (youth)	10.91% 6	7.27% 4	16.36% 9	12.73% 7	36.36% 20	16.36% 9	55	4.05
Emergency counseling services	12.73% 7	5.45% 3	16.36% 9	21.82% 12	29.09% 16	14.55% 8	55	3.93
Affordable childcare	20.00% 11	5.45% 3	9.09% 5	20.00% 11	29.09% 16	16.36% 9	55	3.82
Affordable adult care	13.79% 8	12.07% 7	5.17% 3	20.69% 12	34.48% 20	13.79% 8	58	3.91
Budget and/or credit counseling	18.52% 10	7.41% 4	22.22% 12	16.67% 9	22.22% 12	12.96% 7	54	3.56
Tax preparation assistance	22.41% 13	12.07% 7	13.79% 8	20.69% 12	29.31% 17	1.72% 1	58	3.28
Legal assistance	15.52% 9	13.79% 8	17.24% 10	18.97% 11	27.59% 16	6.90% 4	58	3.50
Accessing health insurance coverage	17.24% 10	5.17% 3	10.34% 6	25.86% 15	32.76% 19	8.62% 5	58	3.78
Assistance buying prescriptions	15.79% 9	7.02% 4	15.79% 9	22.81% 13	33.33% 19	5.26% 3	57	3.67
Home healthcare/in home nursing	16.67% 10	8.33% 5	13.33% 8	23.33% 14	31.67% 19	6.67% 4	60	3.65
General medical expenses	13.21% 7	5.66% 3	18.87% 10	22.64% 12	35.85% 19	3.77% 2	53	3.74
Dental care	14.29% 8	10.71% 6	8.93% 5	25.00% 14	37.50% 21	3.57% 2	56	3.71
Eyeglasses	15.79% 9	10.53% 6	12.28% 7	17.54% 10	40.35% 23	3.51% 2	57	3.67
Transportation services	15.79% 9	7.02% 4	10.53% 6	19.30% 11	36.84% 21	10.53% 6	57	3.86

Do you **feel that this is your community?** **55** people responded to this question. **80.00% (44)** stated yes and **20.00% (11)** stated no. No reasons were given for answering no and the following reasons were given for yes:

- Because I live here
- Nice and welcoming people
- Just feel accepted
- Work
- Friendly people
- Born and raised here
- Family and friends
- Help for senior citizens

When you come to CAASNМ for help, do you feel that you have a say in what it is you/your family needs? **49** people answered this question: **73.47% (36)** stated yes and **26.53 % (13)** stated no.

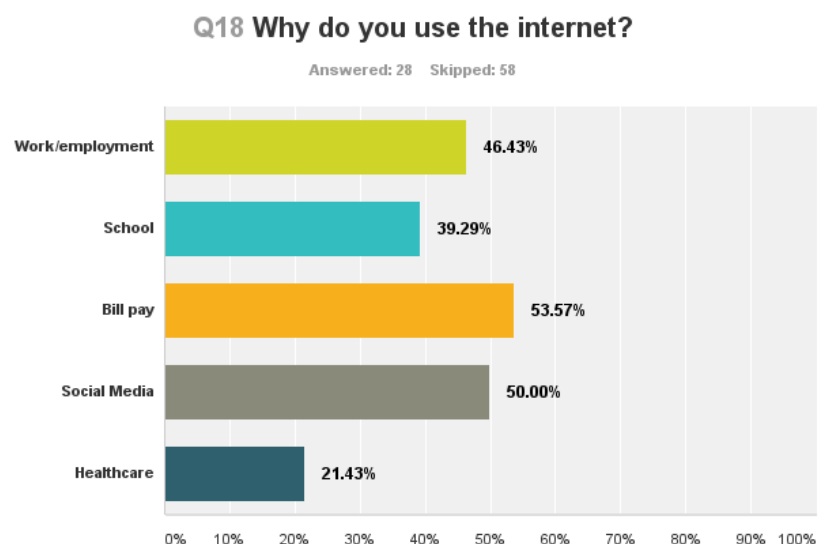
Do you help out or support agencies in this community? **51** clients responded to this question with **54.90% (28)** stating yes and **45.10% (23)** stating no. The following information was given:

- Volunteer
- Donate clothing and furniture
- Canvassing and registering people to vote
- Donate clothes and canned goods
- Provide assistance to elderly neighbor
- Make financial contributions
- Make referrals to proper agencies
- Help with commodities distribution

Do you have a computer (or other device with wireless internet) at home? **52** responders answered this question and **42.31% (22)** stated yes while **57.69% (30)** stated no.

Why do you use the internet?

Clients were asked why they use the internet. **46.43% (13)** stated because of work/employment, **39.29% (11)** for school, **53.57% (15)** for bill pay, **50.00% (14)** for social media, and **21.43% (6)** stated for healthcare purposes. An “other” column was provided and the following reasons were given:



**Figure 4: Internet Use DAC**



- Children use it for school
- I don't use the internet
- Not computer savvy
- Sweepstakes
- Pleasure
- Research

If you don't own a computer, is it easy for you to get access to one? **24.43% (6)** stated yes and **78.57% (22)** said no. Of those who said yes, locations where there is easy access to a computer included: the library, a friend's house, and in Anthony.

Do you own a business? **48** clients responded to this question and **100% (48)** stated no.

- What training programs would you benefit from as a business owner?
- Accounting and bookkeeping-**20.00% (1)**
- Finance-**60.00% (3)**
- Social media and marketing-**0**
- Taxes-**40.00% (2)**
- Operations and strategy-**20.00 (1)**

Are you interested in being a business owner? **24** clients responded to this question. **16.67% (4)** stated yes and **83.33% (20)** stated no. Clients were asked why or why not, and the following reasons were given:

- Too old
- Retired
- You will just lose it or be robbed
- Not capable
- Not affordable
- Too much time/money

How would you rank the state of New Mexico in regard to business assistance programs?

Excellent: **4.76% (1)**      Fair: **71.43% (15)**      Poor: **23.81% (5)**

Can you afford to get your taxes done every year? 43 clients answered this question. **27.91% (12)** stated yes and **72.09% (31)** stated no.

Are you familiar with the tax credits you are entitled to? **40** clients answered this question. **20.00% (8)** answered yes while **80.00% (32)** stated no.

What are some of the greatest challenges you face to pursue an education?

- I cannot read or write
- Age
- Learning English
- More information and motivational peers needed
- Money and time

- Lack of a ride
- Lack of support
- Finding work
- Illness

CAASNМ has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Doña Ana County.

Need:	How CAASNМ is addressing it:
Utility bill assistance	Total Benefits Screening
Affordable healthcare	Total Benefits Screening
Healthy foods for children	CACFP/Healthy Kids Healthy Childcare

## Needs Assessment Data for Doña Ana County (Organizational)

Representatives from social service organizations in Doña Ana County were asked to provide information regarding programs and services for low-income residents in their county. Below you will find the results from people who represent the areas of:

Healthcare	Youth services	Housing
Senior services	Homeless services	Education
Energy	Food	Faith based services
Government	Transportation	Hospice
Parenting skills/support	Tax services	Domestic violence
Disabilities and advocacy services	Small business assistance	

Responders were asked to identify the top three needs of their county from the following needs:

Transportation	Mental health	Education
Unemployment	Environmental hazards	Teenage pregnancy
Domestic violence	Substance abuse	Lack of affordable childcare
Gang violence	Physical health	Lack of low-income housing
Programs for seniors	Programs in Spanish	Programs for LGBTQ
Child abuse/neglect	Safety for citizens	Vacant buildings/run-down houses
Teenage delinquency	Utilities assistance	More recreation/social outlets
Roads/street repair	Lack of transportation	Flooding, sewage, water services
Communicable diseases	Healthcare	Services for deaf/hard of hearing
Other		

The top three needs identified in Dona Aña County are:

1. Education-**38**
2. Unemployment-**34**
3. Low-income housing-**25**

Responders wrote in the following issues that they believe to be the worst that weren't on the original list:

- Citizenship
- Lack of jobs that pay a living wage
- Food insecurity
- Skills classes for entry-level positions
- Food insecurity
- Literacy classes and ESL classes
- Substance abuse issues

Besides lack of funding, what are the systematic barriers to addressing the needs you just described?

- Lack of education/awareness of need (**57**)
- Policy (**46**)
- Lack of agencies offering services (**40**)

Responder also wrote in that they believe:

- Politics
- Insufficient public funding
- Lack of jobs that pay a living wage
- And funding for agencies that offer services

Are systematic barriers to addressing needs.

What basic family sustainability programs are missing from your community?

- Community information services
- Educational programs
- Spanish speaking mental health providers
- Transportation, especially for southern residents
- Affordable housing
- Services in rural communities, not just Las Cruces

- Parenting classes

Are existing services in your community adequate to address self-sufficiency or are there gaps?

**91.46% (75)** believed that there are gaps in services while **8.54% (7)** think current services are adequate.

What other services are needed?

- Agencies that work together, not in silos
- Access to affordable mental health services for all for substance abuse, dv, and child abuse
- Low cost legal services
- County wide transportation
- More affordable housing
- More homeless shelters
- Support for children (tutoring, mentoring, early childhood programs/intervention, activities for youth, etc.)
- No other services are needed-we need to appropriately fund the existing services
- Childcare
- Sports for everyone
- More housing programs

Beyond funding, what would be needed to implement these needed services in your county?

- Partnerships-**54**
- Community involvement/awareness-**51**
- Building space-**26**

Responders also wrote in the following suggestions:

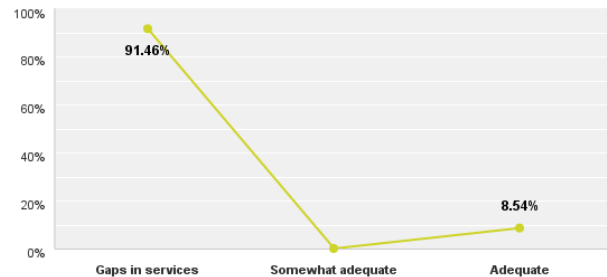
- Adequately trained and sustained leaders
- Working together is a must for nonprofit organizations
- A sense of a priority about this

Is your community doing a good job or coordinating service delivery and leveraging resources?

- Knowledge of community resources-**33**
- Strong partnerships-**19**
- Strong referral program-**13**

**Q9 Are the existing services in your community adequate to address self-sufficiency, or are there gaps?**

Answered: 82 Skipped: 22



**Figure 5: Services in Doña Ana County**

How is this being done?

- We give our program participants community resources that they have indicated they need. It's up to them to make the phone call and set up an appointment
- No, we are not doing a good job-but we are doing better since we have an interagency council
- I think we are lacking in all three resources listed above
- Coalition meetings
- Things are coming along much better than five years ago
- Need to improve and formalize partnerships

What community resources are having the greatest impact and should be enhanced or expanded?

- Health services
- Food programs
- Homeless shelters and services for transient population
- Income support-SNAP benefits and Medicaid
- Pomotoras, Colonias Development Council, Catholic Charities, Tierra del Sol, NM Center on Law and Poverty
- Doña Ana Community College
- Services are needed in rural areas

What new programs would you like to see offered for families to become more self-sufficient?

- Day care programs
- Parenting classes along with budgeting, nutrition, mental health wellness, and job skill building
- Training and apprenticeship programs
- Training on navigating public agencies
- Closer case management and better follow up
- Civic engagement and leadership development
- More literacy programs for deaf and hard of hearing individuals
- Opportunities for graduates to stay in New Mexico instead of leaving the state to find a job
- Stop with the sense of "entitlement"

How do you currently get people to participate/engaged in community events?

- Accessible location/advertising-**40**
- Free food/free admission to event-**37**
- Social media-**29**
- Giveaways-**22**
- Other suggestions were:
- Free childcare so parents can participate

- Pulpit announcements
- Safe environment
- Interpreters are provided
- Emails are sent out
- Door to door recruitment
- Community resource fairs

What would you like to see happen to get people more engaged in the community?

- More programs for teens
- More support from local, county, and state politicians
- More outreach efforts
- Pastors partnering with agencies in the community for the common good
- Neighborhood meetings
- Stronger referral program
- Collaboration

CAASNМ has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Doña Ana County.

Need:	How CAASNМ is addressing it:
Education	Free computer literacy courses
Literacy classes	Free financial literacy courses

## Population Profile: Grant County

Located in southwestern New Mexico, Grant County is home to the Gila National Forest and Wilderness, several mountain ranges, desert lands, and the Mimbres and Gila Rivers. The County's southern border extends to the border with Mexico and the northern border touches rural Catron County. The state of Arizona and Hidalgo County border Grant County to the west with Luna and Sierra Counties to the east. Grant County's 29,514 residents make up only 1.4% of the state's total population and are scattered across the county's 3,966 square miles. Grant County has the 19th highest population of the 33 counties in New Mexico, according to the 2010 Census. Residents can be isolated, with 7.4 people per square mile as compared with New Mexico's 17.0 people per square mile or the nation's 87.4 people per square mile. Over half of the county's residents (54%) live in the county's four incorporated municipalities: Silver City, Bayard, Santa Clara, and Hurley. Silver City is the County Seat and the commercial and government center for the region. The majority of the county's physical assets, including health care and social services facilities, are located in Silver City.

The following data represents information obtained from the U.S. 2010 Census and estimates from the American Community Survey 5 year population estimates for Grant County, NM:

- **Population Change** During the eleven-year period, total population estimates for the report area declined by -4.25%, decreasing from 31,002 persons in 2000 to 29,684 persons in 2011.
- **Age and Gender Demographics** The female population comprised 50.88% of the report area, while the male population represented 49.12%.
- **Race Demographics** White population comprised 93.5% of the report area, black population represented 0.61%, and other races combined were 3.12%. Persons identifying themselves as mixed race made up 2.77% of the population.
- **Poverty, 2011** 2011 poverty estimates show a total of 5,924 persons living below the poverty rate in the report area.
- **Poverty Rate Change, 2000 – 2011** The poverty rate for the 1 county area increased by 2.3%, compared to a statewide increase of 5.2%.
- **Households in Poverty** In 2011, it is estimated that there were 1,957 households, or 15.82 percent, living in poverty within the report area.
- **Poverty Rate (ACS)** An average of 16.58 percent of all persons lived in a state of poverty during the 2007 - 2011 period. The poverty rate for all persons living in the 1 county report area is greater than the national average of 14.3 percent.
- **Child (0-17) Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 5.8%, compared to a national increase of 6.3 percent.
- **Child (0-4) Poverty Rate Change, 2000 – 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 1.9%, compared to a national increase of 6.6 percent
- **Child (5-17) Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 8%, compared to a statewide increase of 7.2%.
- **Child (0-17) Poverty Rate (ACS)** An average of 26.30 percent of children lived in a state of poverty during the 2011 calendar year. The poverty rate for children living in the 1 county report area is greater than the national average of 19.2 percent
- **Child (0-4) Poverty Rate (ACS)** An average of 36.51 percent of children under five years of age lived in a state of poverty during the 2011 calendar year. The poverty rate for children under five years of age living in the 1 county report area is greater than the national average of 23.2 percent.
- **Child (5-17) Poverty Rate (ACS)** An average of 22.31 percent of children aged five to seventeen lived in a state of poverty during the 2011 calendar year. The poverty rate for children age five to seventeen living in the 1 county report area is greater than the national average of 18.8 percent.
- **Seniors in Poverty** At 5.6 percent, Grant County, New Mexico, had the lowest percentage of seniors in poverty while Grant County, New Mexico, had the highest percentage of seniors in poverty. There were 339 seniors, or 5.6 percent, living in poverty within the report area
- **Income: Income Levels, 2007 - 2011** Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census

Bureau estimates. Both measures are shown for the 1 county report area in Table 32. The average Per Capita income for the report area is \$21,726 as compared to a national average of \$29,659.

## Needs Assessment Data for Grant County (Clients)

The survey was sent to clients residing in Grant county and **2** persons responded. **1** identified as male and **1** identified as female. **1** identified as white and the other client did not respond.

Responders in Grant County believe that the top 10 needs of people in their community are as follows:

1. Substance abuse issues- **50.00% (1)**
2. Lack of affordable healthcare-**50.00% (1)**
3. Unemployment-**50.00% (1)**
4. Environmental hazards-**50.00% (1)**
5. Teenage pregnancy-**50.00% (1)**
6. Lack of childcare-**50.00% (1)**
7. Family/domestic violence-**50.00% (1)**
8. Education-**50.00% (1)**
9. Gang violence-**50.00% (1)**
10. Mental health services-**50.00% (1)**

**1** person also added to the “other” section and identified: low access to participate in the creative process as one of the biggest needs for Grant County that was not on the list.

Clients were asked, **outside of public assistance, have you ever used services in your area?** **1** responder said **no** and **1** said **yes**-indigent fund for surgery.

Clients were asked what they thought were **the reasons for poverty in their county** and none of the presented choices were selected. Respondents wrote in the following:

- Indifference to education by students and parents
- Lack of leadership, vision, and resiliency

Clients were then asked **what programs or services** they thought their county needed. Responders responded with the following:

- Better existing jobs
- Multi-cultural, intergenerational programs for working and learning together

Clients were asked **what services that currently exist could be enhanced or expanded** to better meet your needs. Clients responded with the following:



- Getting a cinema and a decent newspaper
- Collaborative engagement in civil improvement and community building

What can the community do differently to **improve the quality of life for people/families** living in your county?

- Get rid of the victim mentality and foster an appreciation of the value of education
- Recognize our common interests, celebrate our diversity, and help each other

Three things you like about living in your community:

First Choice	Second Choice	Third Choice
Climate	Size	Friendly attitude
Outdoors	Small	Interesting people

Three things you don't like about living in your community:

First Choice	Second Choice	Third Choice
Lack of enforcement on dog ordinance	Lack of cinema	Lack of a decent newspaper
Requirement of having a vehicle		

What is an effective way to get residents involved in the community?

- I only wish I knew
- Initiate a small, community-based effort with a simple objective that can be visibly successful
- Use appreciative inquiry and community mapping to identify community capitals
- Invest those to address one or two improvements that people can work together

Rankings: Clients were asked to rank the following programs/services in their county with the following scale of 1-5. 1=low need, 5=high need, and 6= don't know.

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Food assistance	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2	1.00
Clothing/furniture assistance	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2	1.00
Utility bill assistance	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2	1.00
Emergency shelter	100.00% 2	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	2	1.00
Affordable rental housing	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
First time home buyer's assistance	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Availability of low-income housing	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Employment placement assistance	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Job training: Adult	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Job training: Youth	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Job training: Bilingual	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Job training: Disabled	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Job training: Vocational	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Money for education	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Financial literacy classes	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
GED/HS completion support programs	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Transition to college support programs	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Nutritional education	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Parenting classes	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Low cost counseling (adult)	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Low cost counseling (youth)	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Emergency counseling services	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Affordable childcare	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Affordable adult care	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Budget and/or credit counseling	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Tax preparation assistance	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Legal assistance	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Accessing health insurance coverage	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Assistance buying prescriptions	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Home healthcare/in home nursing	0.00% 0	50.00% 1	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.50
General medical expenses	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Dental care	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Eyeglasses	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00
Transportation services	50.00% 1	0.00% 0	0.00% 0	0.00% 0	50.00% 1	0.00% 0	2	3.00

Do you feel that this is your community? Both responders answered **yes** to this question

When you come to CAASNM for help, **do you feel you have a say** in what it is you/your family needs? **1** responder answered this question and stated no because they have never been here before

Do you help out or support agencies in your community? Both responders answered **yes** and one wrote in that they volunteer through the American Legion programs

Do you have a computer (or other device with internet) at home? Both responders answered yes to this question.

Why do you use the internet? **1** responder answered and stated they use the internet for work/employment purposes

Do you own a business? **1** responder answered yes and the other answered no

What are some challenges you face as a business owner? Distance

What **training programs would you benefit from** as a business owner? Accounting and bookkeeping, social media and marketing

Are you **interested in being a business owner**? **1** person answered this question and stated **no**

How would you **rate the state of New Mexico** in regard to the availability of business assistance programs?

Poor-**50.00% (1)**

Fair-**50.00%(1)**

Can you afford to get your **taxes done** every year? 2 responders answered this question and both stated yes.

Are you familiar with the **tax credits** you are entitled to? Both responders answered this question. **1** answered yes and the other stated no.

What are your greatest challenges to pursue an education?

Costs

CAASNM has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Grant County.

Need:	How CAASNM is addressing it:
Healthcare	Total Benefits Screening
Education	Free financial literacy courses and free computer courses
Education costs	IDA program for students

## Needs Assessment Data for Grant County (Organizational)

Social service providers in Grant County were asked to answer questions regarding issues related to poverty in their county. 14 providers responded from Grant County and below you will find the results to these surveys. Responders represented the following areas:

Healthcare	Youth services	Housing
Senior services	Homeless services	Education
Food	Faith-based services	Government
Environmental protection	Immediate disaster relief	Alternative financial services
Art/cultural literacy		

Responders were asked to identify the top three needs of their county from the following needs:

Transportation  
Unemployment  
Domestic violence  
Gang violence

Mental health  
Environmental hazards  
Substance abuse  
Physical health

Education  
Teenage pregnancy  
Lack of affordable childcare  
Lack of low-income housing

Programs for seniors  
Child abuse/neglect  
Teenage delinquency  
Roads/street repair  
Communicable diseases  
Other

Programs in Spanish  
Safety for citizens  
Utilities assistance  
Lack of transportation  
Healthcare

Programs for LGBTQ  
Vacant buildings/rundown houses  
More recreation/social outlets  
Flooding, sewage, water services  
Services for deaf/hard of hearing

The top 3 needs for Grant County are:

1. Education-**8**
2. Unemployment-**5**
3. Low-income housing-**5**

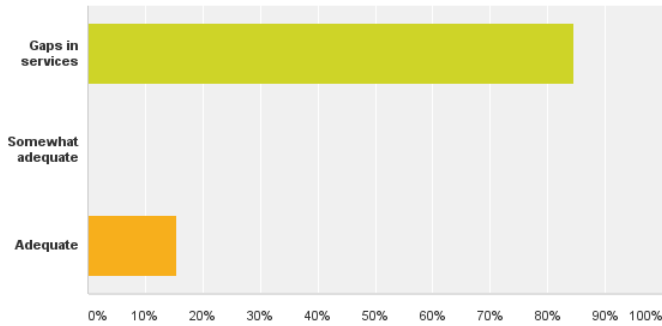
Responders were asked aside from funding, **what are the systematic barriers** to addressing these needs addressed? All **14** responded to this question and **10** stated because of lack of education/awareness of need, **6** believed it was because of a lack of agencies offering services, and **4** stated due to policy. Responders also wrote in: job training programs do not place trainees into permanent positions and collaboration between organizations is not present.

What basic family sustainability programs are missing from your county?

- Grassroots leadership development and civic engagement opportunities for community residents
- Programs based and trying to aid an individual/family out of their current situation
- Teaching clients how to change lifestyles/habits for the better, so they don't require additional assistance
- Lack of information on agencies' methods of program qualifications
- Fair, low-cost small loans
- Livable wage of permanent employment
- Lack of fair and affordable lending and financial services for homes, land site, and small business
- Art workshops for audiences of all ages

**Q9 Are the existing services in your community adequate to address self-sufficiency, or are there gaps?**

Answered: 13 Skipped: 1



**Figure 6: Services in Grant County**

- Rehab/detox center
- Financial literacy programs
- Leadership and governance training
- Mentoring of local and state elected government officials
- Crisis emergency housing and relocation during fires, floods, disasters
- Assistance for colonias (gas heating)
- Arts/culture workshops

Are the services in your county adequate or are there gaps in services?

**84.62% (11)** believe there are gaps while **15.38% (2)** believe existing services are adequate

What other services are needed? The following services have been identified as the most needed in Grant County:

- Transportation
- Affordable housing
- Small business assistance
- Outcome-based programs as opposed to the Band-Aid approach

Beyond funding, what would be required to implement needed services in your community? Responders were asked from the following selections: Community involvement/awareness **9**, partnerships **9**, and building space **4**. Another responder wrote in that there needs to be collaboration within the local entities to incorporate needed services in Grant County.

Is your community doing a good job coordinating service delivery and of leveraging resources? Strong partnerships-**5**, knowledge of community resources-**5**, and strong referral program-**2**.

What community resources are having the greatest impact and should be enhanced or expanded?

Promotoras	Colonias development council	Food systems
United Way	Art workshops	

What new programs would you like to see offered to help low-income individuals become more self-sufficient?

- Civic engagement and leadership development
- IDA programs
- Partnerships between business and social sector
- Small loan industries that are not predatory
- Accountability for existing programs

- Improved jobs and living wage
- Fair lending to purchase homes
- Small business financing
- Family writing and arts workshops

How do you currently get people to participate/engage in community events?

Accessible location-**9**, free admission-**8**, advertising-**7**, social media-**6**, free food-**6**, giveaways- **4**. Another responder wrote in word of mouth as many low-income people do not buy newspapers and don't own a computer.

What would you like to see happen to get more people engaged in the community?

Representatives from Grant County answered with the following:

- More investments in models that work
- An army of outreach workers/promotoras trained to facilitate access to services and information
- Ability to join forces and shared visions to come to reality
- Greater media presence on important issues
- Asking residents what they need and want...don't assume we know
- More family workshops and interactive events

CAASNМ has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Grant County.

Need:	How CAASNМ is addressing:
Asking residents what they need and want; don't assume we know	Conducting Community Needs Assessments
Education/awareness of community needs	Conducting needs assessments (awareness) and community resources fairs and events (education)
Education	Free computer literacy courses and free financial literacy courses
Financial literacy courses	Free financial literacy courses

## Population Profile: Hidalgo County

Located in the deep southwest along the borders of Arizona and Mexico, Hidalgo County began as farming, ranching, and mining communities long before statehood in 1912. With a population of 4,894 and an area of 3,445.63 square miles, it averages 1.4 persons per square mile.

Hidalgo County was formed from Grant County in 1919, with the county seat in Lordsburg. It was named in honor of Miguel Dolores Hidalgo, who led the revolution in Mexico in 1810, which eventually led to its independence from Spain. The county "towns" are Virden, Lordsburg, Cotton City, Animas, and Rodeo.

Panoramic mountain horizons and spectacular views of the sky are only part of the county's appeal.

The area that is now southern Hidalgo County belonged to Mexico until 1853, when the Gadsden Purchase finally resolved border disputes following the Treaty of Guadalupe Hidalgo, which ended the Mexican-American War. The purchase added lands south of the Gila River and east of the Rio Grande to United States holdings. The U.S. particularly wanted the land in order to build a southern transcontinental railroad.

After New Mexico became a state in 1912, the residents of southern Grant County had to travel up to 130 miles north to the county seat of Silver City. The land was sparsely populated and few roads maintained. This caused problems that were best solved by a shift of county distribution.

On February 25, 1919, state legislators passed a bill to create Hidalgo County from the southernmost section of Grant County. The county seat was to be Lordsburg, which was named after railroad supervisor Delbert Lord, who envisioned a town halfway between El Paso, Texas and Tucson, Arizona.

The county courthouse was not built until 1927 and is still in use today.

The following data was collected throughout a 5 year period from 2007-2011 and published in a Data Release in December 2012. Below the findings and data highlight areas from population changes in Hidalgo County to the different levels of poverty among individuals and families. This data gives CAASNМ the information needed to know where the community stands in these different areas and thus work towards finding out what it is that the community is already doing right and what areas could be improved upon.

- **Population Change** During the eleven-year period, total population estimates for the report area declined by -16.5%, decreasing from 5,932 persons in 2000 to 4,953 persons in 2011.
- **Age and Gender Demographics** According to ACS 2007-2011 5 year population estimates for Hidalgo County, the female population comprised 50.93% of the report area, while the male population represented 49.07%.
- **Race Demographics**. According to the American Community Survey 5 year averages, white population comprised 95.35% of the report area, black population represented 3.47%, and other races combined were 0.64%. Persons identifying themselves as mixed race made up 0.54% of the population.
- **Poverty, 2011** 2011 poverty estimates show a total of 1,237 persons living below the poverty rate in the report area.
- **Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate



for the 1 county area increased by 0.6%, compared to a statewide increase of 5.2%.

- **Households in Poverty** In 2011, it is estimated that there were 385 households, or 23.75 percent, living in poverty within the report area.
- **Poverty Rate (ACS)** According to the American Community Survey 5 year estimates, an average of 23.74 percent of all persons lived in a state of poverty during the 2007 - 2011 period. The poverty rate for all persons living in Hidalgo County is greater than the national average of 14.3 percent.
- **Households in Poverty by Family Type** the U.S. Census Bureau estimates that there were 236 households living in poverty within the report area.
- **Household Poverty Rate by Family Type** In 2011, it is estimated that 20.65 percent of all households were living in poverty within the report area, compared to the national average of 10.5 percent. Of the households in poverty, female headed households represented 66.10 percent of all households in poverty, compared to 2.12 and 31.78 percent of households headed by males and married couples, respectively.
- **Child (0-17) Poverty Rate Change, 2000 – 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 0.9%, compared to a national increase of 6.3 percent.
- **Child (0-4) Poverty Rate Change, 2000 – 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 8.9%, compared to a national increase of 6.6 percent.
- **Child (5-17) Poverty Rate Change, 2000 – 2011** According to the U.S. Census, the poverty rate for the 1 county area decreased by -1.1%, compared to a statewide increase of 7.2%.
- **Child (0-17) Poverty Rate (ACS)** According to the American Community Survey 5 year data, an average of 34.07 percent of children lived in a state of poverty during the 2011 calendar year. The poverty rate for children living in the 1 county report area is greater than the national average of 19.2 percent.
- **Child (0-4) Poverty Rate (ACS)** According to the American Community Survey 5 Year data, an average of 34.60 percent of children under five years of age lived in a state of poverty during the 2011 calendar year. The poverty rate for children under five years of age living in the 1 county report area is greater than the national average of 23.2 percent.
- **Child (5-17) Poverty Rate (ACS)** According to the American Community Survey 5 year data, an average of 33.85 percent of children aged five to seventeen lived in a state of poverty during the 2011 calendar year. The poverty rate for children age five to seventeen living in the 1 county report area is greater than the national average of 18.8 percent.
- **Seniors in Poverty** At 11.9 percent, Hidalgo County, New Mexico, had the lowest percentage of seniors in poverty while Hidalgo County, New Mexico, had the highest percentage of seniors in poverty. According to American Community Survey estimates, there were 76 seniors, or 11.9 percent, living in poverty within the report area.
- **Income: Income Levels, 2007 – 2011** Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. The average Per Capita income for the report area is \$17,770 as compared to a national average of \$29,659.

# Needs Assessment Data for Hidalgo County (Clients)

The survey was sent to clients residing in Hidalgo County and **3** clients responded. **1** identified as female and the other **2** as male. Responders ranged in age from **48-59**. **1** is married, **1** is single, and **1** is divorced.

Top needs of Hidalgo County:

1. Unemployment-**100% (3)**
2. Transportation-**66.67% (2)**
3. Education-**66.67% (2)**
4. Utilities (gas, water, electric, etc.) assistance-**66.67% (2)**
5. More recreational/social outlets-**66.67% (2)**
6. Lack of transportation-**33.33% (1)**
7. Lack of programs available in Spanish-**33.33% (1)**
8. Lack of affordable healthcare-**33.33% (1)**
9. Lack of low-income housing-**33.33% (1)**
10. Vacant buildings and run-down houses-**33.33% (1)**

Outside of public assistance, have you used emergency services in your community?  
Yes, emergency food assistance.

What do you think are the reasons for poverty where you live?  
Lack of educational opportunities and a weak job market

What programs of services do you think your county needs?  
More jobs

What **services** do you think are **most needed** for **children**?  
More educational outlets (museums, libraries, etc.)

What **services** that **currently exist** could be **enhanced or expanded** to better meet your needs?  
Home health care

What can the community do differently to improve the quality of life for people/families living in your community?  
Persuade officials to build more housing

What are **three things you like** about living in your community?  
1. Family  
2. Friends  
3. Safe and secure town with plenty of law enforcement

What are **three things you don't like** about living in your community?  
1. No grocery stores

2. No movie theater
3. No Walmart in the neighborhood

The Rankings: Clients were asked to rank the following services in their community using 1=low need to 5=high need and 6=don't know . The rankings for Grant County are as follows:

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Food assistance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Clothing/furniture assistance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Utility bill assistance	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Emergency shelter	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Affordable rental housing	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Firsttime home buyer's assistance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Availability of low-income housing	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Employment placement assistance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Job training: Adult	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Job training: Youth	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Job training: Bilingual	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Job training: Disabled	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Job training: Vocational	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Money for education	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Financial literacy classes	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
GED/HS completion support programs	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Transition to college support programs	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	1	4.00
Nutritional education	0.00% 0	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	1	3.00
Parenting classes	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Low cost counseling (adult)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Low cost counseling (youth)	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Emergency counseling services	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Affordable childcare	0.00% 0	100.00% 1	0.00% 0	0.00% 0	0.00% 0	0.00% 0	1	2.00
Affordable adult care	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Budget and/or credit counseling	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Tax preparation assistance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Legal assistance	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Accessing health insurance coverage	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Assistance buying prescriptions	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Home healthcare/in home nursing	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
General medical expenses	0.00% 0	0.00% 0	0.00% 0	0.00% 0	100.00% 1	0.00% 0	1	5.00
Dental care	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Eyeglasses	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Transportation services	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00

When you come to CAASNM for help, do you feel that this is your community? Yes

Do you help out or support agencies in this community? Yes

Do you have a computer (or other device with internet) at home? Yes

Why do you use the internet? Social media, healthcare, and communicate with friends and family out of state

If you don't own a computer, is it easy for you to get access to one? Yes

What are some of the challenges you face as a business owner? Product prices

What training program would you benefit from as a business owner? Operations and strategy

Are you interested in being a business owner? Yes because I would like to help my community with better or more food quality

How would you rank the state of New Mexico in regard to the availability of business assistance programs? **Fair**

Can you afford to get your taxes done every year? No

Are you familiar with the tax credits you are entitled to? Yes

What are some of the greatest challenges you face to pursue an education? Age/physical limits

CAASNM has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Hidalgo County.

Need:	How CAASNM is addressing it:
Education	Free computer courses

## Needs Assessment Data for Hidalgo County

# (Organizational)

Representatives from social service organizations in Hidalgo County were asked to participate in taking a survey to identify the greatest needs in their county. 15 persons responded to the questions in the survey that related to issues faced by low-income individuals. Below you will find the results from representatives in the following areas:

Healthcare	Youth services	Housing
Senior services	Education	Energy
Food	Government	Transportation

Responders were asked to identify the top three needs of their county from the following needs:

- |                       |                        |                                   |
|-----------------------|------------------------|-----------------------------------|
| Transportation        | Mental health          | Education                         |
| Unemployment          | Environmental hazards  | Teenage pregnancy                 |
| Domestic violence     | Substance abuse        | Lack of affordable childcare      |
| Gang violence         | Physical health        | Lack of low-income housing        |
| Programs for seniors  | Programs in Spanish    | Programs for LGBTQ                |
| Child abuse/neglect   | Safety for citizens    | Vacant buildings/rundown houses   |
| Teenage delinquency   | Utilities assistance   | More recreation/social outlets    |
| Roads/street repair   | Lack of transportation | Flooding, sewage, water services  |
| Communicable diseases | Healthcare             | Services for deaf/hard of hearing |
| Other                 |                        |                                   |

The top three needs of Hidalgo County are:

1. Education-**8**
2. Unemployment-**5**
3. Health care-**4**

A responder also wrote in the following as a need not identified: healthy nutrition to reduce obesity problems.

Besides lack of funding, what are the systematic barriers to addressing the needs you just described?

- Lack of education/awareness of need-**11**
- Lack of agencies offering services-**7**
- Policy-**6**

Another responder wrote in: locally produced food

What basic family sustainability programs are missing from your community?

- Programs to help low-income seniors
- Nutrition education and locally produced food movement

Are the existing services in your community adequate to address self-sufficiency, or are there gaps? **78.57% (11)** believed there are gaps in services while **21.43% (3)** feel that current service are adequate.

What other services are needed?  
Health services and insurance

Beyond funding, what would be required to implement needed services in your community?

- Partnerships-**9**
- Community involvement/awareness-**8**
- Building space-**2**

Other reasons given included: having support inside community v.s. outside so it is accessible to them and community vegetable garden.

Is the community doing a good job coordinating service delivery and leveraging resources?

- Knowledge of community resources-**6**
- Strong partnerships-**5**
- Strong referral program-**3**

Another client wrote in: participatory organizing groups in the community along common goals.

What community resources are having the greatest impact and should be enhanced or expanded?

What new programs would you like to see offered to help low-income individuals become more self-sufficient?

Assisting families with needs such as heating, cooling, and food  
Farming training in rural areas

How do you currently get people to participate/engage in community events?

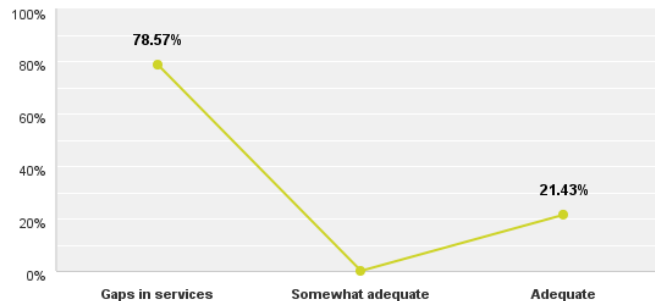
- Free admission to event-**8**
- Accessible location-**8**
- Advertising-**7**
- Social media-**5**
- Giveaways-**4**
- Free food-**4**

Another responder also wrote in: have trainings in their own communities and have tours of successful farms

What would you like to see happen to get people more engaged in the community?

**Q9 Are the existing services in your community adequate to address self-sufficiency, or are there gaps?**

Answered: 14 Skipped: 1



**Figure 7: Services in Hidalgo County**

- More awareness/education on the need
- Send flyers and invitations to workshops at the best days and times the participants prefer (after work)

CAASNM has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Hidalgo County.

Need:	How CAASNM is addressing it:
Education	Free computer literacy courses
Healthcare	Total Benefits services

## Population Profile: Luna County

Luna County, New Mexico was created by an act of the New Mexico Legislature adopted on March 16, 1901. The new County was comprised of the eastern portion of Grant County and the western portion of Doña Ana County. It is said that the impulse to create the county of Luna arose from the intense rivalry between the cities of Deming and Silver City in Grant County. Beginning in 1881 legislation was annually introduced in the Territorial legislature to create a new county and separate the two cities. Finally, the local leaders of the effort secured the support of Don Solomon Luna a prominent Republican politician in the New Mexico Territory, and a successful sheep rancher and banker from Valencia County who took up their cause in Santa Fe. With Mr. Luna's support, the effort was successful. Logan and Florida were proposed as names for the new county, but when the county was finally created it was named in honor of Solomon Luna, without whose support the effort would not have succeeded.

The County is situated in southwest New Mexico and the County seat is located in the City of Deming. Luna County is a transportation hub with three railroads, an Interstate Highway and an airport with a 6,626 foot long asphalt-surfaced runway. The famous old-West Butterfield Stage Line ran through Luna County. Luna County is the site of the historic completion of the second transcontinental railroad across the United States. The ceremonial silver spike joining the east-bound construction of the Southern Pacific Railroad with the west-bound construction of the Atchison, Topeka & Santa Fe Railroad was driven in Deming on March 9, 1881.

Luna County has a population of 25,095 and shares a 54-mile border with the Republic of Mexico. A large modern International Port of Entry located three miles south of the Luna County Village of Columbus on State Highway 11, provides 24-hour per day service between the Mexican State of Chihuahua and the U.S. market for a variety of agricultural products. Luna County owns and operates an international livestock import crossing located just west of the Port of Entry where more than 80,000 head of cattle are crossed into the U.S. annually.



While copper mining and refining have been a primary source of wealth in the surrounding area for most of the twentieth century, Luna County has a proud and successful heritage in farming and ranching producing chilies, pecans, cotton, melons, sweet onions, and grapes and is home to value-added agricultural product processing plants. The value added agricultural processing industry includes Border Foods; St. Clair, New Mexico's largest winery; and Luna Rossa another award-winning wine maker.

Luna County has a place in history as the scene of the last land invasion of the United States when Pancho Villa and his troops crossed the border and looted and burned the Village of Columbus on March 9, 1916. It was from Luna County that General John J. Pershing led the Punitive Expedition into Mexico to hunt for Villa and capture or disperse his band of outlaws.

Luna County is situated within the northern reach of the Chihuahua Desert, providing outstanding desert landscapes, brilliant sunsets and stunning night skies and embraces several mountain ranges including: Cooke's Range, the Floridas and the Tres Hermanas. Luna County's geography makes it an ideal location for production of solar, wind and bio fuels alternative energy.

The following data represents information collected over a 5 year period by the American Community Survey and the U.S. Census Bureau's 2010 Census in regards to Luna County, NM.

- **Population Change** Population change within the 1 county report area from 2000-2011 is shown in Table 1. During the eleven-year period, total population estimates for the report area grew by 0.94%, increasing from 25,016 persons in 2000 to 25,250 persons in 2011.
- **Age and Gender Demographics** Population by gender within the 1 county report area is shown in Table 2. According to ACS 2007-2011 5 year population estimates for the report area, the female population comprised 50.78% of the report area, while the male population represented 49.22%.
- **Race Demographics** Population by race and gender within the 1 county report area is shown in Table 3. According to the American Community Survey 5 year averages, white population comprised 95.37% of the report area, black population represented 1.02%, and other races combined were 1.52%. Persons identifying themselves as mixed race made up 2.09% of the population.
- **Poverty, 2011** 2011 poverty estimates show a total of 6,940 persons living below the poverty rate in the report area.
- **Poverty Rate Change, 2000 - 2011** Poverty rate change in the 1 county report area from 2000 to 2011 is shown in Table 6. According to the U.S. Census, the poverty rate for the 1 county area decreased by -0.1%, compared to a statewide increase of 5.2%.
- **Households in Poverty** In 2011, it is estimated that there were 2,585 households, or 28.03 percent, living in poverty within the report area.
- **Poverty Rate (ACS)** According to the American Community Survey 5 year estimates, an average of 30.83 percent of all persons lived in a state of poverty during the 2007 - 2011 period. The poverty rate for all persons living in the 1

county report area is greater than the national average of 14.3 percent.

- **Households in Poverty by Family Type** The U.S. Census Bureau estimates that there were 1,458 households living in poverty within the report area.
- **Household Poverty Rate by Family Type** In 2011, it is estimated that 23.55 percent of all households were living in poverty within the report area, compared to the national average of 10.5 percent. Of the households in poverty, female headed households represented 46.36 percent of all households in poverty, compared to 6.79 and 46.84 percent of households headed by males and married couples, respectively.
- **Child (0-17) Poverty Rate Change, 2000 – 2011** According to the U.S. Census, the poverty rate for the 1 county area decreased by -2.3%, compared to a national increase of 6.3 percent.
- **Child (0-4) Poverty Rate Change, 2000 – 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 9.7%, compared to a national increase of 6.6 percent.
- **Child (5-17) Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area decreased by -6.8%, compared to a statewide increase of 7.2%.
- **Child (0-17) Poverty Rate (ACS)** According to the American Community Survey 5 year data, an average of 50.10 percent of children lived in a state of poverty during the 2011 calendar year. The poverty rate for children living in the 1 county report area is greater than the national average of 19.2 percent.
- **Child (0-4) Poverty Rate (ACS)** According to the American Community Survey 5 Year data, an average of 52.78 percent of children under five years of age lived in a state of poverty during the 2011 calendar year. The poverty rate for children under five years of age living in the 1 county report area is greater than the national average of 23.2 percent.
- **Child (5-17) Poverty Rate (ACS)** According to the American Community Survey 5 year data, an average of 49.08 percent of children aged five to seventeen lived in a state of poverty during the 2011 calendar year. The poverty rate for children age five to seventeen living in the 1 county report area is greater than the national average of 18.8 percent.
- **Seniors in Poverty** At 18.3 percent, Luna County, New Mexico, had the lowest percentage of seniors in poverty while Luna County, New Mexico, had the highest percentage of seniors in poverty. According to American Community Survey estimates, there were 881 seniors, or 18.3 percent, living in poverty within the report area.
- **Income: Income Levels, 2007 – 2011** Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. Both measures are shown for the 1 county report area in Table 32. The average Per Capita income for the report area is \$16,281 as compared to a national average of \$29,659.

## Needs Assessment Data for Luna County (Clients)

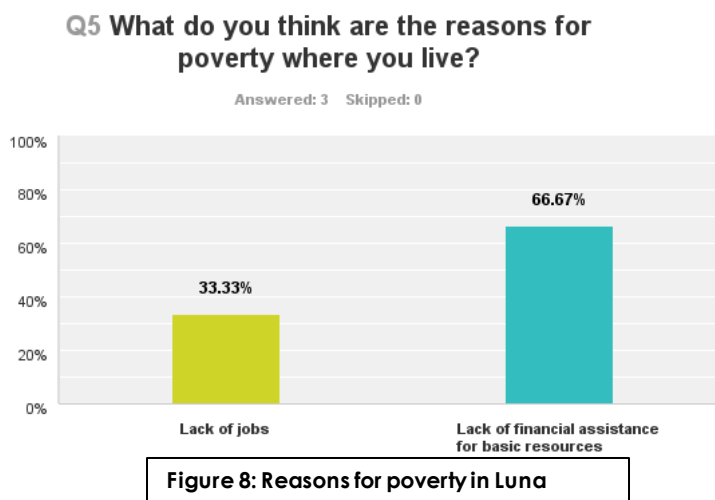
Clients from Luna County were asked questions regarding programs and services in their county. 3 clients provided feedback, all of which were female and identified as Hispanic/Latina. Ages of responders ranged from 18-43. Two are married and one is single. All responders are currently unemployed and did not finish high school.

Clients were asked to identify the top 10 problems that are the biggest in Luna County. The results are as follows:

1. Transportation-**100% (3)**
2. Unemployment-**100% (3)**
3. Education-**100% (3)**
4. Vacant buildings/run-down houses-**66.67% (2)**
5. Lack of childcare-**33.33% (1)**
6. Lack of low-income housing-**33.33% (1)**
7. Utilities (gas, water, electric, etc.) assistance-**33.33% (1)**
8. Physical health of the community-**33.33% (1)**
9. Mental health services-**33.33% (1)**
10. Teenage pregnancy-**33.33% (1)**

Outside of public assistance, have you used services in your area? 2 yes, for emergency services and 1 no.

What do you think are the reasons for poverty where you live?



**66.67% (2)** clients believe the reason for poverty in Luna County is a lack of financial assistance for basic resources and **33.33% (1)** thinks it is because a lack of jobs.

What programs or services do you think your community needs? More jobs **66.67% (2)** and more programs for

youth **33.33% (1)**.

What programs or services do you think are most needed in your community for children?

- Better school system-**33.33% (1)**
- Better access to healthy foods-**33.33% (1)**
- More social/recreational outlets-**33.33% (1)**

What services that currently exist could be enhanced or expanded to better meet your needs?

- More affordable childcare
- Better paying jobs
- More jobs

What can the community do differently to improve the quality of life for people/families living in your community? Bring more and better programs was the suggestion made by one person.

The rankings: Clients were asked to rank programs and services in their areas based on needs. 1=low need, 5=high need, and 6= I don't know . Below you will find the results.

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Food assistance	0.00% 0	0.00% 0	0.00% 0	100.00% 3	0.00% 0	0.00% 0	3	4.00
Clothing/furniture assistance	0.00% 0	0.00% 0	66.67% 2	0.00% 0	33.33% 1	0.00% 0	3	3.67
Utility bill assistance	0.00% 0	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3	4.33
Emergency shelter	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Affordable rental housing	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Firsttime home buyer's assistance	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Availability of low-income housing	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0.00% 0	0	0.00
Employment placement assistance	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.33
Job training: Adult	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67
Job training: Youth	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67
Job training: Bilingual	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
Job training: Disabled	0.00% 0	0.00% 0	0.00% 0	100.00% 3	0.00% 0	0.00% 0	3	4.00
Job training: Vocational	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.33
Money for education	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.33
Financial literacy classes	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.33
GED/HS completion support programs	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67
Transition to college support programs	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67
Nutritional education	0.00% 0	0.00% 0	0.00% 0	100.00% 3	0.00% 0	0.00% 0	3	4.00
Parenting classes	0.00% 0	0.00% 0	0.00% 0	100.00% 3	0.00% 0	0.00% 0	3	4.00
Low cost counseling (adult)	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67
Low cost counseling (youth)	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.33
Emergency counseling services	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	0.00% 0	3	3.33
Affordable childcare	0.00% 0	0.00% 0	33.33% 1	66.67% 2	0.00% 0	0.00% 0	3	3.67
Affordable adult care	0.00% 0	0.00% 0	66.67% 2	0.00% 0	33.33% 1	0.00% 0	3	3.67
Budget and/or credit counseling	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Tax preparation assistance	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Legal assistance	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Accessing health	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
insurance coverage			1					
Assistance buying prescriptions	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Home healthcare/in home nursing	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
General medical expenses	0.00% 0	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3	4.33
Dental care	0.00% 0	0.00% 0	0.00% 0	66.67% 2	33.33% 1	0.00% 0	3	4.33
Eyeglasses	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00
Transportation services	0.00% 0	0.00% 0	33.33% 1	33.33% 1	33.33% 1	0.00% 0	3	4.00

Do you feel that this is your community? **100% (3)** answered yes to this question.

When you come to CAASNM for help, do you feel that you have a say in what it is you or your family needs? **100% (3)** stated yes.

Do you help our or support agencies in this community? **100% (3)** stated yes.

Do you have a computer (or other device with internet) at home?  
100% (3) stated yes.

Why do you use the internet? Bill pay **66.67% (2)** and social media **66.667% (2)**

If you don't own a computer, is it easy for you to get access to one? **100%** of clients answered and stated either at a friend's house or at the library.

Do you own a business? **100% (3)** clients stated no.

Are you interested in being a business owner? **100% (3)** stated yes.

How would you rate the state of New Mexico in regard to the availability of business assistance programs? **100% (3)** clients stated Fair.

Can you afford to get your taxes done every year? **33.33% (1)** stated yes and **66.67% (2)** stated no.

Are you familiar with the tax credits you are entitled to? **100% (3)** clients stated yes.

Lastly, clients were asked what are the greatest challenges they face to pursue an education.

- I don't have a job
- Money
- I don't speak English well

CAASNM has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Luna County.

Need:	How CAASNM is addressing it:
Education	Free financial literacy courses/free computer literacy courses
Mental health	TBS screening

## Needs Assessment Data for Luna County (Organizations)

Representatives from social service organizations in Luna County were asked to share their thoughts regarding services and programs for low-income individuals in their county. 19 responders represent Luna County and below you will find their results. Responders represent the following areas:

Healthcare	Youth services	Housing
Senior services	Education	Energy
Food	Government	Transportation
Adult day care	Respite care	Case management

The top three: Luna County representatives were asked to select the top three areas that they believe to be the biggest needs in their county. Luna County responders believe the top three to be:

1. Education-**11**
2. Unemployment-**7**
3. Healthcare-**6**

A responder also wrote in the following: low-income assistance programs in general is the top need of Luna County.

Besides lack of funding, what are the systematic barriers to addressing the needs you just described?

- Lack of education/awareness-**13**
- Policy-**10**
- Lack of agencies offering services-**9**

A responder also wrote in the economy as a barrier to addressing needs.

What basic family sustainability programs are missing from your community?

- Lack of information on agencies' methods of program qualifications
- Programs/services for families in rural areas
- Programs/services for low-income seniors

Are existing services in your community adequate to address self-sufficiency or are there gaps?

**82.35%** stated gaps and **17.65%** stated services are adequate

What other services are needed?

- Not enough housing
- More training programs are needed

Beyond funding, what would be required to implement needed services in your community?

1. Partnerships-**12**
2. Community involvement/awareness-**11**
3. Building space-**3**

Is your community doing a good job coordinating service delivery and leveraging resources?

1. Knowledge of community resources-**10**
2. Strong partnerships-**8**
3. Strong referral program-**4**

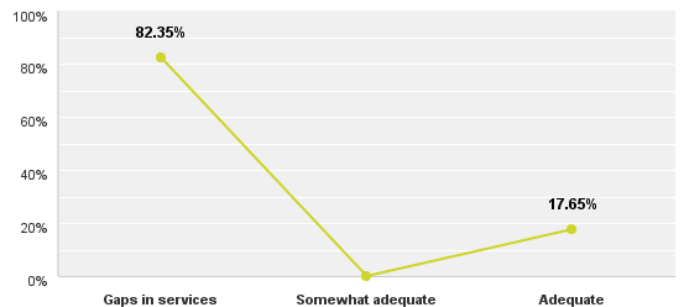
What community resources are currently having the greatest impact and should be enhanced or expanded?

What new programs would you like to see offered to help low-income individuals become more self-sufficient?

How do you currently get people to participate/engage in community events?

**Q9 Are the existing services in your community adequate to address self-sufficiency, or are there gaps?**

Answered: 17 Skipped: 2



**Figure 9: Services in Luna County**



- Advertising/free admission to event-11
- Accessible location-10
- Social media/free food-7
- Giveaways-5

CAASNМ has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Luna County.

Need:	What CAASNМ is doing to address it:
Education	Free financial literacy and free computer courses
Healthcare	TBS screening

## Population Profile: Sierra County

Sierra County, NM is located in southwest New Mexico approximately 70 miles north of Las Cruces. One of 33 counties in New Mexico, it has two cities and one village communities: Truth or Consequences (the county seat), Elephant Butte, and the Village of Williamsburg. The county is approximately 4,200 square miles and houses one of the largest lake in the state (Elephant Butte Lake). The 2010 Census reveals that Sierra County has a population of 11,988.

The following information highlights data collected in a five year span through the U.S. Census Bureau regarding demographics of Sierra County, NM.

- **Population Change** During the eleven-year period, total population estimates for the report area declined by -10.14%, decreasing from 13,270 persons in 2000 to 11,925 persons in 2011.
- **Age and Gender Demographics** According to ACS 2007-2011 5 year population estimates for the report area, the female population comprised 51.85% of the report area, while the male population represented 48.15%.
- **Race Demographics** According to the American Community Survey 5 year averages, white population comprised 93.64% of the report area, black population represented 0.47%, and other races combined were 1.95%. Persons identifying themselves as mixed race made up 3.94% of the population.
- **Poverty, 2011** 2011 poverty estimates show a total of 2,688 persons living below the poverty rate in the report area.
- **Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 0.9%, compared to a statewide increase of 5.2%.
- **Households in Poverty** In 2011, it is estimated that there were 938 households, or 21.62 percent, living in poverty within the report area.
- **Poverty Rate (ACS)** According to the American Community Survey 5 year estimates, an average of 19.96 percent of all persons lived in a state of poverty

during the 2007 - 2011 period. The poverty rate for all persons living in the 1 county report area is greater than the national average of 14.3 percent.

- **Households in Poverty by Family Type** The U.S. Census Bureau estimates that there were 261 households living in poverty within the report area.
- **Household Poverty Rate by Family Type** In 2011, it is estimated that 11.69 percent of all households were living in poverty within the report area, compared to the national average of 10.5 percent. Of the households in poverty, female headed households represented 25.29 percent of all households in poverty, compared to 4.60 and 70.11 percent of households headed by males and married couples, respectively.
- **Child (0-17) Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 6%, compared to a national increase of 6.3 percent.
- **Child (0-4) Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 8.8%, compared to a national increase of 6.6 percent.
- **Child (5-17) Poverty Rate Change, 2000 - 2011** According to the U.S. Census, the poverty rate for the 1 county area increased by 4.8%, compared to a statewide increase of 7.2%.
- **Child (0-17) Poverty Rate (ACS)** According to the American Community Survey 5 year data, an average of 26.14 percent of children lived in a state of poverty during the 2011 calendar year. The poverty rate for children living in the 1 county report area is greater than the national average of 19.2 percent.
- **Child (0-4) Poverty Rate (ACS)** According to the American Community Survey 5 Year data, an average of 48.59 percent of children under five years of age lived in a state of poverty during the 2011 calendar year. The poverty rate for children under five years of age living in the 1 county report area is greater than the national average of 23.2 percent.
- **Child (5-17) Poverty Rate (ACS)** According to the American Community Survey 5 year data, an average of 21.89 percent of children aged five to seventeen lived in a state of poverty during the 2011 calendar year. The poverty rate for children age five to seventeen living in the 1 county report area is greater than the national average of 18.8 percent.
- **Seniors in Poverty** At 9.4 percent, Sierra County, New Mexico, had the lowest percentage of seniors in poverty while Sierra County, New Mexico, had the highest percentage of seniors in poverty. According to American Community Survey estimates, there were 321 seniors, or 9.4 percent, living in poverty within the report area
- **Income: Income Levels, 2007 - 2011** Two common measures of income are Median Household Income and Per Capita Income, based on U.S. Census Bureau estimates. The average Per Capita income for the report area is \$17,033 as compared to a national average of \$29,659.

## Needs Assessment Data for Sierra County (Clients)

Surveys were sent to clients in Sierra county and **13** people sent or wrote in responses. **9** identified as female and **4** identified as male. 2 identified as Hispanic/Latino(a) and 8 identified as White/Caucasian. All responders were over the age of 48. **3** are married, **8** are single, and **1** is widowed. **3** are retired, **5** are employed, and **2** are retired.

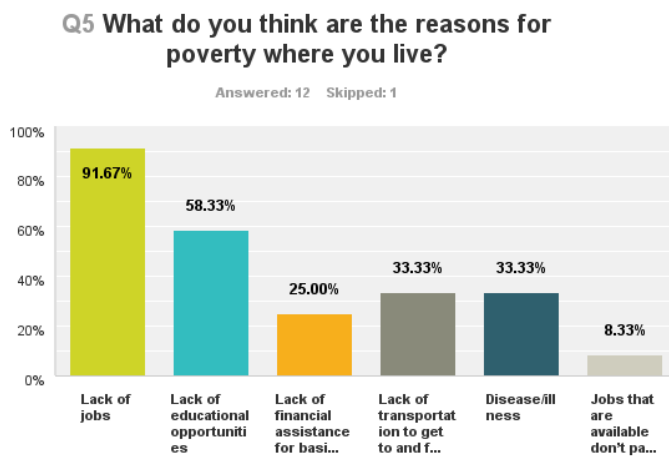
The top ten needs identified by people living in Sierra County are as follows:

1. Vacant buildings and run down houses-**66.67% (8)**
2. Transportation-**58.33% (7)**
3. Unemployment-**58.33% (7)**
4. Lack of affordable healthcare-**50.00% (6)**
5. More recreational/social outlets-**41.67% (5)**
6. Education-**41.67% (5)**
7. Mental health services-**33.33% (4)**
8. Teenage pregnancy-**25.00% (3)**
9. Utilities (gas, water, electric, etc.) assistance-**25.00% (3)**
10. Family/domestic violence-**25.00% (3)**

Outside of public assistance, have you ever used services in your area? Of the 14 responders, 2 answered yes and 2 answered no. Of those who answered yes the reasons were:

- Senior lunch
- Senior transportation to local medical appointment/shopping

What do you think are the reasons for poverty where you live?



**Figure 10: Reasons for poverty**

**91.67 (11)** responders believed that the reason for poverty is lack of jobs, while **58.33% (7)** believe it is because lack of educational opportunities, **33.33% (4)** believe it is because lack of lack of transportation and disease/illness, **25% (3)** think it is lack of assistance for basic necessities and **8.33% (1)** believe it is because of jobs that don't pay a living

wage. Responders also wrote in answers in the "other" column:

- Minimum wage is too low
- Lack of health support (affordable organic/locally grown produce and lack of fresh air)
- Lack of clean water and alternative power

What programs or services do you think your community needs?

Better schools <b>30.77% (4)</b>	More jobs <b>92.31% (12)</b>
Better existing jobs <b>53.85% (7)</b>	Better transportation routes <b>23.08% (3)</b>
More social/recreational outlets <b>23.08% (3)</b>	More programs for youth <b>53.85% (7)</b>
More programs for senior citizens <b>46.15% (6)</b>	More programs for disabled individuals <b>23.08% (3)</b>
More programs in Spanish <b>23.08% (3)</b>	More assistance for basic necessities <b>38.46% (5)</b>
Food assistance <b>0</b>	Better access to healthcare <b>7.69% (1)</b>

An "other" column was provided and **1** responder stated that Sierra County needs city planning for future environmental safety and health.

What services do you think are most needed in your community for children?

Affordable daycare <b>45.45% (5)</b>	Better school system <b>45.45% (5)</b>
Better access to healthy foods <b>45.45% (5)</b>	More social/recreational outlets <b>81.82% (9)</b>
Affordable healthcare <b>54.55% (6)</b>	More educational outlets (museums, libraries, etc.) <b>18.18% (2)</b>

An "other" column was provided and clients also responded with:

- Elimination of bad health care practices, such as fluoride use in infants and toddlers
- Programs to teach tolerance and concern for the planet

Clients were then asked what programs and services that currently exist could be enhanced or expanded to better meet their needs? Responses were as follows:

- Computer lab available on weekends
- SJOA
- Healthcare system
- Free computer trainings
- Phone program
- Monetary assistance for food
- Food cooperative
- Hospital quality
- After school programs
- Better community college

What can the community do differently to improve the quality of life for people/families living in your community?

- Transportation options
- Education and planning for the ecosystem in which we live

What are three things you like about living in your community?

<b>First Choice</b>	<b>Second Choice</b>	<b>Third Choice</b>
The computer lab	State park and showers	Walmart allows overnight parking
Peaceful	Beautiful geography	Water/walking/hiking
Country living	Affordable	Climate
Small	Healing waters	Interesting people
Community garden	Good weather	Town functions
Everything	Church	Hot springs
Friendly people	Friendly people	Clean air
Know a lot of people	No traffic	

What are three things you don't like about living in your community?

<b>First Choice</b>	<b>Second Choice</b>	<b>Third Choice</b>
Lack of air quality in senior center/library	Idling cars and smoking	Lack of organic produce
Too small for shopping	Lack of available healthy foods at grocery stores	Cliques run T or C
Lack of entertainment	Hospital	Narrow-mindedness
Not enough educational opportunities	Poverty	The schools are not good
Not enough recreation for kids or adults	Sidewalks are awful	Jobs
Hospital lacks quality	Food programs	Too much secrecy
Needs business diversity	Community college	
Lack of cultural events		

What is an effective way to get residents involved in the community?

- Fewer cliques/more representation
- Most people don't want to get involved
- Offer relevant, affordable courses
- More outreach
- 7Ps

The Rankings: Clients in Sierra County were asked to rate the following services in their community using the following scale: 1=low need, 5=high need, and 6=I don't know. The results are below:

	1 Low Need	2	3	4	5 High Need	6 Don't Know	Total	Average Rating
<b>Food assistance</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>18.18%</b> 2	<b>9.09%</b> 1	<b>63.64%</b> 7	<b>9.09%</b> 1	11	4.64
<b>Clothing/furniture assistance</b>	<b>18.18%</b> 2	<b>9.09%</b> 1	<b>27.27%</b> 3	<b>18.18%</b> 2	<b>9.09%</b> 1	<b>18.18%</b> 2	11	3.45
<b>Utility bill assistance</b>	<b>8.33%</b> 1	<b>0.00%</b> 0	<b>25.00%</b> 3	<b>16.67%</b> 2	<b>33.33%</b> 4	<b>16.67%</b> 2	12	4.17
<b>Emergency shelter</b>	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>20.00%</b> 2	<b>10.00%</b> 1	<b>20.00%</b> 2	<b>40.00%</b> 4	10	4.60
<b>Affordable rental housing</b>	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>40.00%</b> 4	<b>20.00%</b> 2	<b>20.00%</b> 2	<b>10.00%</b> 1	10	3.70
<b>Firsttime home buyer's assistance</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>10.00%</b> 1	<b>30.00%</b> 3	<b>50.00%</b> 5	10	5.20
<b>Availability of low-income housing</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	0	0.00
<b>Employment placement assistance</b>	<b>9.09%</b> 1	<b>0.00%</b> 0	<b>9.09%</b> 1	<b>0.00%</b> 0	<b>45.45%</b> 5	<b>36.36%</b> 4	11	4.82
<b>Job training: Adult</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>50.00%</b> 5	<b>40.00%</b> 4	10	5.30
<b>Job training: Youth</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>20.00%</b> 2	<b>0.00%</b> 0	<b>50.00%</b> 5	<b>30.00%</b> 3	10	4.90

<b>Job training: Bilingual</b>	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>50.00%</b> 5	<b>30.00%</b> 3	10	4.70
<b>Job training: Disabled</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>18.18%</b> 2	<b>0.00%</b> 0	<b>45.45%</b> 5	<b>36.36%</b> 4	11	5.00
<b>Job training: Vocational</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>50.00%</b> 5	<b>40.00%</b> 4	10	5.20
<b>Money for education</b>	<b>0.00%</b> 0	<b>11.11%</b> 1	<b>0.00%</b> 0	<b>33.33%</b> 3	<b>44.44%</b> 4	<b>11.11%</b> 1	9	4.44
<b>Financial literacy classes</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>40.00%</b> 4	<b>30.00%</b> 3	<b>30.00%</b> 3	10	4.90
<b>GED/HS completion support programs</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>20.00%</b> 2	<b>10.00%</b> 1	<b>60.00%</b> 6	10	5.20
<b>Transition to college support programs</b>	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>20.00%</b> 2	<b>0.00%</b> 0	<b>30.00%</b> 3	<b>40.00%</b> 4	10	4.70
<b>Nutritional education</b>	<b>0.00%</b> 0	<b>11.11%</b> 1	<b>11.11%</b> 1	<b>11.11%</b> 1	<b>33.33%</b> 3	<b>33.33%</b> 3	9	4.67
<b>Parenting classes</b>	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>50.00%</b> 5	<b>30.00%</b> 3	10	4.90
<b>Low cost counseling (adult)</b>	<b>0.00%</b> 0	<b>11.11%</b> 1	<b>0.00%</b> 0	<b>22.22%</b> 2	<b>33.33%</b> 3	<b>33.33%</b> 3	9	4.78
<b>Low cost counseling (youth)</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>22.22%</b> 2	<b>33.33%</b> 3	<b>44.44%</b> 4	9	5.22

<b>Emergency counseling services</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>11.11%</b> 1	<b>33.33%</b> 3	<b>22.22%</b> 2	<b>33.33%</b> 3	9	4.78
<b>Affordable childcare</b>	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>20.00%</b> 2	<b>10.00%</b> 1	<b>30.00%</b> 3	<b>30.00%</b> 3	10	4.50
<b>Affordable adult care</b>	<b>0.00%</b> 0	<b>11.11%</b> 1	<b>11.11%</b> 1	<b>11.11%</b> 1	<b>33.33%</b> 3	<b>33.33%</b> 3	9	4.67
<b>Budget and/or credit counseling</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>10.00%</b> 1	<b>30.00%</b> 3	<b>50.00%</b> 5	10	5.20
<b>Tax preparation assistance</b>	<b>20.00%</b> 2	<b>20.00%</b> 2	<b>0.00%</b> 0	<b>20.00%</b> 2	<b>20.00%</b> 2	<b>20.00%</b> 2	10	3.60
<b>Legal assistance</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>50.00%</b> 5	<b>40.00%</b> 4	10	5.20
<b>Accessing health insurance coverage</b>	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>20.00%</b> 2	<b>20.00%</b> 2	<b>40.00%</b> 4	<b>10.00%</b> 1	10	4.10
<b>Assistance buying prescriptions</b>	<b>11.11%</b> 1	<b>0.00%</b> 0	<b>22.22%</b> 2	<b>11.11%</b> 1	<b>11.11%</b> 1	<b>44.44%</b> 4	9	4.44
<b>Home healthcare /in home nursing</b>	<b>11.11%</b> 1	<b>22.22%</b> 2	<b>22.22%</b> 2	<b>11.11%</b> 1	<b>22.22%</b> 2	<b>11.11%</b> 1	9	3.44
<b>General medical expenses</b>	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>20.00%</b> 2	<b>0.00%</b> 0	<b>40.00%</b> 4	<b>30.00%</b> 3	10	4.50
<b>Dental care</b>	<b>10.00%</b> 1	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>20.00%</b> 2	<b>40.00%</b> 4	<b>20.00%</b> 2	10	4.40



<b>Eyeglasses</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>11.11%</b> 1	<b>66.67%</b> 6	<b>22.22%</b> 2	9	5.11
<b>Transportation services</b>	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>0.00%</b> 0	<b>10.00%</b> 1	<b>70.00%</b> 7	<b>20.00%</b> 2	10	5.10

Do you feel that this is your community?

**80% (8)** of clients felt that this is their community while **20% (2)** stated no. Reasons for yes included: been here for 20 years and I am active in community affairs, born and raised here, and family has been here before New Mexico was even a state. One reason for no was because the city is run by cliques who break rules and laws every day.

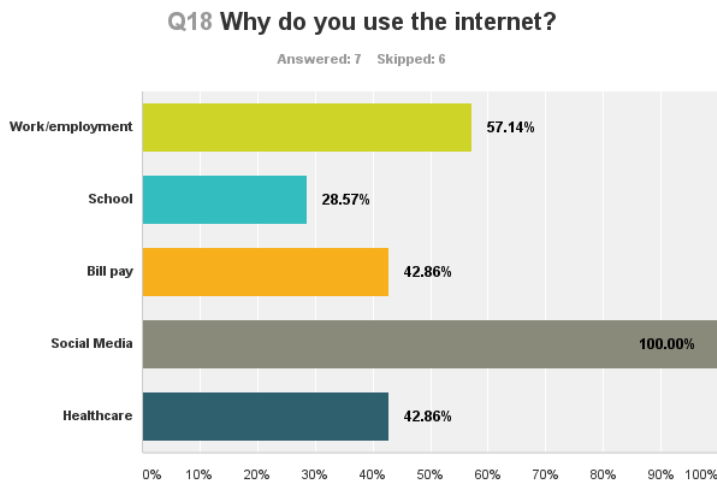
When you come to CAASNM for help, do you feel you have a say what you/your family needs? **42.86% (3)** said yes while **57.14% (4)** stated no. Reasons for yes: I live alone and new to computers, so it has made me more know-how and comfortable. Reason for no: don't know this program.

Do you help out or support agencies in this community? **90.91% (10)** said yes while **9.09% (1)** stated no. Of those that stated yes, the following was given:

- Volunteer
- Provide alternative healthcare services
- Attend senior citizen functions, volunteer with community theater, church reader, and in the past prepared taxes
- Donate clothing and other items; money for animals
- Volunteer for Election Day, Rotary, and Christmas wrapping
- Volunteer at the food pantry and paint murals

Do you have a computer (or other device with internet) at home? **60.00% (6)** stated yes while **40.00% (4)** stated no.

Why do you use the internet? 7 clients responded to this question.



**Figure 11: Internet use**

Work/employment-**57.14% (4)**  
 School-**28.57% (2)**  
 Bill pay-**42.86% (3)**  
 Social media-**100% (7)**  
 Healthcare-**42.86% (3)**

**Other:**  
 Research, news, and learning  
 Contact with friends and groups I support  
 Entertainment  
 Email friends  
 Information and news access

If you don't own a computer, is it easy for you to get access to one? **60.00% (4)** stated yes while **40.00% (2)** said no. Those who answered yes stated they visit the senior center or the 4<sup>th</sup> St. Lab when they need access to a computer. \

Do you own a business? **100% (8)** of responders answered no.

What are some challenges you face as a business owner?

Other businesses in T or C running in the black market-no business license, no GRTs paid, taking cash, not claiming income, paying workers in cash, undercutting my prices at my former business as a result

What training programs would you benefit from as a business owner?

Are you interested in being a business owner? **100% (7)** of responders answered no. Reasons that were given for no:

- Age
- Tried already
- No money
- Retired and on disability
- Too much stress

How would you rate the state of New Mexico in regard to the availability of business assistance programs? 3 people answered this question and **33.33% (1)** stated Fair and **66.67% (2)** stated Poor.

Can you afford to get your taxes done every year? **10** people answered this question. **60% (6)** answered yes and **40% (4)** stated no.

Are you familiar with the tax credits you are entitled to? 9 answered this question. **44.44% (4)** stated yes and **55.56% (5)** stated no.

What are some of the greatest challenges you face to pursue an education?

- None-been there, done that
- I do not want to travel
- Limited courses
- Money
- Available colleges are limited

CAASNМ has identified the needs from the community and as we strive to expand programming to reflect the needs of our community, we are already currently addressing needs through several of our existing programs. Below you will find a chart to reflect these programs in Sierra County.

Need:	How CAASNМ is addressing it:
Healthcare	TBS and healthcare enrollment
Education	Free financial literacy/computer literacy courses

## Needs Assessment Data for Sierra County (Organizational)

Representatives from social service organizations in Sierra County were asked to participate in taking a survey to identify the greatest needs in their county. 14 persons responded to the questions in the survey that related to issues faced by low-income individuals. Below you will find the results from representatives in the following areas:

Healthcare	Youth services	Housing
Senior services	Education	Food
Faith based services	Government	Transportation

The top three: Sierra County representatives were asked to select the top three areas that they believe to be the biggest needs in their county. Sierra County responders believe the top three to be:

1. Education-**7**
2. Unemployment-**6**
3. Healthcare-**4**

Besides lack of funding, what are the systematic barriers to addressing the needs you just described?

- Lack of education/awareness of need-**10**
- Lack of agencies offering services-**6**

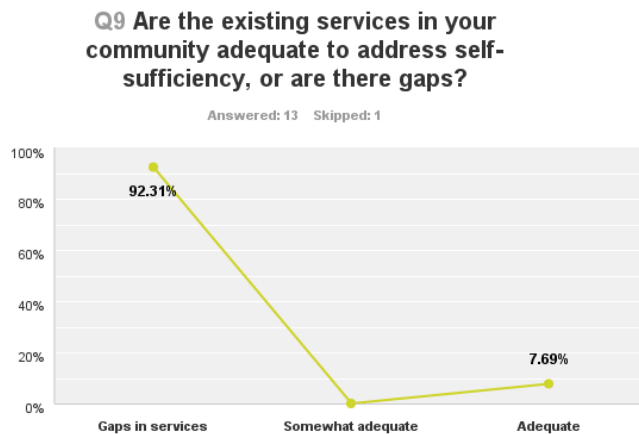
- Policy-6

Are the existing services in your community adequate to address self-sufficiency, or are there gaps?

**93.31% (12)** stated they believe there are gaps in services while **7.69% (1)** believe the current services are adequate.

What other services are needed?

- Transportation
- More employment opportunities
- Economic development



**Figure 12: Services in Sierra County**

Beyond funding, what would be required to implement needed services in your area?

- Partnerships-10
- Community involvement/awareness-8
- Building space-3

Sierra County representatives also suggested more collaborations with businesses and entities.

What community resources are having the greatest impact and should be enhanced or expanded?

- Sierra County Health Council
- WNMU
- Boys and Girls Club
- Collaborations/partnerships of all social services organizations

What new programs would you like to see offered to help low-income individuals become more self-sufficient?

- Small training of work skills
- Better small loan industries
- Accessible resources
- Family art/culture workshops

How do you currently get people to participate/engage in community events?

- Free admission-7
- Accessible location-6
- Advertising-5
- Social media-5
- Free food-4
- Giveaways-3

What would you like to see happen to get more people involved in the community?

- Hope
- Volunteer fairs for agencies
- More family workshops and interactive events

## Summary and Priority of Needs

Different strategies have been used to identify and address the needs of the communities in Southern New Mexico. Several months of research and data collection/analysis made this needs assessment possible. These strategies included: 1) surveys sent via email from SurveyMonkey.com to staff and board of directors of the Community Action Agency of Southern New Mexico to identify area needs and strengths and 2) surveys sent via SurveyMonkey.com to over 350 representatives of community organizations in the 5 counties CAASNМ serves. From this process, CAASNМ was able to identify not only what the community leaders see as a strong and necessary program, but also where the community is lacking in regards to services for low-income individuals living in the southern counties. This “boots on the ground” approach highlights exactly the needs to build not only a stronger community economically, but to also continue CAASNМ’s mission of “building self-reliance for low-income New Mexicans by connecting our community to high impact programs that encourage family wellness, empower families, and bridge resources”. The survey allowed leaders in the community to voice their opinions and forge collaborations.

The questions in the survey asked participants the following questions:

- 1) What county do you serve?
- 2) Have you heard of Community Action Agency of Southern New Mexico?  
(internal use)
- 3) Do you know what services CAASNМ offers? (internal use)
- 4) Have you made referrals to our agency? (internal use)
- 5) Please select what best describes your role in addressing economic sustainability for low-income families in your community. (selected from a list)
- 6) In your opinion, what are the top three needs of people living in your community?
- 7) Besides lack of funding, what are the systematic barriers to addressing the needs you just described?
- 8) In your opinion, what basic family sustainability programs are missing from your community?
- 9) Are the existing services in your community adequate to address self-sufficiency, or are there gaps?
- 10) What other services are needed?
- 11) Beyond funding, what would be required to implement needed services in your community?
- 12) Is your community doing a good job coordinating service delivery and leveraging resources? (selected from a list)

- 13) What community resources are having the greatest impact and should be enhanced or expanded?
- 14) What new programs would you like to see offered to help low-income New Mexicans become more self-sufficient?
- 15) How do you currently get people to participate/engage in community events? (selected from a list)
- 16) What would you like to see happen to get people more engaged in the community?

A second survey was sent out to CAASNM clients in all 5 counties. Surveys were sent electronically via SurveyMonkey.com in both English and Spanish to ensure all clients could equally participate in sharing their feedback. The survey was sent out to over 445 clients and a total of 98 responded. The survey was also administered to clients coming in for direct services at CAASNM, which represented opinions for those residing in Dona Ana County. Surveys were given out in person at computer literacy trainings and healthcare enrollment events in Sierra counties.

## Results: Organizational (All Counties)

Below you will find the results of the survey from the organizational standpoint.

Over 350 surveys were sent out to various organizations in 5 counties and a total of 112 individuals completed the survey.

**Q1 What county do you serve? Please check all that apply.**

Answered: 111 Skipped: 0

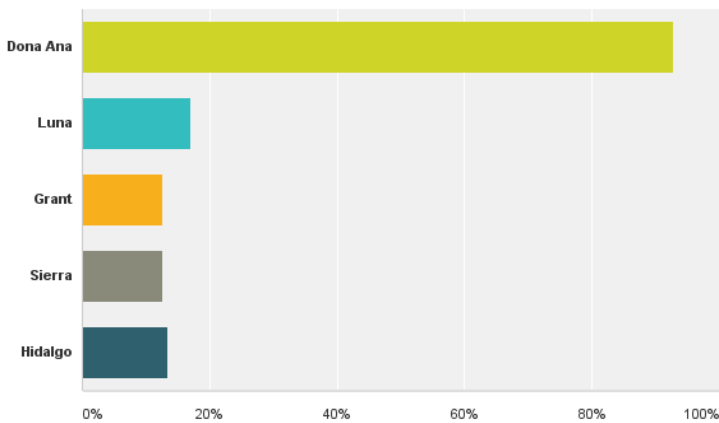


Figure 13: Respondents from the 5 counties CAASNM serves

**92.79% (103)** of responders represented Dona Ana County

**17.12% (19)** of responders represented Luna County

**13.51% (15)** of responders represented Hidalgo County

**12.61% (14)** of responders represented Grant County

**12.61% (14)** of responders represented Sierra County

The respondents were a diverse group representing the areas of:

Healthcare(23)

Youth services(26)

Housing (17)

Homeless services (11)  
 Faith-based services (10)  
 Employment  
 Alternative financial services/lending  
 Case management  
 Disability advocacy services  
 Child and adult mental health  
 Food (20)  
 Parent engagement

Education (54)  
 Government (20)  
 Behavioral health  
 Community organizing  
 Respite care  
 Domestic violence  
 Hospice  
 Leadership  
 Environmental protection

Energy (8)  
 Transportation (10)  
 Art, literature, culture and literacy  
 Civil rights  
 Immediate disaster assistance  
 Tax services  
 Senior services (15)  
 Small business assistance

Please select what best describes your role in addressing economic sustainability for low income families in your community.

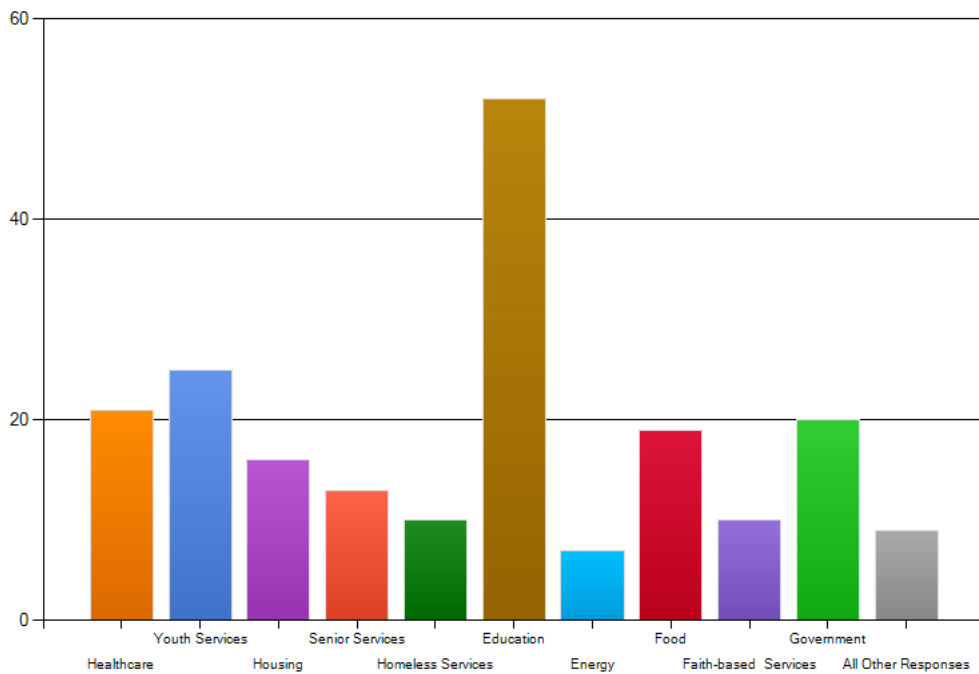


Figure 14: Areas responders represented

**In your opinion, what are the top three needs of low-income people in your community?** Survey responders were asked to choose their top three needs from the following list:

- Transportation
- Mental health

- Education
- Environmental hazards
- Lack of affordable childcare
- Lack of low-income housing
- Gang violence
- Programs for senior citizens
- Programs for LGBTQ community
- Child abuse/neglect
- Safety for citizens/violent crime
- More recreational/social outlets
- Flooding, sewage, and water services
- Lack of transportation
- Healthcare
- Services for deaf or hard of hearing individuals
- Unemployment
- Teenage pregnancy
- Family/domestic violence
- Substance abuse issues
- Physical health of the community
- Programs available in Spanish
- Vacant buildings/run-down houses
- Safety for citizens/violent crime
- Teenage delinquency
- Utilities assistance
- Roads and street repair
- Communicable diseases
- Other

The **top three needs** that community leaders identified were:

1. Unemployment-24.7% (22)
2. Education-16.9% (15)
3. Healthcare-11.4% (15)

The following responses were under the “**other**” category in regards to what organizations thought were the highest needs of their county:

- Citizenship
- Lack of jobs that pay a living wage
- Food insecurity/access to good food/food
- Substance abuse
- Low-income assistance
- Nutrition and programs for obesity prevention
- Alternative financial services to mitigate predatory lending
- Financial literacy
- Workshops in the arts

**Besides lack of funding, what are the systematic barriers to addressing the needs you just described?** Responders were then asked what the systematic barriers (beyond funding) were to the needs that they just described. Their responses were as follows:



**59 responders felt** that the biggest issue to addressing needs in our community is the lack of education/awareness of need

**47 agreed** on policy

**42 believed** lack of agencies offering services to address needs.

**19 people chose “other”** and their answers are as follows:

- Politics
- Lack of jobs that pay a living wage
- Lack of leadership for those with disabilities
- Lack of industry/business opportunities in southern New Mexico
- Economy
- Locally produced food
- Stigma of mental illness
- No clear definition of problem and what government's role should be
- Collaborations between organizations
- Lack of personal responsibility

Besides lack of funding, what are the systematic barriers to addressing the needs you just described?

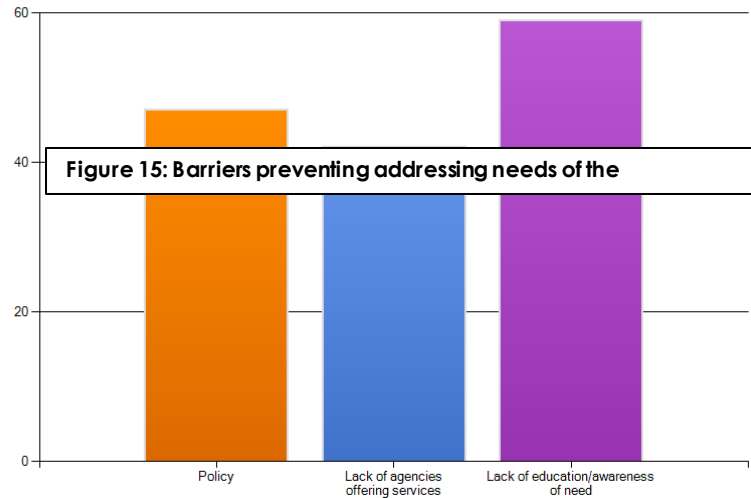


Figure 15: Barriers preventing addressing needs of the

Responders were asked what they believed were the basic family sustainability programs that were missing from the community and were given an open text box to respond. There were a total of 49 responses, and they were as follows:

- Educational programs
- Spanish speaking mental health providers
- Limited transportation within city limits; no transportation for southern DAC residents
- Affordable housing, services provided within rural communities, transportation services
- Parenting classes
- Employment for the unemployed
- Job skills programs and after-hours transportation for those who work 2<sup>nd</sup>/3<sup>rd</sup> shift
- Programs for homeless individuals
- Grassroots leadership development and civic engagement opportunities for community residents
- Literacy programs
- Programs based on helping to aid individuals/families out of their current situation, alleviating reliance on government assistance programs
- Lack of information on agencies' methods of program qualifications

- Single women getting on their feet without assistance of a man
- Lack of a cohesive core to help people confront all of their issues; education, substance abuse, and employment issues need to be more readily dealt with
- Career planning
- Basic computer and ESL classes in rural areas
- Teaching trade skills
- Educating young parents on how to raise children and educate children on the importance of education and staying in school
- Free broadband
- Helping families to access programs that are already available in DAC/education and awareness on available programs
- Lack of programs available in areas that need them most
- Education on how to get and KEEP a job
- School health based clinics, total parent-teacher involvement in schools, PTOs, school based workshops for teenage parents
- Programs to help low-income seniors
- Services that address immigrant populations
- Fair, low-cost, small loans
- Nutrition programs and local food movement
- Small business assistance
- Affordable childcare
- Not enough programs for youths to become engaged and active citizens
- Community centers
- Art workshops for all ages
- Family values

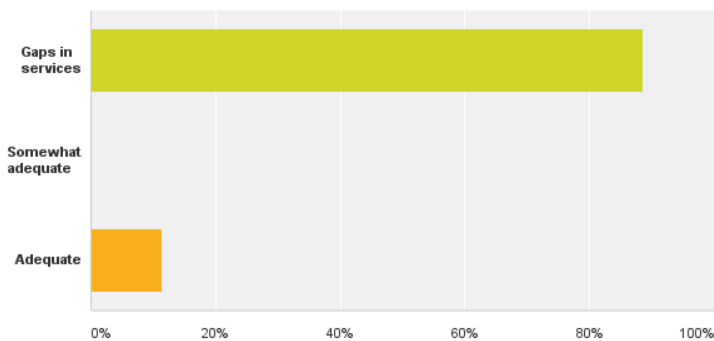
**Are the existing services in your community adequate to address self-sufficiency or are there gaps?** Responders were then asked if they believed that the current services in their county were adequate or if they believed that there were gaps in services. Out of 88 total response to this question, **88.64% (78)** believed there were gaps, **0** believed the existing programs were somewhat adequate, and **11.36% (10)** believed the current services available are adequate. Responders who replied that services were inadequate were asked to share what other services are needed to close the gaps in services. 44 responders replied with the following:

- Agencies do not work together
- Affordable access to mental health services, address substance abuse/dv/child abuse issues
- County wide transportation/affordable housing/childcare services/low cost legal services
- More homeless shelters are needed
- Support for children to achieve in school (tutoring, mentoring, early childhood programs/intervention, activities for youth, etc.)
- No other services are needed-we need to appropriately fund the services we have

- Sports for everyone
- Small business assistance/small loans to avoid predatory lending
- Literacy and independent living courses
- Advancing a person out of their situation/outcome-based programs as opposed to a “Band-Aid” approach
- More food banks
- Parenting classes for teen moms/domestic violence classes for other than

**Q9 Are the existing services in your community adequate to address self-sufficiency, or are there gaps?**

Answered: 88 Skipped: 23



**Figure 16: Where do existing services fall?**

shelter residents/teaching that there is more to life than just “I deserve the help”

- Aligning services so there is no duplication and spread out into counties that also need assistance
- Financial education/credit counseling/self-sufficiency classes/money management
- Low-cost legal services/labor laws
- Rehab/detox center
- leadership and

governance training and mentoring on local and state elected officials; crisis emergency housing and relocation during fires, flood, disasters; in colonias all have gaps in accessing gas heating

- Recreational programs for both youth and seniors
- An independent audit of all social programs to determine if existing bureaucracies are being careful stewards of resources entrusted them
- Arts/culture workshops
- Transitional services from food services to food production through gardening, beginning farming education, and value-added business development
- Service for middle income individuals
- Employment opportunities

Survey recipients were asked **what would be required to implement needed services in their community (beyond funding)?** A total of 67 responders answered this question. (more than one choice was allowed) and the results were as follows: 57 responders believed partnerships, 53 community involvement/awareness, and 28 building space.

- Adequately trained and sustained leaders
- Due to cutbacks, working together is a must for programs
- A sense of priority about this
- Having support inside the community versus outside, so services are more easily accessible

- Organizational development and community vegetable gardens
- Remedy to address county's anti-donation restrictions
- Public input
- Needed services suffer because of resources misspent on ineffective programs. All social programs cry out for some sort of external audit to eliminate waste, fraud, abuse, and ineffectiveness
- Community interest
- Business and industry

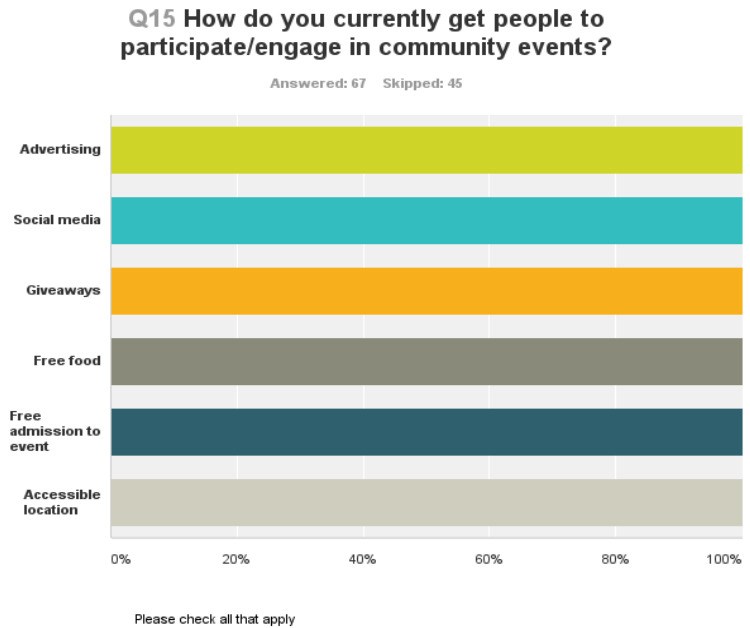
Responders were asked **what community resources are having the greatest impact and should be enhanced or expanded?** Answers were open-ended and **39 people** responded. Below you will find their responses:

- Health services
- Food programs such as CAASNM, soup kitchens, shelters for homeless/transient population
- Income support, SNAP benefits, and Medicaid for the transient population
- Promotoras (Colonias Development Council), Catholic Charities, Tierra del Sol, NM Center on Law and Poverty
- Dona Ana Community College
- Income Tax programs
- United Way
- Food programs
- Low-income housing
- Housing authority and Community of Hope
- Rental assistance, IDA program, computer classes, Coats4Kids
- CAASNM is the most comprehensive resource
- Headstart and early Headstart, utility assistance
- Food delivery, homework help/tutoring, and transportation options
- Mentoring for individuals who want to run their own business
- Casa De Peregrinos, WIC, SNAP, ISD offices, CAASNM
- El Solar and CALA groups (Chaparall, NM)
- Collaborations of compatible entities
- Services for seniors
- Family planning services and government human services
- School systems
- No existing programs should be enhanced; all programs should be evaluated for effectiveness, duplication, and overlap
- Art workshops for individuals of all ages
- Localized food system
- Job placement programs
- Access to healthcare
- AppleTree Education Center, the Club, WNMU, Health Council

**What new programs would you like to see offered to help low-income individuals become more self-sufficient?** Responders were also asked what new programs they would like to see in their community to make individuals become more self-sufficient. **49 individuals** responded and below you will find their responses:

Daycare programs	Parenting classes
Nutrition classes	Mental health classes
Wellness classes	Job/skill building
Training programs	Apprenticeship programs
Child care	Co-ops
Referrals	Financial help
Help navigating public programs	Educational programs
Closer case management	Civic engagement/leadership
Partnerships between nonprofit/business sector	Programs for deaf/hard of hearing
Help with obtaining affordable housing	Improved transportation system
Better employment opportunities	Employment classes
Benefits for people who work	Food stamps
Opportunities for youth who leave the state upon graduation	Stop the sense of entitlement
Affordable/subsidized housing	Free education
Small business development programs	Financial literacy courses
Engaging young parents to be involved in their child's education	Utilities assistance
See what programs are available before adding new ones	Less dependence on services
Communications trainings on all levels	Small loans
Family arts workshops	Farming training
More civic engagement: voting, interacting with politicians, etc.	Family writing/arts workshops
Gardening and food production courses	More CAASN programs
More programs for middle income families	1st time home-buyers courses

**How do you currently get people to participate/engage in community events?** Responders were asked how they currently get their clients to participate/engage in community events. The respondents could choose from the following categories: social media, advertising, giveaways, free food and free admission to event, easily accessible location, and other. 45 said advertising, 31 use social media, 24 giveaways, 41 free food, 38 free admission to the event, and 44 accessible location.



**Figure 17: Current methods for community engagement**

Additional responses included:

- |                         |                                    |                   |
|-------------------------|------------------------------------|-------------------|
| Flyers at local stores  | Collaborating with partners        | Flexible schedule |
| Childcare available     | Host event in clients' communities | Convenient times  |
| Door to door recruiting | Community resources fair           | Email             |
| Free materials          | Have interpreters available        | Safe environment  |
| Pulpit announcement     | Children's program available       | Word of mouth     |

**What would you like to see happen to get people more engaged in the community?**

Lastly, respondents were asked what they would like to see happen to get more community engagement. Below you will find the results:

- |  |                                      |
|--|--------------------------------------|
| Provide a loud voice for politicians           | Neighborhood meetings                |
| Pastors partnering with community              | Interpreting and captioning services |
| Classes/workshops on recruitment               | More information fairs               |
| Outreach workers trained in accessing services | Creation of job opportunities        |
| More community participation                   | More promotoras for home visits      |

Less reliance on services in Las Cruces  
More minorities involved with leadership and higher education  
Stronger community networks linking all services  
After business hours workshops  
Don't assume we know what clients need-ask them  
Space for community meetings-libraries, community centers, etc.  
Hope  
Better media coverage  
Parent education classes  
One on one visits  
Less government involvement  
Family workshops

Leadership in the community  
Awareness/education of needs  
Media presence on important issues  
Generate pride in the community  
Transportation for grassroots events  
Volunteer fairs for agencies  
More advertising  
Start reading clubs  
Male involvement/leadership  
Educational outreach  
Volunteerism  
Interactive events

## Results: Clients (All Counties)

Clients of Community Action Agency of Southern New Mexico in the 5 southern counties that we serve were also asked their views on the current conditions in the community. Below you will find the results regarding what the biggest needs of southern New Mexico are and suggestions on how we can achieve those goals.

Clients were asked:

- 1) What county they live in and demographic information.
- 2) What are the 10 biggest problems in your community?
- 3) If they had ever used assistance programs in their community?
- 4) The reasons for poverty where they lived.
- 5) Programs or services that their community needs.
- 6) Services that are most needed in the community for children.
- 7) Current programs that could be enhanced or expanded to better meet their needs.
- 8) Three things they like about living in their community.
- 9) Three things they don't like about living in their community.
- 10) An effective way to get residents involved in their community.
- 11) Rankings of current initiatives in their community
- 12) Do you feel that this is your community?
- 13) When you come to CAASNМ for help, do you feel you have a role in saying what it is your or your family needs?
- 14) Do you support your community in any way? (Volunteer, donate, etc.)

CAASNМ Specific program questions:

- 1) Do you own a computer at home (or other device) with internet?
- 2) Why do you use the internet?
- 3) If you don't have access to the internet, is it easy for you to get it?
- 4) Do you own a business?

- 5) What are some challenges you face as a business owner?
- 6) What training would you benefit from as a business owner?
- 7) Are you interested in being a business owner? Why or why not?
- 8) How would you rate NM's availability of business assistance programs?
- 9) Can you afford to get your taxes done every year?
- 10) Are you familiar with the tax credits you are entitled to?
- 11) Greatest challenges in pursuing and education

98 total responses have been collected from clients at the time of the publication of this document.

**86 (87.76%)** of responders reside in Dona Ana county

**2 (2.04%)** of responders reside in Grant county

**7 (7.14%)** of responders reside in Sierra county

**1 (1.02%)** of responders reside in Hidalgo county

**1 (1.02%)** of responders reside in Valencia county

**1 (1.02%)** of responders reside in Otero county

### Q1 What county do you live in?

Answered: 98 Skipped: 0

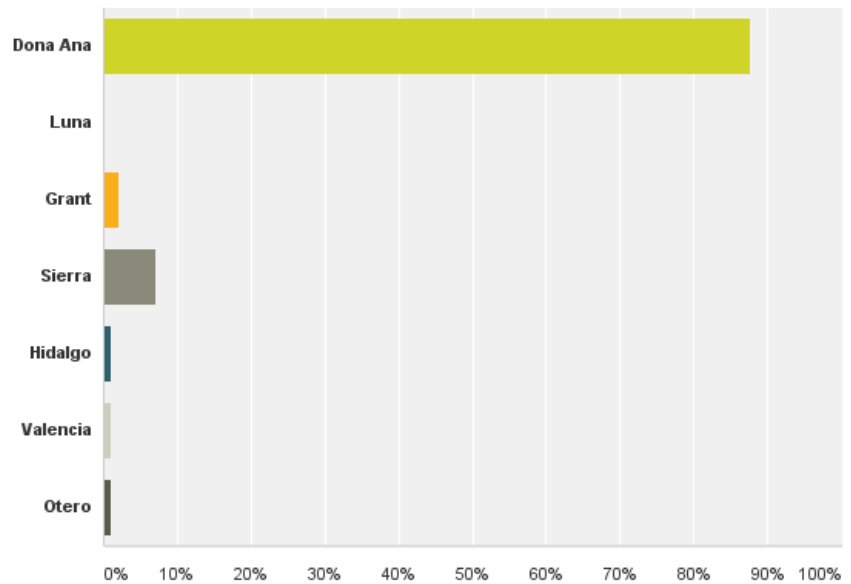


Figure 18: Counties represented in client survey

### Demographic Information:

Of the **97** responders, **65** identified as female and **32** identified as male. Of those elected to give information regarding their race, **53** identified as Hispanic/Latino(a) /Mexican, **15** as White/Caucasian, and **1** as Black. **25** are married, **53** are single, **5** are separated/divorced/widowed.

### Please select the problems that are the worst in your area (select up to 10).

Clients were asked to choose what they believed to be the top 10 problem areas in their community a total of **87** people responded to the question. Below you will find the categories the clients chose from:

Transportation	Mental health services	Education	Unemployment
Environmental hazards	Teen pregnancy	Lack of childcare	Family/domestic violence
Lack of low-income housing	Substance abuse issues	Gang violence	Physical health
Lack of programs for senior citizens	Lack of programs available in Spanish	Lack of programs for LGBTQ community	Vacant buildings and run-down houses



Child abuse and neglect	Safety for citizens/violent crime	Teenage delinquency	More recreational / social outlets
Utilities (gas, water, electric, etc.) assistance	Flooding, sewage, and water services	Roads and street repair	Lack of transportation
Communicable diseases (HIV/AIDS, etc.)	Lack of affordable healthcare	Services for deaf or hard of hearing	Other

The top 10 needs identified were:

1. Unemployment **47.13%**
2. Transportation **32.18%**
3. Teenage pregnancy **32.18%**
4. Family/domestic violence **32.18%**
5. Child abuse/neglect **32.18%**
6. Vacant buildings and run-down houses **29.89%**
7. Gang violence **27.59%**
8. Utilities (gas, water, electric, etc.) assistance **27.59%**
9. Lack of affordable healthcare **24.14%**
10. More social and recreational outlets **22.99%**

Responders were also given the opportunity to provide feedback in the “other” column. **6** responders provided the following information:

1. Lack of programs for youth, smoking, and lack of programs for homeless people
2. Grocery store options (monopoly by one store)
3. Low access to participate in the creative process
4. Lack of facility to help youth with dyslexia
5. Cruelty to animals and drunk driving
6. Drugs and drug pushers

**Outside of public assistance, have you used emergency services in your area?**

Responders were asked if they used additional emergency services other than public assistance programs. **30** responders stated **no** and **14** stated **yes**. Of those that said yes, the following programs were utilized:

Senior lunch	Senior transportation	Emergency food assistance (5)
Indigent fund for surgery	Utility assistance (8)	

**What do you think are the reasons for poverty where you live?**

Responders were asked to choose the reason they believe poverty exists for the following options:

- Lack of jobs-**75.86% (66)**
- Lack of educational opportunities-**18.39% (16)**
- Lack of financial assistance for basic resources-**19.54% (17)**

### Q5 What do you think are the reasons for poverty where you live?

Answered: 87 Skipped: 17

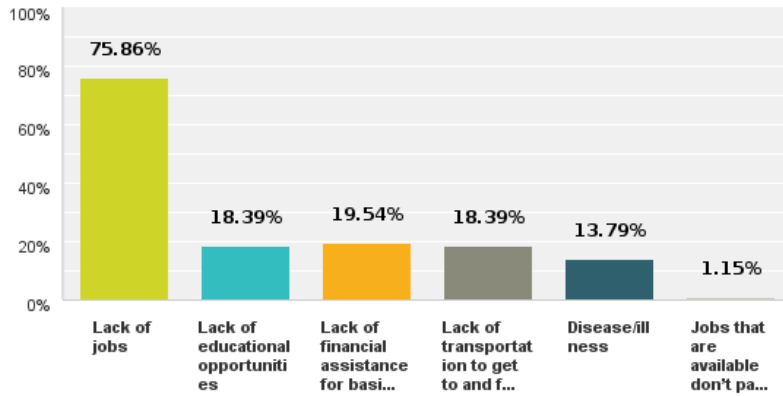


Figure 19: Reasons for

- Lack of transportation to get to and from school, work, or other appointments- **18.39% (16)**
  - Disease/illness-**13.79% (12)**
  - Jobs that don't pay enough-**1.15% (1)**
- Responders also were given an "other" choice and the following answers were submitted:

- Minimum wage is too low and lack of health support (affordable

organically/locally grown produce and lack of fresh

air)

- Lack of clean water and alternative power
- Better wages
- Weak job market
- Indifference to education by students and parents
- Lack of vision, leadership, and resiliency

### What programs or services do you think your community needs?

Better schools	More jobs	Better existing jobs
Better transportation routes	More social/recreational outlets	More programs for youth
More programs for senior citizens	More programs disabled individuals	More programs available in Spanish
More assistance for basic necessities (rent, utilities, and food)	Food assistance (pantries, community meals, etc.)	Better access to healthcare

### Q6 What programs or services do you think your community needs?

Answered: 98 Skipped: 6

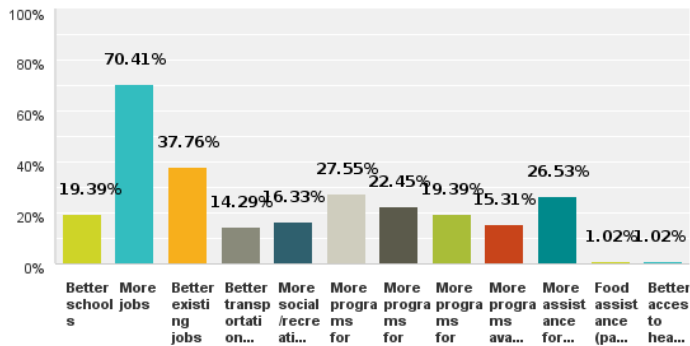


Figure 20: Needed services

An "other" column was provided for additional answers and the following was suggested as needed programs/services:

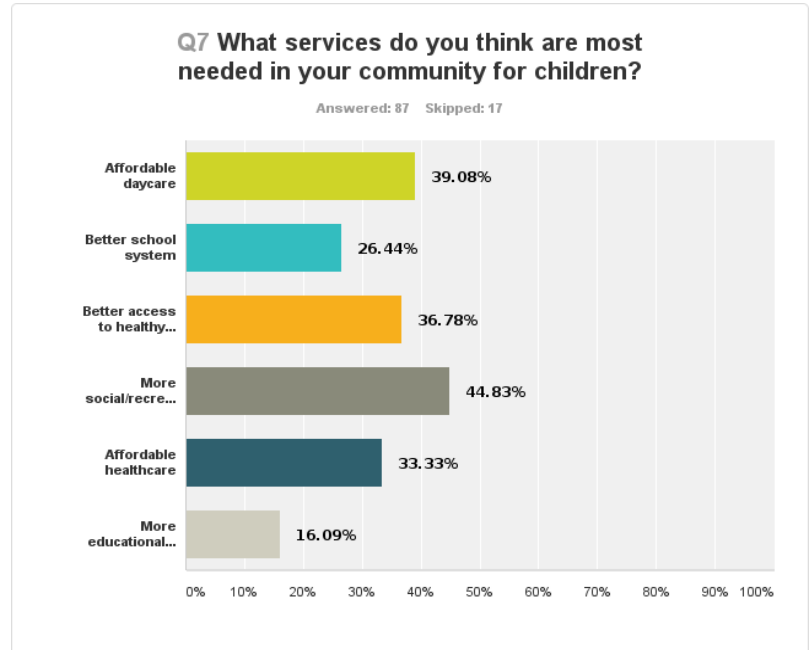
- City planning for future environmental safety and health
- More programs in the community for mentally disabled persons
- Housing for low-income people
- Multi-cultural, intergenerational opportunities for working and living together

### What services do you think are most needed in your community for children?

- Affordable daycare
- Better school system
- Better access to healthy foods
- More social/recreational outlets (museums, libraries, etc.)

The most needed service for children in the community was identified as **more social and recreational outlets**, with **44.83%** of responders choosing this need.

**What services that currently exist could be expanded to better meet your needs?**



**Figure 21: Needed service for children**

Computer lab availability	Healthcare	Improvement of school systems	Transportation (4)
Unemployment	Free bus service	Summer food program	More jobs
Tax prep. assistance	Childcare	Better jobs	Better community college
More after school programs	Hospital quality	Collaborative engagement	Cinema and newspaper
Home healthcare	Free computer/phone trainings	Food buying education	Food cooperative

**What can the community do differently to improve the quality of life for people/families living in your community?**

Education and planning for ecosystem in which we live	Creating new jobs with higher wages	More activities for seniors
More affordable healthcare	More housing/jobs	Get rid of victim mentality and foster the value of education
Recognize our common interests, celebrate diversity, and help each other	More education	People can work more
Get rid of pollution and gangs	Take pride in what we have	Nothing

**What are three things you like about living in your community?**

First Choice	Second Choice	Third Choice
Climate	Friendly people	Climate
Community	Stores	Friendly people
Country living	Traffic	Interesting people
Friendly people	Weather	Safe town
Peaceful	State park	Water/walking/hiking trails

Responders were asked what they liked most about living in their community. **38** people provided a top choice, **28** provided a second choice, and **22** provided a third choice.

**What are three things you don't like about living in your community?**

<b>First Choice</b>	<b>Second Choice</b>	<b>Third Choice</b>
Gangs	Child abuse	Lack of organic/local produce
Lack of jobs	Idling cars and smoking	Too few people run gov. in T or C
Apathy for community problems	Lack of healthy foods at store	Narrow-mindedness from people who don't travel
Lack of programs for children/adults	Hospital is only good for ER	No stores
Schools	Poverty	Lack of decent newspaper

**What is an effective way to get residents involved in the community?**

Responders suggested the following ways to get residents more involved in the community:

- Communication
- Advertising/outreach/7Ps
- Provide incentives such as food or giveaways
- Offer relevant and affordable courses
- Create recreational/community centers
- More representation/fairness and fewer cliques in the community
- Provide more activities
- Encourage more volunteer work
- Hold community meetings
- Have family-friendly activities

## The Rankings

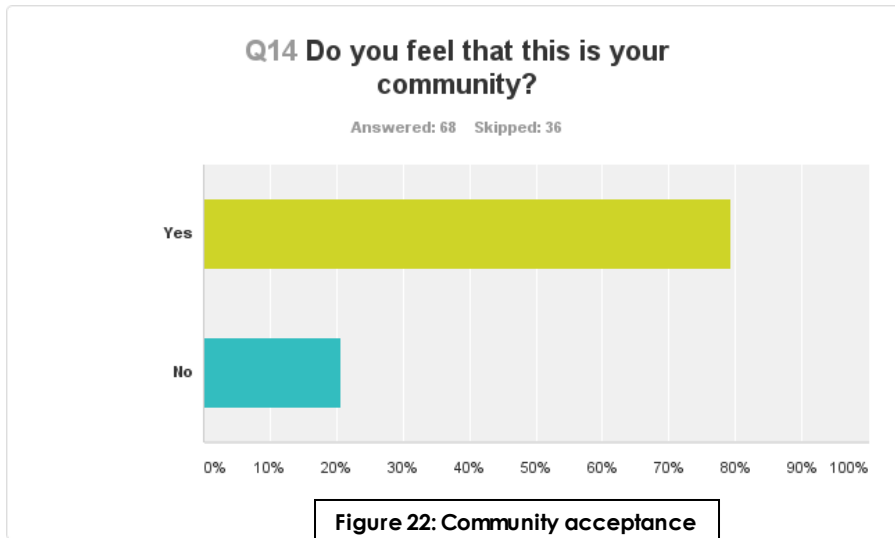
Clients were asked to rank several different needs/programs in their area using a number system. 1=low need, 5=high need, and 6= don't know. Clients were asked to identify what the barrier was if they selected the service as a high need. Below you will find a chart with the rankings.

## Community Needs Assessment

How would you rank your family's/your community's needs in the following areas? Please select the most appropriate response. 1=low need, 5=high need, 6=don't know. If you selected high need, please explain why in the "barrier" section.

Answer Options	1 Low Need	2	3	4	5 High Need	6 Don't Know	Rating Average	Response Count
Food assistance	14	6	13	11	22	7	3.58	73
Barrier:								7
Clothing/furniture assistance	15	6	21	6	16	9	3.40	73
Barrier:								2
Utility bill assistance	10	3	19	21	22	5	3.71	80
Barrier:								5
Emergency shelter	16	6	15	14	11	13	3.49	75
Barrier:								1
Affordable rental housing	12	2	17	16	24	8	3.78	79
Barrier:								2
First time home buyer's assistance	11	3	5	15	24	15	4.14	73
Barrier:								1
Employment placement assistance	8	4	13	10	30	10	4.07	75
Barrier:								4
Job training: Adult	9	5	10	21	21	9	3.89	75
Barrier:								1
Job training: Youth	8	5	15	15	21	7	3.80	71
Barrier:								2
Job training: Bilingual	12	4	12	11	19	9	3.72	67
Barrier:								2
Job training: Disabled	9	4	12	12	21	12	3.97	70
Barrier:								3
Job training: Vocational	9	3	11	13	24	12	4.06	72
Barrier:								2
Money for education	4	3	9	18	29	9	4.28	72
Barrier:								3
Financial literacy classes	9	4	10	19	14	14	3.96	70
Barrier:								1
GED/HS completion support programs	10	4	10	12	22	12	3.97	70
Barrier:								2
Transition to college support programs	11	3	13	13	22	11	3.89	73
Barrier:								2
Nutritional education	10	6	14	13	19	9	3.73	71
Barrier:								2
Parenting classes	11	3	10	15	23	11	3.95	73
Barrier:								4
Low cost counseling (adult)	6	5	6	11	29	12	4.28	69
Barrier:								1
Low cost counseling (youth)	7	4	9	9	25	14	4.22	68
Barrier:								1
Emergency counseling services	8	3	10	16	20	11	4.03	68
Barrier:								1
Affordable childcare	12	5	7	13	20	12	3.87	69
Barrier:								1
Affordable adult care	9	8	4	13	25	12	4.03	71
Barrier:								1
Budget and/or credit counseling	11	4	13	10	17	13	3.84	68
Barrier:								1
Tax preparation assistance	16	9	8	15	21	3	3.35	72
Barrier:								3
Legal assistance	10	8	11	12	23	8	3.75	72
Barrier:								3
Accessing health insurance coverage	12	3	8	17	25	7	3.85	72
Barrier:								4
Assistance buying prescriptions	11	4	11	14	22	8	3.80	70
Barrier:								1
Home healthcare/in home nursing	11	8	10	15	23	6	3.67	73
Barrier:								4
General medical expenses	8	3	12	12	25	6	3.92	66
Barrier:								3
Dental care	10	6	6	16	26	5	3.83	69
Barrier:								4
Eyeglasses	10	6	7	11	30	5	3.87	69
Barrier:								3
Transportation services	10	4	6	12	30	8	4.03	70
Barrier:								4
								<i>answered question</i>
								<i>skipped question</i>
								<b>87</b>
								<b>17</b>

Clients were then asked if they felt that this was their community and if they answered yes, why did they feel this was their community? Below you will find responses to this question.



**68** people answered this question and **79.41%** answered **yes** while **20.59%** felt **no**.

The following reasons were given why they felt yes:

- Lived here for 20 years and am active in community affairs
- Lived here 50 years and never plan to leave
- I make an effort to

be involved

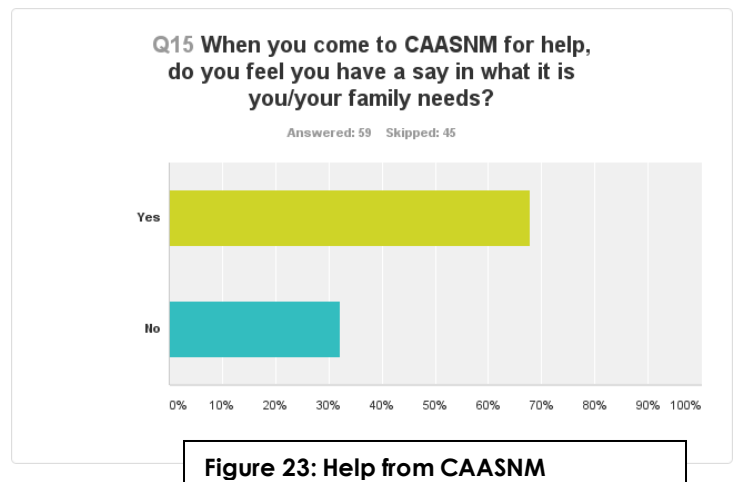
- Born and raised here
- Seeing many of the same people walking through town and belonging to different groups
- Family was here for 75 years, before New Mexico was even a state
- Nice and welcoming people
- I live here
- Just feel accepted
- Work
- Help for senior citizens

The following reason was given for not feeling like this is your community:

Run by cliques who break rules and laws everyday

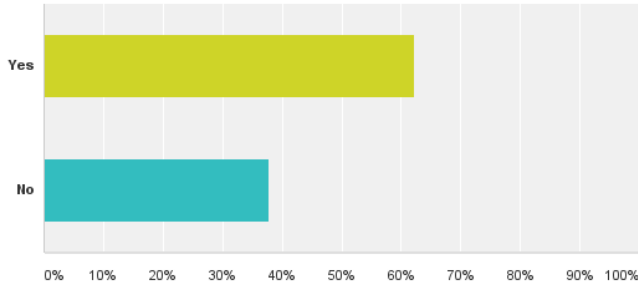
**When you come to CAASNМ for help, do you feel you have a say in what it is you/your family needs?**

**67.80% (40)** responders said yes while **32.20% (19)** said no. 59 people answered this and 45 skipped this question.



**Q16 Do you help out or support agencies in this community? (Volunteer, donate clothing, money, etc.)**

Answered: 66 Skipped: 38



**Figure 24: Community support**

**Do you help out or support agencies in this community? (Volunteer, donate clothing, money, etc.)**

**66** people answered this question and **38** skipped it. **62.12% (41)** stated they did volunteer in their community in some way and **37.88% (25)** said they did not.

The last few questions were asked in regard to specific, current CAASNМ programming, specifically our Family Empowerment program that focuses on asset development.

**Do you have a computer (or other device with wireless internet) at home?**

**66** chose to answer this question and **38** skipped it. **46.97% (31)** stated yes and **53.03% (35)** stated no.

**Why do you use the internet?**

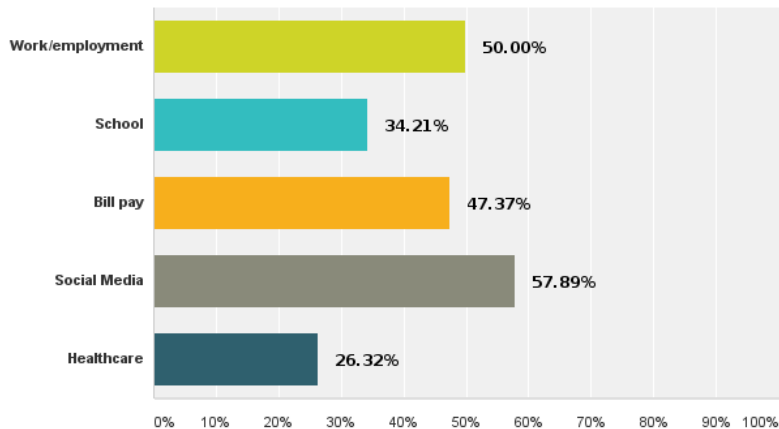
Responders were asked why they use the internet and were given the following selections:

- Work/employment
- School
- Bill pay
- Social media
- Healthcare
- Other

Respondents could select more than one option.

**Q18 Why do you use the internet?**

Answered: 38 Skipped: 66



**Figure 25: Internet use**

**50% (19)** responders selected for work/employment purposes, **34.21% (13)** selected for school, **47.37% (18)** for bill pay, **57.89% (22)** selected social media, and **26.32% (10)** chose healthcare. Responders were also given an “other” box to input data. The following response were collected:

- Research, news, and learning
- Contact with friends and groups I support and entertainment
- My children use it for school
- Email friends
- News access and information
- Sweepstakes
- Driving directions

**If you don't own a computer, is it easy for you get access one?**

**35** responders answered this while **69** skipped this question. **31.43% (11)** said yes while **68.57% (24)**

**Do you own a business?**

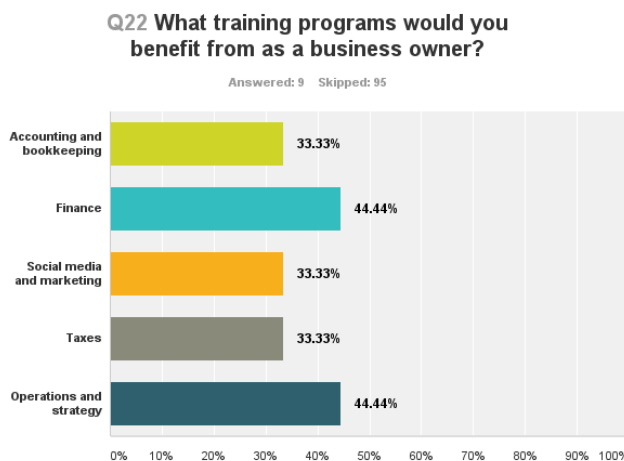
**59** people answered this while **45** skipped this question. **1** person responded yes to this question and **58 (98.31%)** stated no.

**What are some of the challenges you face as a business owner?**

The following response were given in regard to challenges faced as a current or past business owner:

- Other business in T or C are running in the “black market” i.e. no business license, no GRTs paid, taking cash, not claiming income, paying workers in cash, undercutting my prices at my former business as a result
- Product prices
- Distance

**What training programs would you benefit from as a business owner?**



- Accounting and bookkeeping
- Finance
- Social media and marketing
- Taxes
- Operations and strategy

**Figure 26: Beneficial programs for business owners**



### Are you interested in being a business owner?

33 people answered this while 71 skipped this question. 15.15% (5) stated yes while 84.85% (28) said they would not be interested in being a business owner. Clients were asked in regard to being a business owner, why or why not?

The following reason was given for why:

I want to help my community with better or more food quality

The following reasons were given for why not:

Too old	Tried already	No money	Retired/disability
Too much stress	Too much time	Already owned before	

### How would you rate the state of New Mexico in regard to the availability of business assistance programs?

27 people responded to this question. 3.70% (1) person ranked NM business as **Excellent**, 66.67% (18) ranked NM business as **Fair**, and 29.63% (8) ranked NM business as **Poor**.

### Can you afford to get your taxes done every year?

57 people answered this question and 47 people skipped it. 35.09% (20) said yes and 64.91% (37) said no.

Q25 Can you afford to get your taxes done every year?

Answered: 57 Skipped: 47

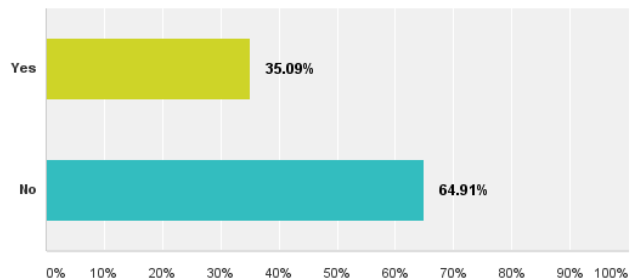


Figure 27: Affordability of tax services

### Are you familiar with the tax credits you are entitled to?

53 clients answered this question and 51 skipped it. 26.4% (14) stated yes while 73.58% (39) stated no.

**Lastly, clients were asked: what are some of the greatest challenges you face to pursue an education?**

The following reasons were given:

Cannot read or write	Age	Learning English
Physical limitations	Costs	Travel
Limited courses	Limited school choices	Transportation
Time	Lack of support	Finding financial aid
Health issues	I care for my disabled husband	

## Resources:

<http://donaanacounty.org/about/>

<http://www.hidalgocounty.org/index.php/about/county-history/>

<http://silvercitytourism.org/about/elevation-climate-and-weather/>

<http://www.census.gov/acs>

<http://www.gcchc.org/>

<http://swnmcog.org/communitydevelopment.html>

<http://www.lunacountynm.us/Luna%20County%20History.html>

<http://www.sierracountynm.gov/about/>

<http://www.sierrahealthcouncil.com/attachments/article/646/CHNA%20Final%20Report.pdf>

<http://familiesusa.org/product/federal-poverty-guidelines>

[http://portal.hud.gov/hudportal/HUD?src=/states/new\\_mexico/groups/coloniasnm](http://portal.hud.gov/hudportal/HUD?src=/states/new_mexico/groups/coloniasnm)