

CHAPTER VI: COMMUNITY HEALTH PERCEPTIONS 2

CONSUMERS/RESIDENTS 2
PROVIDERS..... 11

TABLES

TABLE VI - 1 CONSUMERS’ PERCEIVED BARRIERS TO SERVICE ACCESS..... 7
TABLE VI - 2 COMMUNITY HEALTH ISSUES: “BIG PROBLEM” 8

FIGURES

FIGURE VI - 1 RESIDENT PERCEPTIONS OF IMPORTANT/GOOD THINGS BY ETHNICITY 3
FIGURE VI - 2 RESIDENTS’ PERCEPTION OF IMPORTANT/GOOD THINGS BY COMMUNITY 4
FIGURE VI - 3 VISION OF FUTURE..... 5
FIGURE VI - 4 CONSUMERS’ PERCEIVED BARRIERS TO SERVICE ACCESS..... 6
FIGURE VI - 5 BERNALILLO SCHOOL DISTRICT PERCEIVED “BIG PROBLEMS”, 2007 9
FIGURE VI - 6 CUBA SCHOOL DISTRICT PERCEIVED “BIG PROBLEMS”, 2007 9
FIGURE VI - 7 JEMEZ VALLEY SCHOOL DISTRICT PERCEIVED “BIG PROBLEMS”, 2007..... 10
FIGURE VI - 8 RIO RANCHO SCHOOL DISTRICT PERCEIVED “BIG PROBLEMS”, 2007 10

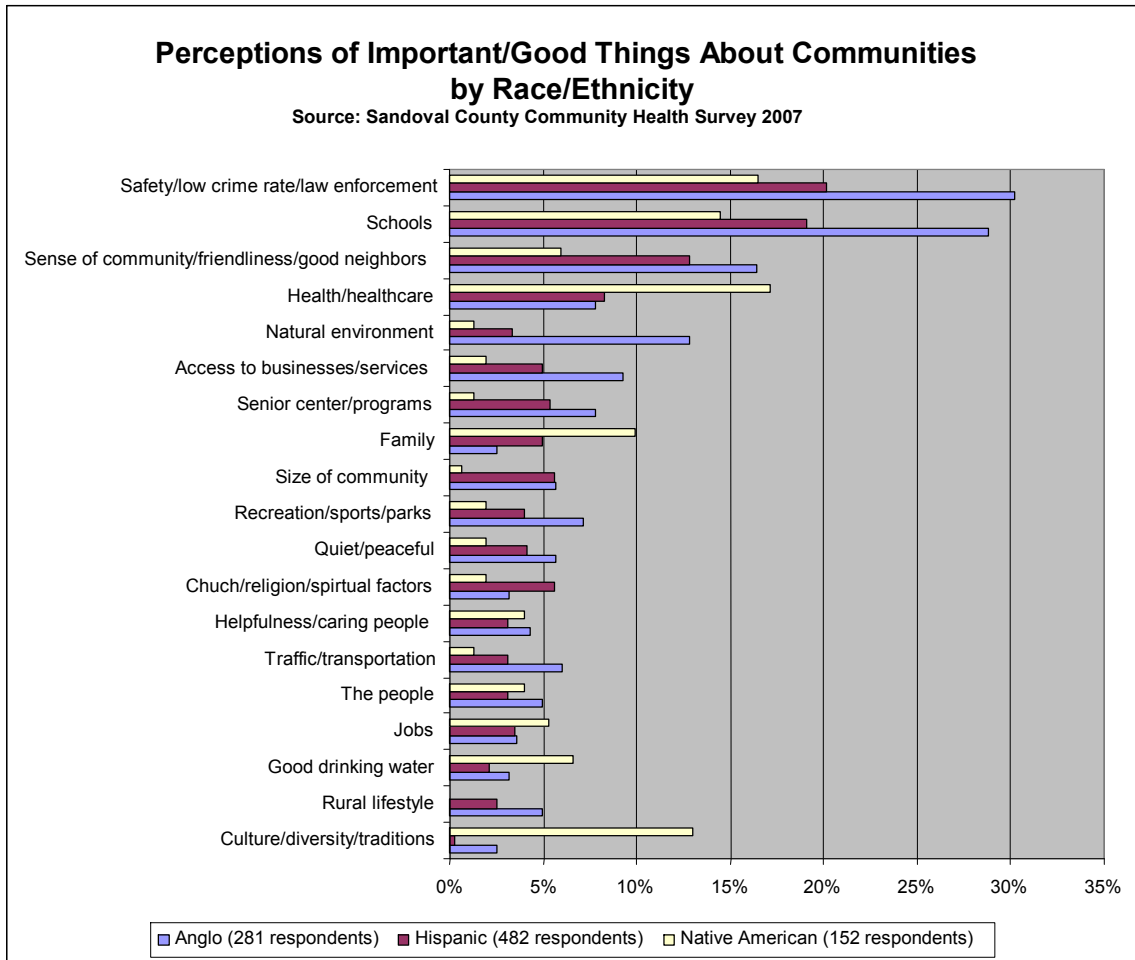
CHAPTER VI: COMMUNITY HEALTH PERCEPTIONS

RESIDENTS

The Health Alliance 2002 Community Health Survey asked residents to identify barriers to accessing health and social services. In 2007 the Health Alliance survey included questions regarding residents' perceptions of the "good things" in their communities as well as "big problems". A complete analysis of the 2007 responses will be included in the 2007 survey report, including further analyses by geographic area and ethnicity. Results of the 2002 survey and preliminary highlights of the 2007 survey are presented.

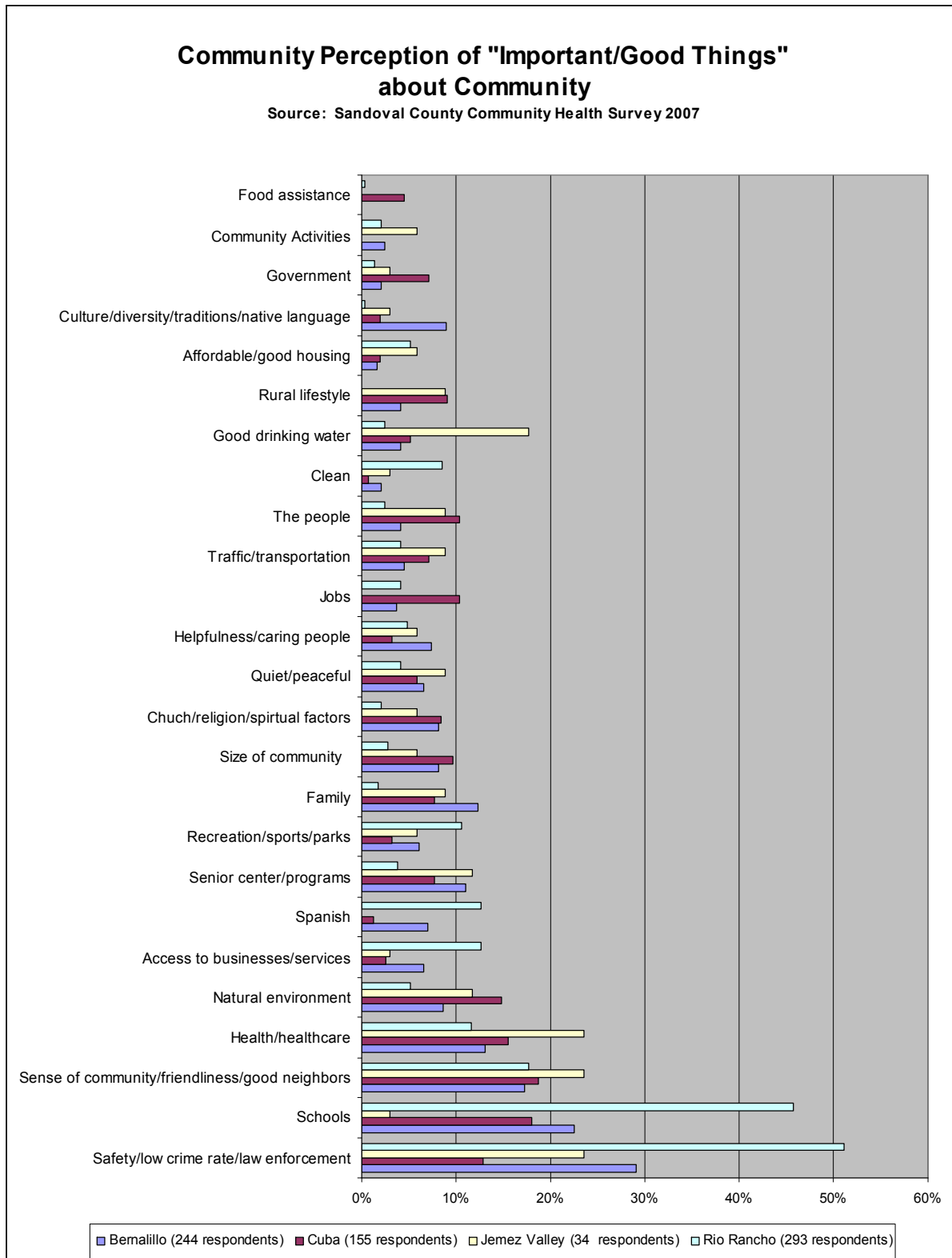
In 2006-2007 County residents were asked to "list three good things about your community that are important to you." Figures VI -1 and VI – 2 present the most common areas identified by ethnicity and community. Responses were aggregated into categories; categories included in the graphs are those identified by at least 5% of respondents in any one community or ethnic group. A list of all responses and further analyses will be included in the Sandoval County Community Health Alliance 2007 Survey Report (currently being prepared). Community safety, schools, and a sense of community were identified most frequently. There appear to be substantial differences by both community and ethnicity; the statistical significance will be examined in the survey summary report.

Figure VI - 1 Resident Perceptions of Important/Good Things by Ethnicity



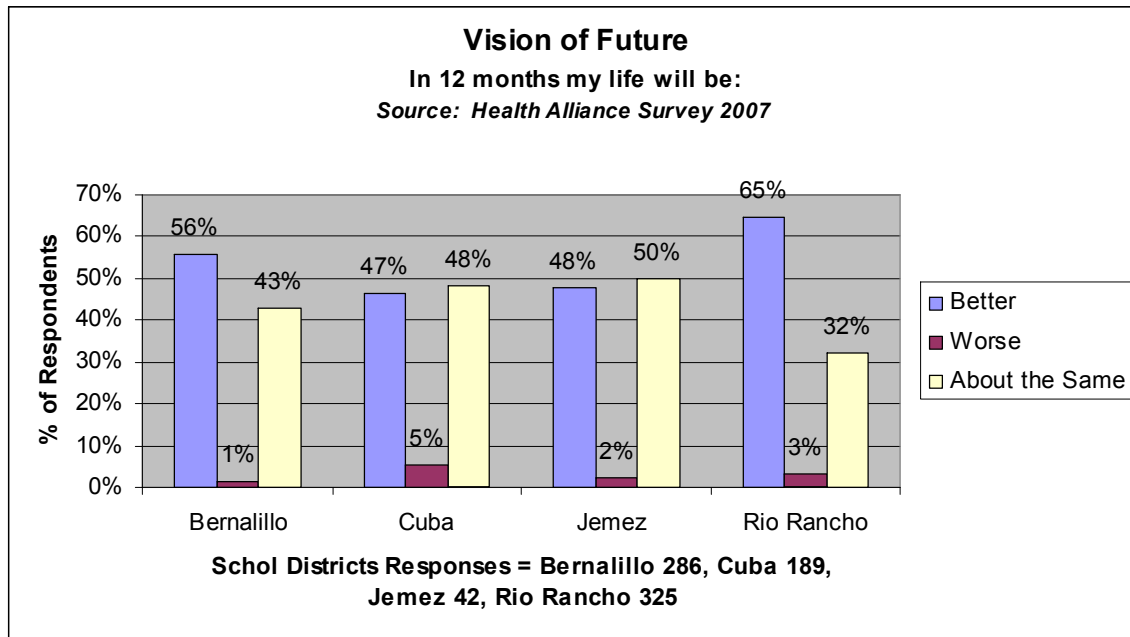
Note: Items included in graph include all areas with at least 5% response from any School District.

Figure VI - 2 Residents' Perception of Important/Good Things by Community



In the 2007 survey, consumers were also asked how they felt their lives would be in twelve months (Figure VI – 3). Residents of the Rio Rancho School District seemed the most optimistic (65% felt their lives would be better), while only 48% of the Cuba School District residents felt their lives would be better. Very few residents felt their lives would be worse.

Figure VI - 3 Vision of Future



In 2000, County residents were asked to assess which barriers have the greatest impact in their communities on accessing health and social services¹. Most respondents (59%) felt that the most important barrier to services is that the public is not aware of available services. Lack of transportation was assessed as “very important” by 48%, followed by “agency is too far away” (a related barrier) by 43% (Figure V1-4). Table VI -1 presents a breakdown of this information by school district.

Figure VI - 4 Consumers' Perceived Barriers to Service Access

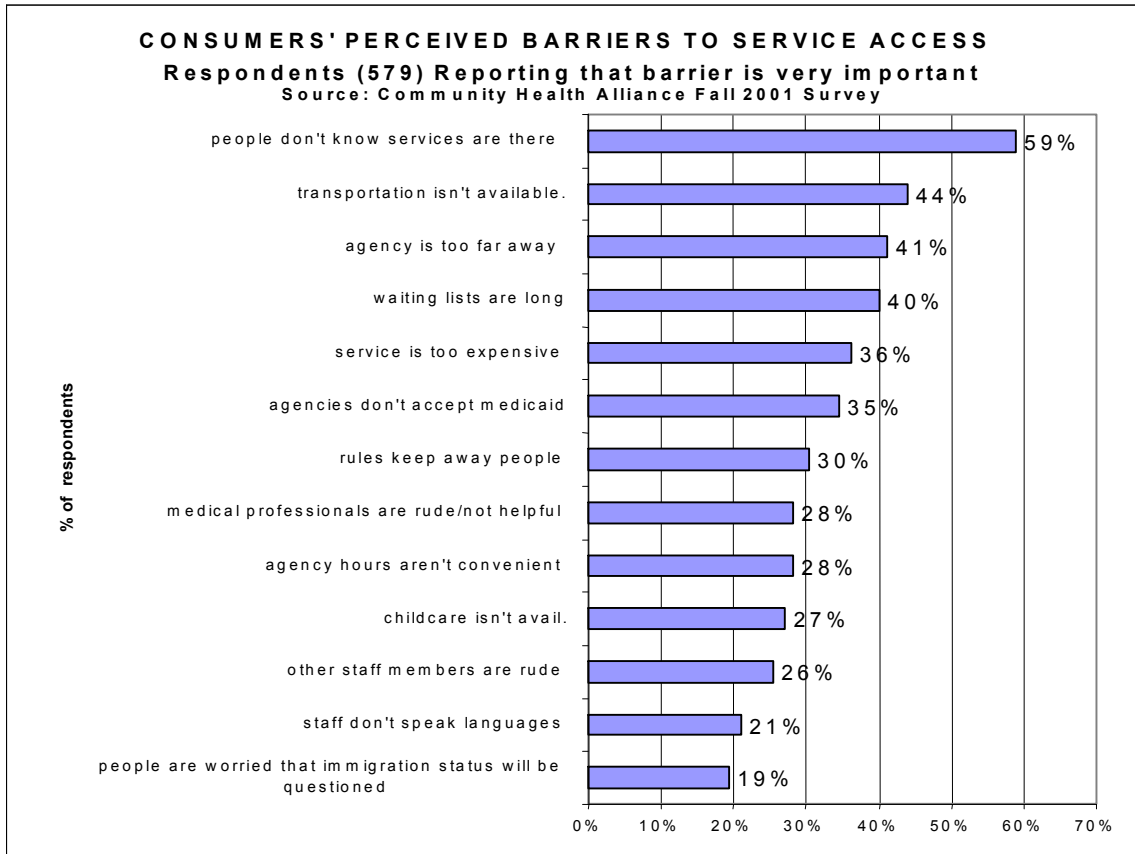


Table VI - 1 Consumers' Perceived Barriers to Service Access

BARRIER TO RECEIVING SERVICE	Barrier is very important (School District of Residence)					
	Total	APS (Corrales)	Bernalillo	Cuba	Jemez	Rio Rancho
PEOPLE ARE WORRIED THAT IMMIGRATION STATUS WILL BE QUESTIONED	19%	16%	24%	14%	5%	19%
STAFF DON'T SPEAK LANGUAGES	21%	19%	27%	22%	3%	18%
OTHER (NON-MEDICAL) STAFF MEMBERS ARE RUDE	26%	29%	25%	22%	21%	27%
CHILDCARE ISN'T AVAIL.	27%	32%	28%	32%	21%	25%
AGENCY HOURS AREN'T CONVENIENT	28%	35%	31%	24%	29%	26%
MEDICAL PROFESSIONALS ARE RUDE/NOT HELPFUL	28%	29%	35%	24%	26%	23%
RULES KEEP AWAY PEOPLE	30%	19%	35%	24%	24%	31%
AGENCIES DON'T ACCEPT MEDICAID	35%	42%	42%	17%	3%	36%
SERVICE IS TOO EXPENSIVE	36%	45%	34%	30%	39%	38%
WAITING LISTS ARE LONG	40%	55%	47%	33%	18%	37%
AGENCY IS TOO FAR AWAY	41%	52%	45%	38%	5%	43%
TRANSPORTATION ISN'T AVAILABLE.	44%	58%	45%	38%	13%	48%
PEOPLE DON'T KNOW SERVICES ARE THERE	59%	55%	61%	43%	55%	63%
TOTAL RESPONSES	579	31	221	63	38	226

In the 2007 consumer survey, respondents were asked to rate the seriousness of 23 community health issues. Community issues which were identified as a "big problem" are presented by school district in Table VI - 2. Figures VI - 5 to VI - 8 present the results by community. It appears that there are different perceptions of "problems" by geographic areas of the County. In the rural school districts, "lack of jobs that pay a livable wage", and "alcohol/substance use" were identified most frequently. "Lack of public transportation" ranked fourth for the County as a whole, and is the most consistent result among the four school districts, with 51% to 58% of the respondents considering it a "big problem". It should be noted that the County's new rural public transportation system had not begun when the survey was conducted. It will require a substantial amount of time before the impact of the new service on community perception can be assessed.

Table VI - 2 Issues Residents Consider "Big Problems", 2007

Respondents that Consider Issue a "Big Problem"					
Source: Health Alliance Community Survey 2007					
School District	Bernalillo	Cuba	Jemez	Rio Rancho	Average (non-weighted)
Not enough jobs that pay a livable wage	51%	77%	74%	48%	62%
Alcohol use	58%	79%	74%	35%	61%
Drug use	53%	82%	68%	35%	60%
Lack of public transportation	52%	51%	55%	58%	54%
Obesity	39%	43%	78%	35%	49%
Meth abuse	38%	60%	46%	46%	48%
Availability of good, affordable housing	41%	48%	66%	31%	46%
Afford, good child care	37%	57%	50%	33%	44%
School drop-out rate	37%	45%	70%	22%	43%
People don't know what services are available	39%	37%	52%	43%	43%
Teen pregnancy	32%	36%	71%	26%	42%
Affordable, good elder care	35%	51%	52%	25%	41%
Availability of affordable, good dental services	43%	13%	66%	38%	40%
Availability of affordable, good health services	36%	32%	59%	29%	39%
Youth access to guns	27%	30%	51%	27%	34%
Family violence	23%	29%	58%	18%	32%
Crime	23%	39%	43%	14%	30%
Access to good drinking water	28%	45%	38%	8%	30%
La enforcement	16%	32%	49%	11%	27%
Mental & emotional health	16%	22%	51%	10%	25%
Sexual abuse	21%	16%	39%	22%	25%
Adult literacy	16%	32%	32%	8%	22%
Internet crime	14%	7%	29%	24%	18%
Total Respondents	297	201	43	332	873

Figure VI - 5 Bernalillo School District Perceived “Big Problems”, 2007

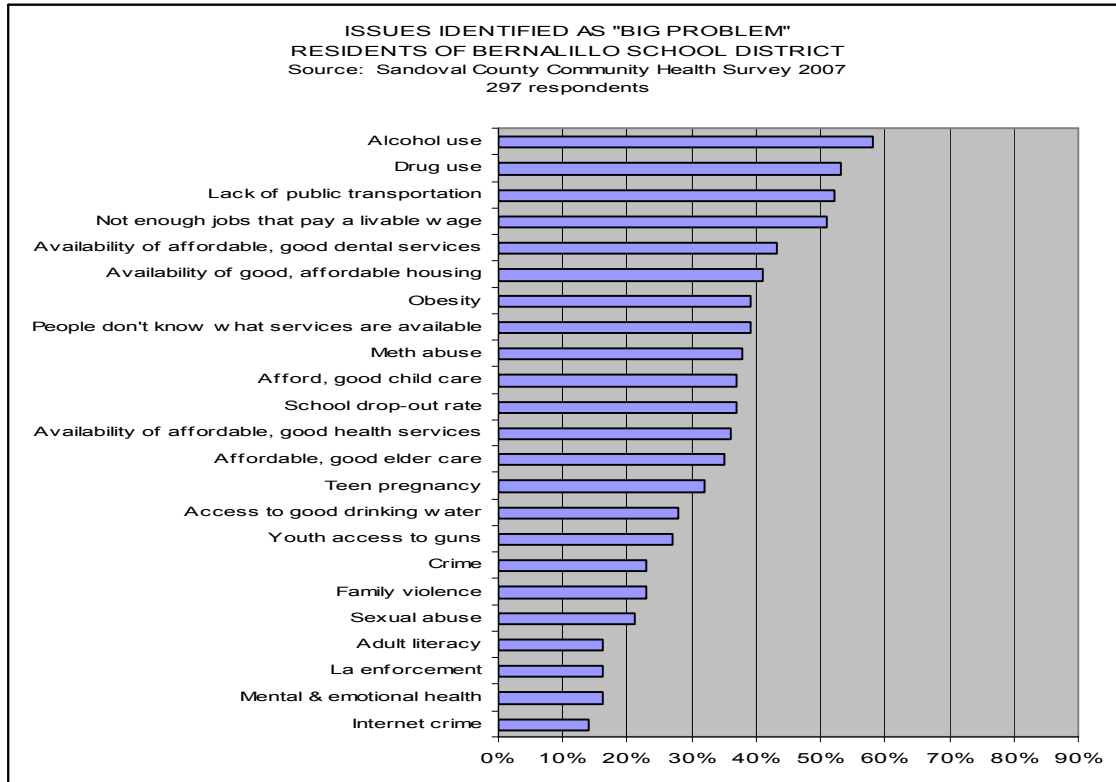


Figure VI - 6 Cuba School District Perceived “Big Problems”, 2007

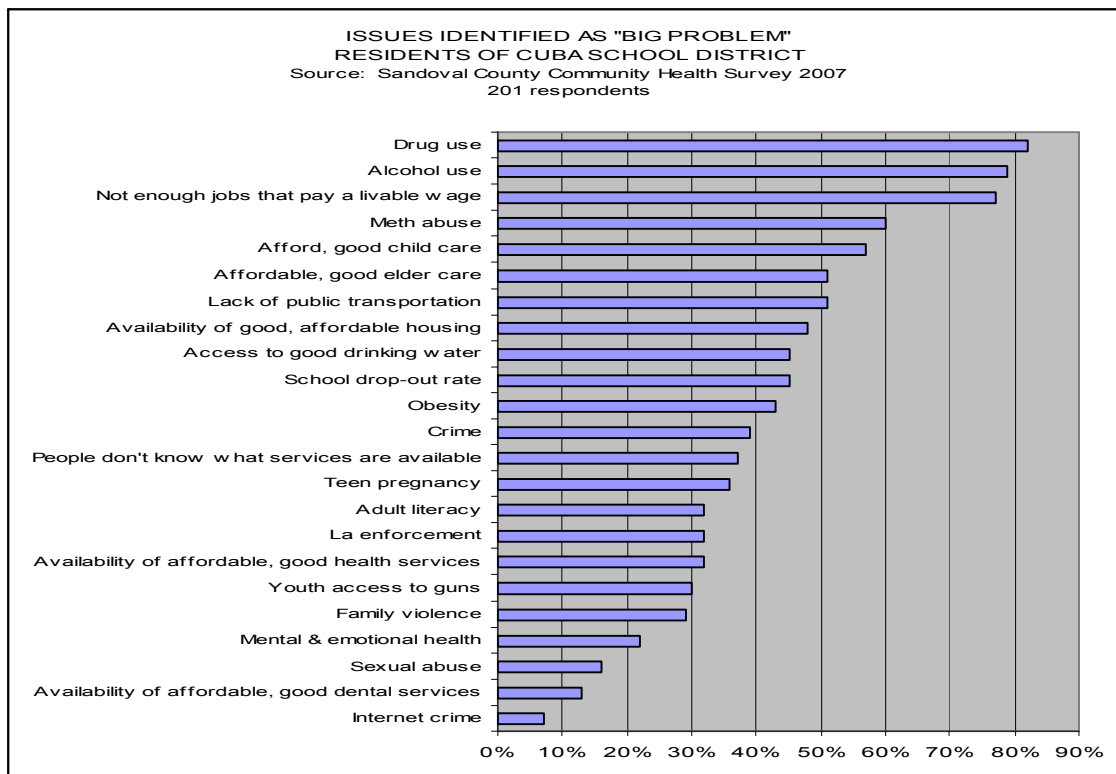


Figure VI - 7 Jemez Valley School District Perceived “Big Problems”, 2007

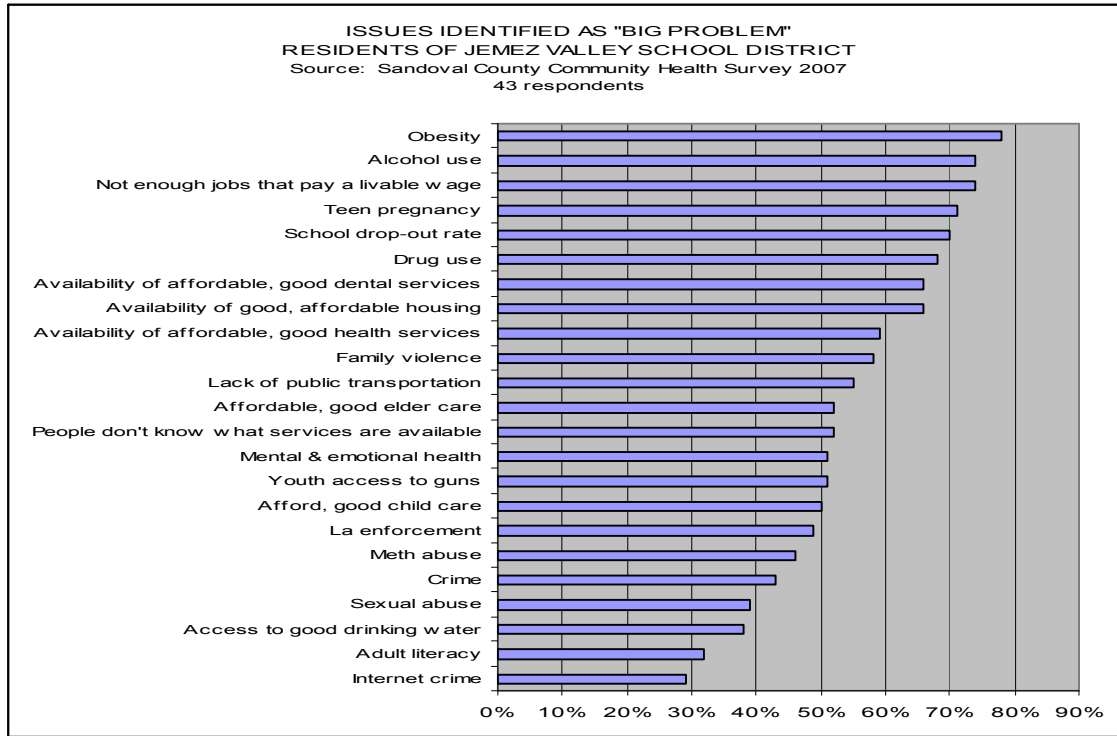
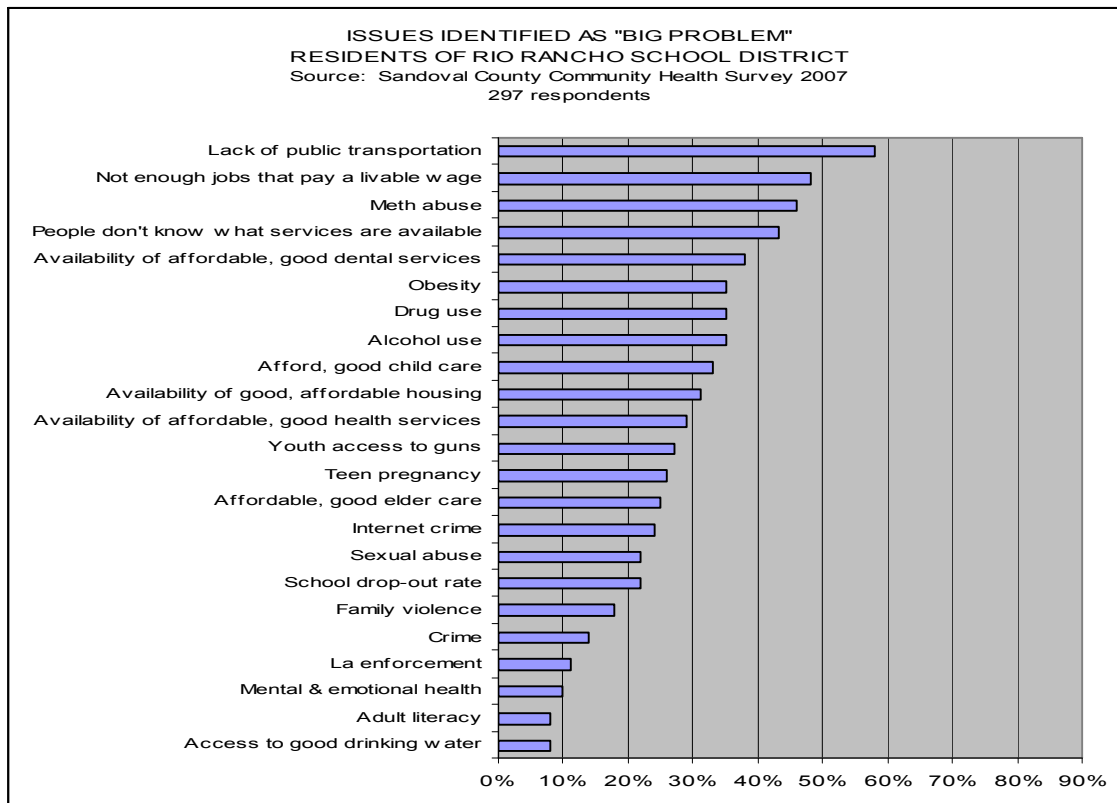


Figure VI - 8 Rio Rancho School District Perceived “Big Problems”, 2007



PROVIDERS

In 2000, providers were also asked to assess the quality and accessibility of services available to Sandoval County residents¹. Findings included

- Only 25% felt that services are usually or always accessible to the people who need them
- Only 20% of providers felt that programs usually or always reach all of the people who need them
- Only 35% of providers felt that agencies usually or always make the people they serve a very high priority

Only 55% of providers felt that agencies ensure customer confidentiality.

¹ Sandoval County Community Health Alliance Survey 2000