



Stage One Regional Report #5

SPANISH LANGUAGE OUTREACH PROJECT

2022-2023

Understanding the Regional Context

Great Lakes ADA Center - Region 5

ADA Knowledge Translation Center

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Contents

EXECUTIVE SUMMARY OF NATIONAL AND REGIONAL PROJECT	3
SECTION ONE: NATIONAL CONTEXT AND BACKGROUND	4
SPANISH-LANGUAGE SPEAKERS IN THE UNITED STATES	5
HISPANIC AND LATINO PEOPLE IN THE U.S.	6
HISPANIC AND LATINO PEOPLE WITH DISABILITIES IN THE U.S.	6
BARRIERS TO SHARING INFORMATION ABOUT RIGHTS IN SPANISH-SPEAKING COMMUNITIES	9
THE AMERICANS WITH DISABILITIES ACT	11
OUTREACH STRATEGIES TO REACH SPANISH-SPEAKING DISABILITY COMMUNITIES	12
SECTION TWO: REGIONAL CONTEXT, REGION 5 GREAT LAKES ADA CENTER	15
REGION 5 BACKGROUND	16
OBSERVATIONS FROM THE INTERVIEWS	19
<i>Participants</i>	19
<i>Barriers</i>	21
<i>Access to Information</i>	24
<i>Recommendations</i>	25
SUGGESTED NEXT STEPS FOR REGION 5	26
SECTION THREE: KEY HIGHLIGHTS AND RECOMMENDATIONS	27
OBSERVATIONS FROM NATIONAL AND REGIONAL INTERVIEWS	28
WHAT WE FOUND IN RELATION TO THE ADA	29
PROPOSED NEXT STEPS: STAGE TWO	30
ACKNOWLEDGEMENTS, FUNDING, AND CONTACT	32
REFERENCES	33
APPENDIX	36

Executive Summary of National and Regional Project

Project Goals

The Spanish Language Outreach Project (SLO) is a five-year collaborative national initiative of the ADA National Network (ADANN), 10 regional ADA centers, and the ADA Knowledge Translation Center. The overarching goals of the SLO are to: 1) develop a deeper understanding of the context of Spanish-speaking communities through research and expert consultation, 2) assess the diverse regional and national community needs of Spanish-language speakers in the U.S., 3) develop plans to reduce barriers to language access, 4) identify and develop knowledge translation interventions, products, and resources targeted to Spanish-language communities, and 5) develop connections to new outreach partners and trusted community leaders to better support dissemination, training, and technical assistance. This report addresses goal #1.

Approach

Individuals at a national level and across 10 ADA regions reported on barriers that Spanish-speaking communities face, how they access and share information, and suggestions to improve outreach efforts. At the national level, participants were 14 leaders working directly with Spanish-speaking and/or disability communities from nine national organizations. Regional participants included 46 community members that are a part of, work with, or are involved with members of the Spanish-speaking community living with or without disabilities. Most regional participants identified as parents of someone with a disability, people with disabilities, community resource managers, or directors of programs at their organizations.

National Findings

Participants report language to be the number one barrier for the Spanish-speaking communities they serve at a national level. This includes insufficient or ineffective translation and interpretation services, bilingual staff, and resources in plain language. Other common barriers are lack of information about rights and disability, fear and lack of trust related to immigration status, and the stigma attached to disability and mental health in the community.

Regional Findings

Like national findings, language was the most discussed barrier for the Spanish-speaking community across ADA regions. Participants report that many people in this community do not know what resources and programs are available to them. Further, fear or lack of trust based on immigration status impacts access to services. Other common barriers are stigma, lack of education on disability, technology, discrimination, low literacy, and survival mode.

Recommendations

Participants gave recommendations for ADANN to improve outreach to Spanish-language communities. At national and regional levels, in-person trainings and partnering with local organizations were most frequently recommended. Nationally, members suggested utilizing social media, valuing representation, and understanding the needs of the community. At regional levels, community members suggested making information culturally accessible and relevant and tailoring information based on specific state needs. These recommendations reflect the Spanish-speaking community's barriers to accessing ADA information and emphasize the need for specific training and materials related to ADA so the community can be informed and more aware of their rights.

SECTION ONE: NATIONAL CONTEXT AND BACKGROUND

SECTION 1: CONTEXT AND BACKGROUND

This report presents the regional results from the first stage of the project for the Great Lakes ADA Center, Region 5; and includes the following main sections: 1) background and national context, 2) regional findings outlining the context and qualitative interviews conducted with community members of Spanish-speaking communities, and 3) a summary of the overall national and regional key findings and recommendations of the first stage of the project. The appendix includes a list of organizations for outreach in the region.

This section describes the national context and background of Spanish-speaking communities in the United States (U.S.). It first considers the complexity of conducting outreach to Spanish-speaking people and then provides key demographic information about the communities.

Spanish-Language Speakers in the United States

Spanish-speaking communities are extremely diverse. Hispanic, Latino, and Latina are the most common terms used to describe or count people within Spanish-speaking communities in the U.S. The Hispanic or Latino category used by the federal government includes individuals of Spanish origin. For example, the U.S. Census Bureau reports and collects data on the ethnicity of Americans and defines “Hispanic or Latino” as a person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race. The census questionnaire allows individuals to write in answers to specify their Hispanic origin or other ethnicity related to their Spanish-speaking identity. Some surveys, including the census, separate the question about Latino, Hispanic, and Spanish origin from race. Individuals who fit into this category may identify with any one or a combination of many different races.

While the categories of Hispanic and Latino and Spanish-speaking are sometimes used synonymously, the category of Hispanic or Latino does not perfectly match the totality of the Spanish-speaking population in the U.S. Most Latino or Hispanic people speak Spanish, and Latino refers to the identity of people who are native to or have cultural ties to Latin American countries. It does not necessarily indicate one’s preferred language. Individuals from non-Spanish-speaking countries in Latin America where Portuguese, French, Creole, or other languages are more commonly spoken may also have a Latino or Latina identity. Hispanic generally refers to family origin in Spanish-speaking countries, including Spain. It is important to recognize that not all Spanish-speaking individuals embrace or use the term Latino or Hispanic to describe themselves. For example, some individuals prefer to identify by their country of origin. Others are critical of the Spanish language and its gendered noun structure, and terms that maintain a gender-neutral tone, such as Latin/x, are now in use.

To match the federal categorization and the most common terminology used in reporting efforts, Latino or Hispanic are the terms most used in this report. As the Spanish-speaking population in the U.S. is extremely diverse, it is necessary at times to switch terms in this report, such as when referring to personal accounts or data sources where other terms are used.

Hispanic and Latino People in the U.S.

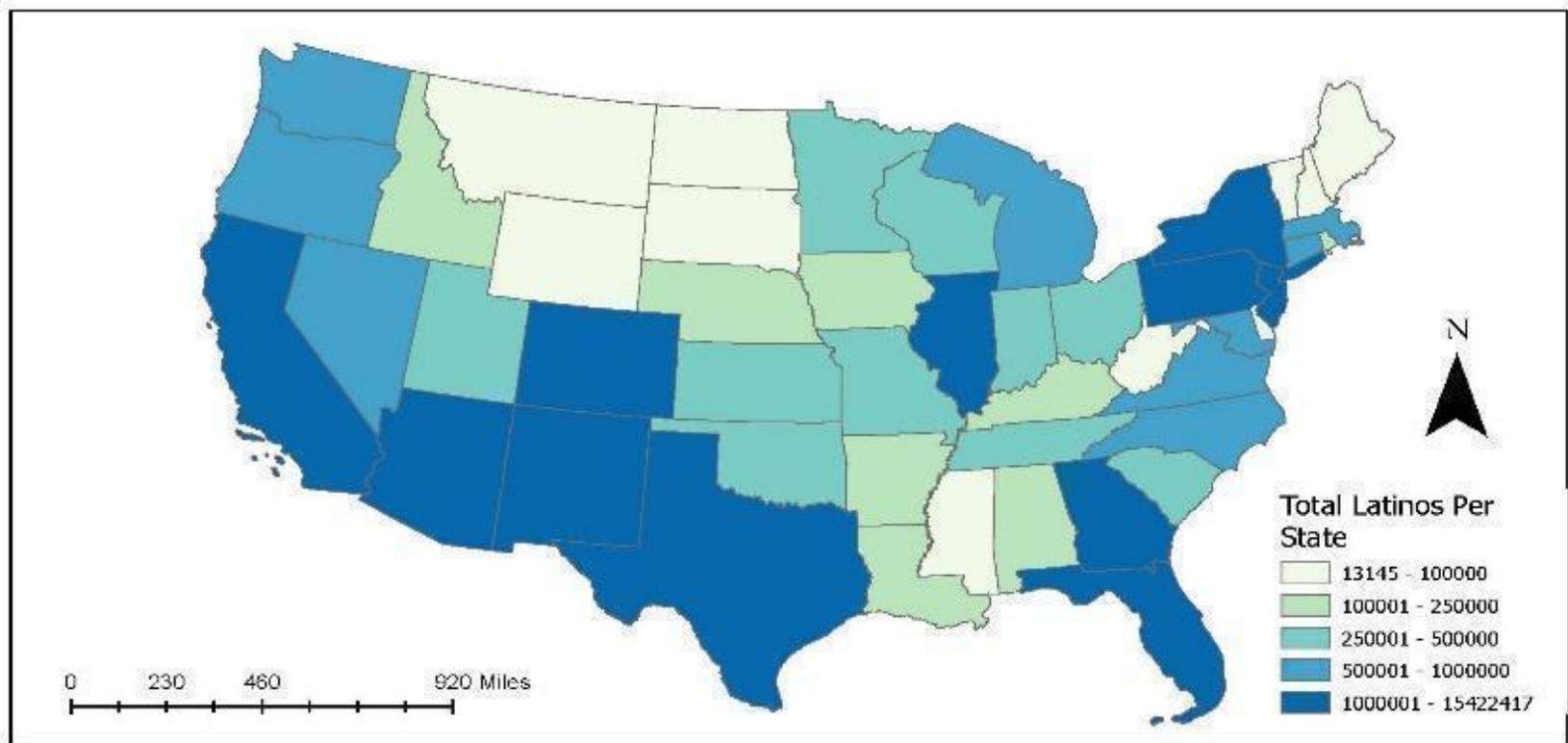
As of 2020, there were 62.1 million Hispanic, Latino, or Latina people in the United States. This population includes people of Cuban, Mexican, Puerto Rican, South or Central American, and Spanish descent. Of all groups, Mexicans are the largest group at 61.4 percent. States with the largest Hispanic/Latino population include California, Texas, Florida, New York, and Arizona (U.S. Department of Health and Human Services Office of Minority Health, 2022). Hispanics and Latinos are also one of the fastest-growing populations in the country. In the last decade, the Hispanic population increased by 23 percent (Pew Research Center, 2022). Figure 1 on page 7 shows the number of Latinos/Hispanics by state from 2017-2021 in the U.S.

Hispanic and Latino People with Disabilities in the U.S.

Additionally, as the Hispanic/Latino population continues to grow in the United States, the number of people with disabilities in these communities has also increased. In 2018, there were 5.3 million Hispanic or Latinos with disabilities in the United States. Figure 2 on page 8 shows the percentage of Latinos/Hispanics with disabilities per state from 2017-2021. Despite the growth of the population across the country, Hispanics continue to face underrepresentation and access disparities in areas such as education, health care, employment, and civil rights. For Hispanics with disabilities, there are additional barriers as they simultaneously navigate cultural and health-related differences. These barriers include language barriers, lack of access to information, immigration status, discrimination, and fear, among many others. These barriers impact access to information.

Figure 1: Map of Latino population count across the U.S. from 2017 to 2021

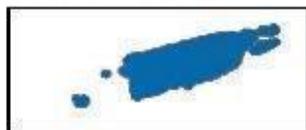
2017-2021 Count of Latinos in the United States



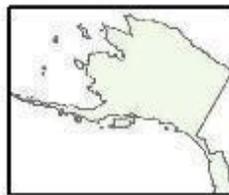
Hawaii



Puerto Rico



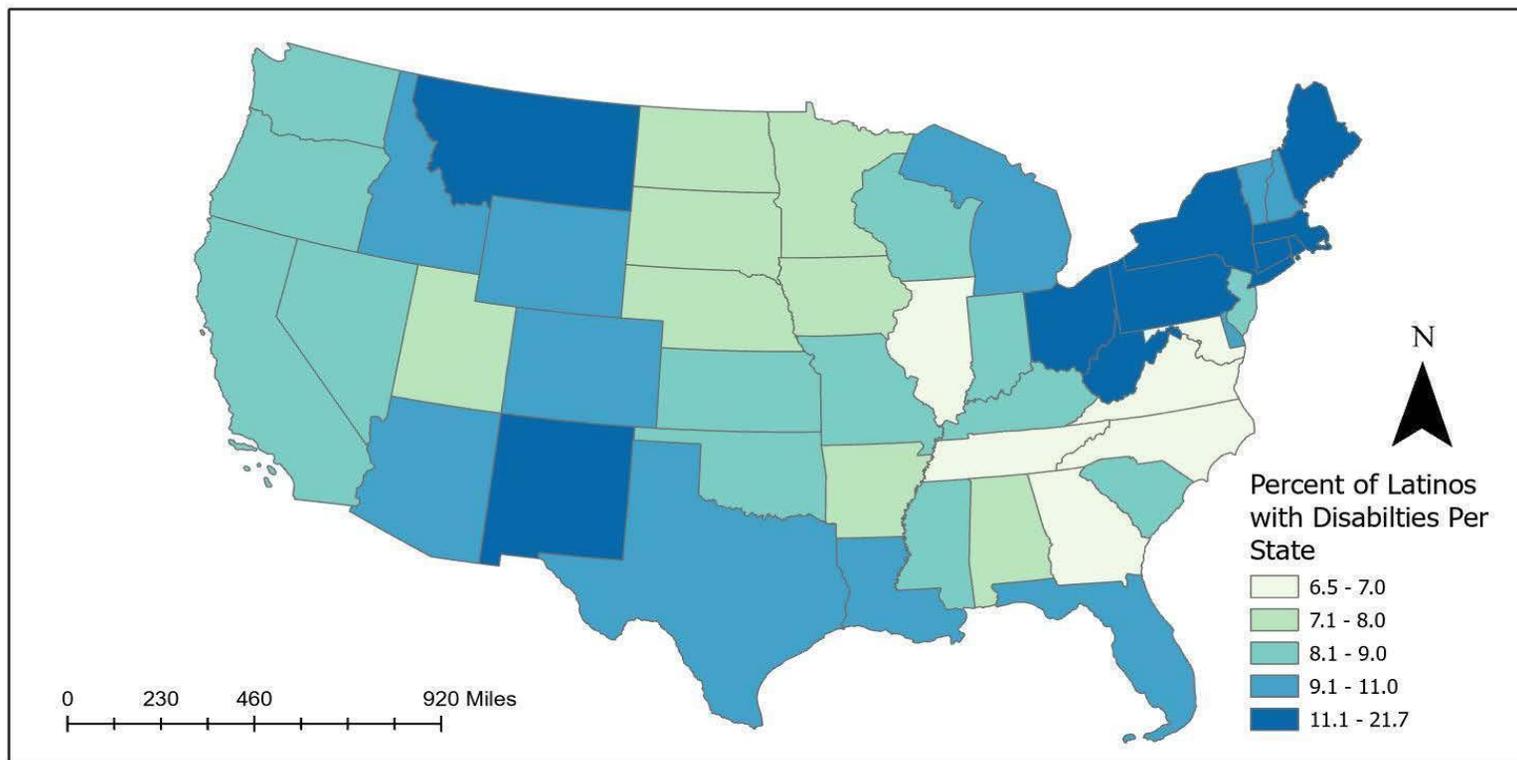
Alaska



PCS: NAD 1983 2011 Contiguous USA
Albers
Source: ACS 2021 5-year data Table
S1810

Figure 2: Map of Latino population percentages across the U.S. from 2017 to 2021

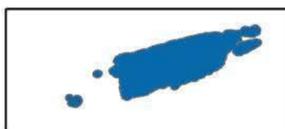
2017-2021 Percent of Latinos with Disabilities in the United States



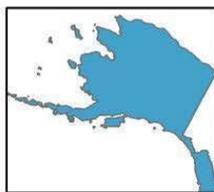
Hawaii



Puerto Rico



Alaska



PCS: NAD 1983 2011 Contiguous USA
Albers
Source: ACS 2021 5-year data Table
S1810

Barriers to Sharing Information About Rights in Spanish-Speaking Communities

The Hispanic and Latino population in the U.S. has rapidly grown for several decades and is one of the fastest-growing ethnic groups. Within this diverse population, many communities have historically faced substantial barriers to full inclusion in everyday life. Some of the barriers or challenges are connected to limited access to employment, education, and legal services. Outreach to educate community members about their legal rights is an essential part of removing these barriers and addressing discrimination. Hispanics and Latinos face inequalities and barriers when accessing information in various areas of life.

Language Barriers

One of the main barriers to informing individuals and communities about their rights is language. While an increasing number of Hispanics and Latinos are bilingual, Spanish is often spoken in homes, communities, and with certain family groups. Many basic resources and information about rights are only provided in English and are not widely available or used by Spanish-speaking individuals (Garcia et al., 2020). Language barriers are especially troublesome when it comes to navigating legal decisions, where legal language is particularly complex. Many Spanish-speaking people have faced barriers to full and equal access to education which can impede their understanding of such information. Spanish-speaking individuals are also more likely to face barriers in accessing legal services. Language differences are an issue when it comes to accessing information and communicating with professionals and can lead to discrimination in settings such as schools, workplaces, and public places (Ell et al., 2015). This barrier goes beyond translation, as there is also a lack of culturally competent information in Spanish. Most information that is available to the Hispanic community is not translated accurately or adapted to the Spanish language, which often creates confusing and ineffective content (Khan et al., 2013).

Mistrust and Fear

Hispanic and Latino populations commonly report fear or mistrust in accessing legal experiences. Even when experiences may amount to discrimination or abuse. Mistrust is commonly attributed to reports of abuse or mistreatment within the legal system, previous negative experiences, or family members' encounters with law enforcement agencies (Cedillo, 2019). Even if individuals know about their rights, they may be reluctant to exercise them. Mistrust can also be tied to xenophobia, racism, and other forms of discrimination. In a study conducted by Polek et al. (2019), participants shared they were denied interpreting services which caused them to delay seeking care until their symptoms worsened. In another study, participants had similar experiences and shared that they were discriminated against as new immigrants with limited English proficiency when physicians would hear their accents when speaking on the phone (Neary & Mahoney, 2005). Discrimination also comes up when discussing advocacy. Advocacy is important for Hispanics with disabilities and parents of children with disabilities because it gives individuals the opportunity to influence disability laws and policies (Cohen, 2013). In Cohen (2013), researchers share that discrimination is one of the barriers that put Hispanic parents at a disadvantage, leaving them with a lack of knowledge about special education and social service programs that affect their children.

Economic Barriers

Financial and economic barriers pose significant challenges for the Hispanic and Latino communities. Hispanic and Latino families, especially those with disabilities, are more likely to experience poverty and unemployment compared to their counterparts (Suarez-Balcazar et al., 2020). Economic barriers can lead to low literacy, low employment rates, and the underutilization of social services. Research by Suarez-Balcazar et al. (2020) shows that without sufficient economic resources, individuals cannot obtain adaptations or accommodations to participate in their community, demonstrating the impact of socioeconomic status (SES) on everyday life. Low education and health literacy are other aspects of SES that play a role in lack of access to resources. Beccera et al. (2016) discuss the impact of these barriers, which include lower utilization of healthcare services, poor patient-physician communication, and higher rates of hospitalization. Employment and income also play a role in SES as Hispanics with disabilities are underemployed, and those that are employed are underpaid and lack benefits (Suarez-Balcazar et al., 2020).

Immigration Status

Immigration status can be a major barrier for many Hispanic and Latino populations. Fear of deportation prevents Hispanics and Latinos that have migrated to the U.S. from reaching out to professionals for support (Ijalba, 2016). Immigrants often seek information from family members or individuals they trust, rather than professionals, which can lead to misinformation (Becerra et al., 2017). This fear can also be influenced by a lack of knowledge about their rights or legal resources. Suarez-Balcazar et al. (2020) note that unawareness of law protections, fear of deportation, and mixed household status all contribute to a family's ability to access legal or social services. This article also mentions that since undocumented immigrants are no longer eligible for services post-high school graduation, they may not receive support for housing or employment, which also contributes to low resource utilization (Neary & Mahoney, 2005). Immigration status also plays a role when it comes to relationships with professionals. In their article, Neary and Mahoney (2005) include the following quote: "Some Latinos won't speak up, they settle for what they're told, Latinos who aren't citizens may be afraid to speak up. They'll settle for anything authorities tell them." This emphasizes the experiences immigrants with disabilities face while advocating for their rights within healthcare settings in the U.S.

The Americans With Disabilities Act

The Americans with Disabilities Act (ADA) is a law that strives to ensure that individuals with disabilities are not discriminated against and have the same rights and opportunities as everyone else. Knowledge of this law can support the ongoing effort to address the disparities that Hispanic and Latino individuals with disabilities and their families face. The ADA consists of the following five titles, which cover protection in employment and access to health care:

- **Title I** requires employers to provide accommodations for applicants and employees with disabilities while prohibiting discrimination in all aspects of employment.
- **Title II** ensures that public services do not deny services to people with disabilities or discriminate against people with disabilities from participation in services available to those without disabilities.
- **Title III** requires that all new construction and modifications be accessible to individuals with disabilities.
- **Title IV** ensures that telecommunication companies offer relay phone service to individuals who use telecommunications devices for the deaf or similar devices.
- **Title V** prohibits individuals from coercing, threatening, or retaliating against individuals with disabilities or others attempting to help these individuals declare their rights.

Even though the ADA offers legal protection to address some of the barriers that Hispanics and Latinos face, many Spanish speakers remain unaware of its purpose, despite many reports of the need for services within this community. In Velcoff et al. (2010), Latinos with disabilities shared that services such as vocational rehabilitation (VR) played an immense role in their education but failed to provide the same support after graduation. Others shared that they were unaware of services to help understand the law or that they felt a mistrust of the services, due to the lack of connection with the Latino community, that negatively influenced their employment opportunities. Employment is only one domain where Hispanics and Latinos with disabilities are unaware of relevant resources. In fact, there is a need for additional resources across all the areas the ADA affects, including health (The National Coalition for Latinxs with Disabilities, 2020).

Outreach Strategies to Reach Spanish-Speaking Disability Communities

There has been little research done to determine the best methods to reach Spanish-speaking people with disabilities and their families. Spanish language outreach to people with disabilities and their families is essential to improve knowledge about their rights and responsibilities, improve the quality and relevance of existing services, and meet the goals of the ADA for *all* Americans to participate in everyday commercial, economic, and social activities. Spanish-speaking communities face many barriers to accessing the different areas that the ADA covers such as places of employment, educational institutions, healthcare facilities, government services, public transportation, and places of public accommodation. Improved ADA outreach efforts can better equip individuals and communities to remove these barriers.

Unfortunately, much of the research about Spanish-speaking disability communities only provides surface-level insight due to the complications involved in collecting accurate information about Hispanics and Latinos related to the aforementioned barriers associated with language and cultural differences, SES status, and a lack of trust associated with research (Kao et al., 2012). Most of the evidence to date on outreach to Spanish-speaking disability communities relates to health promotion and sharing information or resources to address health disparities. These studies provide some useful context for how to conduct similar outreach efforts with ADA information. Successful outreach strategies have involved leveraging community partnerships, identifying family supports, and developing culturally tailored information.

Community Partnerships

One of the most effective outreach strategies is partnering with trusted community-based organizations (CBOs). Partnering with organizations that have established relationships with community members and are trusted sources of information is vital when dealing with delicate issues such as legal rights. Successful health promotion initiatives for people with disabilities and their families often involves community partners that have close ties with family and community members. A study by Brennan et al. (2014) on effective outreach strategies to connect elderly Latinos with depression to social services discusses important aspects of conducting outreach with this community. These include in-person, in-home assessments; building rapport in a culturally appropriate manner; the involvement of family as a resource; the creation of social networks with similar experiences; and the maintenance of relationships over time. Compared to traditional outreach models, this initiative created a supportive community and increased self-esteem and self-worth in individuals with depression. An ongoing community-based project by Ravenell et al. (2015) seeks to increase stroke literacy through the distribution of resources at church. In this study, participants are either presented with an educational brochure, which represents usual care, or a short culturally tailored film. The church setting was selected due to its importance in minority communities, allowing researchers a place to reach and interact with the Hispanic population. Although the study is still underway, the hypothesis is that participants who receive the culturally adapted film will demonstrate greater stroke symptom recognition compared to the usual care participants due to the narrative approach, which has been successful when distributing cancer knowledge, HIV awareness, and substance use prevention resources to the Hispanic population in the past.

Family Supports

Macias et al. (2018) conducted a comprehensive review of community outreach to people with developmental disabilities and their families. They found that efforts that directly connect individuals to resources, such as parent-to-parent support groups, are particularly effective. Leveraging existing community and family support is important for successful outreach efforts. A popular initiative to increase access to health-related information used in the Hispanic community is the *Promotora* model. Promotoras are community leaders who assist others in developing healthy lifestyles, empowerment, and community participation (Suarez-Balcazar et al., 2020). In a study done by Magana et al. (2014), Promotoras were Latinx mothers of children with disabilities that empowered other mothers of children with disabilities through their advocacy and service training. Promotoras are one of the most common resources in the Hispanic population because they incorporate community values, promote a trusting relationship, and communicate through the same language (Magana et al., 2014).

In a study conducted by Gannotti et al. (2004), health communication researchers recommend that outreach materials and educational resources for culturally diverse populations be created with consideration of values about disability rather than just translated. Although the Hispanic population is diverse, many cultures share similar values such as religion, *familismo*, and community building, which many professionals fail to consider when creating resources (Magana, 2000). *Familismo* is defined as “the belief in the commitment of family members to their family relationships. Family members feel an obligation to assist fellow family members especially when they are in need” (Steidel & Contreras, 2003). *Familismo* is used to describe the unique cultural value and approach to family life shared among many Latino families. This is demonstrated in an article written by Ijalba (2016), who found that Hispanic immigrants tend to seek autism information from family members rather than professionals for various reasons, including a sense of trust. In Cohen (2013), researchers mention that cultural models such as *familismo* need to be incorporated into resources, as they can enhance the access and effectiveness of services for Hispanics.

Culturally Tailored Message

There is a growing body of research about the best methods to share information in a culturally relevant way. Studies discuss ways to make premade resources such as fact sheets, brochures, and videos more accessible. In a study conducted by Steinberg et al. (2003), Hispanic parents of deaf children shared that the most helpful resources included signed or cued instructions and parent meetings while written and video content were the least beneficial. This study emphasizes the preference for face-to-face interactions since they allow the opportunity for personal connections between parents and professionals. Additionally, Lajonchere et al. (2016) address health literacy in the Hispanic population, and participants shared that plain language, briefs between 2-4 pages, definitions for medical jargon, and figures or images to accompany written language are the best ways to inform the community about these topics. Another successful strategy is developing and sharing culturally tailored outreach materials collaboratively with community members in mind. For example, *creating* (rather than translating) Spanish-language materials with local community-specific references helps to build trust with Hispanic communities and improves the likelihood of effective outreach (Flores, 2017).

Even though there is a large body of literature that discusses the barriers Hispanics encounter about healthcare outreach, or their perceptions about and experiences with disability, to the

best of our knowledge there is no specific information related to how Latinos/Hispanics interact, share, or understand the ADA and civil rights. To fill this knowledge gap and understand how ADA information can be better delivered to the Spanish-speaking community, the following sections of this report describe the perspectives of 46 community members across 10 ADA regions and the perspectives of the leaders of nine national organizations on barriers that the Spanish-speaking community faces and how it accesses and shares information, followed by some recommendations for the ADANN to improve outreach efforts to this community.

SECTION TWO: REGIONAL CONTEXT, REGION 5 Great Lakes ADA Center

Region 5 Background

What Is Unique About the Population in Region 5?

Region 5 includes the states of Michigan, Illinois, Indiana, Ohio, Wisconsin, and Minnesota.

Overall, region 5 has a diverse population with a significant minority population. The minority population in this region makes up approximately 27% of the total population.

African Americans make up the largest minority group in this region, with a population of approximately 5.7 million people. The African American population is concentrated in urban areas, such as Chicago, Detroit, and Cleveland. Latinos are the second-largest minority group in the region, with a population of approximately 4.5 million people. The Latino population in the region is rapidly growing, particularly in suburban areas.

The Asian American population is also growing in the region, with a population of approximately 1.9 million people. This group is the fastest-growing minority group in the region, with significant populations in major urban centers like Chicago and Minneapolis. Additionally, Native Americans and Pacific Islanders also contribute to the region's diverse population.

English is the most spoken language in the region (86.8% of the population), followed by Spanish (5.7%), Indo-European (1.6%), Slavic Languages (1.1%), and Pacific Island (.9%). There are more languages identified but these are the most common languages for the region.

Region 5 States

Illinois has the largest group of Spanish speakers, with approximately 2.5 million individuals identifying as Hispanic or Latino, making them 18% of the state's population and 17.2% of the state's labor force. Within the last decade, there has been a growth of over 20% percent in their population. Chicago (777,000), and the surrounding suburbs, are the cities in Illinois with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and Guatemala.

Michigan has the second-largest group of Spanish speakers. Approximately 600,000 individuals identify as Hispanic or Latino, making them 5.6% of the state's population and 5.6% of the state's labor force. Within the last decade, there has been a growth of over 16.7% percent in their population. Detroit (50,216), Grand Rapids (31,144), and Wyoming (18,366) are the cities in Michigan with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and Cuba.

Ohio has the next largest group of Spanish speakers. Approximately 500,000 individuals identify as Hispanic or Latino, making them 4.2% of the state's population and 4.7% of the state's labor force. Within the last decade, there has been a growth of over 21.4% percent in their population. Columbus (62,657) is the city in Ohio with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and El Salvador.

Indiana has the next largest group of Spanish speakers. Approximately 514,000 individuals identify as Hispanic or Latino, making them 7.5% of the state's population and 7.3% of the state's labor force. Within the last decade, there has been a growth of over 38.3% percent in their population. Indianapolis (94,672), Hammond (30,328), and Fort Wayne (24,862) are the cities in Indiana with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and Guatemala.

Wisconsin has the next largest group of Spanish speakers. Approximately 430,000 individuals identify as Hispanic or Latino, making them 7.4% of the state's population and 6.1% of the state's labor force. Within the last decade, there has been a growth of over 36.4% percent in their population. Milwaukee (114,821), Madison (20,811), and Kenosha (18,309) are the cities in Wisconsin with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and Guatemala.

Minnesota has the next largest group of Spanish speakers. Approximately 330,000 individuals identify as Hispanic or Latino, making them 6.8% of the state's population and 5.2% of the state's labor force. Within the last decade, there has been a growth of over 10% percent in their population. Minneapolis (41,722) is the city in Minnesota with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and Cuba.

Disability Statistics Per State in the Region 5 Latino/Hispanic Community

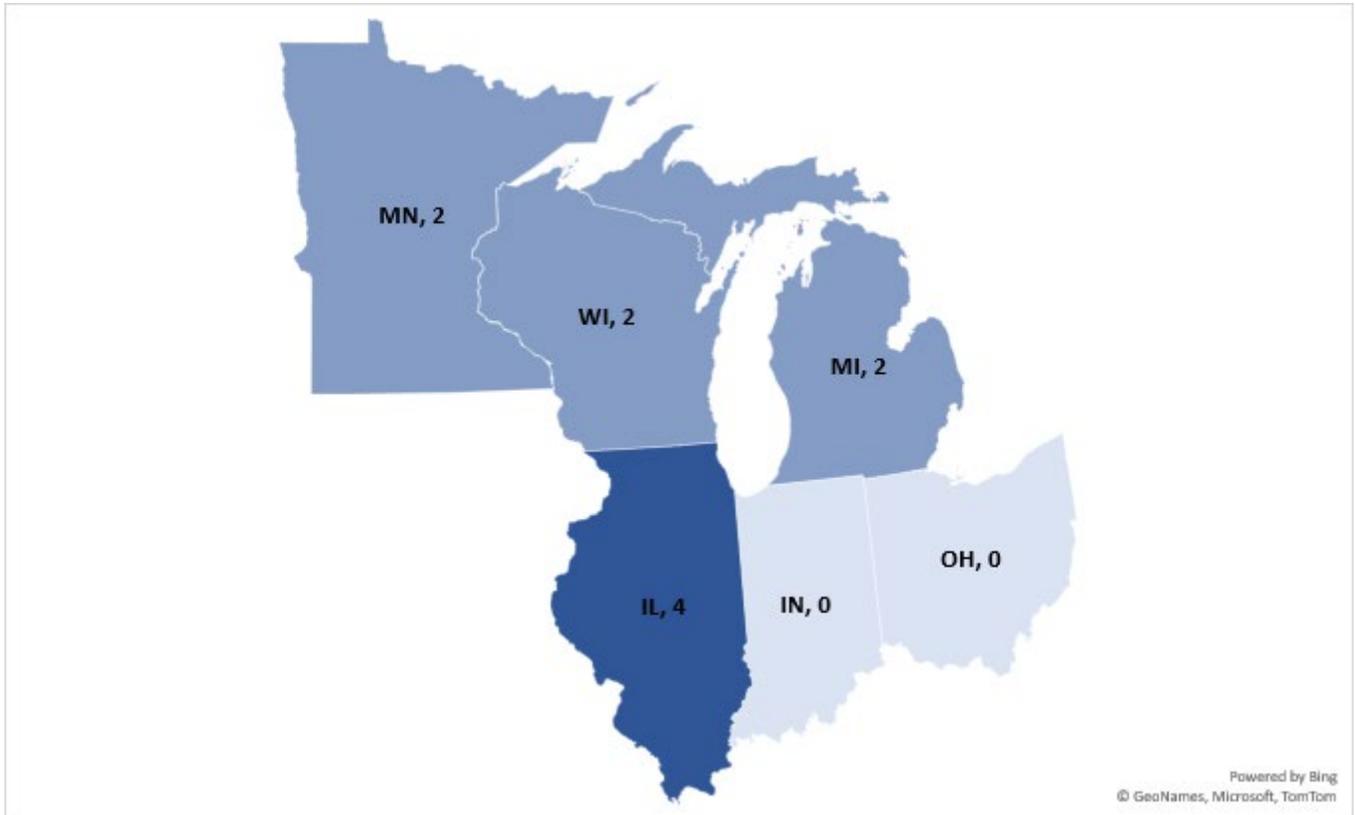
Based on the most recent census data, it is estimated that:

- Illinois has almost 2,250,000 Latinos, and approximately 7.6% have a disability.
- Michigan has almost 600,000 Latinos, and approximately 10% have a disability.
- Indiana has almost 514,000 Latinos, and approximately 9% have a disability.
- Ohio has almost 500,000 Latinos, and approximately 12% have a disability.
- Wisconsin has almost 430,000 Latinos, and approximately 9% have a disability.
- Minnesota has almost 330,000 Latinos, and approximately 9% have a disability.

Which States From Region 5 Participated in the Interviews?

As shown on the map, all the interviews were conducted with community members from Michigan, Illinois, Wisconsin, and Minnesota. No interviews were conducted with community members from Ohio and Indiana.

Figure 3: Maps of states involved from Region 5



Observations From the Interviews

Participants

Ten community members participated in the interviews. Most of the participants were female and had minimal knowledge about the ADA. Most of the interviews were conducted in English. Community members were associated with community resource centers, nonprofits, and disability and state organizations. Finally, community members had a variety of roles within the Spanish-speaking community. Figures 4 and 5, and Table 1 on the next pages show specific data about these characteristics of participants.

Figure 4: Participant demographics

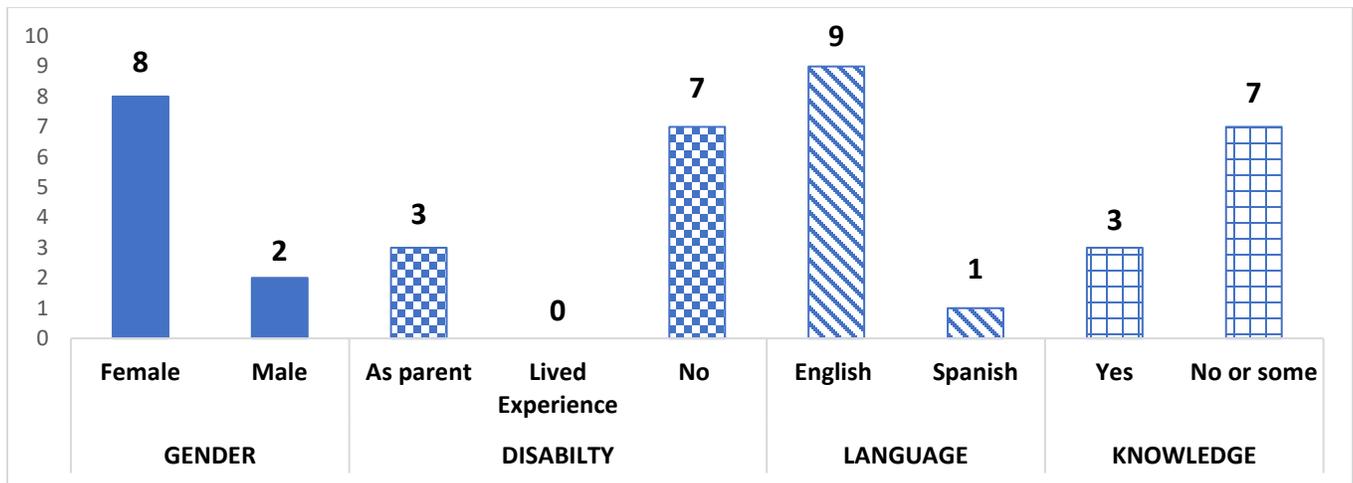
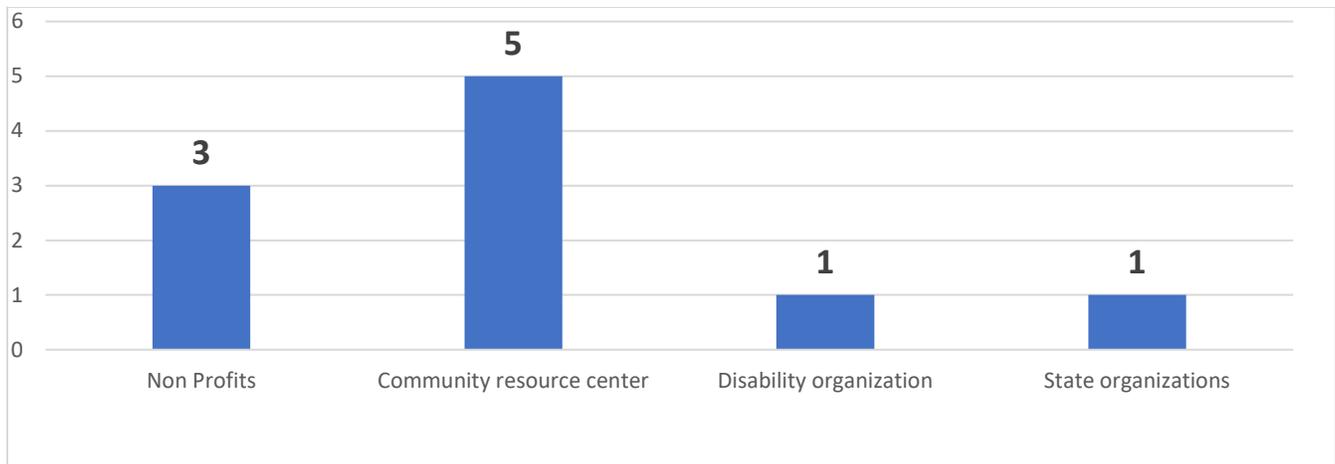


Table 1: Region 5 participant roles

Participant Role	Number of Individuals
Parent	3
Director of Programs	1
Program Coordinator	1
Social Worker	1
Resource Manager	3
Community Outreach	1
Community Analyst	1

Figure 5: Participant affiliations



What Did We Find?

The following table organizes the three main sections of the interviews: barriers, access to information, and recommendations from the community.

Barriers

1. Language Barriers	
<p>In Region 5, language is a significant barrier for the Spanish-speaking community. This includes a lack of information in Spanish, reduced availability of bilingual staff, and poor quality of translation services.</p>	
Participant Testimonies	
<p>1.1. Lack of Information in Spanish</p>	<p>“Literally, no information through the state is being provided in Spanish. The application for the license is statewide, and it's not offered in any other language, only English. I've tried getting some other guides that they create to try to explain the licensing process to participants only offered in English. I've tried contacting the number they offered to translate it just to see how it worked. Never got an answer or response.”</p> <p>“We need more access to the information that could benefit the community all around because realistically that's one of the biggest barriers in many communities. If you don't have a son, daughter, granddaughter who's fluent in English and can help you translate something, like, where do you go?”</p>

1.2. Health Literacy	"It's a lot of legal work and language, and understanding the legal system is hard, and they're discouraged from doing that because they don't understand it. This information should be more accessible to families, and they would be better equipped to defend their own rights."
1.3. Translation and Interpretation Services	"For the Spanish speaking families, they must rely on an interpreter or an interpreter line, which, depending on the language, might be available. Spanish can be very different, and you know if the interpreter is not able to understand. What the person is saying, they can translate it in such a way that is not accurate. So, you know, that's kind of the injustices that I see that, you know, oftentimes the families that are in my caseload are written off because of their language barrier."

2. Fear and Lack of Trust

For community members, people are usually afraid of asking for help or asking questions about services and resources. Fear may be connected to immigration status or discrimination based on race.

Participant Testimonies

2.1. Fear	"There is mostly fear, and like if I say something, I might not be heard, and where do I even begin? You know, to look for the resources is scary. Like, there's so many people that didn't know that some resources even existed."
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3. Lack of Awareness of Resources

Participants from Region 5 expressed that the information about available services, programs, and benefits is not getting to the Spanish-speaking community. This lack of knowledge might be connected to other factors such as language barriers, fear of asking questions, and/or isolation. In addition to the lack of information about services and programs, participants from Region 5 expressed that the Spanish-speaking community does not know enough about their rights. One of the main barriers to accessing this information is immigration status and the fear of deportation.

Participant Testimonies

3.1. Lack of Awareness	"Latino families don't know how to particularly handle their children with disabilities. They don't know where to seek the resources to assist them, and so they aren't informed about what resources are available to them, what resources could particularly be accessible for them and their situation."
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3.2. Lack of Information About Rights	"For example, do they [immigrants] even get access to know their rights? I'm going to say that I don't think so. Sometimes when these families are told no, they don't really fight it and they tell me many months later."
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4. Lack of Education on Disability/Disability Awareness

A lack of education about disability and understanding how to approach disability in Latino culture continues to be a barrier to accessing services.

Participant Testimonies

4.1. Disability Awareness and Education	"There's also, I feel like, not much awareness of disability education and . . . information out here in this particular community, or, I would say, [in] Latino communities."
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5. Immigration

For participants in Region 5, immigration status continues to be a significant barrier, specifically when individuals attempt to access services they know or hear about from others.

Participant Testimonies

5.1. Immigration	"Immigration status is, at least in our community, the first question, even with internal programs that we run, people are worried, and they always ask: 'Do I need a Social Security number? Will you be checking IDs or anything?'"
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Access to Information

Information	
<p>For participants in Region 5, there are four main ways in which the Spanish-speaking community accesses information: social media, in-person conversations and word of mouth, TV, and Radio.</p>	
Participant Testimonies	
<p>1. Social Media</p>	<p>All participants mentioned that Facebook and WhatsApp are the most used social media platforms used by Latinos/Hispanics.</p>
<p>2. In-Person Conversations and Word of Mouth</p>	<p>"The parents, especially because they talk, all of them talk to each other. If one of their kids forgets to take it [a flyer] out of their book bag or something and show it to their parents, then someone else's mom is going to be like, 'Oh, did you see like what paper they got in their book bags today?' and like they'll start talking about it."</p>
<p>3. TV and Radio</p>	<p>"We actually have a radio program here and it streams throughout the country and the world. We have a really big following in Sweden for some reason. Our radio program has been a really great tool for education and access."</p>

Recommendations

Recommendations	
<p>Based on the testimony of participants, the main outreach recommendations were training, community partnerships, increasing disability awareness and education, and making written information more accessible.</p>	
Participant Testimonies	
<p>1. Culturally Competency Trainings for Staff in Organizations</p>	<p>"Having representation matters, having staff that are culturally competent matters."</p> <p>"Staff who can connect on a real level and understand the barriers in a deeper way than just a theoretical assumption. I don't think all our service providers, or in my field a lot of social workers, for example, are not equipped to provide services to Spanish-speaking families 'cause they don't understand the Latino family system."</p>
<p>2. Educational Sessions on Disability Rights and ADA</p>	<p>"Do workshops. In my department, we do small workshops where we invite the communities to come in and learn about certain subjects that we think you know would be valuable. We team up with schools and we come up with different ways to pass on the services and resources we have."</p>
<p>3. Partnering With Community Leaders</p>	<p>"What you can do better is connect with nonprofits like us, not just nonprofits, but with other organizations that are helping different communities because we are building relationships with these people. Once you create a relationship with these people . . . they feel safe to come to you, to express themselves."</p> <p>"I feel like our community tends to not trust them [state and federal organizations] just because they're not part of our community and they don't have the cultural competency. So that's why it's important that we and our community are the ones that are actually doing the work."</p>
<p>4. Making Information Applicable and Easy to Understand</p>	<p>"Canvassing in general, it's just very useful. Flyers and giving little [words], not too complicated. The less words, the better. I feel like that's happened, you know when those flyers get too busy, people tend to ignore them. It has to have those eye-catching words like 'free this, free that' or they get this money to assist you with whatever you need."</p>

Suggested Next Steps for Region 5

Based on the recommendations from the community members in Region 5, the region should take the following specific steps:

1. Continue outreach efforts across the region and look for connections with the Latino/Hispanic community in Illinois (one of the states with the most Latinos), and in other states in the region as this community continues to grow.
2. Connect with organizations that have already created trust in the Latino community, such as El Valor (Chicago, IL), an organization that interacts with parents of children and adults with disabilities in Spanish that provides early education, an adult workforce and continuing educational development program; Grupo Salto (Chicago, IL), which is an independent support group for Latino Families with children with disabilities that provides health awareness and information for emergency respite care; The Arc of Illinois (Mokena, IL), which advocates for people with intellectual and developmental disabilities and has started to provide webinars and topics aimed at Spanish speakers; Family Matters (Effingham, IL), which provides training and information to parents that have children with disabilities and referral services to other organizations.
3. Identify radio stations such as La Ley 107.9 FM (IL), La Que Buena 105.1 FM (IL), Vocolo 91.1 FM (IL), Radio Latina 107.1 FM (IN), La Pantera 810 AM (IN), La Explosiva 1480 AM (MI), KFAI 90.3 FM (MN), and La Gran D 104.7 FM (WI) to build connections that can spread information about the ADA.

SECTION THREE: KEY HIGHLIGHTS AND RECOMMENDATIONS

SECTION THREE: KEY HIGHLIGHTS AND RECOMMENDATIONS

This section provides key highlights from the first stage of the project as a whole and includes consolidated findings and recommendations from the national and regional interview data.

Observations From National and Regional Interviews

This last section of the report summarizes all the information gathered at both regional and national levels. Collectively, results from national and regional interviews have many similarities. The following comparative table shows the topics identified at both levels in terms of barriers and recommendations to address those barriers.

Table 2: Comparison of observations from national and regional interviews

	REGIONAL	NATIONAL
BARRIERS	<ol style="list-style-type: none"> 1. Language 2. Lack of information 3. Fear/Lack of Trust 4. Stigma /Lack of Education 5. Technology 6. Low Literacy 7. Discrimination 8. Survival Mode 9. Lack of Access to Resources 	<ol style="list-style-type: none"> 1. Language 2. Lack of Information 3. Fear/Lack of Trust 4. Stigma /Lack of Education 5. Technology 6. Low literacy 7. Challenge in Outreach 8. Funding
RECOMMENDATIONS	<ol style="list-style-type: none"> 1. In-Person Trainings/Education 2. Partnering With Trusted Leaders 3. Make Information Accessible and Relevant 4. Provide State-Specific Information 	<ol style="list-style-type: none"> 1. In-Person Trainings/Education 2. Partnering With Trusted Leaders 3. Use of Social Media and Networking 4. Culturally Appropriate Outreach

After comparing the information gathered, the following observations were made:

1. Language barriers were identified in both national and regional interviews as the primary barrier for the Spanish-speaking community.
2. Other barriers, such as lack of access to information, fear, lack of trust, stigma about disability, low literacy, and technology were identified in both national and regional interviews.
3. Barriers such as challenges in outreach and funding come from a more global perspective from national organizations.

4. The discrepancy between barriers in some of the regions does not necessarily mean that the identified barriers are not present in each region. Some regions had higher participation in the interviews, which leads to more insight into barriers.
5. In-person training and partnering with local organizations at both national and regional levels were the most frequently recommended.
6. Because the number of participants is low, observations cannot be generalized, but they provide important and deep insights into the barriers that Spanish-speaking communities face across the U.S.

What We Found in Relation to the ADA

Based on the testimonies of members from the Spanish-speaking community, the following observations were made:

- From a national and regional perspective, the Spanish-speaking community is not well informed about disability and civil rights.
- 71% of the community members interviewed had never heard of the ADA or the ADANN.
- Some staff members from national organizations had not heard of the ADA before, specifically, those organizations that serve Hispanics and Latinos but not necessarily those with disabilities.
- Outreach efforts have not been successful in reaching the Spanish-speaking community, even though there are materials and information in Spanish for this community.

Based on community members' testimonies, the Spanish-speaking community requires specific training and materials related to the ADA so the community can be informed, trained, and more aware of their rights. Results from this project suggest that people in the Spanish-speaking community might not access ADA information due to some of the following reasons:

- The information is not being delivered consistently in Spanish to this community.
- The information is too difficult for people in the community to understand and apply.
- People in the community do not know how ADA information applies to their specific case or situation.
- The fear and lack of trust related to immigration status and discrimination may interfere with access to ADA knowledge and any other legal or civil rights related information.
- Dissemination of ADA information is not reaching the Spanish-speaking community.
- Information may be translated, but it is not culturally appropriate.

Proposed Next Steps: Stage Two

There are five overarching goals of the ADANN SLO project (as noted in the introduction of this report). Stage One of this project focused on the following goal: *Developing a deeper understanding of the context of civil rights of Spanish-speaking disability communities through research and expert consultation.* We met this goal by collecting qualitative testimonies, experiences, and recommendations from Spanish-speaking communities nationally and within each region with people with disabilities, family members, community leaders, and national experts. Additionally, we developed a database within each region of key organizations that can become part of new and ongoing outreach efforts by the regional centers. The work of building and expanding this database will continue throughout the duration of this five-year project.

The findings from Stage One highlighted three critical areas for this project to focus on as the next immediate step:

- A need for additional information, awareness, knowledge, and applied resources about disability and civil rights that are specifically targeted to Spanish-language communities.
- A need to increase efforts to partner with local Spanish-language community members, community leaders, and community-based organizations to build greater trust and, in turn, create new pipelines of access,
- A need to translate ADA-related information, resources, and technical assistance more effectively and appropriately for Spanish-language communities.

Building on Stage One, the second stage will address the following two overarching goals of the ADANN SLO Project:

- Assess the diverse community needs of understanding rights and responsibilities under the ADA for Spanish-language speakers in the U.S.
- Develop connections to new outreach partners and trusted community leaders to better support ADA related dissemination, training, and technical assistance.

Stage Two will entail creating and or expanding efforts to increase knowledge and awareness about the ADA, conducting targeted, regional-level outreach to community members, community leaders, and community-based organizations already having a presence in the local regions. These could include people with disabilities, their family members, leaders in local community resource centers, churches, schools, and non-profit and community-based organizations. Regionally, these groups and organizations might vary. Please refer to the regional appendices at the end of this report, which target community organizations for outreach.

In this phase of the project, we propose to create, deliver, and evaluate a new webinar training series targeting community members and community leaders nationally and regionally. The training will be twofold:

Step 1: The training will be launched with a nationally focused series of short (20-30 minute) pre-recorded webinars (in English and Spanish) on key foundational topics identified during Stage One as critical information gaps and needs specific to Spanish language communities, such as:

- Foundations of rights, laws, and policies and the 'right to have rights'.
- Key concepts and definitions of disability.
- Disability in Latino communities and the role of family and community.
- Intersections of the ADA with other federal laws.

Step 2: The training will continue with longer (90-120 minute) regional-level interactive live webinars that build upon the first step and expand on the general topic of Spanish-language communities, disability, and the ADA with applied case studies, scenarios, and tools for application. It will also include engagement with the regional ADA center, interactive networking for participants, opportunities for TA/Q&A, and resources/tools for what to do next. There will be at least two webinars per region (one in English and one in Spanish).

As part of the training, plain language materials will be created and disseminated to training participants. This will include a plain language (in English and Spanish) "ADA guide for community members in the Spanish-speaking community," which will encompass background information about Spanish-language communities in the region, information about the regional ADA center and the ADANN, results and related products from the first stage of the project, highlights of the importance of the role of community members and community leaders in terms of disability and civil rights, and information about key regional contacts (including a list of key Spanish-language options in common referral agencies such as the EEOC, PNA, Fair Housing, and others).

During registration for the training webinars, participants will have an opportunity to opt-in to being contacted for a follow-up interview and to being part of a published contact list for ongoing networking opportunities with regional community members, community leaders, and community organizations.

Research activities for this next stage will include: 1) a mixed methods evaluation of the training to help inform ongoing information and product needs, and 2) qualitative follow-up phone interviews with regional training participants to help inform ongoing contextual needs of Spanish-language communities with respect to understanding their rights and responsibilities under the ADA. An anticipated key outcome is that the ADANN firmly establishes trusted and sustainable regional-level partnerships and collaborations, which in turn can help facilitate increased access to more relevant ADA-related information, products, tools, and resources for Spanish-language communities. One approach to ensuring sustainability may be to work with community partners to establish a "promotora" or "ambassador" model, in which trusted bilingual members of the community work closely with the regional ADA center to help facilitate two-way information and resources with community members. This model would begin to address the current limits of available bilingual staff and/or the current capacity of existing bilingual staff in the ADANN. The data from the second stage of this project will help inform subsequent stages of the SLO project.

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APPENDIX

Appendix: Region 5 Organizations for Outreach Efforts

State	Sector	Name
Illinois	Government	Argentina Consulate
Illinois	Government	Chile Consulate
Illinois	Government	Colombia Consulate
Illinois	Government	Costa Rica Consulate
Illinois	Government	Dominican Republic Consulate
Illinois	Government	Ecuador Consulate
Illinois	Government	El Salvador Consulate
Illinois	Government	Guatemala Consulate
Illinois	Government	Hispanic Employment Plan Advisory Council
Illinois	Government	Honduras Consulate
Illinois	Government	Latino Family Commission
Illinois	Government	Mexico Consulate
Illinois	Government	Peru Consulate
Illinois	Hispanic Serving Institution	Harold Washington College Organization of Latin American Students
Illinois	Hispanic Serving Institution	Richard J. Daley College Latin American Student Organization
Illinois	Hispanic Serving Institution	Wilbur Wright College Latin American Student Organization
Illinois	Hispanic Serving Institution	College of Lake County Latino Alliance, Multicultural Student Center
Illinois	Hispanic Serving Institution	Concordia University Latino Student Union (LSU)
Illinois	Hispanic Serving Institution	Dominican University Organization of Latin American Students
Illinois	Hispanic Serving Institution	Elgin Community College Organization of Latin American Students
Illinois	Hispanic Serving Institution	Elmhurst University Latino Student Association
Illinois	Hispanic Serving Institution	Harper College Latinos Unidos
Illinois	Hispanic Serving Institution	Joliet Junior College Center for Multicultural Access and Success
Illinois	Hispanic Serving Institution	National Louis University Centro De Excelencia
Illinois	Hispanic Serving Institution	North Park University Latin American Student Organization
Illinois	Hispanic Serving Institution	Northeastern Illinois University ChiMexLA
Illinois	Hispanic Serving Institution	Roosevelt University Association of Latin American Students
Illinois	Hispanic Serving Institution	Rush University Latino Medical Student Association
Illinois	Hispanic Serving Institution	St. Xavier University Unidos
Illinois	Hispanic Serving Institution	Triton College Latin American Student Organization
Illinois	Hispanic Serving Institution	University of Illinois at Chicago Rafael (UIC) Cintron Ortiz Latino Cultural Center
Illinois	Hispanic Serving Institution	Waubonsee Community College Latinx Resource Center
Illinois	Immigration	Addison Public Library

Illinois	Immigration	Administer Justice
Illinois	Immigration	Alianza Hispanoamericana NFP
Illinois	Immigration	Alliance for Immigrant Neighbors
Illinois	Immigration	Ascend Justice
Illinois	Immigration	Beyond Legal Aid
Illinois	Immigration	Catholic Charities of Chicago
Illinois	Immigration	Catholic Charities of Rockford
Illinois	Immigration	Centro De Information
Illinois	Immigration	Centro Romero
Illinois	Immigration	Chinese American Service League
Illinois	Immigration	Erie Neighborhood House
Illinois	Immigration	Esperanza Legal Assistance Center
Illinois	Immigration	Family Focus
Illinois	Immigration	Frida Community Organization
Illinois	Immigration	Glenside Public Library District
Illinois	Immigration	Greater Chicago Legal Clinic
Illinois	Immigration	Hispanic American Community Education and Service
Illinois	Immigration	Illinois Coalition for Immigrant and Refugee Rights
Illinois	Immigration	Indo American Center
Illinois	Immigration	Instituto Del Progreso Latino
Illinois	Immigration	Latinos Progresando
Illinois	Immigration	Legal Aid Chicago
Illinois	Immigration	Life Span
Illinois	Immigration	Logan Square Neighborhood Association
Illinois	Immigration	Mano a Mano Family Resource Center
Illinois	Immigration	Metropolitan Family Services
Illinois	Immigration	Mill Mujeres
Illinois	Immigration	National Immigrant Justice Center
Illinois	Immigration	North Suburban Legal Aid Clinic
Illinois	Immigration	RefugeeOne
Illinois	Immigration	Resurrection Project
Illinois	Immigration	Rock Valley College
Illinois	Immigration	Spanish Community Center
Illinois	Immigration	Syrian Community Network
Illinois	Immigration	The Immigration Project
Illinois	Immigration	United African Organization
Illinois	Immigration	West Suburban Action Project
Illinois	Immigration	World Relief
Illinois	Immigration	YMCA of the University of Illinois
Illinois	Nonprofit and other organizations	ACERO Schools Chicago
Illinois	Nonprofit and other organizations	Alivio Medical Center
Illinois	Nonprofit and other organizations	Association House of Chicago
Illinois	Nonprofit and other organizations	Brighton Park Neighborhood Council
Illinois	Nonprofit and other organizations	Casa Central
Illinois	Nonprofit and other organizations	Center for Changing Lives
Illinois	Nonprofit and other organizations	Centro de Trabajadores Unidos

Illinois	Nonprofit and other organizations	Chicago Community and Workers Rights
Illinois	Nonprofit and other organizations	Chicago Workers Collaborative
Illinois	Nonprofit and other organizations	Division of Specialized Care for Children (UIC)
Illinois	Nonprofit and other organizations	El Hogar Del Nino
Illinois	Nonprofit and other organizations	El Valor
Illinois	Nonprofit and other organizations	Enlace Chicago
Illinois	Nonprofit and other organizations	Erie House
Illinois	Nonprofit and other organizations	Esperanza Health Centers
Illinois	Nonprofit and other organizations	Family Matters
Illinois	Nonprofit and other organizations	Gads Hill Center
Illinois	Nonprofit and other organizations	Grupo Salto
Illinois	Nonprofit and other organizations	Heartland Alliance
Illinois	Nonprofit and other organizations	Hispanic Alliance for Career Enhancement
Illinois	Nonprofit and other organizations	Illinois Migrant Council
Illinois	Nonprofit and other organizations	Latino Alzheimer's and Memory Disorders Alliance
Illinois	Nonprofit and other organizations	Latino Policy Forum
Illinois	Nonprofit and other organizations	Latino Union of Chicago
Illinois	Nonprofit and other organizations	Lucha
Illinois	Nonprofit and other organizations	Mujeres Latinas en Accion
Illinois	Nonprofit and other organizations	NAMI Chicago
Illinois	Nonprofit and other organizations	Northwest Center
Illinois	Nonprofit and other organizations	Northwest Side Community Development
Illinois	Nonprofit and other organizations	Poder
Illinois	Nonprofit and other organizations	Progress Center for Independent Living
Illinois	Nonprofit and other organizations	Spanish Coalition for Housing
Illinois	Nonprofit and other organizations	The Arc of Illinois
Indiana	Government	Indiana Commission on Hispanic and Latino Affairs
Indiana	Government	Mexico Consulate
Indiana	Immigration	Catholic Charities of Evansville
Indiana	Immigration	Catholic Charities of Fort Wayne-South Bend
Indiana	Immigration	Catholic Charities of Gary
Indiana	Immigration	Catholic Charities of Indianapolis
Indiana	Immigration	Chicagoland Immigrant Welcome Network
Indiana	Immigration	Exodus Refugee Immigration
Indiana	Immigration	Hispanic Connection of Southern Indiana, Inc
Indiana	Immigration	Immigrant Connection at College Wesleyan Church
Indiana	Immigration	Immigrant Connection at The Bridge Community Church
Indiana	Immigration	Immigrant Welcome Center
Indiana	Immigration	International Institute La Casa Inc
Indiana	Immigration	La Casa De Amistad
Indiana	Immigration	Lafayette Urban Ministry
Indiana	Immigration	Neighborhood Christian Legal Clinic
Indiana	Immigration	Sisters of Benedict of Ferdinand
Indiana	Immigration	Tree of Life Anglican Church

Indiana	Nonprofit and other organizations	Access Ability
Indiana	Nonprofit and other organizations	Christamore House
Indiana	Nonprofit and other organizations	Emmaus Mission Center
Indiana	Hispanic Serving Institution	Goshen College Latino Student Union (LSU)
Indiana	Nonprofit and other organizations	Healthy East Chicago
Indiana	Nonprofit and other organizations	Indiana Disability Justice
Indiana	Hispanic Serving Institution	Indiana University Northwest Alianza Latina del Medio Oeste de America
Indiana	Nonprofit and other organizations	IN Source
Indiana	Nonprofit and other organizations	Institute For Latino Studies University of Notre Dame
Indiana	Nonprofit and other organizations	La Casa De Esperanza
Indiana	Nonprofit and other organizations	La Plaza
Indiana	Nonprofit and other organizations	Northeastern Center
Indiana	Nonprofit and other organizations	Radiant Health
Indiana	Nonprofit and other organizations	Riggs Community Health Center
Michigan	Government	Hispanic/Latino Commission of Michigan
Michigan	Government	Mexico Consulate
Michigan	Immigration	Adrian Dominican Sisters
Michigan	Immigration	Chaldean Community Foundation
Michigan	Immigration	Community Health and Social Services Center
Michigan	Immigration	Immigrant Assistance Center of West Michigan
Michigan	Immigration	Immigrant Connection at City Life Church
Michigan	Immigration	International Institute of Metro Detroit
Michigan	Immigration	Justice for our Neighbors
Michigan	Immigration	Macomb Immigrant Service Center
Michigan	Immigration	Michigan United
Michigan	Immigration	Samaritas
Michigan	Nonprofit and other organizations	Centro Multicultural
Michigan	Nonprofit and other organizations	El Concilio
Michigan	Nonprofit and other organizations	Hispanic Center
Michigan	Nonprofit and other organizations	Lansing Latino Health Alliance
Michigan	Nonprofit and other organizations	Latino Family Services
Michigan	Nonprofit and other organizations	MHP Salud
Michigan	Nonprofit and other organizations	Southwest Solutions
Michigan	Nonprofit and other organizations	Voces
Minnesota	Government	Costa Rica Consulate
Minnesota	Government	Mexico Consulate
Minnesota	Government	Minnesota Council on Latino Affairs
Minnesota	Immigration	Arrive Ministries
Minnesota	Immigration	Immigrant Hope
Minnesota	Immigration	Immigrant Law Center
Minnesota	Immigration	International Institute of Minnesota
Minnesota	Immigration	Lutheran Social Service of Minnesota
Minnesota	Immigration	Mid-Minnesota Legal Aid
Minnesota	Immigration	Minnesota Council of Churches
Minnesota	Immigration	Southern Minnesota Regional Legal Service
Minnesota	Nonprofit and other organizations	Academia Cesar Chavez

Minnesota	Nonprofit and other organizations	Centro Tyrone Guzman
Minnesota	Nonprofit and other organizations	Comunidades Latinas Unidas en Servicio
Minnesota	Nonprofit and other organizations	Copal
Minnesota	Nonprofit and other organizations	El Colegio HS
Minnesota	Nonprofit and other organizations	Esperanza United
Minnesota	Nonprofit and other organizations	Latino Lead
Minnesota	Nonprofit and other organizations	Neighborhood House
Minnesota	Nonprofit and other organizations	Tamales y Bicicleta
Minnesota	Nonprofit and other organizations	Women's Alliance
Ohio	Government	Guatemala Consulate
Ohio	Government	Latino Affairs Commission
Ohio	Immigration	Advocate for Basic Legal Equality, Inc
Ohio	Immigration	Be Hope Immigration Center
Ohio	Immigration	Catholic Charities of Cleveland
Ohio	Immigration	Catholic Charities of Southwestern Ohio
Ohio	Immigration	International Institute of Akron
Ohio	Immigration	International Welcome Center
Ohio	Immigration	Sisters of St. Francis (Proyecto Esperanza)
Ohio	Immigration	US Together Inc
Ohio	Nonprofit and other organizations	Adelante, The Latino Resource Center
Ohio	Nonprofit and other organizations	Del Pueblo
Ohio	Nonprofit and other organizations	El Centro de Servicios Sociales
Ohio	Nonprofit and other organizations	Esperanza
Ohio	Nonprofit and other organizations	HOLA Ohio
Ohio	Nonprofit and other organizations	Metro West
Ohio	Nonprofit and other organizations	Northeast Ohio Hispanic Center for Economic Development
Ohio	Nonprofit and other organizations	Ohio Hispanic Coalition
Ohio	Nonprofit and other organizations	Spanish American Committee
Ohio	Nonprofit and other organizations	The Centers
Wisconsin	Government	Mexico Consulate
Wisconsin	Hispanic Serving Institution	Alverno College Hispanic Professionals of Greater Milwaukee (HPGM) Student Chapter, International and Intercultural Center
Wisconsin	Immigration	Acts Housing
Wisconsin	Immigration	Alianza Latina Aplicando Soluciones
Wisconsin	Immigration	BLW Center
Wisconsin	Immigration	Casa Alba Melanie
Wisconsin	Immigration	Casa Hispana
Wisconsin	Immigration	Catholic Charities Milwaukee
Wisconsin	Immigration	Catholic Charities of Green Bay
Wisconsin	Immigration	Catholic Charities of La Crosse
Wisconsin	Immigration	Catholic Multicultural Center
Wisconsin	Immigration	Centro Hispano Milwaukee
Wisconsin	Immigration	Centro Hispano of Dane County
Wisconsin	Immigration	Centro Latino
Wisconsin	Immigration	Elmbrook Church/James Place Immigration Services

Wisconsin	Immigration	Housing Resources Inc
Wisconsin	Immigration	International Institute of Wisconsin
Wisconsin	Immigration	Journey House
Wisconsin	Immigration	La Casa De Esperanza
Wisconsin	Immigration	Latino Academy
Wisconsin	Immigration	Latino Health Council
Wisconsin	Immigration	Latino Professionals Association of NEW
Wisconsin	Immigration	Milwaukee Christian Center
Wisconsin	Immigration	Neighborhood House of Milwaukee
Wisconsin	Immigration	Rise Law Center
Wisconsin	Immigration	UMOS Latina Resource Center
Wisconsin	Immigration	United Community Center
Wisconsin	Immigration	Vera Court Neighborhood Center
Wisconsin	Immigration	VIA
Wisconsin	Immigration	Voces de La Frontera
Wisconsin	Immigration	Waukesha Free Clinic
Wisconsin	Immigration	Worker Justice Wisconsin
Wisconsin	Immigration	World Relief Fox Valley
Wisconsin	Nonprofit and other organizations	Casa Guadalupe
Wisconsin	Nonprofit and other organizations	La Causa Inc