Stage One Regional Report #6

SPANISH LANGUAGE OUTREACH PROJECT

2022-2023

Understanding the National and Regional Context

Southwest ADA Center - Region 6

ADA Knowledge Translation Center

Authors

Mariana Garcia Torres

Oscar Gonzalez

Sarah Parker Harris

Robert Gould

Alejandra Herrera

Olivia Condon

Mark Harniss

University of Illinois at Chicago and University of Washington

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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: CONTEXT AND BACKGROUND

SECTION 1: CONTEXT AND BACKGROUND

This report presents the regional results from the first stage of the project in the Southwest ADA Center, Region 6; and includes the following main sections: 1) background and national context, 2) individual regional findings outlining the context and qualitative interviews conducted with community members of Spanish-speaking communities, and 3) a summary of the overall 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

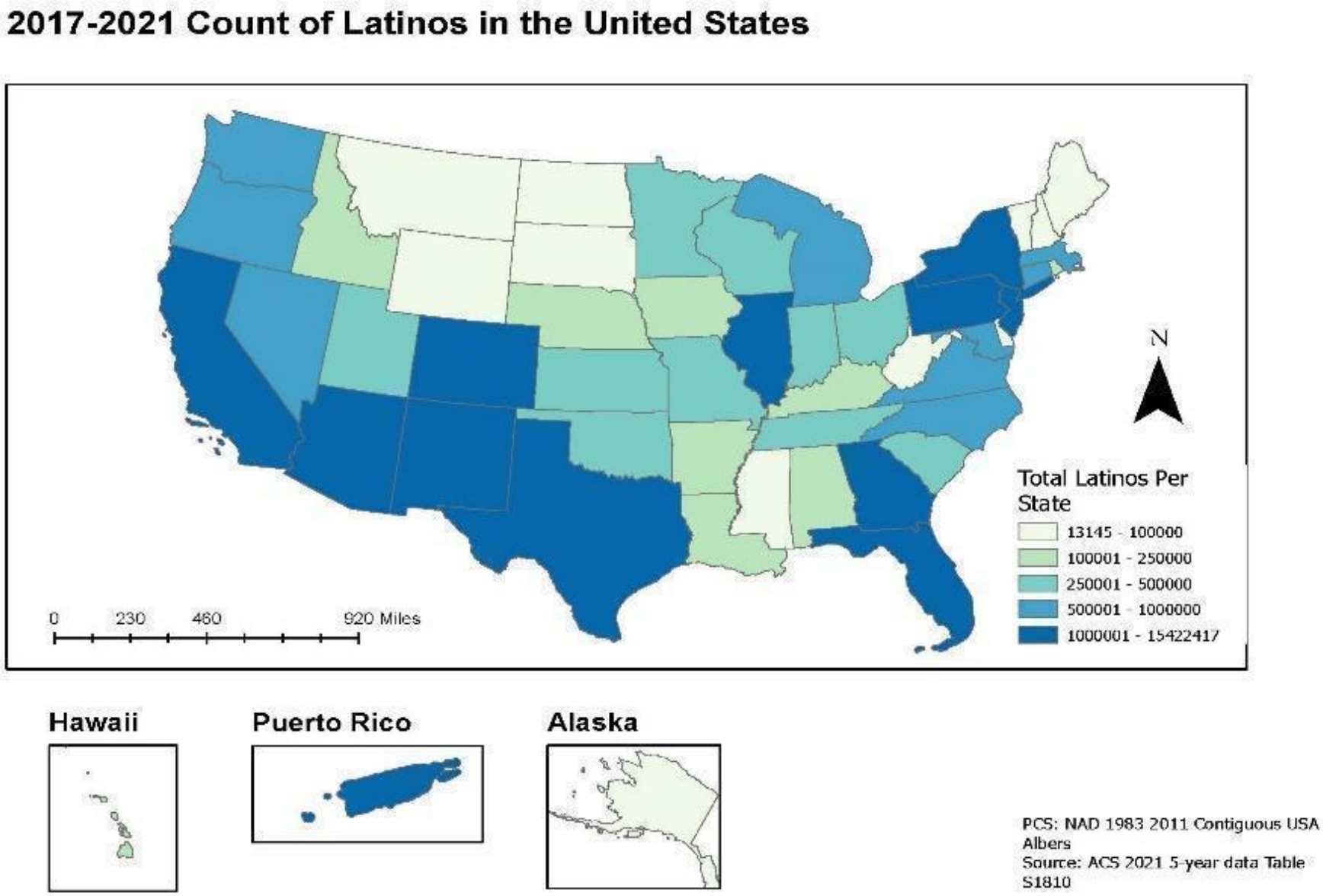
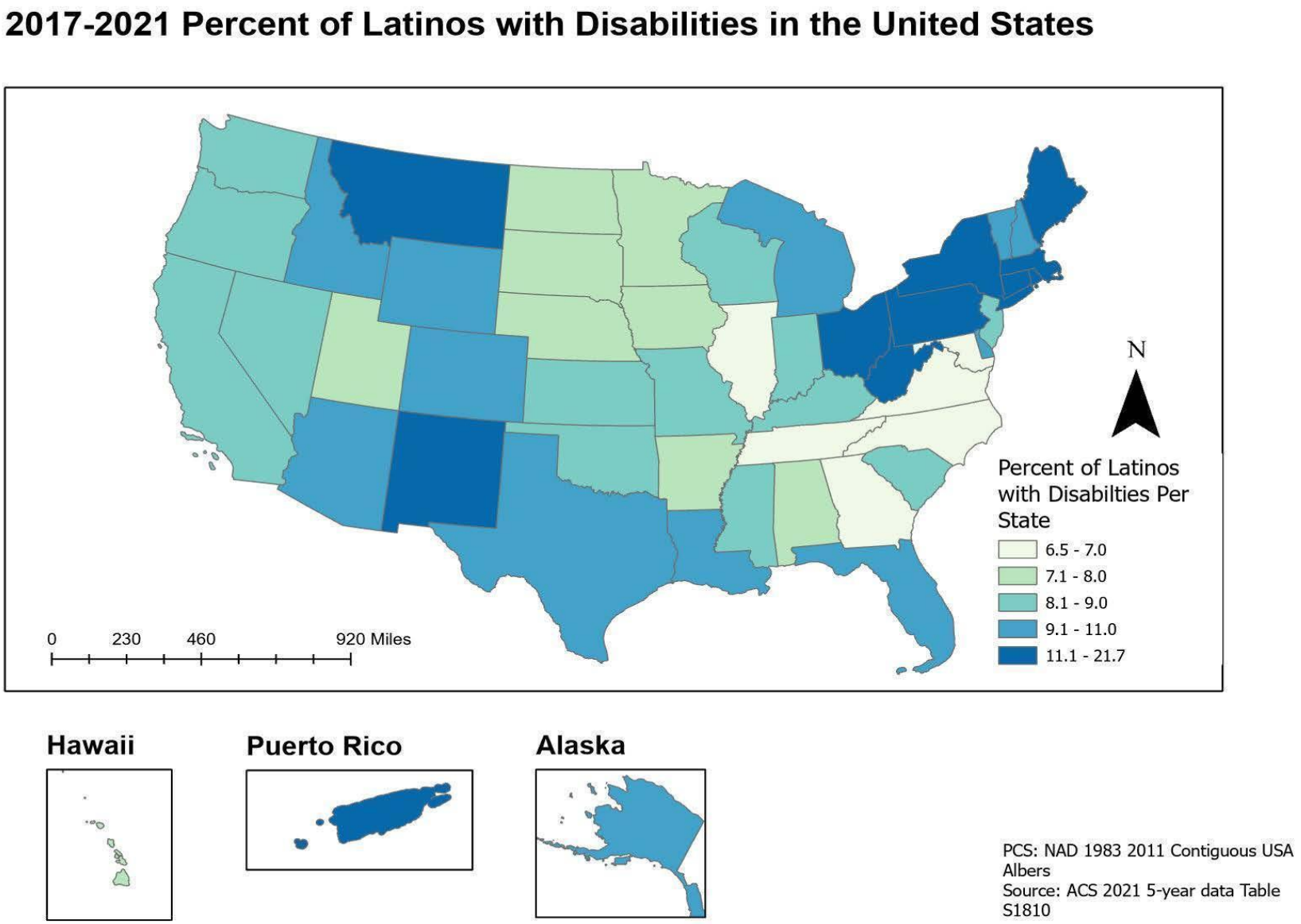


Figure 2: Map of Latino population percentages across the U.S. from 2017 to 2021



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.

REGION 6: Southwest ADA Center

Region 6 Background

What Is Unique About the Population in Region 6?

Region 6 includes the states of Arkansas, Louisiana, New Mexico, Oklahoma, and Texas.

Overall, Region 6 is home to a diverse population with a significant minority population. The minority population in this region makes up approximately 49.1% of the total population.

Hispanic and Latino Americans make up the largest minority group in this region, with a population of approximately 13.6 million people. This group is concentrated in Texas and New Mexico, where they make up over 40% of the population in each state. African Americans are the second-largest minority group in the region, with a population of approximately 5.6 million people. The African American population is concentrated in Texas and Louisiana.

Native Americans and Asian Americans also contribute to the region's diverse population. Native Americans have a significant presence in New Mexico and Oklahoma, while Asian Americans are concentrated in Texas. The region also has a growing population of immigrants from various countries, including Mexico, Vietnam, and India.

English is the most spoken language in the region (70% of the population), followed by Spanish (22.6%), Indo-European (1.4%), Other Pacific Islander (0.92%), and Vietnamese (0.68%). There are more languages identified but these are the most common languages for the region.

Region 6 States

Texas has the largest group of Spanish speakers, with approximately 11.8 million individuals identifying as Hispanic or Latino, making them 40% of the state's population and 30.8% of the state's labor force. Within the last decade, there has been a growth of over 20.1% percent in their population. Houston (1 million), San Antonio (963,987 million), and Dallas (541,466 million) are the cities in Texas with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, El Salvador, and Puerto Rico.

New Mexico has the second-largest group of Spanish speakers. Approximately 1 million individuals identify as Hispanic or Latino, making them 49% of the state's population and 47.3% of the state's labor force. Within the last decade, there has been a growth of over 2.8% percent in their population. Albuquerque (284,753) is the city in New Mexico with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and Guatemala.

Oklahoma has the next largest group of Spanish speakers. Approximately 460,000 individuals identify as Hispanic or Latino, making them 11.6% of the state's population and 12.7% of the state's labor force. Within the last decade, there has been a growth of over 8.8% percent in their population. Oklahoma City (134,767) and Tulsa (70,255) are the cities in Oklahoma with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Guatemala, and Puerto Rico.

Louisiana has the next largest group of Spanish speakers. Approximately 247,000 individuals identify as Hispanic or Latino, making them 5.4% of the state's population and 5.1% of the state's labor force. Within the last decade, there has been a growth of over 35.8% percent in their population. New Orleans (21,487) is the city in Louisiana with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is from Mexico, Guatemala, and Honduras.

Arkansas has the next largest group of Spanish speakers. Approximately 245,000 individuals identify as Hispanic or Latino, making them 8.1% 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 39.7% percent in their population. Springdale (33,539), Rogers (23,539), and Fort Smith (17,270) are the cities in Arkansas with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, El Salvador, and Puerto Rico.

Disability Statistics Per State in the Region 6 Latino/Hispanic Community

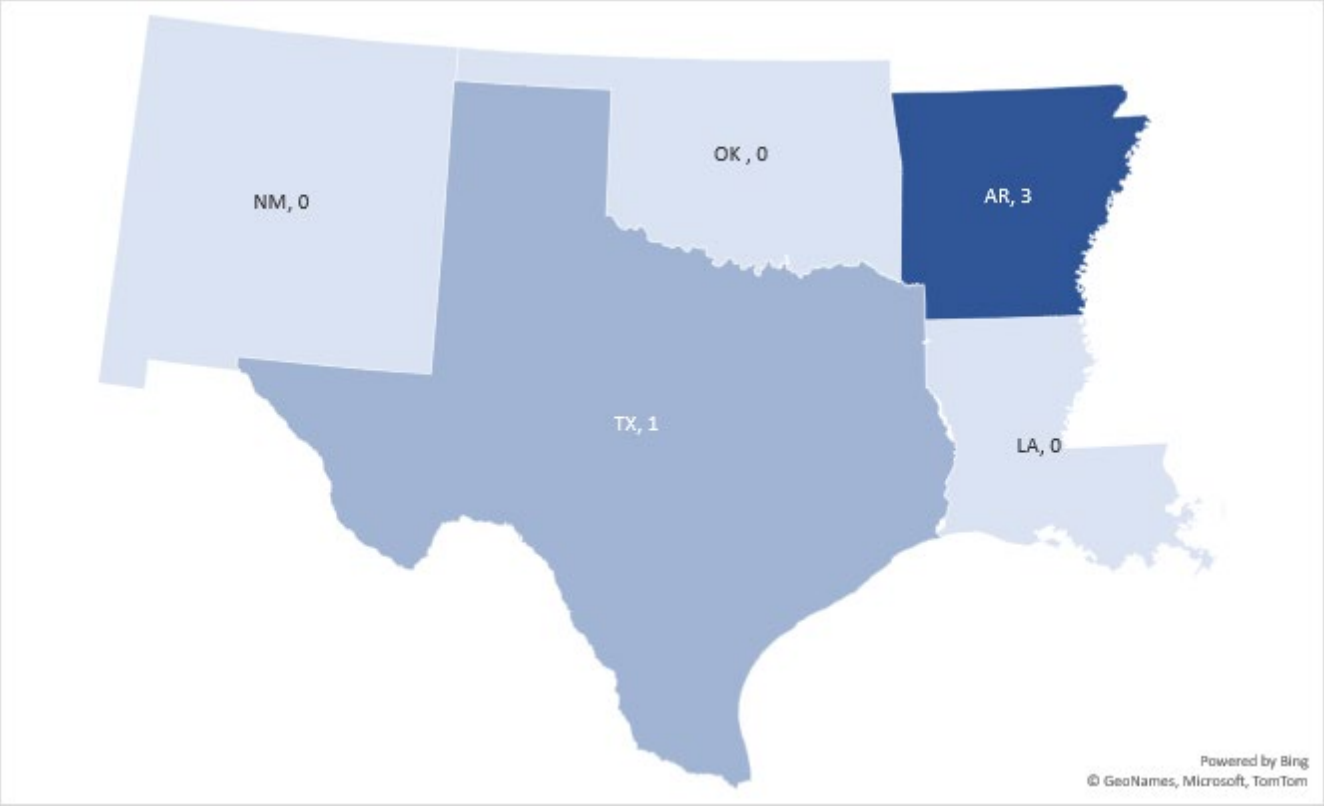
Based on the most recent census data, it is estimated that:

- Texas has almost 11,800,000 Latinos, and approximately 10% have a disability.
- New Mexico has almost 1,050,000 Latinos, and approximately 14.8% have a disability.
- Oklahoma has almost 460,000 Latinos, and approximately 10% have a disability.
- Louisiana has almost 247,000 Latinos, and approximately 9.7% have a disability.
- Arkansas has almost 245,000 Latinos, and approximately 6.7% have a disability.

Which States From Region 6 Participated in the Interviews?

As shown on the map, all the interviews were conducted with community members from Arkansas and Texas. No interviews were conducted with community members from Louisiana, New Mexico, and Oklahoma.

Figure 3: Maps of states involved from Region 6



Observations from the Interviews

Participants

Four community members participated in the interviews. All participants were female, and half of them had some knowledge about the ADA. Most of the interviews were conducted in Spanish. Community members were associated with community resource centers and translation and interpretation services. Community members had a variety of roles within the Spanish-speaking community. Figures 4 and 5 and Table 1 show specific data about these characteristics of participants.

Figure 4: Participant demographics

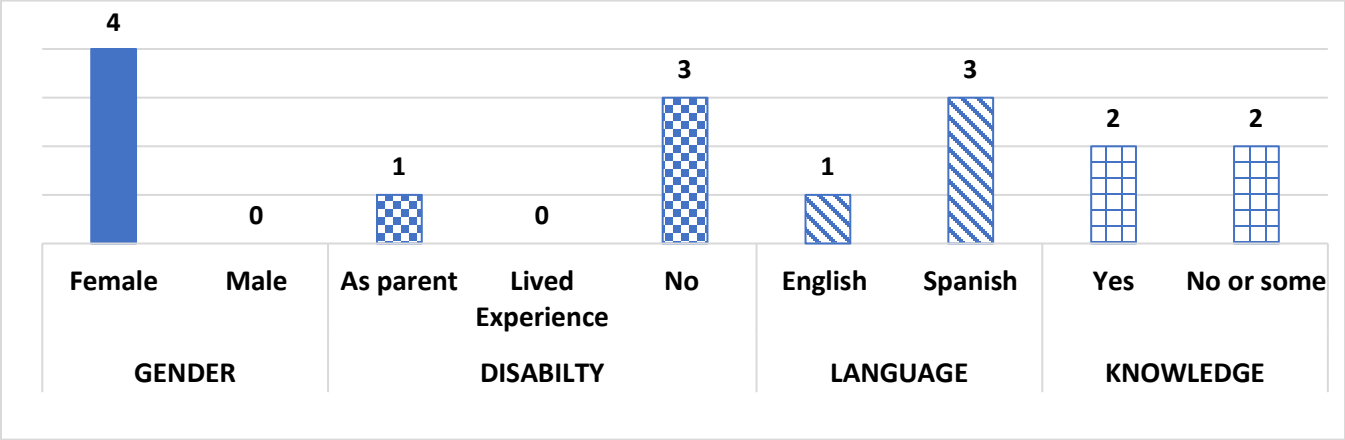
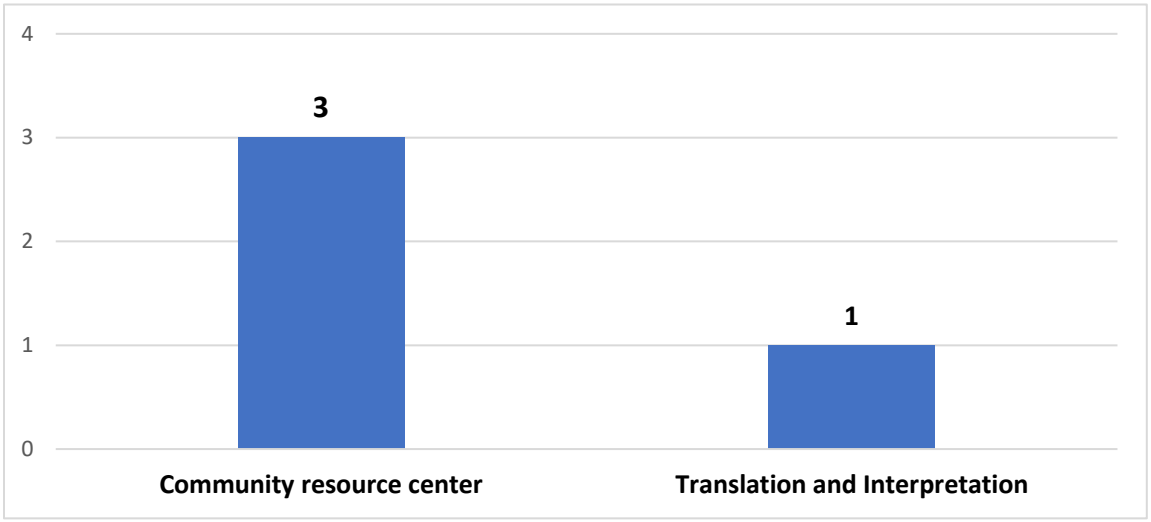


Table 1: Region 6 participant roles

Participant Role	Number of Individuals
Director of Programs	1
Translator	1
Speech Language Pathologist	1
Resource Manager	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	
For participants in Region 6, language barriers are one of the most significant obstacles for the Spanish-speaking community, and they include the availability of information in Spanish, quality of translation and interpreting services, and lack of bilingual staff in state entities and service providers.	
Participant Testimonies	
1.1. Translation and Interpretation Services	"There is a lack of translation services in the department of DHS and Medicaid, Medicaid waiver. There is no one who can help you fill a form, and that is one of the most important programs for disability." "Application for programs are in Spanish but not updated, but if sometimes it is hard for someone who speaks English, it is hard, in Spanish they are hard to understand and they are not updated." "Cultural humility plays a big part and really staying your role as an interpreter. An interpreter has to be trained in this. The cultural differences, even within your own culture or within. There's also on the assumption that all Hispanics have the same culture and that is incorrect."
1.2. Lack of Bilingual Staff	"Unfortunately, we do not trust organizations, once we get to this area, there are not enough professionals who can understand our needs. I am talking about different areas."

2. Fear and Lack of Trust	
In Region 6, immigration status is a significant fear for many in the Spanish-speaking community.	
Participant Testimonies	
2.1. Fear	"People are afraid of being rejected. . . [T]here are many undocumented people, and they are afraid to ask for help. They are scared of deportations. Even if their children are born here . . . the fact that the parents are undocumented . . . brings a lot of fear." "The lack of status do not let people access services."

3. Lack of Awareness of Resources	
For participants in Region 6, lack of access to information is a significant barrier to accessing services and programs, and knowing about their rights.	
Participant Testimonies	
3.1. Lack of Awareness	"I have seen that a lot of parents do not know about the rights of their children with disabilities, so they can help them. Sometimes there are resources, but they did not know about [them]. They do not look for that. It could be due to fear, or other factors, but one of the factors I think is fear."
3.2. Lack of Awareness About Disability Rights	"I have 23 years of experience with my daughter, but only a few years ago I learned that the ADA existed."

4. Stigma about Mental Health and Disabilities	
For participants, the stigma attached to disability, and especially mental health, is a barrier for this community to access information and find support.	
Participant Testimonies	
4.1. Stigma	"We do not want to go to a psychiatrist because everybody might think that [we] are crazy, [and] nobody wants that." "Our community needs more education about disability, what it is, what is basic, in fact, disability etiquette, not really about the ADA, but just disability in general."

5. Technology	
For participants, technology can be a barrier to accessing information, especially for older generations in the community.	
Participant Testimonies	
5.1. Technology	"A lot of people do not know enough about technology, and they can´t access the websites, or if they can there is not enough information in Spanish. People look for food stamps and other supports [on] governmental websites." "A lot of people do not have computer[s], [so] they mostly use their phones."

Access to Information

Information	
For participants in Region 6, there are four main ways in which the Spanish Speaking community access information: social media, word of mouth, radio, and others.	
Participant Testimonies	
1. Social Media	"Facebook: there you can find a lot of information about programs, groups, and people get access to this information through this platform." "Google is also good, and associations for different organization[s], autism, asociacion sobre la tartamudez"" "WhatsApp is the easiest way to communicate with their family members, more for communication."
2. Word of Mouth	Delivering information from one person to another via conversations with groups, family, and friends continues to be an important channel in the Spanish-speaking community.
3. Radio	Participants mentioned the radio stations Radio La Z 95.7 FM and La Poderosa 106.1 FM as a means to inform the community.
4. Other	"Flea markets, [and] events [on] the TV, offer services and offer information to the community."

Recommendations

Recommendations	
Based on the testimony of participants, recommendations include community training, specific educational sessions, partnering with local organizations, and increasing representation in the community when trying to deliver a service.	
Participant Testimonies	
1. Community Trainings	"I think it would be helpful to have more information in Spanish about the ADA and [get] involved with organizations that provide services for disabilities." "Provide education about disability, what it is? For example, I work with children, and you can tell that they have a disability but they [parents in the Hispanic community] do not want to acknowledge [it]." "We need more awareness of what a disability is, what are the needs of the family. Unfortunately, we still think that someone with a disability is someone that cannot do anything. A lot of educations and resources!" "More social support groups where they can share others experiences so they can learn."
2. Specific Educational Sessions for Mental Health	"We need more resources about mental health. Here in [Arkansas], some institutions were closed, so there is not enough capacity to provide those services."
3. Partnering With Community Leaders	"We have worked with many organizations and institutions, so there are more organizations that can offer services in Spanish for our community."
4. Representation	"Just because you come from a well-established organization, it doesn't mean [anything]. Usually for our community, what . . . matters is if you come in you shake my hand. If I go to the store and I see you outside trying to, you know, share whatever it is. . . [H]ow are you making my life better and how are you communicating that? Making those personal connections. Being personable, it's key number one, so finding those community leaders, those people that are known in the community. Or developing those positions to really have a direct connection with the community [and to] have their trust to then be able to disseminate information."

Suggested Next Steps for Region 6

Based on the recommendations from the community members in Region 6, the region should take the following specific steps:

1. Continue outreach efforts across the region and develop new connections with the Latino/Hispanic community in Texas and New Mexico (as they have the highest Latino population in the region), 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 Arkansas Support Network (Springdale, AR), which provides services to individuals with disabilities and provides services for community living and children; The Arc for the River Valley (Smith, AR), which provides services and advocacy for people with intellectual and developmental disabilities; Governor's Council on Developmental Disabilities (Little Rock, AR), which is a state initiative to connect people with developmental disabilities to resources and programs within the state. Hispanic Women's Organization of Arkansas (Springdale, AR), which provides programs for parents, adult learning, and civic engagement; Center for Nonprofits (Rogers, AR), which is a facility for multiple organizations providing health, education, and social services to the community; The University of Arkansas; The Concilio (Dallas, TX), which provides education, family resources, health access, and financial literacy to its community; Projecto Vida (El Paso, TX), which develops and implements programs for its Latino and immigrant community around healthcare access, education, housing, and family resources; The Mexican American Unity Council (San Antonio, TX), which provides social and community services, housing, and additional assistance for seniors.

3. Identify radio stations such as La Grande 107.5 FM (TX), La Ley 102.4 FM (TX), Luna 98.3 FM (TX), La Que Buena 94.1 FM (TX), Magic 106.5 FM (TX), and especially Radio La Z 95.7 FM (AR) or La Poderosa 106.1 FM (AR) 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	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	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	1. In-Person Trainings/Education 2. Partnering With Trusted Leaders 3. Make Information Accessible and Relevant 4. Provide State-Specific Information	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.

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Contact:

ADA National Network
Website: https://adata.org/
Email: https://adata.org/email
Phone: 1-800-949-4232

Southwest ADA Center, Region 6
Website: http://www.southwestada.org/
Email: swdbtac@ilru.org
Phone: 713-797-7171

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APPENDIX

Appendix: Region 6 Organizations for Outreach Efforts

State	Sector	Name
Arkansas	Government	Mexico Consulate
Arkansas	Hispanic Serving Institution	UA Cossatot Student Diversity Association
Arkansas	Immigration	Arkansas Immigrant Defense
Arkansas	Immigration	Catholic Immigration Services
Arkansas	Immigration	University of Arkansas
Arkansas	Nonprofit and other organizations	Arkansas Support Network
Arkansas	Nonprofit and other organizations	Conexión De Negocios Latinos
Arkansas	Nonprofit and other organizations	El Centro Hispano
Arkansas	Nonprofit and other organizations	El Puente Hispanic Services Center
Arkansas	Nonprofit and other organizations	Hispanic Women Organization of Arkansas
Louisiana	Government	Dominican Republic Consulate
Louisiana	Government	Honduras Consulate
Louisiana	Government	Latino Commission
Louisiana	Government	Mexico Consulate
Louisiana	Immigration	Acadiana Legal Services Corp
Louisiana	Immigration	Catholic Charities of Baton Rouge
Louisiana	Immigration	Catholic Charities of New Orleans
Louisiana	Immigration	Catholic Charities of North Louisiana
Louisiana	Immigration	Diocese of Lafayette
Louisiana	Immigration	Gulf Coast Center for Law and Policy
Louisiana	Immigration	Hispanic Apostolate Pastoral Services
Louisiana	Immigration	Loyola Law Clinic and Center for Social Justice
Louisiana	Nonprofit and other organizations	Asociacion Cultural Latino Acadiana
Louisiana	Nonprofit and other organizations	La Semilla
Louisiana	Nonprofit and other organizations	Our Voice Nuestra Voz
Louisiana	Nonprofit and other organizations	Puentes New Orleans
New Mexico	Government	Mexico Consulate
New Mexico	Hispanic Serving Institution	Central New Mexico Community College M.E.Ch.A de CNM
New Mexico	Hispanic Serving Institution	Clovis Community College Viva! Hispanic Student Organization
New Mexico	Hispanic Serving Institution	Eastern New Mexico University Ruidoso Branch Community College Ruidoso Diversity, Equity and Inclusion Student Alliance
New Mexico	Hispanic Serving Institution	Eastern New Mexico University El Centro de la Raza
New Mexico	Hispanic Serving Institution	Mesaland Community College Hispanic Heritage Club: Amistad
New Mexico	Hispanic Serving Institution	New Mexico Highlands University Spanish Club
New Mexico	Hispanic Serving Institution	New Mexico State University League of United Latin American Citizens (LULAC)
New Mexico	Hispanic Serving Institution	New Mexico State University Center for Latin American and Border Studies

New Mexico	Hispanic Serving Institution	University of New Mexico League of United Latin American Citizens (LULAC), Southwest Hispanic Research Institute
New Mexico	Immigration	Catholic Charities of Albuquerque
New Mexico	Immigration	Catholic Charities of Southern New Mexico
New Mexico	Immigration	Colonias Development Council
New Mexico	Immigration	La Casa Inc
New Mexico	Immigration	Lutheran Family Services Rocky Mountains
New Mexico	Immigration	New Mexico Immigrant Law Center
New Mexico	Immigration	Santa Fe Dreamers Project
New Mexico	Nonprofit and other organizations	Chicanos Por La Causa
New Mexico	Nonprofit and other organizations	El Centro De Igualdad y Derechos
New Mexico	Nonprofit and other organizations	Encuentro
New Mexico	Nonprofit and other organizations	Enlace Comunitario
New Mexico	Nonprofit and other organizations	Health Equity Council
New Mexico	Nonprofit and other organizations	Help NM
New Mexico	Nonprofit and other organizations	Hispanic American Institute
New Mexico	Nonprofit and other organizations	National Hispanic Cultural Center Foundation
New Mexico	Nonprofit and other organizations	NM café
New Mexico	Nonprofit and other organizations	Teatro Paraguas
New Mexico	Nonprofit and other organizations	Casa De Peregrinos
Oklahoma	Government	Guatemala Consulate
Oklahoma	Hispanic Serving Institution	Oklahoma Panhandle State University Hispanic Student Center (El Centro)
Oklahoma	Hispanic Serving Institution	Western Oklahoma State College Hispanic Student Association
Oklahoma	Immigration	American Dream Center Institute
Oklahoma	Immigration	Catholic Charities Eastern Oklahoma
Oklahoma	Immigration	Catholic Charities of Oklahoma City
Oklahoma	Immigration	Western Oaks Church of the Nazarene
Oklahoma	Immigration	YWCA Tulsa
Oklahoma	Nonprofit and other organizations	Coalition of Hispanic Organizations
Oklahoma	Nonprofit and other organizations	Latino Community Development Agency
Texas	Government	Argentina Consulate
Texas	Government	Bolivia Consulate
Texas	Government	Chile Consulate
Texas	Government	Colombia Consulate
Texas	Government	Costa Rica Consulate
Texas	Government	Ecuador Consulate
Texas	Government	El Salvador Consulate
Texas	Government	Guatemala Consulate
Texas	Government	Hispanic Latino Quality of Life Resource Advisory Commission
Texas	Government	Honduras Consulate
Texas	Government	Mexico Consulate
Texas	Government	Nicaragua Consulate
Texas	Government	Panama Consulate
Texas	Government	Peru Consulate

Texas	Hispanic Serving Institution	Amarillo College Hispanic Student Association
Texas	Hispanic Serving Institution	Angelina College Spanish Cultural Club
Texas	Hispanic Serving Institution	Angelo State University Association of Mexican-American Students
Texas	Hispanic Serving Institution	Austin Community College District Latino/Latin American Studies Center "El Centro"
Texas	Hispanic Serving Institution	Coastal Bend College Spanish Club
Texas	Hispanic Serving Institution	College of the Hispanic Student Alliance
Texas	Hispanic Serving Institution	Concordia University Texas Latin American Student Organization
Texas	Hispanic Serving Institution	Dallas College League of United Latin American Citizens
Texas	Hispanic Serving Institution	Galveston College Hispanic Student Association
Texas	Hispanic Serving Institution	Houston Baptist University Hispanic Student Organization
Texas	Hispanic Serving Institution	Lee College Mas Raza Collective
Texas	Hispanic Serving Institution	McLennan Community College Hispanic Student Association
Texas	Hispanic Serving Institution	Our Lady of the Lake University Center for Mexican American Studies and Research
Texas	Hispanic Serving Institution	Saint Edward's University Latinx Student Leaders Organization
Texas	Hispanic Serving Institution	Sam Houston State University League of United Latin American Citizens (LULAC)
Texas	Hispanic Serving Institution	San Jacinto Community College Central Campus Spanish Club
Texas	Hispanic Serving Institution	St. Mary's University Hispanic Student Union
Texas	Hispanic Serving Institution	St. Philip's College Future United Latino Leaders for Change
Texas	Hispanic Serving Institution	Tarrant County College District Northeast Campus Organization of Latin American Student Association of Chicanos in Higher Education
Texas	Hispanic Serving Institution	Tarrant County College District Northwest Campus Association of Latin American Students
Texas	Hispanic Serving Institution	Tarrant County College District Southeast Campus Organization of Latin Americans
Texas	Hispanic Serving Institution	Temple College League of United Latin American Citizens (LULAC)
Texas	Hispanic Serving Institution	Texas A & M International University
Texas	Hispanic Serving Institution	Texas A & M University College Station Hispanic's Presidents' Council
Texas	Hispanic Serving Institution	Texas A&M University San Antonio Mexican American Student Association
Texas	Hispanic Serving Institution	Texas Lutheran University Mexican American Student Association
Texas	Hispanic Serving Institution	Texas State University College Somos Tejas State
Texas	Hispanic Serving Institution	Texas Tech University Latino Hispanic Faculty & Staff Association
Texas	Hispanic Serving Institution	Texas Wesleyan University Latinx Student Association

Texas	Hispanic Serving Institution	Texas Woman's University Latinx Student Association
Texas	Hispanic Serving Institution	The University of Texas at Arlington Latin American Student Organization
Texas	Hispanic Serving Institution	The University of Texas at Austin Latino Research Institute
Texas	Hispanic Serving Institution	The University of Texas at El Paso Consejo Mexicano para el Cambio Social en UTEP
Texas	Hispanic Serving Institution	The University of Texas at San Antonio The Mexico Center
Texas	Hispanic Serving Institution	The University of Texas Health Science Center at San Antonio Society for Advancing Hispanic/Latinos
Texas	Hispanic Serving Institution	University of Houston-Downtown Center for Latino Studies
Texas	Hispanic Serving Institution	University of Houston-Clear Lake Latinx and Indigenous Students Taking Action
Texas	Hispanic Serving Institution	University of Houston Association of Latinx/Hispanic Advocates and Allies
Texas	Hispanic Serving Institution	University of Houston-Victoria Latino Faculty & Staff Association
Texas	Hispanic Serving Institution	University of North Texas Hispanic Student Association
Texas	Hispanic Serving Institution	Victoria College Latin American Student Organization
Texas	Hispanic Serving Institution	West Texas A & M University Hispanic Student Association
Texas	Immigration	Amarillo Immigrant Resource Center
Texas	Immigration	American Gateways
Texas	Immigration	American Organization for Immigrants
Texas	Immigration	Arise Adelante
Texas	Immigration	Azle Avenue Baptist Church
Texas	Immigration	Azteca Economic Development and Preservation Corp
Texas	Immigration	Baker Ripley
Texas	Immigration	Bernardo Kohler Center
Texas	Immigration	Bonding Against Adversity
Texas	Immigration	BPSOS
Texas	Immigration	Cactus Nazarene Ministries
Texas	Immigration	Casa de Proyecto Libertad
Texas	Immigration	Catholic Charities of Central Texas
Texas	Immigration	Catholic Charities of Corpus Christi
Texas	Immigration	Catholic Charities of Dallas
Texas	Immigration	Catholic Charities of Fort Worth
Texas	Immigration	Catholic Charities of Galveston Houston
Texas	Immigration	Catholic Charities of Laredo
Texas	Immigration	Catholic Charities of Lubbock
Texas	Immigration	Catholic Charities of San Antonio
Texas	Immigration	Catholic Charities of Southeast Texas
Texas	Immigration	Catholic Charities of the Texas Panhandle

Texas	Immigration	Catholic Diocese of Brownsville
Texas	Immigration	Catholic Diocese of El Paso
Texas	Immigration	Ciudad Nueva Community Outreach
Texas	Immigration	Daya Inc
Texas	Immigration	Diocese of San Angelo Immigration Services
Texas	Immigration	Federation of Employers & Workers of America
Texas	Immigration	For the Nations Refugee Outreach
Texas	Immigration	GTC Connect
Texas	Immigration	Hispanic American Association of East Texas
Texas	Immigration	Houston Legal Aid Center
Texas	Immigration	Human Rights Initiative of North Texas
Texas	Immigration	Immigrant Connection at Sent Church
Texas	Immigration	Immigration Service and Aid Center
Texas	Immigration	International Rescue Committee
Texas	Immigration	Las Americas Immigrant Advocacy Center
Texas	Immigration	Light of Hope Immigration Law Center
Texas	Immigration	Memorial Assistance Ministries
Texas	Immigration	Mosaic Family Services
Texas	Immigration	New Hope Immigration Services
Texas	Immigration	Opening Doors International Services
Texas	Immigration	Proyecto Inmigrante ICS
Texas	Immigration	Rays of Freedom
Texas	Immigration	Refugee and Immigrant Center for Education and Legal Services (RAICES)
Texas	Immigration	Refugee and Services of Texas
Texas	Immigration	San Miguel Lutheran Church
Texas	Immigration	Shiloh Terrace Baptist Church
Texas	Immigration	South Texas Pro Bono Asylum Representation Project ProBAR
Texas	Immigration	Tahirih Justice Center
Texas	Immigration	Texas Center for Community Services
Texas	Immigration	World Relief
Texas	Immigration	YMCA of Greater Houston
Texas	Nonprofit and other organizations	Acción De Gracia Immigration Assistance
Texas	Nonprofit and other organizations	American YouthWorks
Texas	Nonprofit and other organizations	Artes De La Rosa
Texas	Nonprofit and other organizations	Association for Migrant Educators of Texas
Texas	Nonprofit and other organizations	Association for the Advancement of Mexican Americans
Texas	Nonprofit and other organizations	Avance
Texas	Nonprofit and other organizations	Avenida Guadalupe Association
Texas	Nonprofit and other organizations	Casa Del Llano
Texas	Nonprofit and other organizations	Casa Juan Diego
Texas	Nonprofit and other organizations	Casa Marianella
Texas	Nonprofit and other organizations	Center for Refugee Services
Texas	Nonprofit and other organizations	Centro Cultural Aztlan
Texas	Nonprofit and other organizations	Centro de Salud Familiar La Fe
Texas	Nonprofit and other organizations	Community en Accion

Texas	Nonprofit and other organizations	Con Mi Madre
Texas	Nonprofit and other organizations	Debes Creer en Ti
Texas	Nonprofit and other organizations	Dia De La Mujer Latina
Texas	Nonprofit and other organizations	Draw Academy
Texas	Nonprofit and other organizations	El Buen Samaritano
Texas	Nonprofit and other organizations	El Buen Samaritano Migrante
Texas	Nonprofit and other organizations	Equal Justice Center
Texas	Nonprofit and other organizations	Fundación LatinoAmericana De Acción Social
Texas	Nonprofit and other organizations	Gulf Coast Council of La Raza
Texas	Nonprofit and other organizations	Health Collaborative
Texas	Nonprofit and other organizations	Hispanic Dental Association
Texas	Nonprofit and other organizations	Hispanic Health Coalition
Texas	Nonprofit and other organizations	Hispanic Women's Network of Texas
Texas	Nonprofit and other organizations	Institute of Hispanic Culture of Houston
Texas	Nonprofit and other organizations	La Peña
Texas	Nonprofit and other organizations	La Unión del Pueblo Entero
Texas	Nonprofit and other organizations	Las Comadres Para Las Américas
Texas	Nonprofit and other organizations	Latin Women's Initiative
Texas	Nonprofit and other organizations	Mexican American Legislative Leadership Foundation
Texas	Nonprofit and other organizations	Mexican American Legislative Caucus
Texas	Nonprofit and other organizations	Mexican American Unity Council
Texas	Nonprofit and other organizations	Midland Community Development Corporation
Texas	Nonprofit and other organizations	Multicultural Alliance
Texas	Nonprofit and other organizations	Multicultural Family Center
Texas	Nonprofit and other organizations	Neighborhood Housing Services
Texas	Nonprofit and other organizations	Neighbors in Action
Texas	Nonprofit and other organizations	Plaza Comunitaria Dallas Norte
Texas	Nonprofit and other organizations	Project Bravo
Texas	Nonprofit and other organizations	Projecto Juan Diego
Texas	Nonprofit and other organizations	Project Vida
Texas	Nonprofit and other organizations	San Miguel Community Foundation
Texas	Nonprofit and other organizations	Southwest Key Programs
Texas	Nonprofit and other organizations	Su Clinica
Texas	Nonprofit and other organizations	Tejano Center for Community Concerns
Texas	Nonprofit and other organizations	Texas Latino School Boards of Education
Texas	Nonprofit and other organizations	The Alliance
Texas	Nonprofit and other organizations	The Concilio
Texas	Nonprofit and other organizations	The Guadalupe Cultural Arts Center
Texas	Nonprofit and other organizations	Valley Initiative for Development and Advancement
Texas	Nonprofit and other organizations	Vela
Texas	Nonprofit and other organizations	Workers Defense Project
Texas	Nonprofit and other organizations	YWCA
Texas	Nonprofit and other organizations	Zavala Hispanic Cultural Initiative