



Stage One Regional Report #8

SPANISH LANGUAGE OUTREACH PROJECT

2022-2023

Understanding the National and Regional Context

Rocky Mountains ADA Center – Region 8

ADA Knowledge Translation Center

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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 for Rocky Mountains ADA Center; 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.

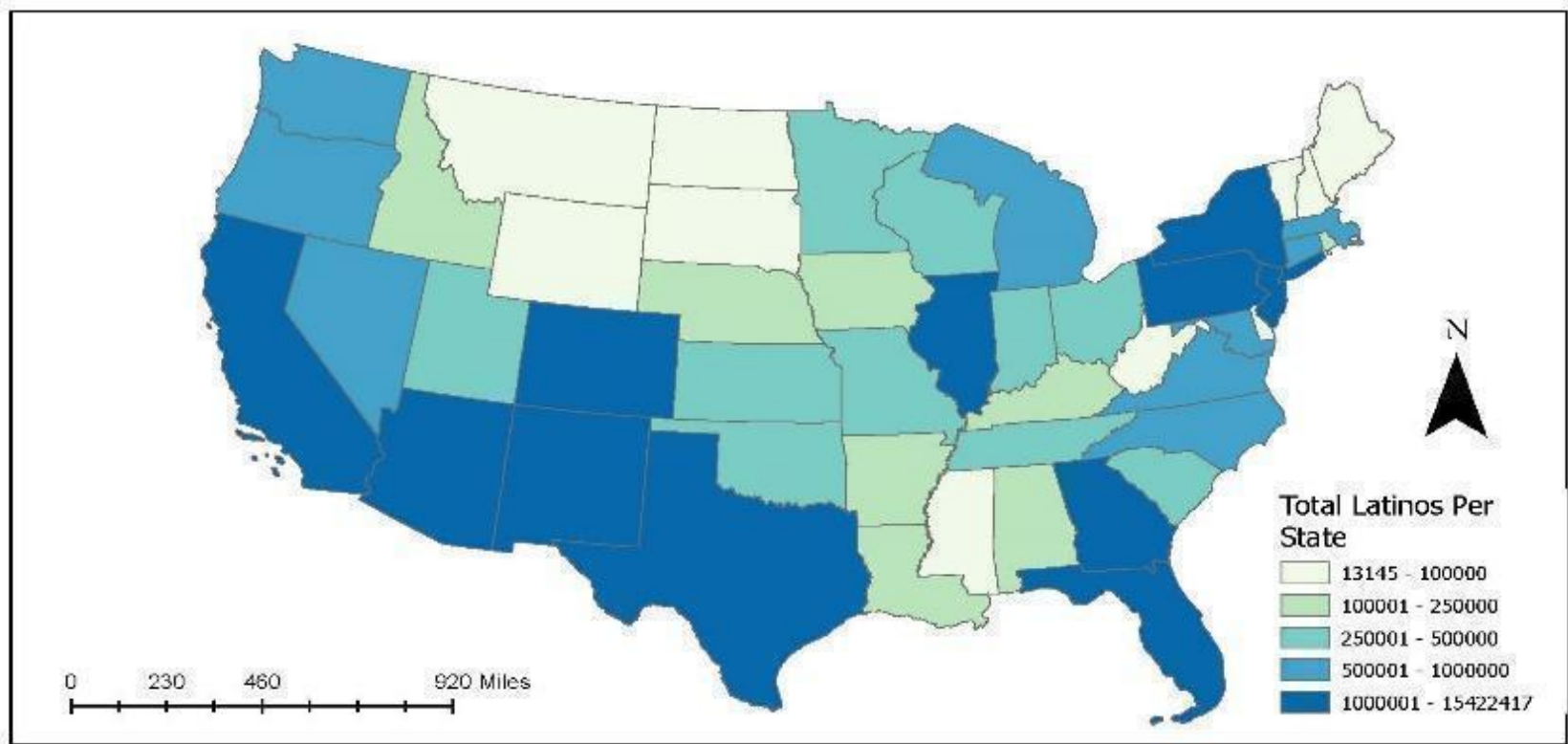
As of 2020, there were 62.1 million Hispanic, Latino, or Latina people in the United States. This population includes people of Cuban, Mexican, Puerto Rican, South or Central American, and Spanish descent. Of all groups, Mexicans are the largest group at 61.4 percent. States with the largest Hispanic/Latino 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

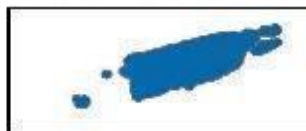
2017-2021 Count of Latinos in the United States



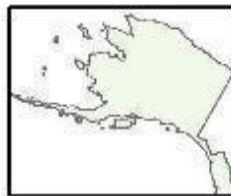
Hawaii



Puerto Rico



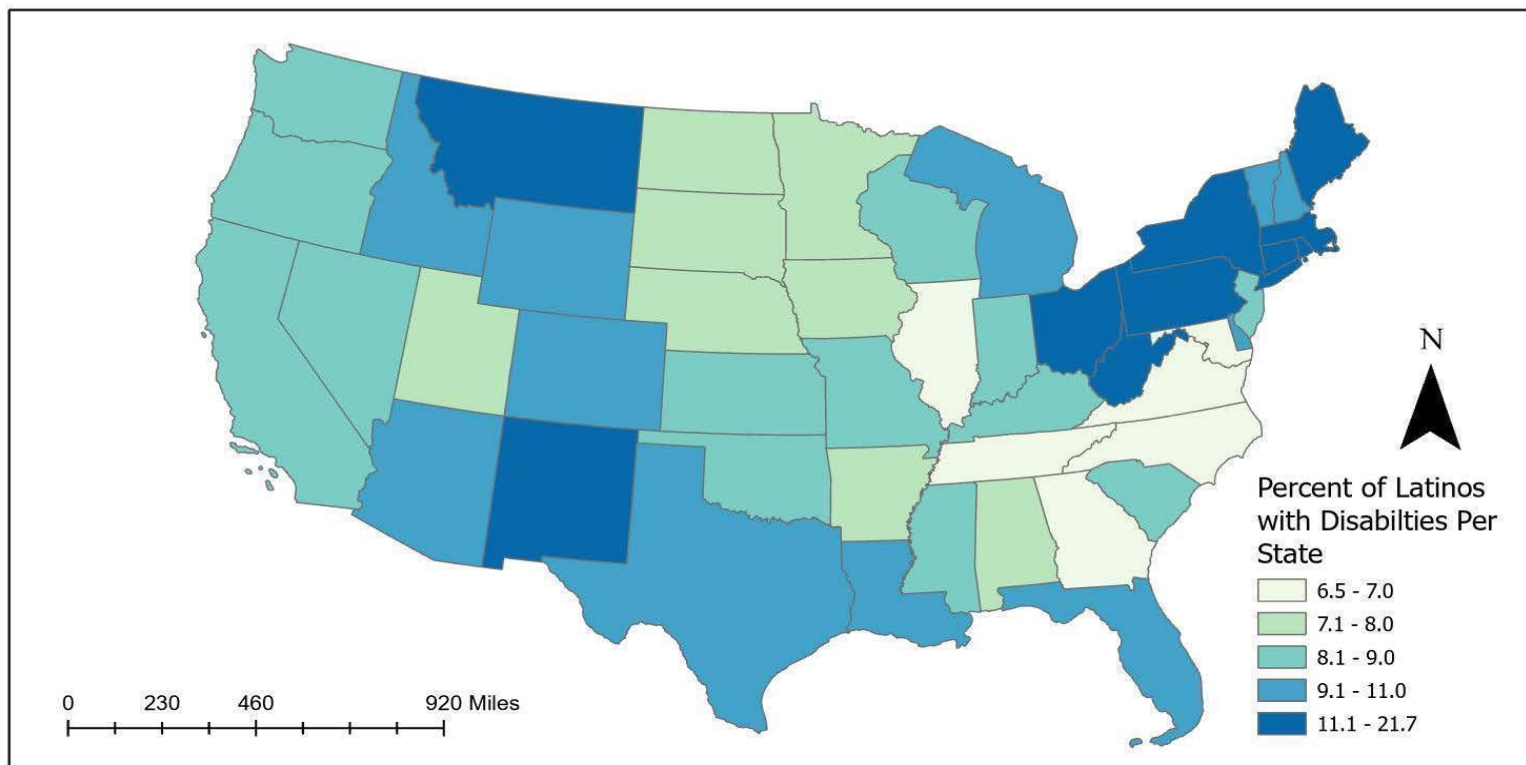
Alaska



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

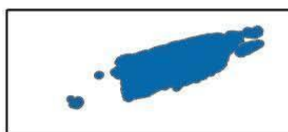
2017-2021 Percent of Latinos with Disabilities in the United States



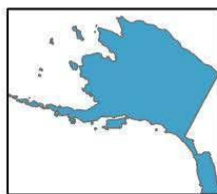
Hawaii



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.

REGION 8: Rocky Mountain ADA Center

Region 8 Background

What Is Unique About the Population in Region 8?

Region 8 consists of the states of Colorado, Montana, North Dakota, South Dakota, Wyoming, and Utah.

Overall, Region 8 is home to a diverse population with a significant minority population. According to the U.S. Census Bureau's American Community Survey (ACS), the minority population in this region makes up approximately 24% of the total population.

The largest minority group in this region is Hispanic and Latino, with a population of approximately 2 million people. This group is concentrated in Colorado and Utah, where they make up over 15% of the population in each state. African Americans are the second-largest minority group in the region, with a population of approximately 300,000 people. The African American population is concentrated in Colorado and Utah.

Native Americans and Asian Americans also contribute to the region's diverse population. Native Americans have a significant presence in South Dakota and Montana, while Asian Americans are concentrated in Utah and Colorado.

English is the most spoken language in the region (83.3% of the population), followed by Spanish (10%), Indo-European (1.2%), Pacific Islander (0.8%), and German (0.8%). There are more languages identified but these are the most common languages for the region.

Region 8 States

Colorado has the largest group of Spanish speakers, with approximately 1.2 million individuals identifying as Hispanic or Latino, making them 22% of the state's population and 17.3% of the state's labor force. Within the last decade, there has been a growth of over 15% percent in their population. Denver (206,207) and Aurora (119,878) are the cities in Colorado with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, Puerto Rico, and El Salvador.

Utah has the second-largest group of Spanish speakers. Approximately 488,000 individuals identify as Hispanic or Latino, making them 14% of the state's population and 16.6% of the state's labor force. Within the last decade, there has been a growth of over 14.6% percent in their population. West Valley (56,396), Salt Lake (39,658), and Ogden (26,119) are the cities in Utah with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population is predominantly from Mexico, El Salvador, and Peruvian.

Wyoming has the next largest group of Spanish speakers. Approximately 60,000 individuals identify as Hispanic or Latino, making them 10.5% of the state's population and 8.8% of the state's labor force. Within the last decade, there has been a growth of over 28.8% percent in their population. Cheyenne (10,447), Casper (4,996), and Rock Springs (3,570) are the cities in Wyoming with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population in the region is typically from Mexico, Puerto Rico, and El Salvador.

Montana has the next largest group of Spanish speakers. Approximately 46,000 individuals identify as Hispanic or Latino, making them 4.2% of the state's population and 4.1% of the state's labor force. Within the last decade, there has been a growth of over 27% percent in their population. Billings (8,034), Great Falls (3,198), and Missoula (3,104) are the cities in Iowa with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population in the region is predominantly from Mexico, Puerto Rico, and El Salvador.

South Dakota has the next largest group of Spanish speakers. Approximately 36,000 individuals identify as Hispanic or Latino, making them 4.1% of the state's population and 5.5% of the state's labor force. Within the last decade, there has been a growth of over 23.8% percent in their population. Sioux Falls (10,496), Rapid City (4,374), and Huron (2,013) are the cities in South Dakota with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population in the region is predominantly from Mexico, Puerto Rico, and El Salvador.

North Dakota has the next largest group of Spanish speakers. Approximately 30,300 individuals identify as Hispanic or Latino, making them 4% of the state's population and 2.6% of the state's labor force. Within the last decade, there has been a growth of over 50% percent in their population. Fargo (4,024), Minot (3,390), and Williston (3,277) are the cities in North Dakota with the most concentrated Latino/Hispanic populations. Culturally, the Spanish-speaking population in the region is predominantly from Mexico, Puerto Rico, and El Salvador.

Disability Statistics Per State in the Region 8 Latino/Hispanic Community

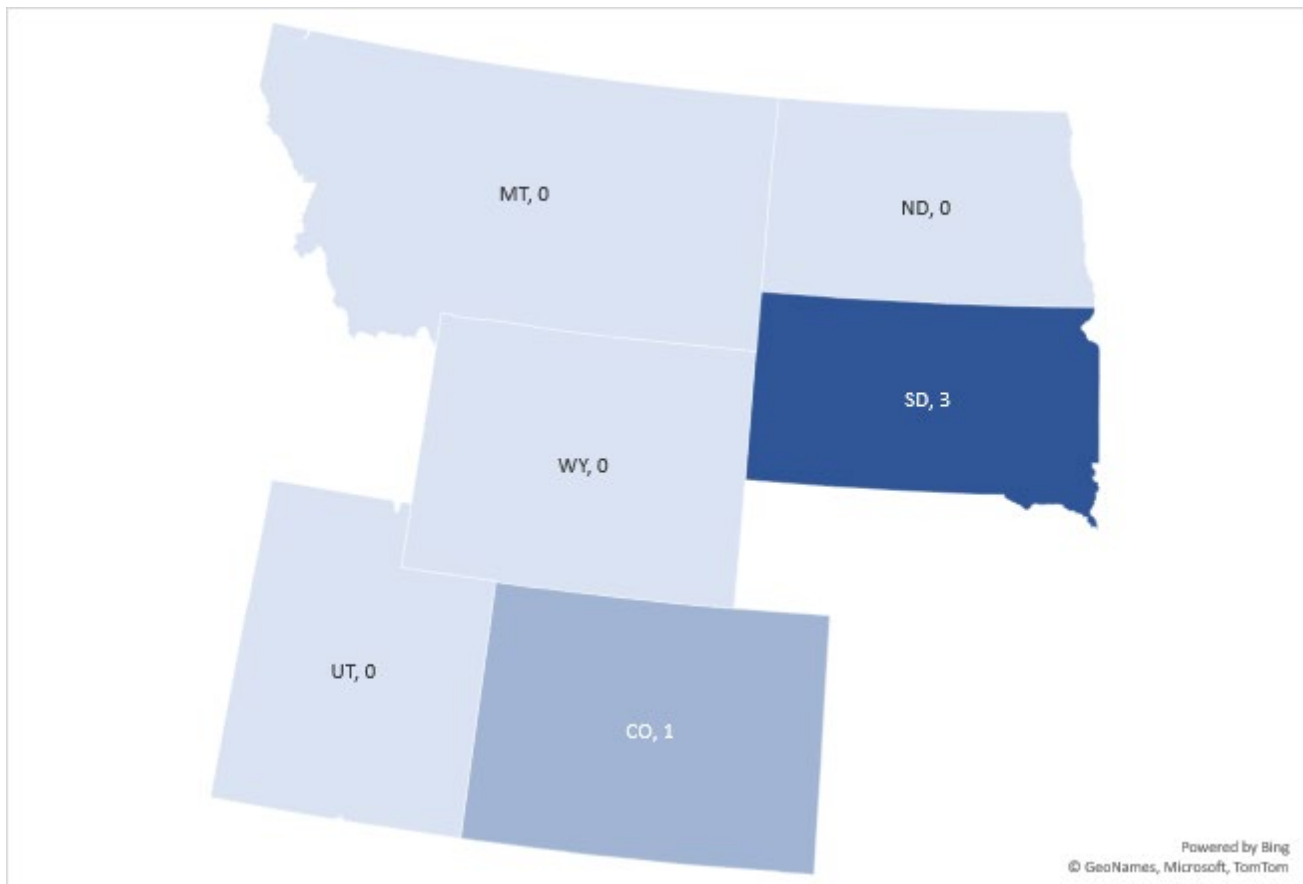
Based on the most recent census data, it is estimated that:

- Colorado has almost 1,280,000 Latinos, and approximately 10.3% have a disability.
- Utah has almost 488,000 Latinos, and approximately 8.2% have a disability.
- Wyoming has almost 60,500 Latinos, and approximately 14% have a disability.
- Montana has almost 46,000 Latinos, and approximately 12.3% have a disability.
- South Dakota has almost 36,000 Latinos, and approximately 8.8% have a disability.
- North Dakota has almost 30,000 Latinos, and approximately 11.4% have a disability.

Which States From Region 8 Participated in the Interviews?

As shown in the map, all the interviews were conducted with community members from Colorado and South Dakota. No interviews were conducted with community members from Montana, North Dakota, Wyoming, and Utah.

Figure 3: Maps of states involved from Region 8



Observations From the Interviews

Participants

Four community members participated in the interviews. Two participants were female, two were men, and most of them had minimal knowledge about the ADA. Most interviews were conducted in English. All community members were associated with community resource centers in their states, and participants had different roles in the community. Figure 4 and Table 1 show specific data about these characteristics of participants.

Figure 4: Participant demographics

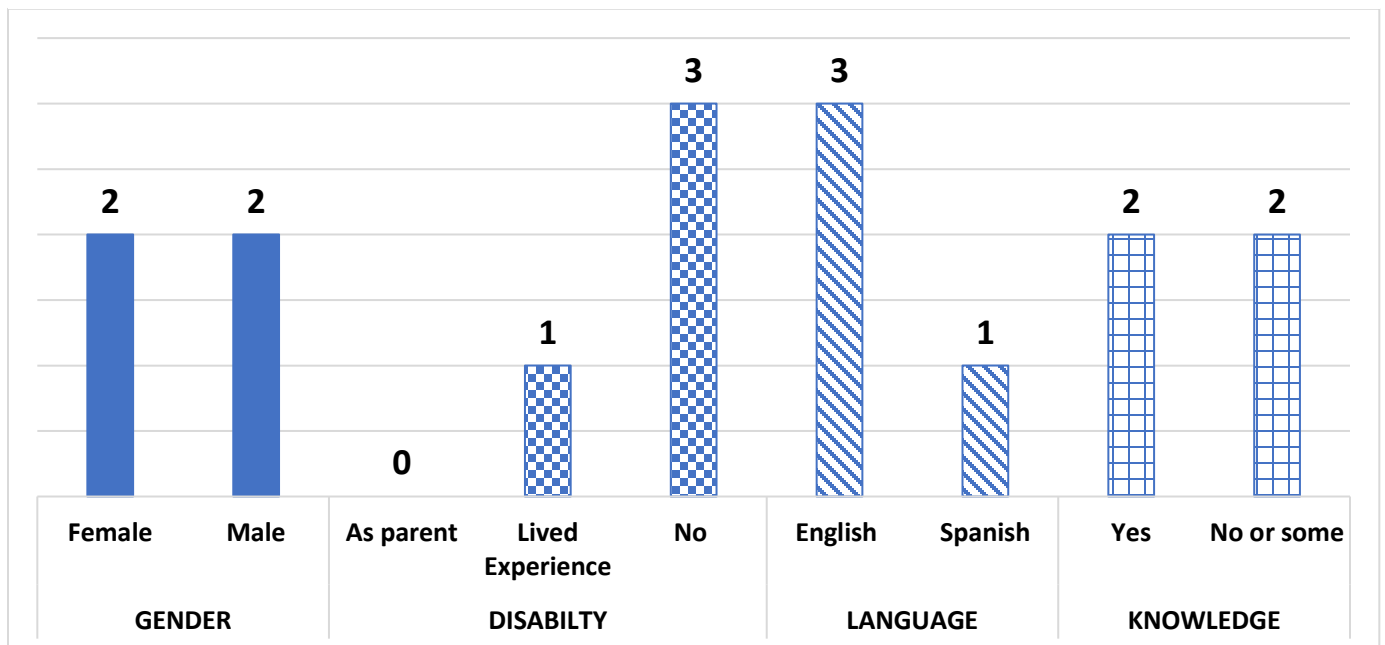


Table 1: Region 8 participant roles

Participant Role	Number of Individuals
Director of Programs	1
Resource Manager	2
Director of IT	1

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>Participants from Region 8 shared that language is a significant barrier for the Spanish-speaking community. Language barriers include a lack of information in Spanish from known organizations, lack of bilingual staff, and lack of translation services.</p>	
Participant Testimonies	
<p>1.1. Lack of Information in Spanish</p>	<p>“The language barrier that I was just made aware of, particularly here in this state, state law indicates that any transaction in a state or county building or government building and the transaction needs to be in English only, and that closes the door for many folks.”</p> <p>“We were kind of struggling with finding the resources in Spanish for our clients . . . One of our clients, though, had a disability and we worked strongly to find the resources that they needed. So, we had to reach out to other states in order to help [them] with whatever they needed.”</p>
<p>1.2. Bilingual Staff</p>	<p>“There aren’t any counseling services in Spanish. We have one person who is bilingual, but of course she is flooded because she is the only one.”</p> <p>“We wish we had more persons who knew how to navigate social work and . . . [are] able to understand the cultural part of interpreting when someone is having a mental health crisis.”</p>
<p>1.3. Translation and Interpretation Services</p>	<p>“They don’t really know the terminology, and obviously they have really complicated terminology, but it is hard to voice the person’s needs if we don’t really have a person that can fully interpret everything the person is saying.”</p>

2. Stigma on Disability and Mental Health

For participants in Region 8, the stigma associated with disability and mental health can become a significant barrier to accessing information and services.

Participant Testimonies

2.1. Stigma

"When we think about the Latino community, if you have to go see a psychologist that means you're crazy . . . You keep that quiet, you don't go out and ask people, 'Hey do you know any psychologist? I need some help?' You know, that would make you less manly type of thing, and so the negative connotations of needing assistance or finding help is just a barrier in itself when you bring Latino culture into another culture."

3. Immigration

Immigration status is also a significant barrier for community members in Region 8, as it creates a lot of fear for the community.

Participant Testimonies

3.1. Immigration

"When I became a resident of the United States, I couldn't apply for any public benefits for my disability for the first five years, except for public housing."

"The biggest barrier is the lack of support from Medicaid for people with undocumented status to receive medical assistance for those with disabilities."

"Being undocumented is not a crime, [and] Medicaid does not acknowledge it. If you[r] child needs [Medicaid], they are only asking about the child, not the parents."

"There's a lot of systematic discrimination and a great need for capable bilingual staff, so it is very easy to deny people that are undocumented and only speak Spanish."

4. Racism/Discrimination

For community members in this region, racism continues to be a significant barrier. This can lead to reduced access to services and information, housing problems, and a lack of respect for the community in the workforce and other areas.

Participant Testimonies

4.1. Racism in Housing

"Often folks who come, come because they have a friend who is here or family who is settled, and they'll say come on over, and they'll help with housing and so forth. That's the nice and the good side of the story. The bad side of the story brings up again a little bit of racism. A lot of landlords really inflate their prices."

<p>4.2. Racism in the Workforce</p>	<p>“She made a curriculum that she goes and teaches at these companies, like the terminology and vocabulary and all the stuff related to the workplace so that people that don’t know can get a better hang of what they are doing. They [companies] understand what they are doing, but not all are on board with this and not all of them treat Hispanics with the respect everyone deserves so there’s a lot of exploiting, underpaying, racism.”</p> <p>“There is a large ignorance of how to treat people with disabilities in some cities. No cultural competency, they don’t understand basic rights and responsibilities, and these are government entities. They have no respect for minorities and even worse for those with disabilities.”</p>
<p>5. Low Access to Resources</p>	
<p>For participants, there are only a few places in the area in which Latinos/Hispanics can receive support. The availability of resources is scarce, and people need to travel to get support or services.</p>	
<p>Participant Testimonies</p>	
<p>1.1. Low Access to Resources</p>	<p>“We have had people come from, I believe, one or two hours away, I’m going to say like 200 miles.”</p> <p>“Oh, there are a lot (Latinos), it’s just not a lot of resources.”</p>

Access to Information

Information	
<p>For participants in Region 8, there are four main ways in which the Spanish-speaking community accesses information: social media, word of mouth, text messages, and community stores and churches.</p>	
Participant Testimonies	
<p>1. Social Media</p>	<p>All participants mentioned that Facebook and WhatsApp are the social media platforms most used by Latinos/Hispanics.</p> <p>“Most clients have their own Facebook, and so when we tell them we are on Facebook, they connect with us right away.”</p> <p>“Now, social media is working really good because everyone, you know, or mostly everyone, is on social media, and that is how we are sharing a lot.”</p>
<p>2. Word of Mouth</p>	<p>“We are seeing a high demand; it has grown in the last couple of years, and we are seeing more and more. It could probably be because we have done a lot of post[s] on Facebook of what our organization does, and we have sent information to churches, and employers. Word of mouth also has helped a lot.”</p>
<p>3. Text Messages</p>	<p>“They get a document in the mail, and we will tell them to take a picture of that document and if they can text it, and the number they texted is set up and connected to one of our emails. So, then we can open up an email in the office and look at that document and then call them back and say, okay this is what it says . . . and we have it connected to WhatsApp because often they don’t have a local number but have access to the internet.”</p>
<p>4. Community Stores and Churches</p>	<p>“We take our brochures, different resources that we have, and distribute them to all the people that need them. We also try to put flyers on all the Hispanic stores around the area, and the churches as well. We are in contact with a couple of priest[s] and other people that the Hispanic community see more.”</p>

Recommendations

Recommendations	
<p>Based on the testimony of participants, there should be more partnerships with community organizations and better materials in Spanish.</p>	
Participant Testimonies	
<p>1. Partner With Community Organizations</p>	<p>"We have contact with most of the people that help Hispanics that don't require a social . . . and we will refer [to] each other. We send them their way, and they send us people too. It could be by phone or social media."</p>
<p>2. Improve Materials in Spanish</p>	<p>"When you look at some websites, they have a Spanish section, but it is auto translated to Spanish. It won't be perfect, but they need three to four people to be able to have a team to do a proper website in a different language."</p> <p>"If you are translating simple documents, one person would be sufficient. If you are translating medical documents, you need a team because those documents can be long and with a lot of detail, legal, medical, pharmaceutical, financial documents."</p> <p>"There is a great need of not only interpreters but proper translators everywhere. If there was an interpreter available, speaking in Spanish, either in person or virtually at all government meetings, it would be great."</p> <p>"People are hungry for information that is easily understandable."</p>

Suggested Next Steps for Region 8

Based on the recommendations from the community members in Region 8, the region should take the following specific steps:

1. Increase outreach efforts across the region and develop new connections with Latino/Hispanic organizations in the area as this community continues to grow, such as the East River area of SD, where there is a high Latino population.
2. Connect with organizations that have already created trust in the Latino community, such as Centro de la Familia (Salt Lake City, UT), which provides programs for children and families around educational success; Colorado Latino Leadership Advocacy & Research Organization (Denver, CO) which provides programming for youth, families, and elders on healthcare, civic engagement, and local community resources; NEWSED Community Development Corporation (Denver, CO), which promotes economic success for underserved populations primarily through housing education, financial literacy, small business, and affordable housing; Caminando Juntos (Sioux Falls, SD), which is a long-established organization that assists immigrant families and provides legal services, adult educational programming, and community resource sharing.

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.

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Contact

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APPENDIX

Appendix: Region 8 Organizations for Outreach Efforts

State	Sector	Name
Colorado	Government	El Salvador Consulate
Colorado	Government	Guatemala Consulate
Colorado	Government	Mexico Consulate
Colorado	Government	Peru Consulate
Colorado	Hispanic Serving Institution	Adams State University Centro C.A.S.A
Colorado	Hispanic Serving Institution	Colorado State University-Pueblo Latinx Student Unidos
Colorado	Hispanic Serving Institution	Community College of Aurora
Colorado	Hispanic Serving Institution	Metropolitan State University of Denver HIS Initiatives and Inclusion
Colorado	Hispanic Serving Institution	Pueblo Community College League of TRIO Students
Colorado	Hispanic Serving Institution	Regis University SOMOS
Colorado	Immigration	Bethany Immigration Services
Colorado	Immigration	Catholic Charities of Central Colorado
Colorado	Immigration	Catholic Charities of Denver
Colorado	Immigration	Catholic Charities of Pueblo
Colorado	Immigration	Colorado Immigrant Rights Coalition
Colorado	Immigration	Hispanic Affairs Project
Colorado	Immigration	Immigrant Legal Center of Boulder County
Colorado	Immigration	Integrated Community
Colorado	Immigration	International Rescue Committee
Colorado	Immigration	Littleton Immigrant Resources Center
Colorado	Immigration	Lutheran Family Services
Colorado	Immigration	Rocky Mountain Immigrant Advocacy Network
Colorado	Immigration	San Luis Valley Immigrant Resource Center
Colorado	Immigration	The Center for Trauma and Resilience
Colorado	Nonprofit and other organizations	Adelante Community Development
Colorado	Nonprofit and other organizations	Adelante Mujer
Colorado	Nonprofit and other organizations	Alianza Norco
Colorado	Nonprofit and other organizations	American GI Forum
Colorado	Nonprofit and other organizations	Aurora Community Connection
Colorado	Nonprofit and other organizations	Avanza Latino
Colorado	Nonprofit and other organizations	Boulder County Latina League
Colorado	Nonprofit and other organizations	Casa De Paz
Colorado	Nonprofit and other organizations	Centro
Colorado	Nonprofit and other organizations	Chicano Humanities and Arts Council Gallery
Colorado	Nonprofit and other organizations	Clinica Colorado
Colorado	Nonprofit and other organizations	Colorado Cross Disability Coalition
Colorado	Nonprofit and other organizations	Colorado Democratic Latino Caucus
Colorado	Nonprofit and other organizations	Colorado Hispanic Bar Association
Colorado	Nonprofit and other organizations	Colorado Latino Forum
Colorado	Nonprofit and other organizations	Colorado Latino Leadership Advocacy & Research Organization
Colorado	Nonprofit and other organizations	Colorado Latinos Vote

Colorado	Nonprofit and other organizations	Colorado Organization for Latina Opportunity and Reproductive Rights
Colorado	Nonprofit and other organizations	Colorado Peoples Alliance
Colorado	Nonprofit and other organizations	Colorado Statewide Parent Coalition
Colorado	Nonprofit and other organizations	Companeros
Colorado	Nonprofit and other organizations	Convivir Colorado
Colorado	Nonprofit and other organizations	Del Norte Neighborhood Development Corporation
Colorado	Nonprofit and other organizations	Denver Scholarship Foundation
Colorado	Nonprofit and other organizations	El Centro De Amistad
Colorado	Nonprofit and other organizations	El Comité de Longmont
Colorado	Nonprofit and other organizations	El Grupo Vida
Colorado	Nonprofit and other organizations	Engaged Latino Parents Advancing Student Outcomes
Colorado	Nonprofit and other organizations	Intercambio
Colorado	Nonprofit and other organizations	Latina SafeHouse
Colorado	Nonprofit and other organizations	Latino Coalition of Weld County
Colorado	Nonprofit and other organizations	Latino Community Foundation of Colorado
Colorado	Nonprofit and other organizations	Latino Cultural Arts Center
Colorado	Nonprofit and other organizations	Latino Leadership Institute
Colorado	Nonprofit and other organizations	Latino Research and Policy Center
Colorado	Nonprofit and other organizations	Mi Casa Resource Center
Colorado	Nonprofit and other organizations	Museo de las Américas
Colorado	Nonprofit and other organizations	NEWSED Community Development Corporation
Colorado	Nonprofit and other organizations	Pueblo Hispanic Education Foundation
Colorado	Nonprofit and other organizations	San Miguel Resource Center
Colorado	Nonprofit and other organizations	Servicios De La Raza
Colorado	Nonprofit and other organizations	Tepeyac Community Health Center
Colorado	Nonprofit and other organizations	Tri-County Health Network
Colorado	Nonprofit and other organizations	Una Mano Una Esperanza
Colorado	Nonprofit and other organizations	Work Option
Montana	Government	Migrant and Seasonal Farmworkers
Montana	Nonprofit and other organizations	Montana Human Rights Network
Montana	Nonprofit and other organizations	The Montana Racial Equity Project
North Dakota	Nonprofit and other organizations	Hispanic Organization of Latin Americans
South Dakota	Immigration	Lutheran Social Services of South Dakota
South Dakota	Immigration	Sisters of the Presentation of the Blessed Virgin Mary
South Dakota	Nonprofit and other organizations	Pulso Hispano
South Dakota	Nonprofit and other organizations	Aberdeen Area Hispanic Outreach
South Dakota	Nonprofit and other organizations	Caminando Juntos
Utah	Government	Mexico Consulate
Utah	Immigration	Alliance Community Services
Utah	Immigration	Catholic Community Services of Utah

Utah	Immigration	Comunidades Unidas
Utah	Immigration	Holy Cross Ministries
Utah	Immigration	International Rescue Committee
Utah	Immigration	LUPEC
Utah	Immigration	No More a Stranger
Utah	Immigration	Utah Legal Services
Utah	Nonprofit and other organizations	Casa Castillo
Utah	Nonprofit and other organizations	Centro Civico Mexicano
Utah	Nonprofit and other organizations	Centro De La Familia
Utah	Nonprofit and other organizations	Centro Hispano
Utah	Nonprofit and other organizations	Conexión Comunidad Hispana
Utah	Nonprofit and other organizations	English Language Center of Cache Valley
Utah	Nonprofit and other organizations	English Skills Learning Center
Utah	Nonprofit and other organizations	Latino Behavioral Health Service
Utah	Nonprofit and other organizations	Latinos in Action
Utah	Nonprofit and other organizations	Suazo Center
Utah	Nonprofit and other organizations	Utah Coalition of La Raza
Utah	Nonprofit and other organizations	Utah Chilean Community
Wyoming	Immigration	Immigrant Hope
Wyoming	Immigration	Wyoming Coalition Against Domestic Violence and Sexual Assault (WCADVSA)
Wyoming	Nonprofit and other organizations	Equality State Policy Center
Wyoming	Nonprofit and other organizations	Hispanic Organization for Progress and Education
Wyoming	Nonprofit and other organizations	Wyoming Latina Youth Conference