



## Delaware Hispanic Public Policy Agenda

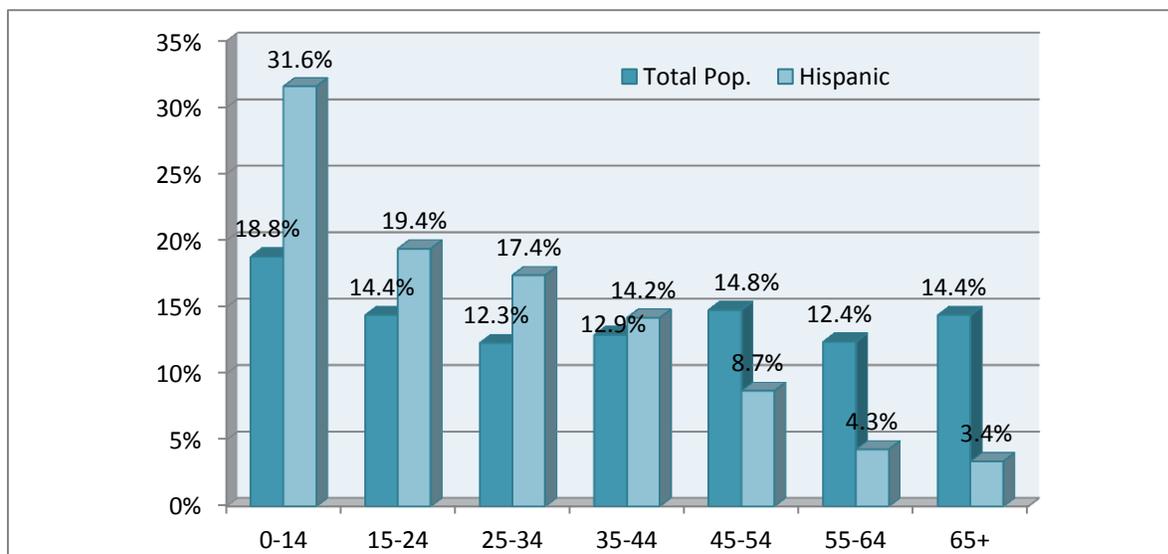
The Delaware Hispanic Commission (DHC) is pleased to present the 2014 Delaware Hispanic Public Policy Agenda. The Public Policy Agenda is a direct result of efforts from the Commission members, volunteers, State Agencies, legislators, non-profit organizations, community organizations, and individuals who participated in a collaborative effort to discuss important issues impacting the Hispanic community at the first Latino Summit on Nov. 13, 2014 in Dover Delaware.

### EXECUTIVE SUMMARY

The DHC was mandated by the Governor on September 2, 2011 by Executive Order No. 28 to expand and improve representation and advocacy for Delaware's Hispanic community. The Hispanic community has grown significantly since the last U.S. Census. Notably supported by the Census Bureau American Fact Finder data the Delaware Hispanic population grew from 37,277 in 2000 to 73,842 in 2010, a net increase of 98.1%, compared to the general population growth of 14.8% in the same time period. Sixty four percent (64%) reside in New Castle County, twenty three percent (23%) in Sussex County, and thirteen percent (13%) in Kent County.

The majority of Hispanics living in Delaware are of Mexican descent (41.4%), followed by Puerto Rican descent (30.8%), and those of Guatemalan comprises 7.1 % of the Hispanic population. The remaining are from Central and South American countries. It is an extremely young population with an average age of 24. 4 years of age. The age distribution is highlighted in figure 1.

Figure 1



Source: Census, 2000; American Factfinder, 2010

Twenty-one percent (21.7%) of the Delaware Hispanic population lives under the poverty level. Despite these economic barriers the number of startup businesses continues to grow and projected to grow significantly as evidenced in figure 2. Hispanics are contributing to new business start-ups and helping to promote economic development and job growth, the very foundation of economic strength in America.

Figure 2

	1992	1997	2002	2007	2012 Projected	2017 Projected
Number of Hispanic Businesses	497	898	879	1535	1553	1832

Source: 1992 to 2007- Census Bureau, Survey of Business Owners; Projections estimated by Industry, Research and Analysis, DEDO

The population growth has spurred the need for growth in services to the Hispanic community that need to be addressed in order to promote a healthy and vibrant communities. The first Latino Summit discusses these issues by gathering information through community conversations leading up to the Summit as well as gathering information at the Summit to form the Delaware Hispanic Public Policy Agenda that outlines important areas in each sector needing attention.

The DHC collated public surveys polled across the state, expressing various issues impacting the daily lives and development of the Latino community. By using the data, DHC identified six sectors that were addressed in individual workshops at the first Latino Summit.

The sectors are:

- \* Education
- \* Healthcare and Social Services
- \* Economic and Workforce Development
- \* Community and Social Justice
- \* Transportation
- \* Housing

## **Methodology:**

Through “**Train by Cell,**” (a mobile device technology to relay questions and comments by the audience to a predesigned summit web link) the workshop leaders in all six sessions interacted with their participants. They could directly respond to concerns, questions, and facilitate discussions within sub groups during the sessions. Every participant who wanted to be heard, viewed and or scribed could do so openly or anonymously.

To ensure uniformity in all sessions, each leader represented his or her sector by incorporating the “**Appreciative inquiry**” AI methodology. AI is positive investigative approach designed to lay the foundation of best practices, initiatives, and strategies, to tackle ineffective policies and eliminate obsolete processes.

Within the AI module, the summit sessions were divided into two segments. The first part, “**discovery,**” encouraged participants in each session to prioritize three to five areas they believed were working for them in Delaware and the factors contributing to these successes.

The public opinions were relayed by a lead volunteer from each session at the general forum. All comments were displayed on the screen for the assembly to follow. These common themes and synergies from each sector workshop became the firm consensus for participants to return to their sessions to list the “**dreams**” they envisioned” some existing policies or infrastructures could produce, or where possible, be executed differently.

During this session, audiences were divided into sub groups to brainstorm ideas, and to collectively “**design**” policies or initiatives they believe will offer constructive and progressive changes to their sector and communities. They were also guided to take into considerations existing policies and infrastructures they were unaware of in order to come up with viable action plans.

Finally, all participants returned to the final general session with actionable solutions to “**deliver**” their plans from individual design sessions. Each session leader presented plans for moving forward as a community with committed volunteers working together to achieve short-term one-year goals and long-term three-year goals.

Following the opening ceremony and speeches of the summit, subsequent pages of this policy agenda details each sector’s discoveries, visions, solutions, and goals. The priorities for each sector are outlined in the following pages.

### **Top 3 Priorities for Education**

1. Eliminate achievement gaps for Latino Students from Pre-School to 12<sup>th</sup> grade.
2. Support the academic achievement of K-12 Latino students to ensure college and career readiness.
3. Support English Language Acquisition of Latino Adults

## **Top 6 Priorities for Health Care & Social Services Committee**

1. Create a state level literacy education program for everyday Latinos, which will improve their ability to access health care.
2. Develop state mandated cultural competency education requirements from all clinicians.
3. Supply more language services for Spanish-speaking residents, enhancing their ability to communicate with family doctors and mental health providers. (A task force will research how state law can be modified to reimburse translation services.)
4. Foster collaboration between health care systems and community-based programs to develop a coordinated model to implement healthcare programs in all three counties.
5. Strengthen behavioural health services dealing with anxiety, addiction and depression while working to lessen the stigma of seeking help.
6. Compile a list of members of the Hispanic community willing to serve on state and non-profit boards.

## **Top 5 Short and Long Term Priorities for Economic and Workforce Development**

### ➤ Short Term: within 1 year

1. Expand cultural training made available for Business
2. Establish a referral process for businesses & employers to find each other
3. Reduction of wait time in Financial Product licensing
4. Allocate funding for marketing programs and business opportunities utilizing the Hispanic media channels.
5. Establish a monthly Hispanic Business networking group

### ➤ Long term: – within 3 years

1. Create a stand-alone business resource center funded by private partners.
2. Develop a process to make professional degrees from other countries acceptable in the USA.
3. Increase access to higher education through the development of bilingual on line training
4. Website translation for the Department of Labor and bilingual counsellors at the One Stops
5. Establish a Hispanic Chamber of Commerce

## **Top 5 Priorities for Community & Social Justice Committee:**

1. Create a state funded “Office of Hispanic Affairs - OHA” with a devoted paid staff to manage the community affairs.
2. Make OHA the main network hub for the work done on the DHC Subcommittees:
3. Communication / Media: Educate and inform the Latino population about resources available by communicating with the media to develop positive relationships with Latinos and share positive feedback.
4. Social Justice: Provide accessibility of resources to the people that need it mostly such as affordable legal services.

5. Community Organizing: Develop networks with schools, churches, business, non-profits, agencies and other entities to make them aware of Hispanic community's issues, to learn more about it, dispel myths and assumptions, potentially bolster business from the Hispanic community, and motivate call to actions when is needed.

**Top 5 Priorities for Transportation Committee:**

1. Driving Privilege Card
2. Education Expand Public Transportation -“Ride With Us”
3. Transportation Vendor Opportunities
4. Transportation Related Employment
5. Communications Model

**Top 5 Priorities for Housing were not developed at the Summit.**

**Summary**

The 2014 Latino Summit report outlines the Delaware Hispanic Public Policy Agenda listing the top priorities in each sector; Education, Health and Social Services, Economic and Workforce Development, Community and Social Justice, and Transportation. Each of these sectors identifies and details each sector's discoveries, visions, solutions, and goals from the voices of the people through surveys, train by cell, and the Appreciative Methodology employed at the Summit. It's extremely important that their voices be heard in order as a means to “Connecting to a brighter future.”

Several common themes continued to reverberate through the First Latino Summit across all of the six sectors. It became very evident that due to the language and culture barrier common problems continued to surface throughout all of the breakout and general sessions. These common themes are outlined below:

**Areas of commonality are as follows:**

1. Outreach efforts to the Hispanic Community:

The Delaware Hispanic community often is not aware of many State and non-profit services because most of them don't know that they exist. Programs such as \$tandbyMe Hispano is making in-roads in the community through aggressive campaign efforts and a dedicated bilingual and culturally competent staff that interacts within the community. They go to the community rather than the community comes to them. This grass roots outreach efforts has been very successful model and should be considered by other organizations wishing to reach the Hispanic communities.

## 2. Increase Communications

The use of Hispanic media is an extremely important tool in communicating with the Hispanic community. The DHC has found that the radio stations in Sussex and Kent County are a great way to effectively reach the community. It captures large audiences that keep them abreast of important issues as well as services and job opportunities that are available. In addition, the newspapers and magazines are also very popular and should be used to announce job opportunities, health screenings, and other important services that the Hispanic community can benefit from. Both these media outlets should be used to effectively communicate with the Hispanic community throughout the State.

## 3. More Bilingual and culturally competent professionals in Schools, Delaware Court System, and Hospitals

There is a big need for bilingual professionals that are certified interpreters and culturally competent in the Schools, Courts, and Hospitals. Too many times the proper services are not rendered simply because there is a gap in communication. The individual walks away frustrated, confused, and more importantly unsatisfied with the service provided due to a lack of qualified bilingual and culturally competent professionals. Understanding not just the language but the cultural will help understand and deliver the proper information. An effort needs to be made to encourage students to enter into professional bilingual/culturally competent interpreting careers. The Delaware Hispanic population continues to grow and schools, courts, and hospitals are seeing a big need for these types of services.

## 4. Business bilingual Counselors/Advisors

The DHC initiated a series of business pilot business workshops throughout the three Counties (New Castle, Kent, and Sussex). It was a collaborative effort with the various business partners and it was quickly realized that they were well received by the Hispanic community who attended, participated, and thoroughly enjoyed the classes. Through the use of a bilingual business counselor/advisor the DHC was able to effectively reach and communicate a pilot business six week workshop to the Hispanic Community throughout 2014 in all three Counties. Several classes were held and met with great enthusiasm from the participants. They were eager to learn how to become entrepreneurs and learn how to do business in Delaware. More business bilingual counselors/advisors are needed as the population continues to grow and new start-up businesses seek help.

## 5. Language translations on all State websites

Offering website pages in Spanish will help the community access important information and services offered by the State agencies. State agencies like the Division of Motor Vehicle have made great strides in reaching the Hispanic community by making tremendous effort to translate many of its materials to Spanish. Further strides can be made by translating the State

agency websites to Spanish. Offering Spanish websites will allow them to read the material in their native language and become aware of the services that they can access.

#### 6. More Spanish written publications, brochures, and general information about Services

English publications, brochures, and general information about services, employment, or other information need to be translated to Spanish. These can easily be distributed to the churches, Hispanic community organizations, etc. and keep the community updated on important information.

The Delaware Hispanic Public Policy Agenda outlines priorities that need to take place in the areas of Education, Health and Social Service, Economic and Workforce development, Community and Social Justice, and Transportation. What needs to happen in each of these areas has been outlined from the many voices heard at the first Latino Summit. These issues must be supported through legislative, programmatic, and policy changes. The 2014 First Delaware Latino Summit, “Connecting for a Brighter Future” is the first step in helping to bridge the gap in the Latino Community through the development of the Hispanic Public Policy Agenda. Through the use of the Appreciative Inquiry methodology the community is able to identify in each sector what is currently working, what factors are making it happen, what are the top priorities, and what action needs to take place to make it happen. It engages the individual to think of how they can make a difference in their communities and as a whole, how we can have a healthy, diverse, vibrant and engaging Hispanic community in Delaware. It’s important to map out the future and the Delaware Hispanic Public Policy Agenda is the first step in making sure that our leaders and all Delawareans understand and hear the voices that were raised by many at the 2014 Latino Summit.

We want to thank all of the DHC members, volunteers, State Agencies, non-profit organizations, community organizations, volunteers, elected officials, guest speakers, pastors, media, sponsors, contributors, and especially to all of you “The Community” who participated in this wonderful event. Your voices have been captured and we thank you for sharing with us your dreams and hopes in “Connecting for a Brighter Future” for all Delawareans.