

The Arthur J. Glatfelter Institute for Public Policy  
at the York College of Pennsylvania

# United Way of York County

## 2017 York County Hispanic and Latinx Community Assessment



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## 2017 York County Hispanic and Latinx Community Assessment

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I am grateful for all of the organizations and individuals with whom I have had the pleasure to work with throughout this assessment. I would especially like to thank CASA and the Community Progress Council, Inc. for their continued support, assistance, and energy in seeing this assessment to completion.

The authors who prepared and wrote this report were: Vinny Cannizzaro, MPP and Cody Little.

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## EXECUTIVE SUMMARY

In 2016, the total reported persons of Hispanic or Latinx origin in York County was 31,899 or 7.2% of the entire population. Residents come from a variety of cultural heritages.

2010 Distribution of Country of Heritage of Hispanic and Latinx Persons

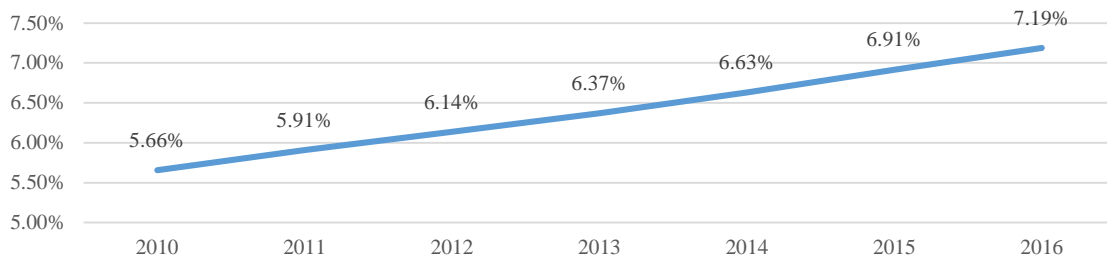
	Hispanic/Latinx (from Total Population)	Mexican	Puerto Rican	Cuban	Dominican	Other
United States	16.3%	63.0%	9.2%	3.5%	2.8%	21.5%
Pennsylvania	5.7%	18.0%	50.9%	2.5%	8.7%	19.9%
York County	5.6%	20.4%	55.3%	1.9%	7.1%	15.3%

Source: 2010 US Census Bureau American Community Survey

Over the past few decades, there have been significant changes in the demographics of York County; the proportion of residents who identify as white has decreased, while the proportion of residents identifying as persons of color has increased. The largest increase has been within the Hispanic and Latinx population, creating the largest minority demographic group in the County.

This shift within the Hispanic and Latinx community has been occurring for decades. According to data from Pew Research, the Hispanic and Latinx population in York County increased by 155% from 2000-2014.

Growth of Hispanic Population in York County



Source: US Census Bureau American Community Survey 2010-2016

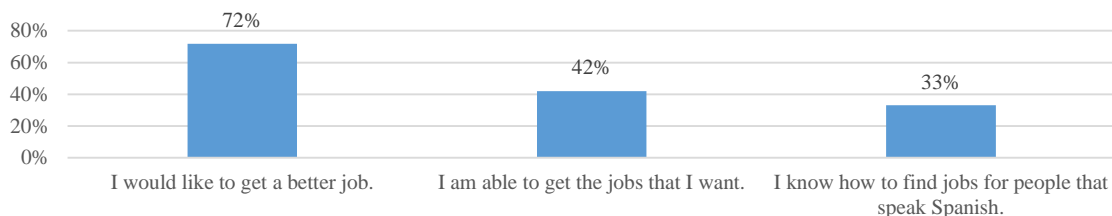
## KEY FINDINGS

### Employment, Income, and Poverty

- Fifty-percent of survey respondents are currently unemployed.
- Over 80% of survey respondents earn less than \$35,000 per year.
- Over 40% of survey respondents are at-risk of falling below the federal poverty line.

Moreover, many community members would like to change their current employment opportunities, but feel they are unable to do so.

Agreed or Strongly Agreed with the Statement



Source: 2017 York County Hispanic/Latinx Community Assessment

### Educational Attainment and Job Training

- Almost 70% of survey respondents have earned their high school diploma or equivalent.
  - 88.5% of York County residents have earned their high school diploma or equivalent.
- Over 10% of survey respondents have completed a bachelor’s degree.
  - Over 20% of York County residents have completed a bachelor’s degree.
- Over 75% of survey respondents state that they would like to continue their education.

### Homeownership

- Almost 70% percent of survey respondents are renters.
  - Only 25% of York County residents are renters.
- Less than 35% of survey respondents state that they are comfortable sitting outside their home at night.
- Thirty-percent of survey respondents state that they are comfortable with their children sitting outside their home at night.

### Societal Opportunity

- Less than 33% of survey respondents report that the government understands their needs.
- Eighty-percent of survey respondents stated that they would like a community center for the Spanish-speaking community.

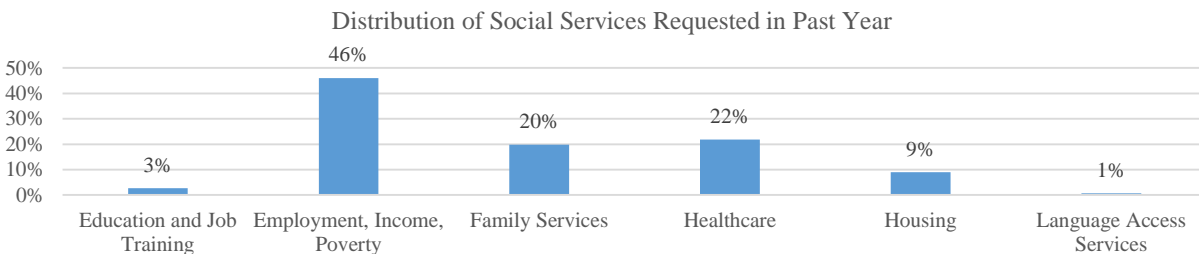
### Unequal Treatment

- Throughout Pennsylvania, 70% of discriminatory cases related to employment, public accommodations, or education were committed against someone of Hispanic or Latinx heritage.
- Almost 50% of survey respondents know someone that has been discriminated against based on their language.
- Less than 35% of survey respondents trust the police.
- Almost 50% of survey respondents are afraid someone they love will be detained or deported by immigration officials.

## ANALYSIS OF SOCIAL SERVICES SOUGHT

In the past year, over 90% of survey respondents within the Hispanic and Latinx community sought at least one human or social service. Of those individuals who sought at least one social service, over 60% received the requested assistance.

The specific social services included in the survey portion of the 2017 York County Hispanic and Latinx Community Assessment were grouped into six categories based on individual well-being and access to resources: education and job training; employment, income, and poverty; family services; healthcare; housing; and language access services. The following graph indicates the distribution of broad categorical services sought by survey respondents.



Source: 2017 York County Hispanic/Latinx Community Assessment

Within these broad categories, the top five services requested were: utility assistance, family services, mental healthcare, legal services, and healthcare.

In an effort to receive these services, the following four organizations were most utilized by the Hispanic and Latinx population in York County: York County Literacy Council, Mental Health – Intellectual and Developmental Disabilities Program, the Housing Authority of York, and Centro Hispano Jose Hernandez of York.

### ANALYSIS OF CURRENT COMMUNITY ASSETS

While many leaders within the Hispanic and Latinx population in York County feel that they have been historically marginalized from the community and from the decision making process, there are some areas of success in York County.

Current community assets include:

- Transportation
- Organizational Support

### Analysis of Gaps and Barriers to Social Service Utilization and Delivery

While there are significant assets impacting the Hispanic and Latinx community in York County, the entirety of their needs are not being met. This is in part due to the gaps in services offered, as well as barriers related to the service delivery model.

Current gaps and barriers to social service utilization and delivery include:

- Education and job training
- Housing services
- Healthcare
- Substance abuse counseling and treatment
- Childcare
- Language and translation services

After analyzing the types of services sought and the needs of the community, it is apparent that community members are being missed. Many individuals who felt that they needed services did not actually seek out those services; utilization rates for the above services never reached more than 30%.

### Recommendations

In order to build upon the community's assets, and to ensure that the needs of all residents are being sufficiently met, the authors of this assessment recommend five action items:

- Changing service access and the service delivery model in York County
- Instituting initiatives to create more community engagement
- Increasing language training opportunities and language access services
- Producing more accessible employment and training opportunities
- Creating a welcoming community



### Recommendation 1: Changing service access and the service delivery model in York County

Access to human or social services, as well as an efficient service delivery model to the Hispanic and Latinx community, is imperative to ensure that the needs of the community are met. The recommendations related to access and delivery fall into two categories: external and organizational capacity, and internal operations and competencies.

To increase external and organizational capacity, these authors recommend the development of a consistently and continuously updated website and mobile application system that captures all of the services offered throughout York County, similar to the BigBurgh application utilized in Pittsburgh. This system should be available to human and social service providers, non-profit organizations, as well as the general public. Information supplied to the system would need to be consolidated and updated by a single entity to ensure that the correct information is collected in a systematic manner.

To increase internal operations and competencies, it is recommended that staff members of service organizations receive cultural competency training. Barriers to service—such as fear of the registration process, fear of discrimination, or fear of being reported to law enforcement agencies—must be considered when providing assistance. The initial contact with a client must be positive and the staff member must be able to relate to the client. This level of connection will create personal relationships between staff members and clients, leading to a sense of inclusion and a repeated utilization of services.

### Recommendation 2: Instituting initiatives to create more community engagement

These authors recommend the creation of the York County Hispanic and Latinx Community Center System.

Community inclusion is imperative for a healthy community and for a healthy individual. Currently, less than half of the Hispanic and Latinx population in York County feel that the general public understands their culture or wants to learn about their culture; this feeling of exclusion makes service delivery more difficult to accomplish. A community center will allow Hispanic and Latinx residents to have a place where they can come together and celebrate their cultural identities. Moreover, it provides a space where others can come to learn about the variety of heritages and cultures of their community members.

The York County Latinx Community Center System should be governed by a Board of Directors that has regularly scheduled, on-going conversations about the needs and issues impacting residents. This Board of Directors would increase community involvement by allowing direct communication between community members and change-makers or policymakers. Residents will feel heard, be more willing to voice any concerns, and participate in the public sphere. Moreover, by directly communicating with community members, human or social service organizations can quickly and efficiently shift priorities when necessary. As only 30% of Hispanic and Latinx residents in York County feel that the government understands their needs, the creation of this Association has the potential to fill this gap.

### Recommendation 3: Increasing language training opportunities and language access services

It is the recommendation of these authors that language trainings be expanded throughout York County to provide support related to both Spanish and English language proficiency. This would be accomplished through free or low-cost Spanish language and culture courses geared towards human or social service providers, free or low-cost Spanish language and culture courses for the general public, and the creation of a “Conversation Partners” program.

#### Recommendation 4: Producing more accessible employment and training opportunities

It is the recommendation of these authors that a public-private partnership between government agencies, non-profit organizations and private businesses create a mobile job center, specifically assisting disenfranchised persons obtain reliable and family-sustaining employment. The government, non-profits, and businesses will be able to better engage clients and provide individuals with enhanced access to needed services by taking employment and training services directly to individuals.

The mobile job center should have frequent and regular stops around York County in places that are often visited by Hispanic or Latinx persons, including churches, public libraries, public events, and public spaces.

#### Recommendation 5: Creating a welcoming community

The final recommendation of these authors is to create a County-wide initiative to create a welcoming community for all residents—most specifically related to perspectives on safety. To achieve this goal, it is the recommendation of these authors that a staff position (a “Welcoming Officer”) be created within a non-profit or County governmental agency to enhance cooperation, understanding, and cultural competency within all aspects of the community—non-profits, law enforcement, private businesses, and the community at large.

The duties of the “Welcoming Officer” would include activities such as providing community trainings related to safety and bias, serving a mediator for biased or discriminatory incidents, and auditing governmental policies to ensure inclusion.

The “Welcoming Officer” would serve as a proactive approach to expressing the County’s desire to engage Hispanic and Latinx residents, as well as demonstrate a sincere aspiration to create positive and sustaining change.

# Introduction

## 1. Introduction

### A. Background and Target Population

#### Total reported persons of Hispanic and Latinx origin in York County in 2016: 31,899 or 7.2% of the total population

While the Hispanic and Latinx community is often portrayed as a singular group of people, the terms “Hispanic” and “Latinx” encompasses a wide range of definitions and persons from a variety of cultural heritages. For this assessment, the term “Hispanic” refers to Spanish-speaking persons from any country. The term “Latinx” refers to persons with heritage from a Latin American country; Latinx services as a more inclusive, gender-neutral term to substitute Latino or Latina.

The demographic make-up of Hispanic and Latinx persons living in Pennsylvania and York County differs from the demographics of the United States as a whole; there is an overrepresentation of Puerto Ricans and an underrepresentation of Mexicans in Pennsylvania and York County.

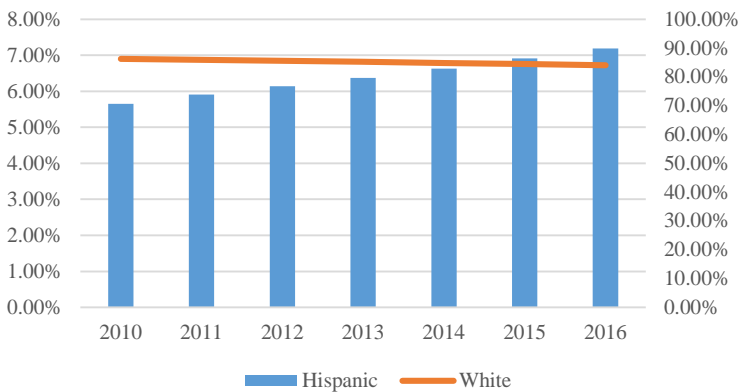
2010 Distribution of Country of Heritage of Hispanic and Latinx Persons

	Hispanic/Latinx (from Total Population)	Mexican	Puerto Rican	Cuban	Dominican	Other
United States	16.3%	63.0%	9.2%	3.5%	2.8%	21.5%
Pennsylvania	5.7%	18.0%	50.9%	2.5%	8.7%	19.9%
York County	5.6%	20.4%	55.3%	1.9%	7.1%	15.3%

Source: 2010 US Census Bureau American Community Survey

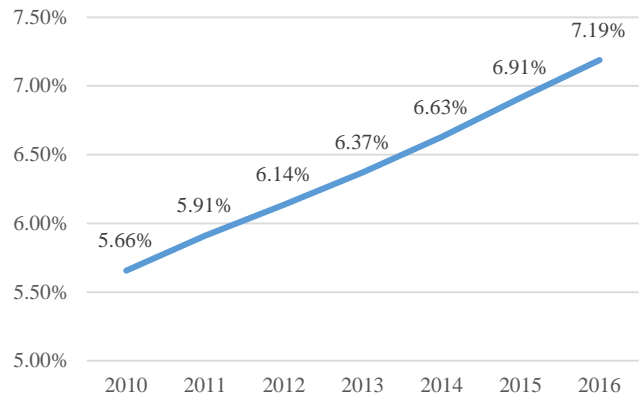
Over the past few decades, there have been significant changes in the demographics of York County; the proportion of residents who identify as white has decreased, while the proportion of residents identifying as persons of color has increased. The largest increase has been within the Hispanic and Latinx population, creating the largest minority demographic group in the County.

Demographic Trends in York County



Source: US Census Bureau American Community Survey 2010-2016

Growth of Hispanic Population in York County

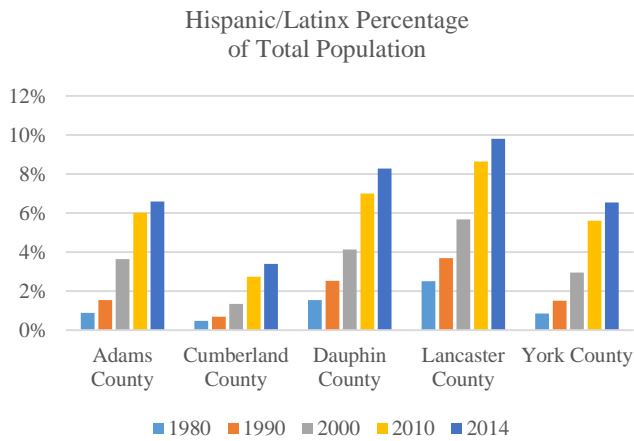


Source: US Census Bureau American Community Survey 2010-2016

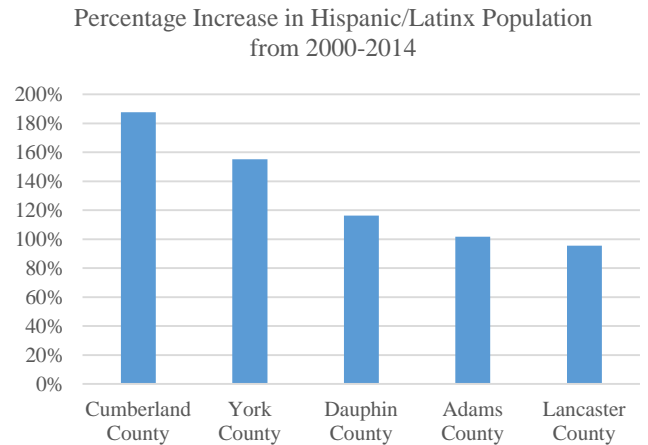
## Introduction

This shift within the Hispanic and Latinx community has been occurring for decades. According to data from Pew Research, the Hispanic and Latinx population in York County increased by 155% from 2000-2014.

In 2014, York County had the second lowest percentage of persons of Hispanic and Latinx origin when compared to the four adjacent counties. However, from 2000-2014, York County had the second highest percentage increase over this time-period.



Source: Pew Research Center Hispanic Trends



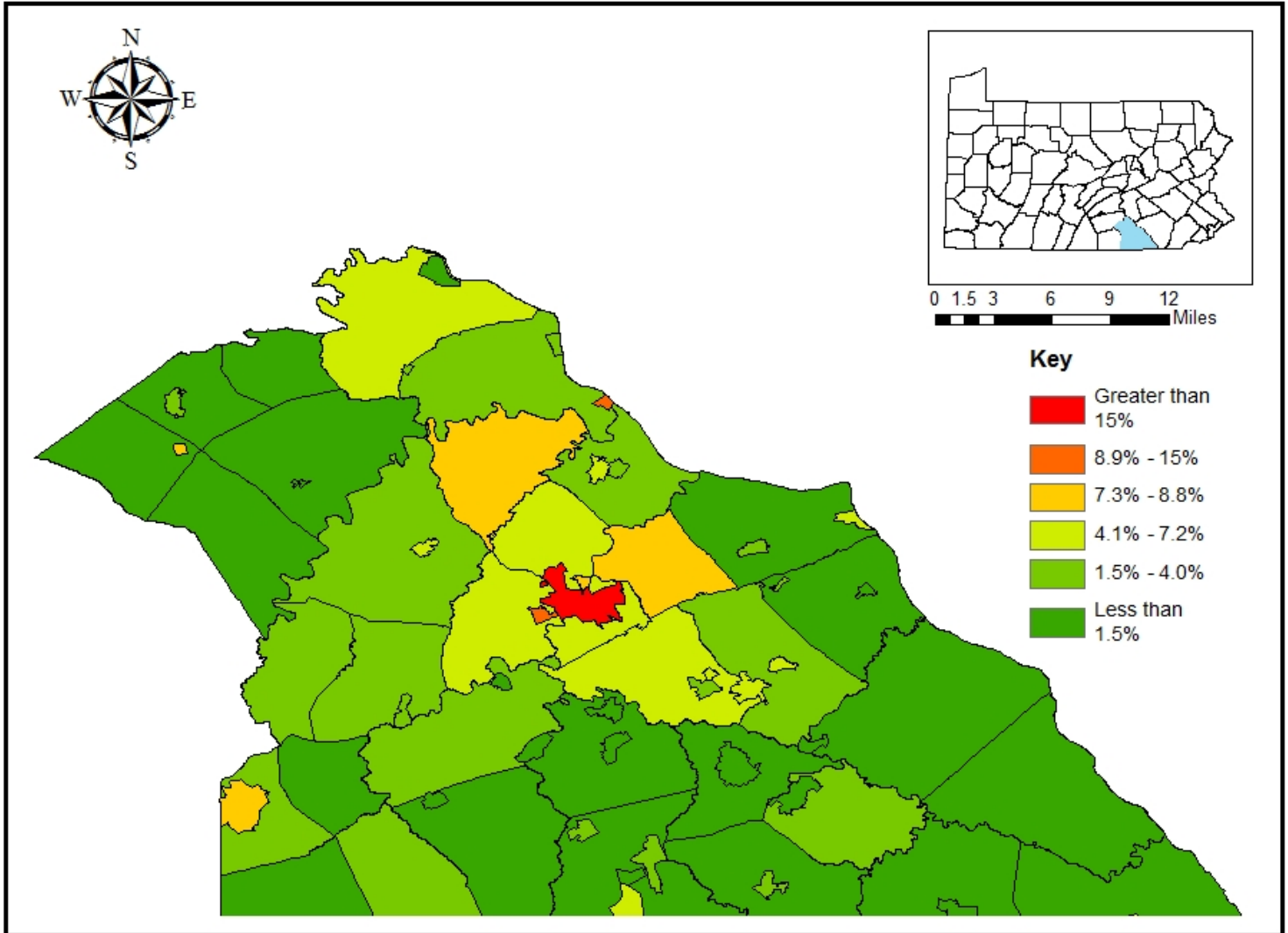
Source: Pew Research Center Hispanic Trends

Statewide, in 2014, York County ranked 14<sup>th</sup> out of the 67 Pennsylvania counties in terms of the percentage of Hispanic and Latinx persons; York County also ranked 25<sup>th</sup> out of 67 Pennsylvania counties in regards to the proportional growth of the Hispanic and Latinx population from 2000 to 2014.

## Introduction

However, while the overall percentage of Hispanic and Latinx persons living in York County is relatively low (7.2% in 2016), this is not indicative of the County at large. Throughout York County, there are high-density clusters of Hispanic and Latinx persons.

## Distribution of Hispanic/Latinx Population in York County (2016)



Source: US Census Bureau American Community Survey 2010-2016

The following provides a specific breakdown of the five geographic areas with the highest percentage of Hispanic and Latinx persons in York County.

Geographic Area	2016 Total Population Estimate	2016 Hispanic/Latinx Population Estimate (Percentage)
York County	44,0604	7.2%
York City	43,848	30.9%
West York borough	4,580	14.6%
York Haven borough	645	12.2%
Hanover borough	15,429	9.9%
Conewago township	7,884	9.7%

Source: US Census Bureau American Community Survey 2010-2016

## Introduction

In addition to the high concentration of Hispanic and Latinx persons, these geographic areas have higher than average rates of poverty. With the exception of West York, the percentage of Hispanic and Latinx persons living in poverty within these jurisdictions is significantly higher than the County as a whole, and their borough, township or metro area as a whole. Also, the percentage of Hispanic and Latinx persons living in poverty within these jurisdictions is significantly higher than their white neighbors living in their borough, township or metro area.

Geographic Area	2016 Overall Poverty Rate	2016 Poverty Rate White Population	2016 Poverty Rate Hispanic/Latinx Population
York County	10.5%	8.6%	32.1%
York City	36.0%	32.0%	47.3%
West York borough	16.6%	18.6%	17.3%
York Haven borough	21.8%	19.4%	25.3%
Hanover borough	14.8%	11.9%	43.2%
Conewago township	11.2%	11.0%	35.6%

Source: US Census Bureau American Community Survey 2010-2016

## B. Objectives

The primary objectives of the 2017 York County Hispanic and Latinx Community Assessment is to provide the United Way of York County with in-depth information regarding the Hispanic and Latinx population living in York County, as well as information related to accessing human and social services. This report also aims to identify previously unknown issues or gaps in services within the community. In 2017, the United Way of York County contracted Vinny Cannizzaro, the Arthur J. Glatfelter Institute for Public Policy, and the York College of Pennsylvania's Center for Community Engagement to undertake this assessment.

This report seeks to:

- Identify pressing needs in the Hispanic/Latinx community;
- Identify current assets;
- Assess gaps in services to identify needs;
- Identify current barriers to accessing services;
- Identify issues that could complicate developing a service delivery system for the Hispanic/Latinx community;
- Determine best models for service delivery to the Hispanic/Latinx community; and,
- Make recommendations for next steps.

## C. Methodology

The Arthur J. Glatfelter Institute for Public Policy used a variety of techniques to collect the information and data compiled within this assessment. The Institute collected and analyzed over 200 surveys from persons living throughout York County from January 2018 through March 2018. With this number, the results are statistically significantly representative of the target population.

The surveys were distributed with the assistance of the community, as well as in-person collection at community events. The survey gauged self-identified issues affecting persons, their family, and their community; interactions with social service and government organizations; which services or needs are most pressing; and any barriers related to accessing human and social services. In addition to the collection of paper surveys, the Institute for Public Policy collected data and information through focus

## **Introduction**

groups with community members, and through interviews with both Hispanic or Latinx and Non-Hispanic or Latinx community leaders.

***Note: This assessment was geared toward addressing issues and barriers within the adult Hispanic and Latinx community in York County who are in need of human or social services. Therefore, the results are indicative of this subsection of the population.***

## Findings

# II. Community Profile: Respondent Demographics and Considerations

### A. Household Demographics

The Hispanic and Latinx community living in York County comes from a variety of backgrounds and experiences. Over 90% of survey respondents were born outside of the contingent United States, and almost 90% speak Spanish as their primary language.

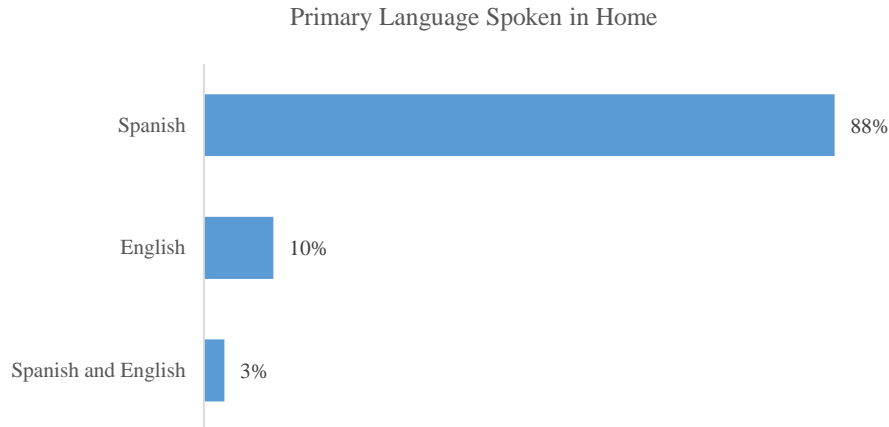


Chart 1: - Source: 2017 York County Hispanic/Latinx Community Assessment

On average, immigrant respondents have lived in the United States for about 14 years. For those respondents not born in York County, they have lived in the area for over 10 years. On average, those individuals coming from Mexico have lived in the United States for the longest period-of-time; those individuals of Peruvian heritage have also lived in York County for the longest period-of-time.

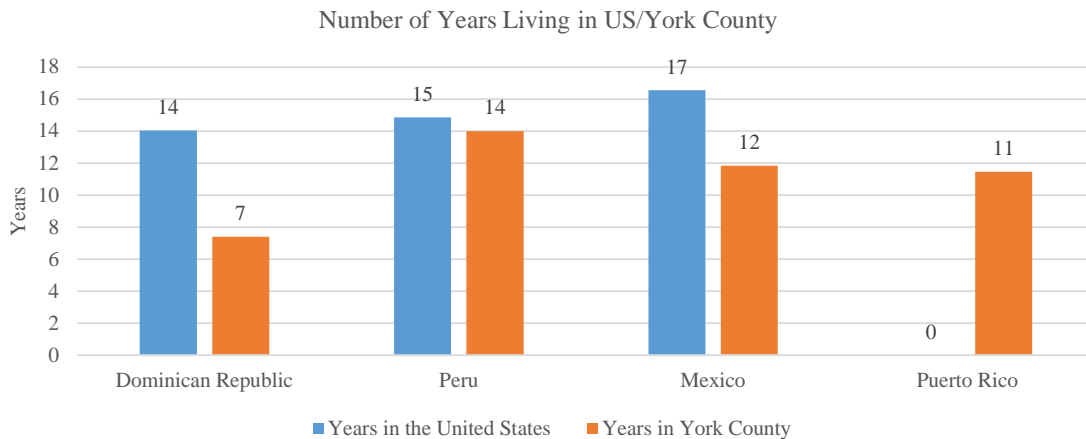


Chart 2: - Source: 2017 York County Hispanic/Latinx Community Assessment

The average age of survey respondents was 42 years old; half are currently married and one-third have never been married. Over 30% of survey respondents were male.

Respondents to the survey portion of this assessment represented over 20% of the zip-codes throughout York County, but tended to come from areas with high density Hispanic and Latinx populations. In



## **Findings**

addition, survey respondents represented over 40% of the public school districts throughout the County, but once again tended to come from areas with high density Hispanic and Latinx populations

Reflecting the cultural makeup of York County, the majority of the sample population of the survey portion of this assessment are individuals with cultural heritages from Puerto Rico, Dominican Republic, and Mexico. Other countries represented include Peru, Honduras, Cuba, Columbia, El Salvador, and Guatemala.

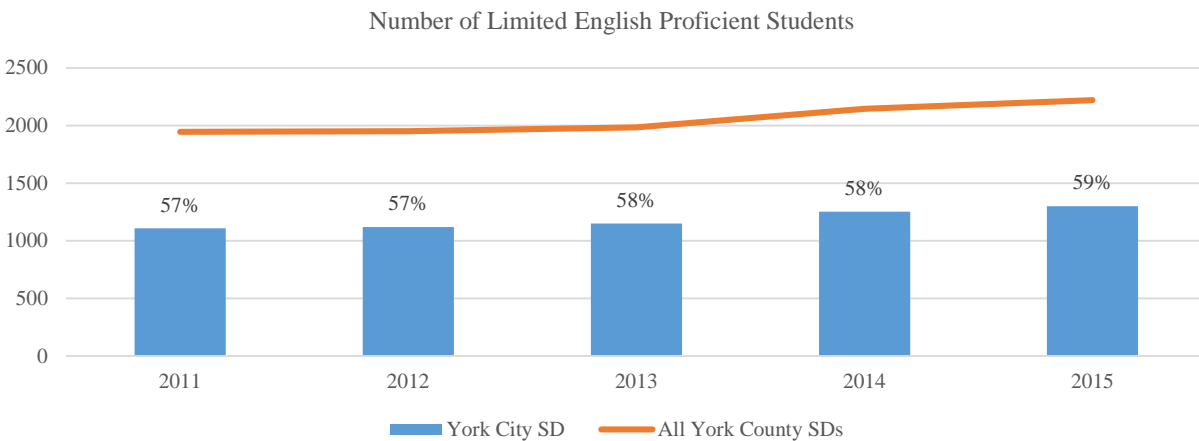
Finally, the Institute assessed the demographic make-up of households. On average, a household had about four individuals living at the residence. Over half of all respondents have children under the age of 18 living with them; those with children under the age of 18 averaged less than two children per residence. Finally, approximately half of all survey respondents noted that extended family lived within the same residence; these individuals are most commonly adult-aged children, parents, or siblings.

### **B. Youth Demographics and Education**

As previously stated, over half of the respondents had children living with them that were under the age of 18. About seventy-percent of parents reported that Spanish is the primary language of their children. About two-thirds of children are in elementary or middle school; approximately 20% of children are too young to be enrolled in a primary school.

Similar to York County as a whole, the County’s school districts have been growing in terms of students categorized as “Limited English Proficient”. The federal government defines individuals as having limited English proficiency if they “do not speak English as their primary language and have a limited ability to read, speak, write, or understand English”<sup>1</sup>.

From the 2011-2012 school year until the 2015-2016 school year, the number of students categorized as “Limited English Proficient” has increased by 14%. The overwhelming majority of these students have gone to schools within the York City School District.

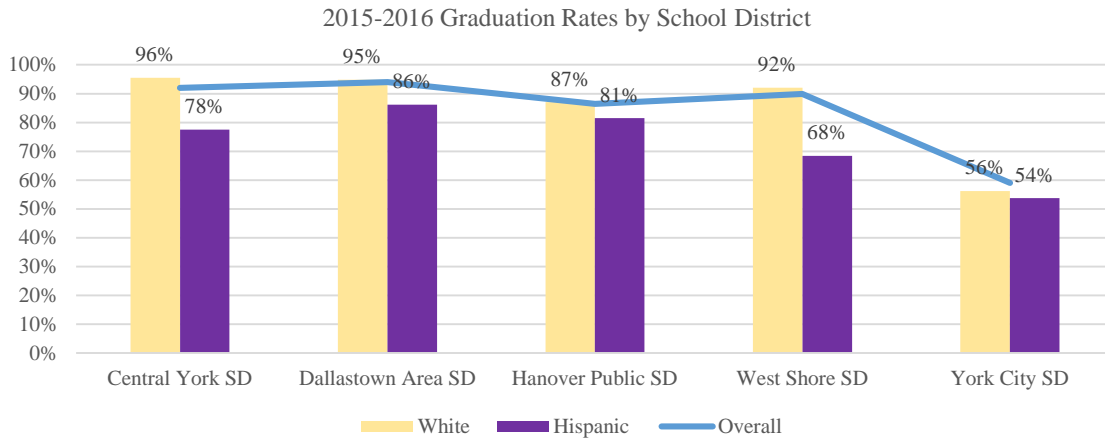


Source: Pennsylvania Department of Education

<sup>1</sup> <https://www.lep.gov/faqs/faqs.html#OneQ1>

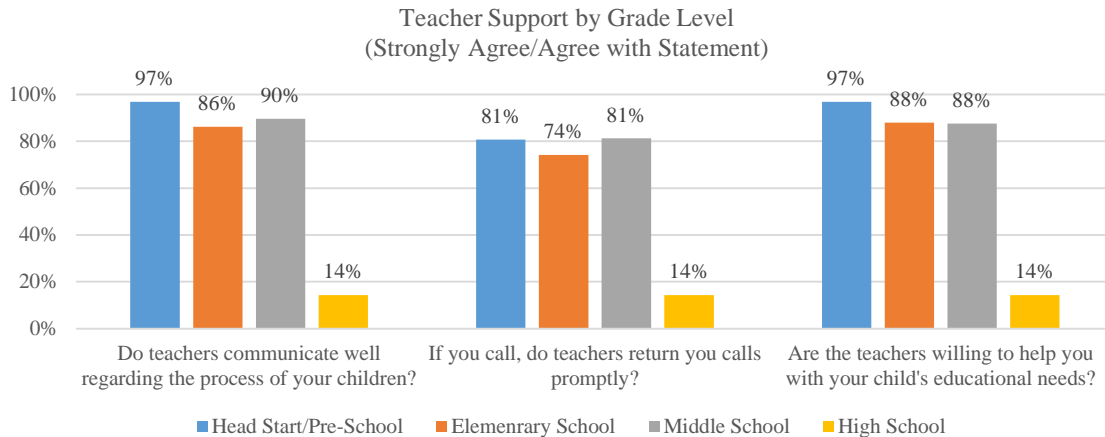
## Findings

High school graduation rates are often utilized to gauge the capability of a school district, as well as the quality of education students are receiving. The graduation rates of the top five school districts with the largest number of limited English proficient students are shown below.



Educators and policymakers often cite a parent’s involvement in their children’s education as a cornerstone for improving school district outcomes and individual student performance. This variable of parental engagement can be partially evaluated through perspectives on parent-teacher interactions. According to Hispanic and Latinx parents of children in York County, the level of communication between parents and teachers varies greatly depending on the grade level of their children.

The parents of high school students report significantly lower measures of parent-teacher communication than the parents of children at any other grade level.



## Findings

Parental involvement and parent-teacher communications may be the result of systemic barriers, such as transportation, employment, or a parent’s level of education.

Survey Respondents Perspectives Related to Children and Education

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I can easily get to childcare.	14%	20%	30%	24%	12%
I can easily get to my child’s school.	27%	39%	23%	3%	8%
Work makes it harder for me to participate in my child’s education.	14%	23%	35%	12%	17%
I know what after school activities are available to my child.	15%	27%	25%	23%	10%
My child is able to attend after school activities.	17%	32%	21%	19%	11%
I have a hard time helping my child with their homework.	20%	21%	31%	14%	15%
My child can receive extra assistance in school when necessary.	20%	30%	30%	8%	11%

Table 1: - Source: 2017 York County Hispanic/Latinx Community Assessment

## Findings

### III. Understanding Well-Being and Access to Resources

Individual wellbeing is often defined by the degree of access to basic human needs or resources such as employment, education, and healthcare. By understanding a community's perspectives related to personal and community well-being, non-profit organizations, community groups, and governmental agencies can make better and more informed decisions regarding social service delivery and public policy agendas.

#### A. Employment, Income, and Poverty

Within the Hispanic and Latinx community in York County, 50% of respondents were employed at the time of taking the survey. Of those employed, almost 60% have worked at their current employer for more than one year.

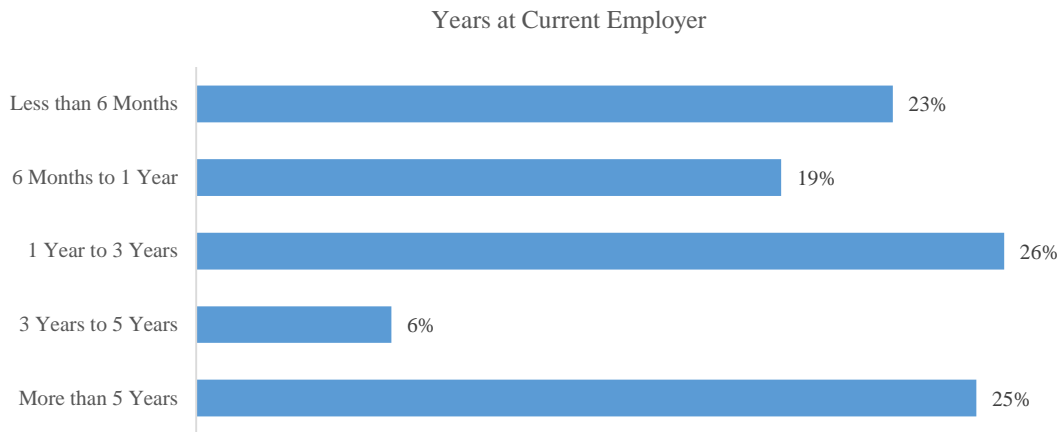


Chart 4: - Source: 2017 York County Hispanic/Latinx Community Assessment

While employment serves as a general indicator of social well-being, total household income provides a more direct interpretation of the economic strength of a household. In York County, over 80% of Hispanic and Latinx survey respondents reported that the annual income of their household is less than \$35,000 per year.

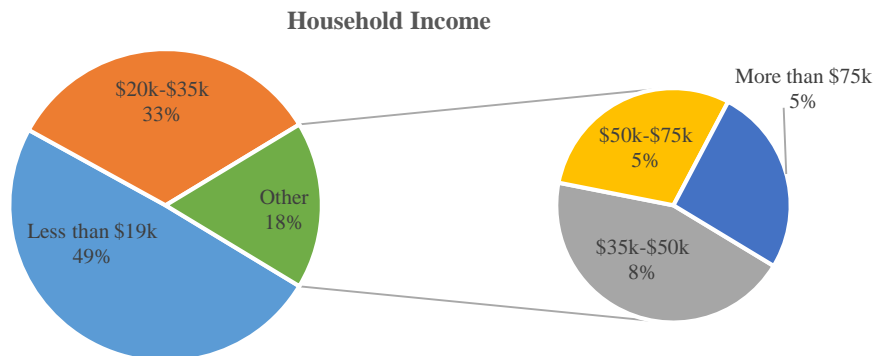


Chart 5: - Source: 2017 York County Hispanic/Latinx Community Assessment

## Findings

When combining household income with the total number of individuals living in a household, over 40% of surveyed households are either at or below the federal poverty line, or are at risk of being at or below the federal poverty line<sup>2</sup>.

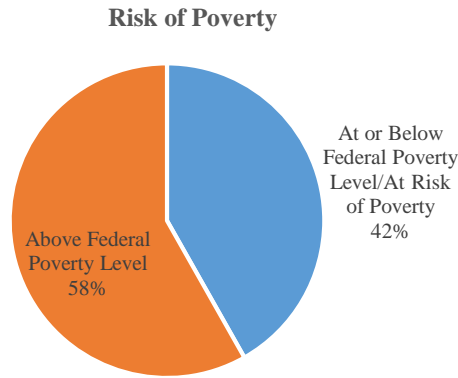


Chart 6: - Source: 2017 York County Hispanic/Latinx Community Assessment

Considering the high unemployment rate and high levels of poverty within the Hispanic and Latinx community in York County, there are specific desires, needs, and barriers within the community regarding employment opportunities. A majority of respondents report that they would like to find “better” employment.

Survey Respondents Perspectives Related to Employment, Income, and Poverty

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I would like to get a better job.	36%	36%	19%	3%	6%
I am able to get the jobs that I want.	13%	29%	29%	17%	12%
I know how to find jobs for people that speak Spanish.	8%	25%	28%	23%	16%

Table 2: - Source: 2017 York County Hispanic/Latinx Community Assessment

While an analysis of the overall community provides a depiction of general attitudes, specialized services may be needed based on specific vulnerable subsections of the population. When analyzing employment, income, and poverty, four demographic subsections were analyzed: those households making less than \$19,000 per year, those households making between \$19,000 and \$34,999 per year, those respondents with less than a high school diploma, and those respondents with only a high school diploma, GED, or equivalent. These four categories encompass highly vulnerable and susceptible populations that are more likely to need human or social service assistance.

<sup>2</sup> Note: At risk of poverty is defined as falling within \$10,000 per year of the federal poverty guidelines. As exact income was not asked during the survey portion of this study, the percentage of individuals and family at risk of poverty is inferred.

## Findings

When considering total annual income, survey responses to statements regarding employment begin to differ.

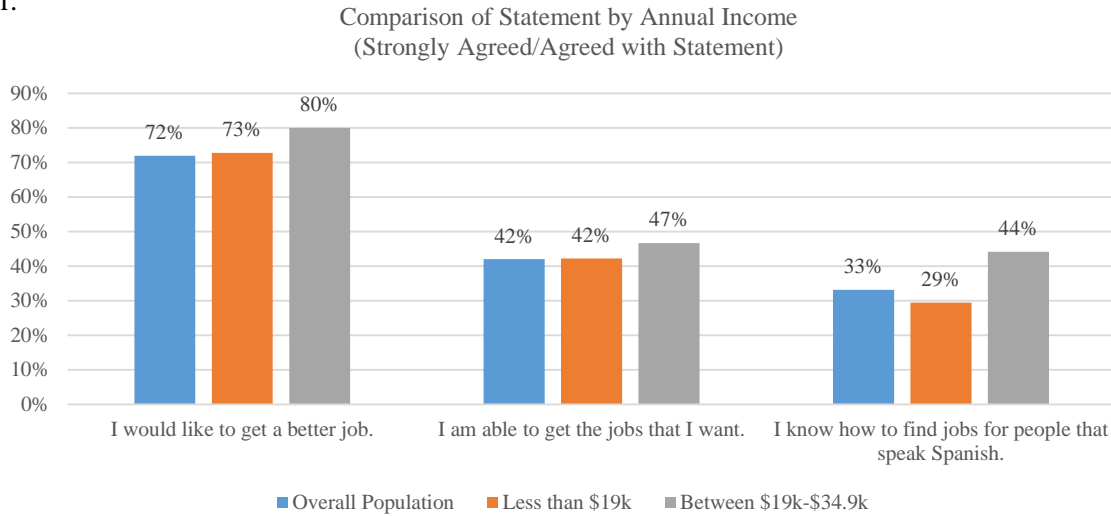


Chart 7: - Source: 2017 York County Hispanic/Latinx Community Assessment

In addition to total annual income, the level of education of survey respondents alters their perspectives.

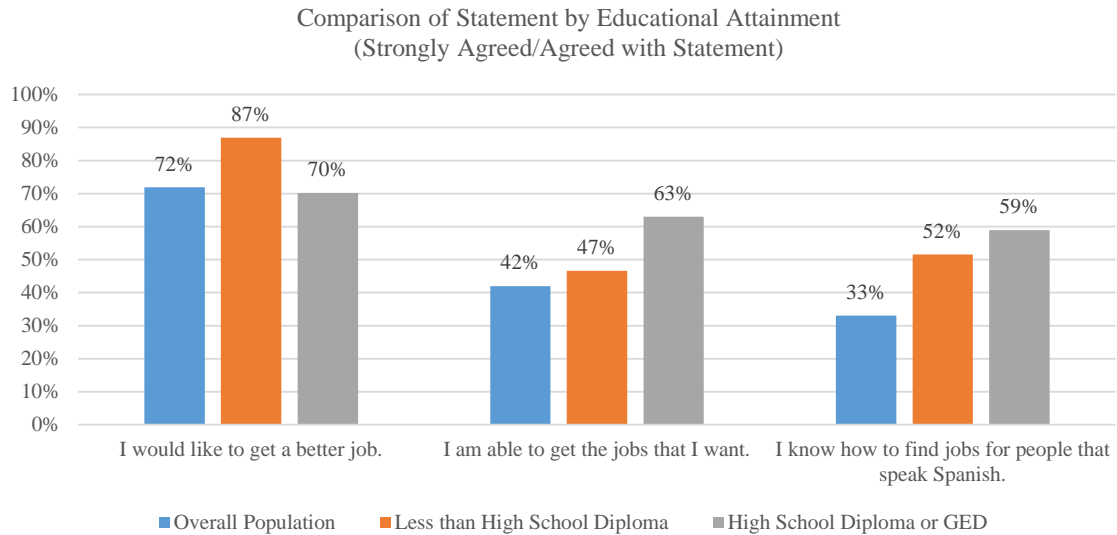


Chart 8: - Source: 2017 York County Hispanic/Latinx Community Assessment

## Findings

### **B. Educational Attainment and Job Training**

The second standard measure of individual social well-being is educational achievement. Education is intimately linked with employment, household income, and social mobility.

Within the Hispanic and Latinx community, less than 70% of survey respondents have completed high school and over 10% of survey respondents have completed at least a bachelor’s degree; in comparison, 88.5% of all York County residents have completed high school, and over 20% completed at least a bachelor’s degree<sup>1</sup>.

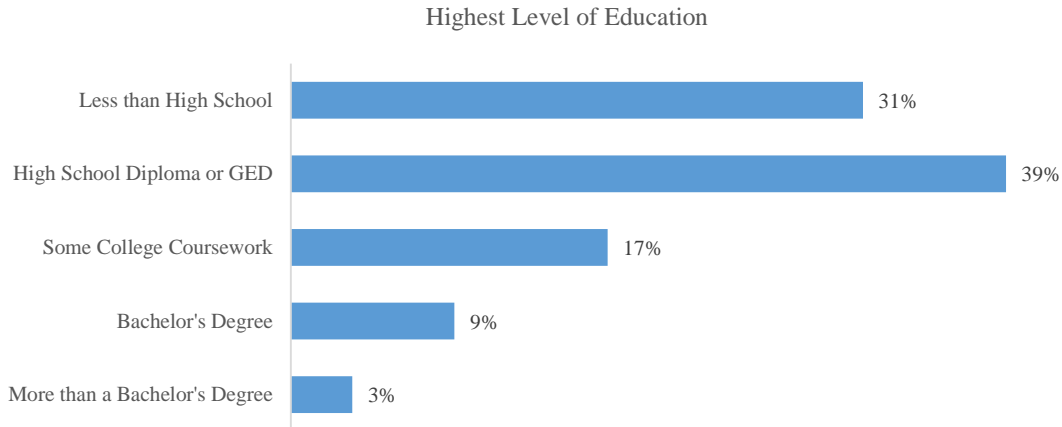


Chart 9: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within the entire community, there is a desire for more educational opportunities and job training.

Survey Respondents Perspectives Related to Educational Attainment and Job Training

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I would like to continue my education.	37%	38%	13%	3%	8%
I know where to go to take ESL classes.	30%	27%	11%	24%	7%
I know where to go to get information on the GED.	19%	32%	19%	21%	9%
I would like to improve my job skills.	34%	41%	16%	2%	6%
I know what jobs skills are required for jobs I am interested in.	22%	30%	33%	6%	9%
I know where to find job training resources in Spanish.	11%	20%	26%	28%	16%

Table 3: - Source: 2017 York County Hispanic/Latinx Community Assessment

While an analysis of the overall community provides a depiction of general attitudes, specialized services may be needed based on specific vulnerable subsections of the population. When analyzing educational attainment and job training, four demographic subsections were analyzed: those households making less than \$19,000 per year, those households making between \$19,000 and \$34,999 per year, those respondents with less than a high school diploma, and those respondents with a high school diploma, GED, or equivalent. These four categories encompass highly vulnerable and susceptible populations that are more likely to need social or human service assistance.

## Findings

In terms of educational attainment and job trainings, the total annual income of surveyed households alter the responses.

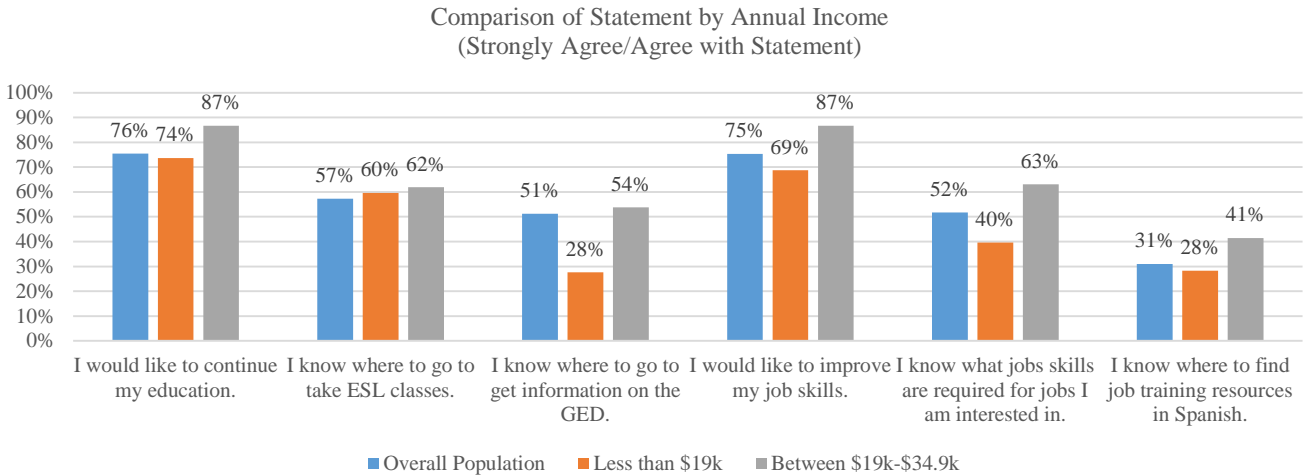


Chart 10: - Source: 2017 York County Hispanic/Latinx Community Assessment

In addition to total annual income, the level of education of survey respondents alters outcomes regarding educational opportunities and job training.

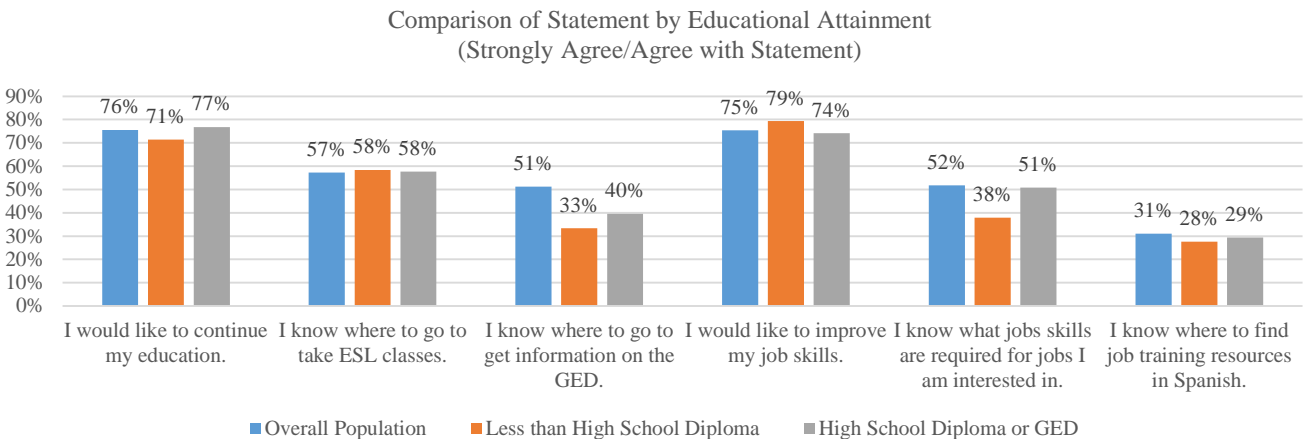


Chart 11: - Source: 2017 York County Hispanic/Latinx Community Assessment

Information collected during focus groups expands upon the perspectives expressed during the survey portion of this assessment. While community members would like to continue their education, many feel that this cannot be achieved. Focus group participants spoke about three barriers inhibiting their educational attainment: cost, immigration status, and time. Focus group participants stated that it is “extremely expensive” to continue their education, especially when they cannot access scholarships due to immigration status. However, even if a community member overcame barriers with cost, one focus group participant stated, “We don’t have time to study as we work around 10 hours a day for 6 days a week.”

Finally, some members of the Hispanic and Latinx population in York County don’t feel that they need to continue their education; instead, standards need to change to accept the education they have already obtained. One focus group participant stated that they were “in school for 6 years [in their home country], but it doesn’t count here”. While many come to the United States already having obtained a higher



## Findings

education, “when [they] come here, [they] work as cooks, dishwashers, and farmers”. As one individual stated, “We come prepared [to work], but there is racism against us”.

### C. Homeownership and Assessment of Neighborhoods

Homeownership is seen as the one of the hallmarks of the achieving the “American Dream” as it is intricately connected to socioeconomic status through wealth accumulation and intergenerational transfers of wealth<sup>ii</sup>. Moreover, home ownership has a demonstrable impact upon the educational outcomes and achievement of children<sup>iii</sup>.

A majority of survey respondents within Hispanic and Latinx community in York County rent their current residence. In comparison to York County as a whole, only about 25% of residents rent their home<sup>3</sup>.

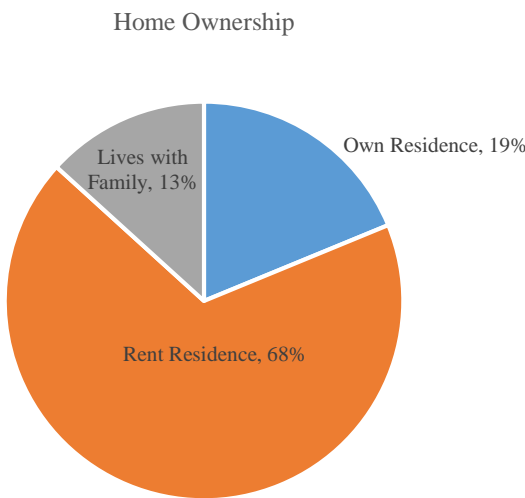


Chart 12: - Source: 2017 York County Hispanic/Latinx Community Assessment

Linked to measures of poverty, only 4% of survey respondents are enrolled in the Housing Choice Voucher Program (Section 8). In addition, almost 60% of survey respondents have lived at their current address for longer than three years.

Numerous factors may contribute to the low rate of home ownership within the Hispanic and Latinx community. One factor may be housing affordability. Within the realm of housing policy, it is cited that a household should not pay more than 30% of their monthly income in rent or on a mortgage<sup>iv</sup>. When a household pays more than 30% of their monthly income towards housing, they are considered “cost burdened”. Trade-offs must be made between housing costs and other basic necessities—such as food, healthcare, or transportation<sup>vi</sup>.

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<sup>3</sup> Source: 2016 US Census Bureau American Community Survey

## Findings

About 60% of survey respondents pay less than 30% of their monthly income on rent or a mortgage; in comparison, almost 70% of York County residents pay less than 30% of their monthly income on rent or a mortgage<sup>4</sup>.

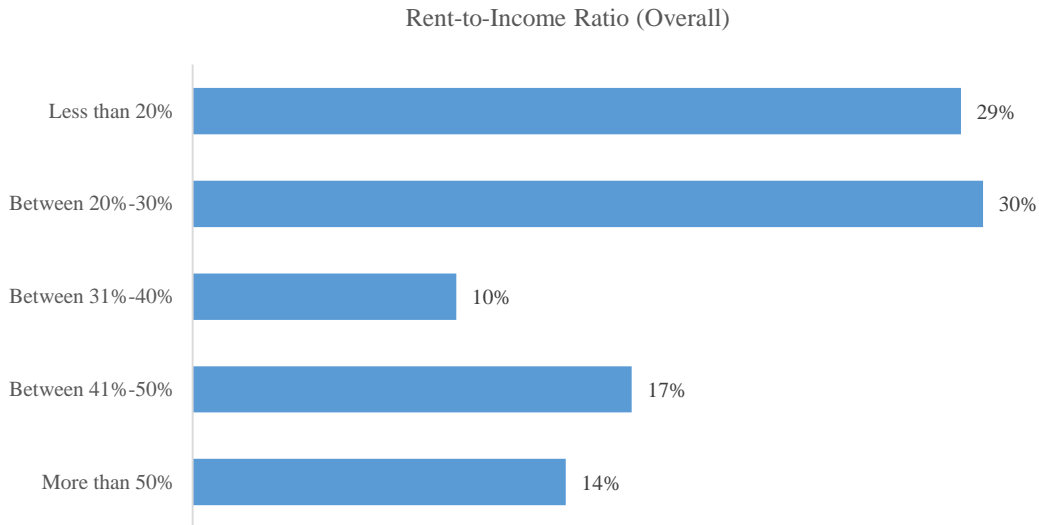


Chart 13: - Source: 2017 York County Hispanic/Latinx Community Assessment

When subdividing by homeowners and renters, the rent-to-income distribution within the Hispanic and Latinx population largely mirrors the overall rate.

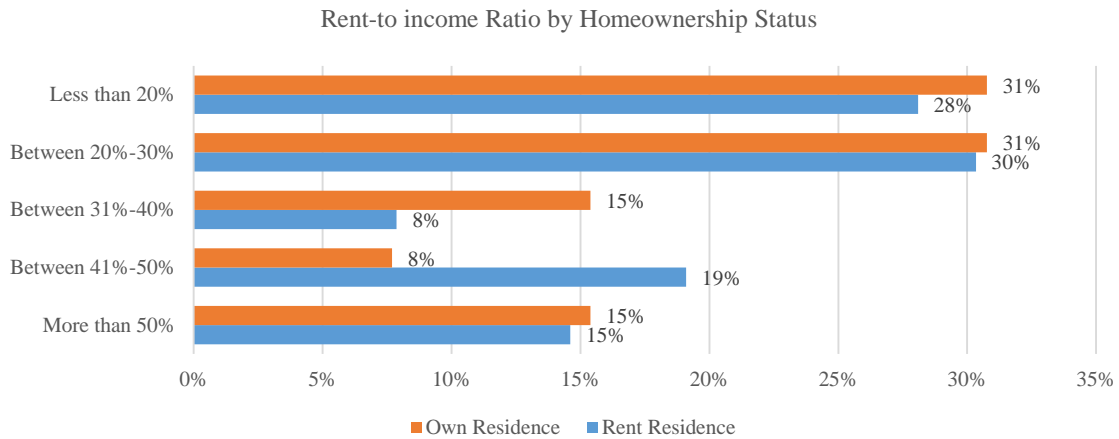


Chart 14: - Source: 2017 York County Hispanic/Latinx Community Assessment

However, when comparing the subdivision between Hispanic and Latinx persons to all York County residents, a strong division in housing cost burden appears. While 28% of all homeowners in York County are cost burdened, 38% of Hispanic and Latinx homeowners surveyed are considered cost burdened<sup>5</sup>. In terms of renters, over 50% of all York County renters are cost burdened, while 42% of Hispanic and Latinx renters surveyed are considered cost burdened<sup>6</sup>.

<sup>4</sup> According to Community Commons, approximately 32% of York County residents exceed the 30% rent to income threshold.

<sup>5</sup> Source: 2016 US Census Bureau American Community Survey

<sup>6</sup> Source: 2016 US Census Bureau American Community Survey

## Findings

Therefore, while the majority of Hispanic and Latinx renters retain an advantageous rent-to-income ratio, there is a higher cost burden within the Hispanic and Latinx community than within the County at large.

Survey respondent perspectives on housing reflects both the cost burden and general attitudes towards living in York County.

Survey Respondents Perspectives Related to Homeownership and Assessment of Neighborhoods

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I like the home I am living in.	22%	35%	25%	10%	8%
I like the neighborhood I am living in.	25%	33%	21%	14%	6%
I am comfortable sitting outside my home at night.	18%	16%	26%	25%	15%
I am comfortable with my child sitting outside my home at night.	17%	13%	20%	30%	20%
I would like to move to a new city or state.	11%	28%	24%	19%	17%

Table 4: - Source: 2017 York County Hispanic/Latinx Community Assessment

While an analysis of the overall community provides a depiction of general attitudes, specialized services may be needed based on specific subsection demographics.

When comparing homeowners versus those who rent their residence, stark differences appear in the survey analysis of an individual’s perspective on their home and their neighborhood.

Comparison of Statement by Homeownership  
(Strongly Agreed/Agreed with Statement)

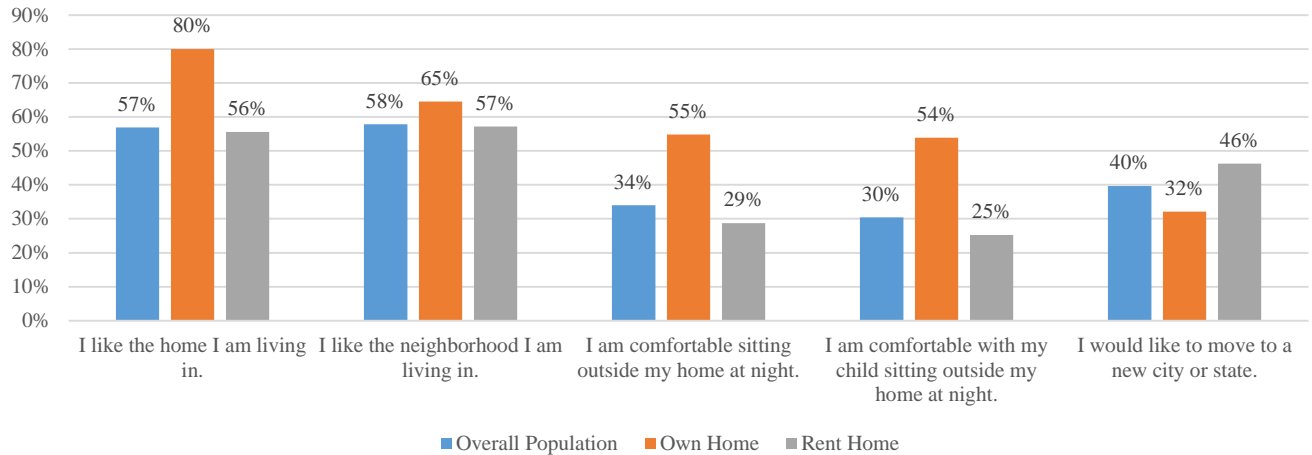


Chart 15: - Source: 2017 York County Hispanic/Latinx Community Assessment

## Findings

In addition to homeownership, the primary language spoken by survey respondents within the home alters the responses.

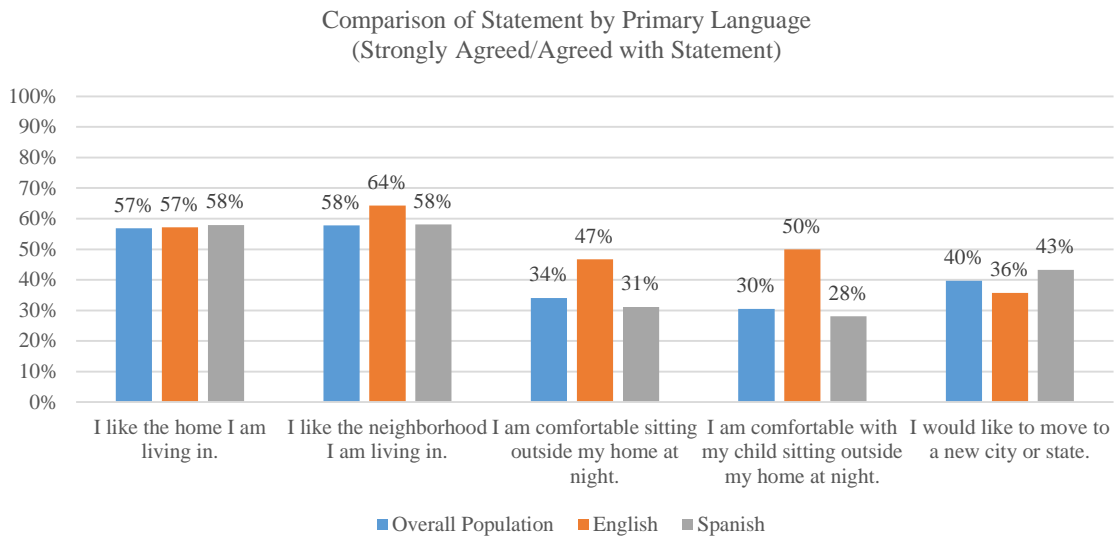


Chart 16: - Source: 2017 York County Hispanic/Latinx Community Assessment

Finally, a surveyed household’s total annual income shifts the responses.

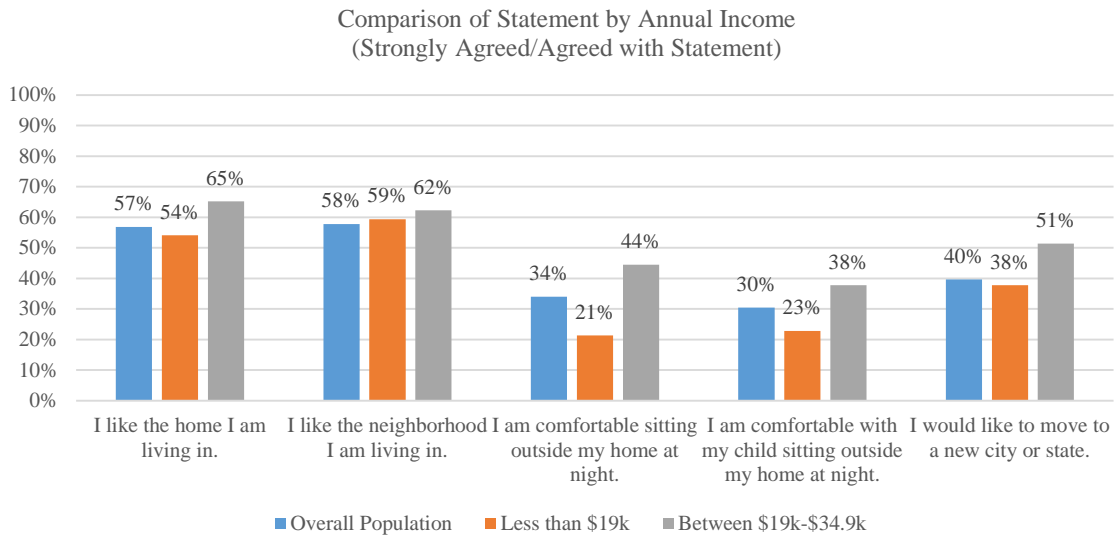


Chart 17: - Source: 2017 York County Hispanic/Latinx Community Assessment

## D. Healthcare

In recent years, access to healthcare has been a major public policy initiative at all levels of government. Within the Hispanic and Latinx community in York County, 79% of survey respondents report having health insurance; this is on par with the state insurance rate of the Hispanic and Latinx population of 81%, as well as the national average of the Hispanic and Latinx population of 84%<sup>vi,vii</sup>.

## Findings

The majority of survey respondents report having government-sponsored health insurance—either Medicare or Medicaid; over 20% of respondents have employer sponsored health insurance.

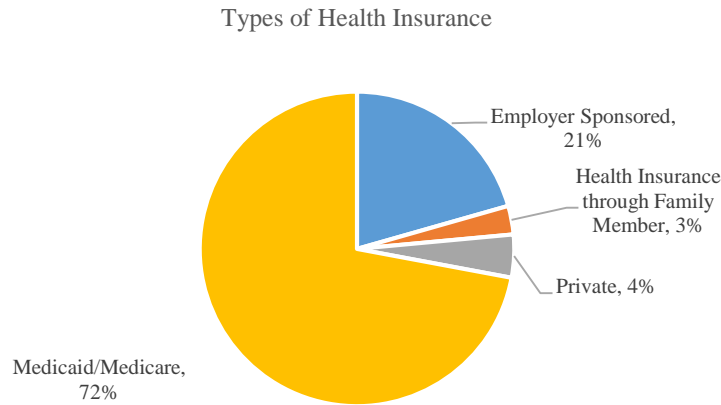


Chart 18: - Source: 2017 York County Hispanic/Latinx Community Assessment

Many respondents feel comfortable speaking with their medical provider about concerns they may have, but are significantly less comfortable speaking with specialized treatment providers regarding mental health or substance abuse. These areas may require more specialized treatment or facilitation options to better engage the Hispanic and Latinx community.

Survey Respondents Perspectives Related to Healthcare

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I can easily get to the doctor's office.	21%	39%	25%	7%	8%
It is easy for me to discuss my concerns with my doctor.	19%	35%	28%	10%	8%
I feel comfortable seeking out mental health treatment.	13%	25%	32%	16%	14%
I am comfortable seeking treatment for substance abuse.	18%	12%	39%	18%	12%

Table 5: - Source: 2017 York County Hispanic/Latinx Community Assessment

## E. Language

As reported through focus groups and interviews, issues related to language barriers and translation are a top concern of the community. Community leaders and non-profit staff state that there is not enough support to assist clients in effectively receiving pertinent and necessary information. Some state that human and social services agencies and organizations do not have sufficient bilingual staff, or do not have necessary documents translated into Spanish.

In terms of education, language plays an important role in ensuring that students meet educational outcomes and that they are afforded equal educational opportunities. Language proficiency impacts the types and degree of educational instruction a student with limited English proficiency will receive; limiting these options creates obstacles for achievement, growth, and attainment<sup>ix</sup>.

## Findings

When analyzing survey results from the Hispanic and Latinx community as a whole, it appears unclear if this need exists.

Survey Respondents Perspectives Related to Language

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I rely on my children to translate for me.	13%	21%	28%	15%	23%
It is easy for me to access and read important documents in Spanish.	34%	38%	14%	9%	6%
I can easily find all of the documents necessary to ask for assistance or social services.	16%	45%	24%	10%	5%
I fully understand the process of applying for assistance or social services.	11%	41%	28%	17%	5%
I can easily fill out job applications.	22%	34%	25%	9%	9%
It is easy for me to communicate with a police officer.	16%	21%	27%	18%	18%

Table 6: - Source: 2017 York County Hispanic/Latinx Community Assessment

However, based on interviews and focus group data collection, Hispanic and Latinx clients in York County are often “embarrassed” by their limited English proficiency, or will imply that they understand more than they actually do. Therefore, while the results of survey analysis asking about language skills may determine that the community is comfortable communicating with others, this is likely not an entirely accurate depiction of the community.

In order to assess if more specialized services are needed, it is necessary to analyze survey results based on specific subsection demographics.

The following analyzed the survey responses of those individuals that were born outside of the contingent United States.

Comparison of Statement by Place of Birth  
(Strongly Agreed/Agreed with Statement)

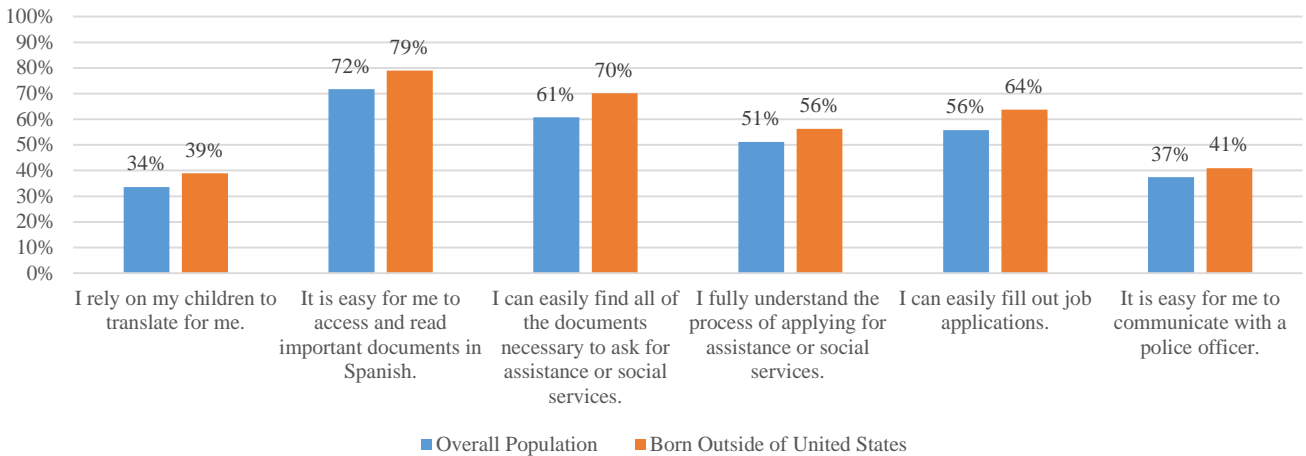


Chart 19: - Source: 2017 York County Hispanic/Latinx Community Assessment

As the majority of the Hispanic and Latinx population living in York County were not born in the contingent United States, the results demonstrate little differentiation.

## Findings

The number of years that a survey respondent has lived in the contingent United States alters outcomes related to language.

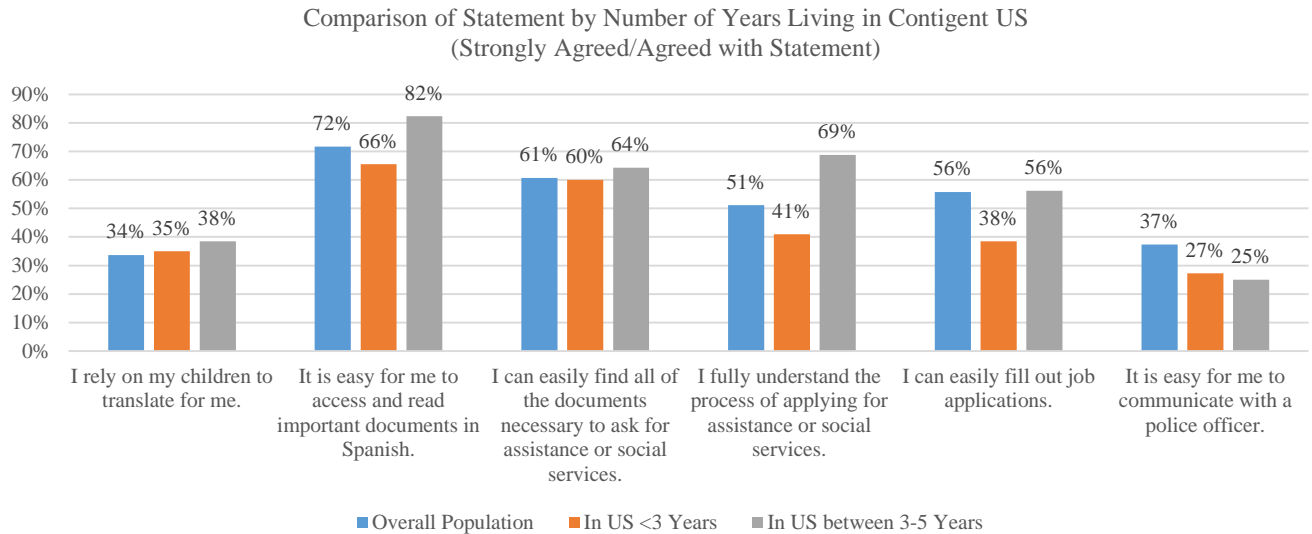


Chart 20: - Source: 2017 York County Hispanic/Latinx Community Assessment

The highest level of education that a survey respondent received alters an individual’s perspective or barriers related to language.

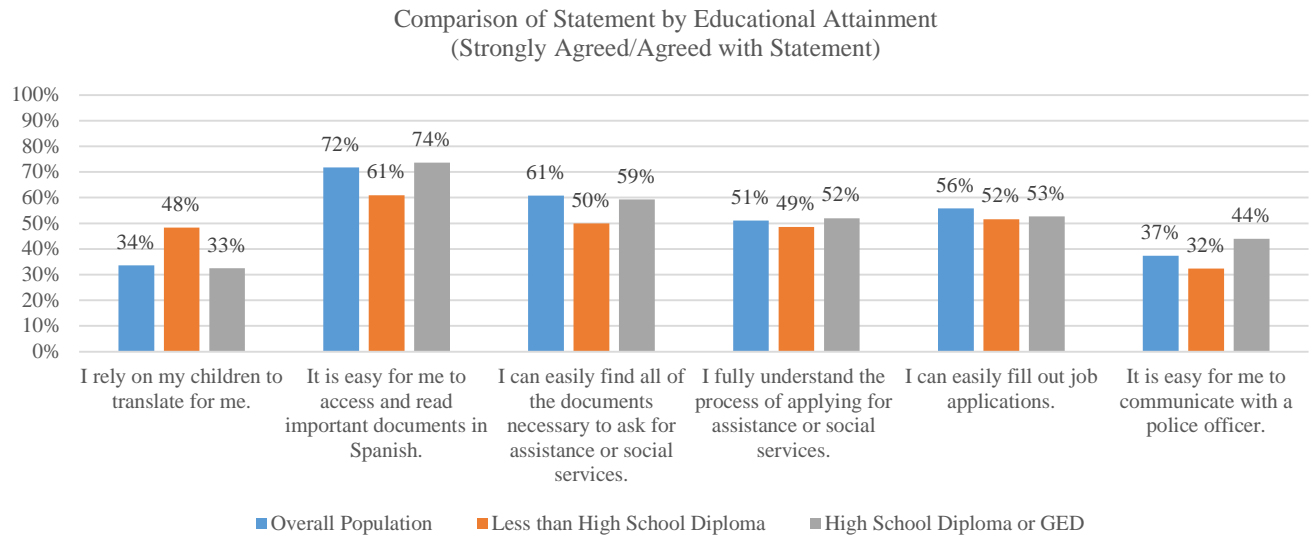


Chart 21: - Source: 2017 York County Hispanic/Latinx Community Assessment

However, information collected during focus groups reiterates that there is a need for language access services, and that a language barrier does exist. When asked, “Are there any language barriers that you face on a daily, weekly, or monthly basis?”, all focus group participants stated that they face daily challenges.

When asked about specific concerns, focus groups participants spoke largely about the challenges their children face with language at school. It is difficult for children to complete their homework and retain information when they are not easily able to understand the lessons. This gap “lead[s] my children to fail

## **Findings**

tests.” The frustration also falls upon the parents as they are unable to assist their children with school work due to language barriers.

Focus group participants also spoke about the “English as a Second Language” classes their children are enrolled in. Due to the demographics of these classes—students of varying ages and a range of countries—their children are not able to effectively learn English. Participants stated that there may be multiple languages spoken in the same classroom, which inhibits the teacher’s ability to effectively communicate with any of the students.



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### IV. Community and Trust

In order to create a community that values all individuals and allows them to meet and exceed their basic needs, there must be understanding and trust amongst community members. This is sometimes referred to as individual social integration and social coherence. For social integration to occur, individuals must “feel that they are a part of society” and “belong to their communities”<sup>x</sup>. Additionally, it is imperative that individuals feel social coherence—the knowing that those around them care about their community and “understand what is happening around them”<sup>x</sup>. These social and societal norms translate into how an individual views their community and if they are able to successfully overcome challenges<sup>x</sup>.

Within this assessment, three areas of community and trust were evaluated: societal opportunity, cultural and community inclusion, and unequal treatment.

#### A. Societal Opportunity

For a community to succeed, members of that community must feel that they can succeed and can obtain social growth.

Survey Respondents Perspectives Related to Societal Opportunity

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I feel like the government understands my needs.	6%	25%	33%	19%	18%
I would like a community center for the Spanish-speaking community.	40%	40%	9%	4%	7%
If I want, I feel like I can take a leadership role in my community.	14%	27%	35%	14%	10%
I feel like I can start my own business.	15%	23%	30%	15%	16%

Table 7: - Source: 2017 York County Hispanic/Latinx Community Assessment

Less than one-third of survey respondents feel that the government understands their needs. If a respondent does not feel that the government understands the issues they are facing, or the issues their community is facing, they may be less inclined to look towards the government for assistance in accessing social services and resources.

These feelings may be further perpetuated by a feeling of disconnect between community leaders and the average Hispanic and Latinx resident. Those within leadership positions are often of a higher socioeconomic status and therefore may differently rank the importance of various issues impacting the community or may seem out-of-touch to their less fortunate neighbors.

Nationally, 75% of Hispanic and Latinx adults state that it is “extremely” or “very” important to have Hispanic and Latinx leaders that are working on issues impacting their community; however, over 70% could not identify a leader<sup>x1</sup>.

With this in mind, less than half of the survey respondents in this assessment felt that they could take a leadership role within in York County. This feeling may be the result of a lack of diverse representation on many non-profit boards or government committees within York County, or may stem from underlying deficits in social well-being.

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### B. Cultural and Community Inclusion

Cultural and community inclusion, also defined as cultural competency, is intimately connected to the health of a community, and its social, economic, and political environments. The degree of social cohesion experienced by an individual has strong links to outcomes within the community<sup>xii</sup>.

Survey Respondents Perspectives Related to Cultural and Community Inclusion

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I am comfortable talking to my neighbors.	16%	34%	34%	11%	5%
I feel like my community understands my culture.	10%	30%	29%	20%	11%
Other people want to learn about my culture.	11%	31%	39%	11%	8%
I know where to go to connect with people similar to me.	16%	32%	28%	14%	9%

Table 8: - Source: 2017 York County Hispanic/Latinx Community Assessment

While half of survey respondents feel comfortable speaking with their neighbors, about 40% feel that the general public understands their culture or wants to learn about their culture. Therefore, while individual or person-to-person interactions may be positive, the general atmosphere of the community at large does not reflect these relationships.

Through interviews and focus groups, community members have stated that they feel “disempowered” and “disengaged” from the decision-making process. One individual stated as a result of the changing political and social climate, their loved ones have discontinued participating in the public sphere, including attending religious services. This explicit sense of exclusion permeates the Hispanic and Latinx community, regardless of demographics such as immigration status.

In addition, less than half of survey respondents feel a sense of solidarity with others in the Hispanic and Latinx community. From the outside, it has frequently been stated that the Hispanic and Latinx community is closed off and is difficult to penetrate. From within the Hispanic and Latinx community of York County, this disconnect is also voiced. During interviews with community leaders, some individuals stated that specific subsections of the population dominate the conversation and unintentionally exclude certain groups. Therefore, it is imperative that any actions or changes that may impact the Hispanic and Latinx community come from within the community and include a strong inclusionary component.

### C. Unequal Treatment

Unequal treatment—specifically discrimination and a fear of law enforcement—within the state of Pennsylvania is undeniable. According to the Pennsylvania Human Relations Commission’s most recent public data, 70% of discriminatory cases related to employment, public accommodations, or education were committed against someone of Hispanic and Latinx heritage.

Unequal treatment, often rooted in fear of deportation or discriminatory behavior, serves as a significant barrier to accessing social services and achieving community incorporation and trust. While the general public may reason that fear of deportation rests solely in regards to law enforcement agencies, members of the Hispanic and Latinx community face barriers from non-governmental organizations as well.

Some social service organizations and public welfare agencies have a misunderstanding of the role immigration plays in accessing services and resources; providers and staff may inappropriately ask about immigration status or utilize immigration status as a standard of disqualification for services. In other

## Findings

instances, staff members may play an active role in presenting misinformation about eligibility in an effort to deter undocumented immigrants. This climate of fear and mistrust often discourages individuals from seeking services for themselves or for their children<sup>xiii</sup>.

However, this mistrust and unequal treatment is not relegated to the undocumented community. Unconscious bias may lead to an individual making assumptions about a Hispanic or Latinx resident, and therefore execute a discriminatory action or behavior. Due to the social and political climate, as well as the outward appearance or primary language of Hispanic and Latinx residents, some community members in need of human or social services may not seek those services out of fear of deportation, discrimination, or harassment.

Survey Respondents Perspectives Related to Unequal Treatment (Discrimination)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I have been discriminated against based on how I look.	12%	18%	30%	26%	14%
I have been discriminated against by the government based on how I look.	8%	13%	33%	26%	21%
I have not been able to receive services based on how I look.	6%	13%	32%	26%	23%
I have been discriminated against for speaking Spanish.	11%	21%	25%	24%	19%
I have been discriminated against by the government for speaking Spanish.	10%	10%	28%	29%	23%
I know people that have been discriminated against based on how they look.	18%	21%	25%	18%	19%
I know people that have been discriminated against by the government based on how they look.	18%	20%	24%	20%	18%
I know people that have not been able to receive services based on how they look.	17%	18%	26%	24%	16%
I know people that have been discriminated against for speaking Spanish.	20%	28%	21%	14%	16%
I know people that have been discriminated against by the government for speaking Spanish.	17%	17%	26%	19%	20%

Table 9: - Source: 2017 York County Hispanic/Latinx Community Assessment

Based on survey results, respondents are more likely to state that they know someone else that has been discriminated against, rather than themselves. Moreover, survey questions regarding discrimination from non-descript sources received higher ratings than those from specific entities.

Discrimination based on language-spoken is the most prevalent. However, it must be noted that large portions of survey respondents disagree or strongly disagree with each statement regarding discrimination.

However, as one focus group participant stated, “I was offered a job, but when I got there, I was told to go home because I didn’t speak English well enough”.

In conjunction with perspectives or experiences regarding discrimination, perceptions of law enforcement agencies and officers may deter social service utilization.

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Based upon interviews with community leaders, some police departments in the region have begun acting as an unofficial arm of federal law enforcement agencies—specifically Immigration and Customs Enforcement—or have begun specifically targeting individuals in the Hispanic and Latinx community.

Survey Respondents Perspectives Related to Unequal Treatment (Police Interactions)

Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
I know who to speak to if I am the victim of domestic violence.	21%	43%	18%	13%	6%
I trust the police.	17%	18%	36%	19%	11%
I trust law enforcement enough to report if I am the victim of a crime.	24%	31%	25%	14%	7%
I have been arrested or stopped by the police based on how I look.	6%	8%	15%	33%	38%
I know people that have been arrested or stopped by the police based on how they look	15%	23%	13%	21%	27%
I am afraid that I will be picked up by immigration officers.	13%	15%	15%	23%	34%
I am afraid that someone I love will be picked up by immigrant officers.	25%	23%	14%	15%	23%

Table 10: - Source: 2017 York County Hispanic/Latinx Community Assessment

Over 20% of respondents stated that they have been asked about their immigration status by a social service agency when attempting to receive assistance within the past year; about 1% of survey respondents have been asked about their immigration status by law enforcement. Nonetheless, less than 40% of respondents state that they trust the police and almost half stated that they fear immigration officers deporting a loved one.

## Findings

### V. Social Services Sought and Perspectives on Social Services

Forty-five percent of survey respondents in the 2017 York County Hispanic and Latinx Community Assessment stated that the cost of living in York County is too high. Information collected during focus groups provides insight into how community members spend their money. When asked, “What is the most expensive necessity that you spend money on?”, focus group participants stated: food, transportation, childcare, healthcare and medicine, and rent. Each of these items are considered basic necessities and social service utilization reflects these concern.

#### A. Organizations Utilized

During the survey portion of the 2017 York County Hispanic and Latinx Community Assessment, survey respondents were asked to identify the organizations in which they sought services; on average, members of the Hispanic and Latinx community that sought human or social services used 1.4 organizations, with a maximum of seventeen organizations used.

Within the survey portion of this assessment, twenty-six organizations were identified as potential sources of social services, including a free space to cite organizations not listed. Of these 26 organizations, survey respondents identified as using 18 of these organizations; of these 18 organizations, seven were identified as only being used by one individual.

The organizations that were most frequently utilized were: York County Literacy Council (32%), Mental Health – Intellectual and Developmental Disabilities Program (24%), the Housing Authority of York (13%), and Centro Hispano Jose Hernandez of York (11%). Focus group data collection corroborates this information.

In addition to the human or social services that members of the Hispanic and Latinx community sought, it is helpful to understand how organizations or resources were identified. The vast majority (95%) of survey respondents **did not** utilize PA 2-1-1 to find information about services; in conjunction, 33% of survey respondents “Agreed” or “Strongly Agreed” with the statement, “It is easy for me to ask for assistance through 2-1-1”. However, 53% of survey respondents “Agreed” or “Strongly Agreed” with the statement, “I know how to access social service organizations when I need assistance.”

Information collected from focus groups further explains this division. One focus group participant stated that “it is very difficult to get information” because “they [organizations] don’t [do] outreach”. While human and social service organizations and agencies may disagree with this assessment, it is nonetheless the lived experience of some community members.

During focus groups, information was collected about how residents connected with service organizations, as well as information about the interactions between clients and organizations or agencies.

The most frequently cited sources for information on human and social services were: friends or family, the York Literacy Council, and churches—specifically St. Mary’s Church. Focus group participants also stated that they attempted to receive information from state agencies, such as CareerLink. However, focus group participants stated that they were not able to easily access this information. One participant stated that “it takes too long to get information about local services” from state agencies, while another stated that CareerLink is “useful, but it is not [easily] accessible” by public transportation.

## Findings

An additional source of information that was revealed solely through survey analysis is the use of referrals from other organizations. Over 70% of survey respondents that sought human or social services received referrals from agencies that could not offer the needed services.

While this information provides insight into service delivery from a client’s perspective, service providers and community leaders do not always reflect these sentiments. Some community leaders stated during interviews that they do not feel that they are able to effectively provide information on programs outside of their expertise because they do not know what is offered or the eligibility requirements for participation.

Finally, 15% of survey respondents stated that they could not identify an organization to meet their human or social service need. Listed below are some survey respondent perspectives on barriers that may inhibit access to human or social service organizations.

Survey Respondents Perspectives Related to Accessing Human or Social Services					
Statement	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
If I need assistance, I have to go to the City.	14%	34%	32%	12%	8%
It is easy for me to communicate with employees at organizations I go to for assistance.	12%	36%	31%	12%	9%
My work schedule makes it difficult for me to apply for assistance or social services.	7%	27%	34%	21%	11%
Childcare makes it difficult for me to apply for assistance or social services.	9%	16%	44%	19%	11%

Table 11: - Source: 2017 York County Hispanic/Latinx Community Assessment

## **B. Social Services Sought in the Past Year**

The specific social services included in the survey portion of the 2017 York County Hispanic/Latinx Community Assessment were grouped into five categories based on individual well-being and access to resources:

- Education and Job Training
- Employment, Income, and Poverty
- Family Services<sup>7</sup>
- Healthcare
- Housing
- Language Access Services

*A full list of services and categorizations can be found in Appendix I.*

In the past year, over 90% of survey respondents within the Hispanic and Latinx community sought at least one human or social service. Of those individuals who sought at least one social service, over 60% received the requested assistance. Within the past year, survey respondents sought an average of 1.6 services with a maximum request of seven services.

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<sup>7</sup> The Department of Labor and the Occupational Safety and Health Administration define “family services” as encompassing a variety of individualized and familial social services. These include, but are not limited to, activity centers for elderly or differently abled individuals, adoption services, alcoholism counseling, marriage counseling, and crisis intervention centers. Other organizations and agencies include services such as sexual or domestic abuse and child abuse within the categorization of “family services”.

## **Findings**

Based on the broad categorizations of social services, services related to employment, income, and poverty were most utilized in the past year, followed by services related to health and healthcare.

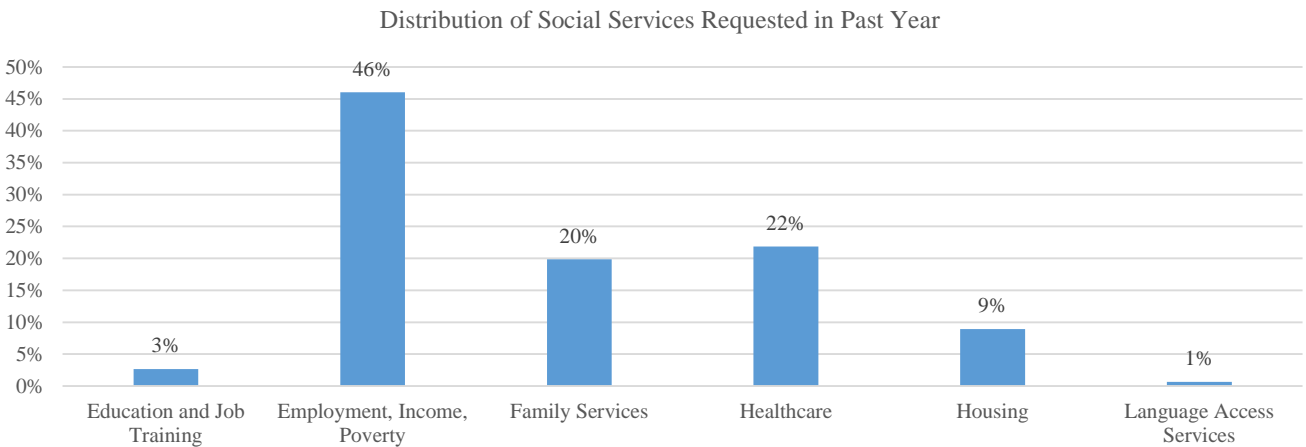


Chart 22: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within these broad categories, the top five services requested were: utility assistance (18%), family services (17%), mental healthcare (15%), legal services (11%), and healthcare (7%).

Less than 1% of survey respondents sought substance abuse treatment or counseling within the past year.

Note: A full list of services utilized in the past year can be found in Appendix II.

### **C. Social Services Sought in the Past Month**

The specific social services included in the survey portion of the 2017 York County Hispanic/Latinx Community Assessment were grouped into five categories based on individual well-being and access to resources:

- Education and Job Training
- Employment, Income, and Poverty
- Family Services<sup>8</sup>
- Healthcare
- Housing
- Language Access Services

*A full list of services and categorizations can be found in Appendix I.*

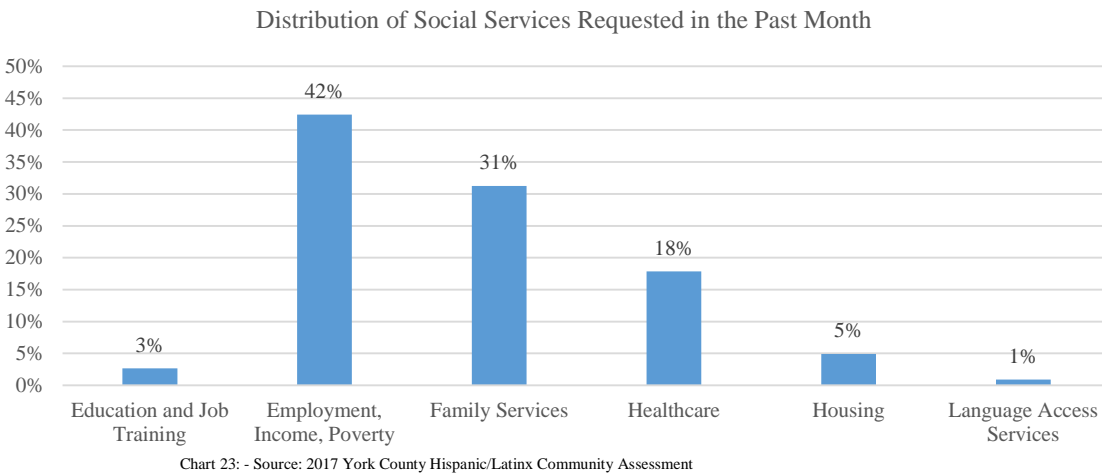
In the past month, 75% of survey respondents within the Hispanic and Latinx community sought at least one human or social service. Of those individuals who sought at least one social service, over 55% received the requested assistance. Within the past year, survey respondents sought an average of 1.2 services with a maximum request of twelve services.

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<sup>8</sup> The Department of Labor and the Occupational Safety and Health Administration define “family services” as encompassing a variety of individualized and familial social services. These include, but are not limited to, activity centers for elderly or differently abled individuals, adoption services, alcoholism counseling, marriage counseling, and crisis intervention centers. Other organizations and agencies include services such as sexual or domestic abuse and child abuse within the categorization of “family services”.

## **Findings**

Based on the broad categorizations of social services, services related to employment, income, and poverty were most utilized within the past month, followed by family services.



Within these broad categories, the top five services requested were: family services (29%), utility assistance (14%), mental healthcare (10%), legal services (9%), and healthcare (8%).

Within the past month, zero survey respondents sought substance abuse counseling or treatment; only 1% of respondents sought assistance related to translation/interpretation services, emergency housing, or rental assistance.

Note: A full list of services utilized in the past month can be found in Appendix III.

### **D. Social Services Sought by Demographic Characteristics**

In addition to overall trends, this assessment measured subsections of the Hispanic and Latinx community in York County to better understand specific needs.

First, this assessment analyzed general demographic characteristics: primary language spoken in the home, if the respondent has children under the age of 18 living in the home, and the length of time the individual has lived in the contingent United States.

These subsections of the population represent vulnerable individuals or households who may be more likely to need human or social service assistance.



## Findings

The primary language spoken in the home by a survey respondent changed the types of human or social services that were sought.

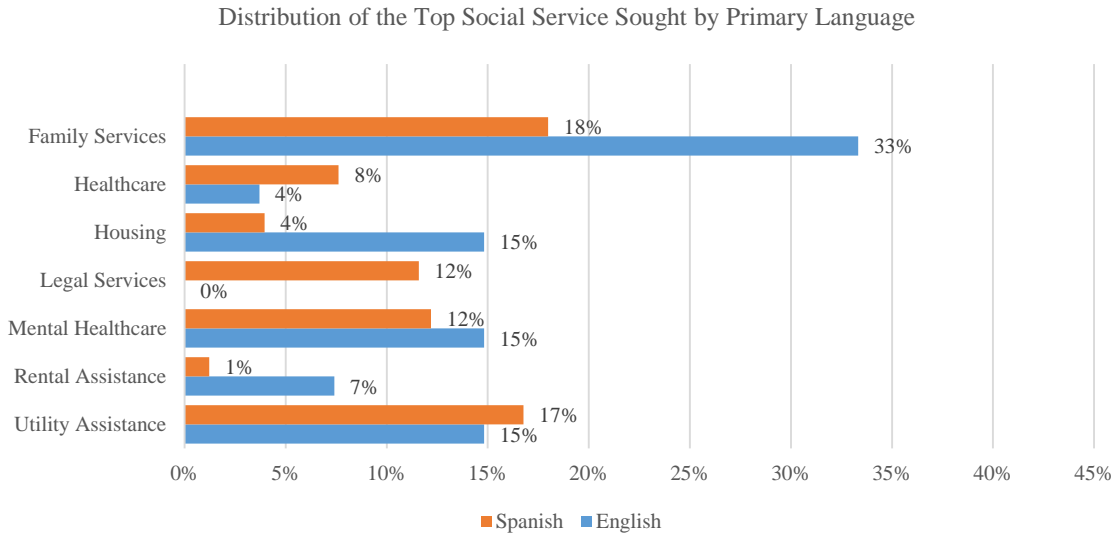


Chart 24: - Source: 2017 York County Hispanic/Latinx Community Assessment

The presence of children under the age of 18 in a surveyed household shifted the proportional service distribution<sup>9</sup>.

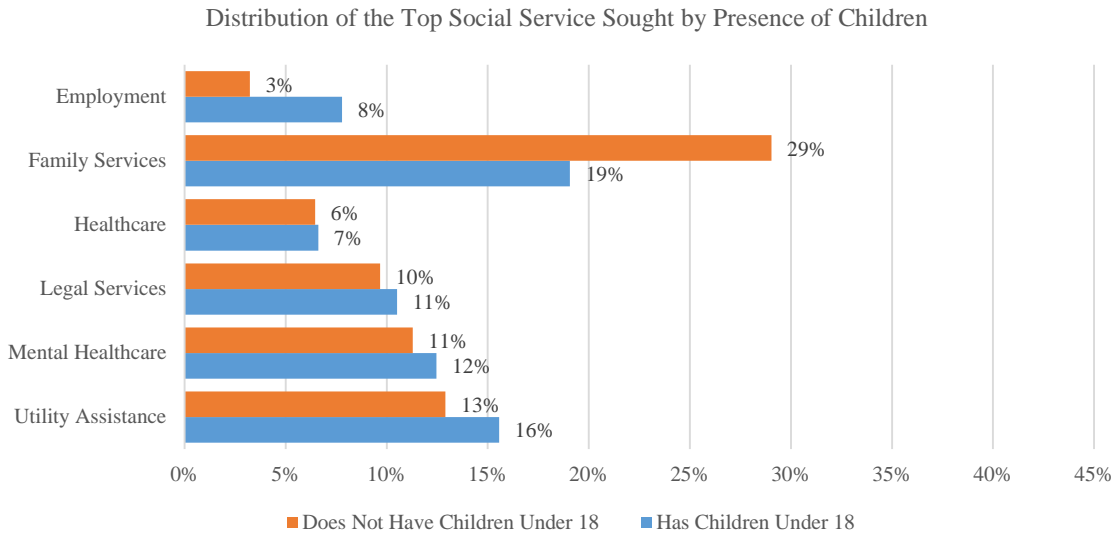


Chart 25: - Source: 2017 York County Hispanic/Latinx Community Assessment

<sup>9</sup> The Department of Labor and the Occupational Safety and Health Administration define “family services” as encompassing a variety of individualized and familial social services. These include, but are not limited to, activity centers for elderly or differently abled individuals, adoption services, alcoholism counseling, marriage counseling, and crisis intervention centers. Other organizations and agencies include services such as sexual or domestic abuse and child abuse within the categorization of “family services”.

## Findings

The final general demographic characteristic analyzed is length of time that survey respondents have lived in the contingent United States.

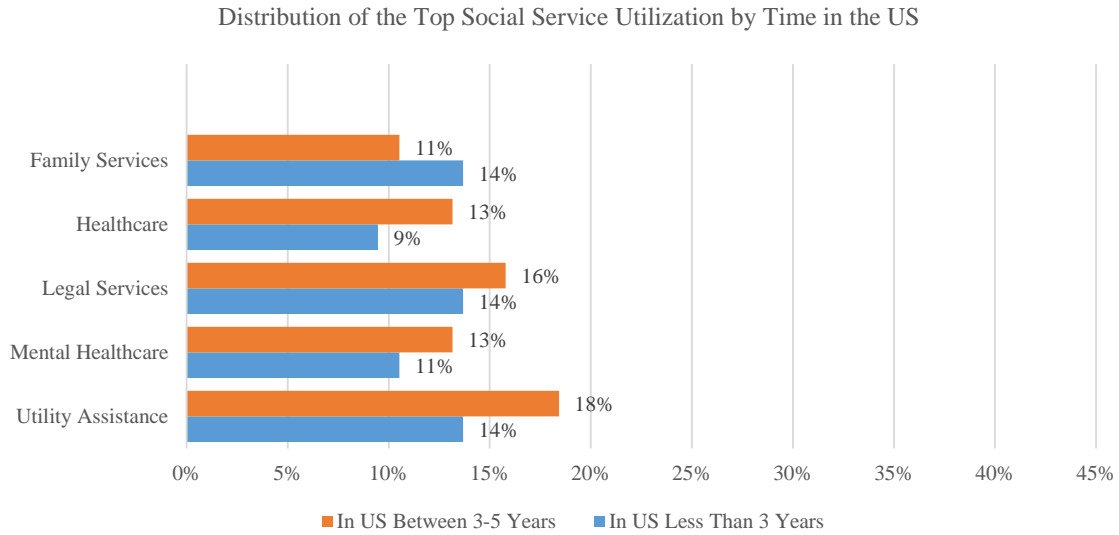


Chart 26: - Source: 2017 York County Hispanic/Latinx Community Assessment

In addition to general demographics, individual characteristics related to social well-being impact the human and social services that were sought. The subsections analyzed include employment status, annual income, educational attainment, and homeownership.

These subsections of the population represent vulnerable individuals or households that are more likely to need social or human service assistance.

The types of human or social services sought by survey respondents changed based on their current employment status.

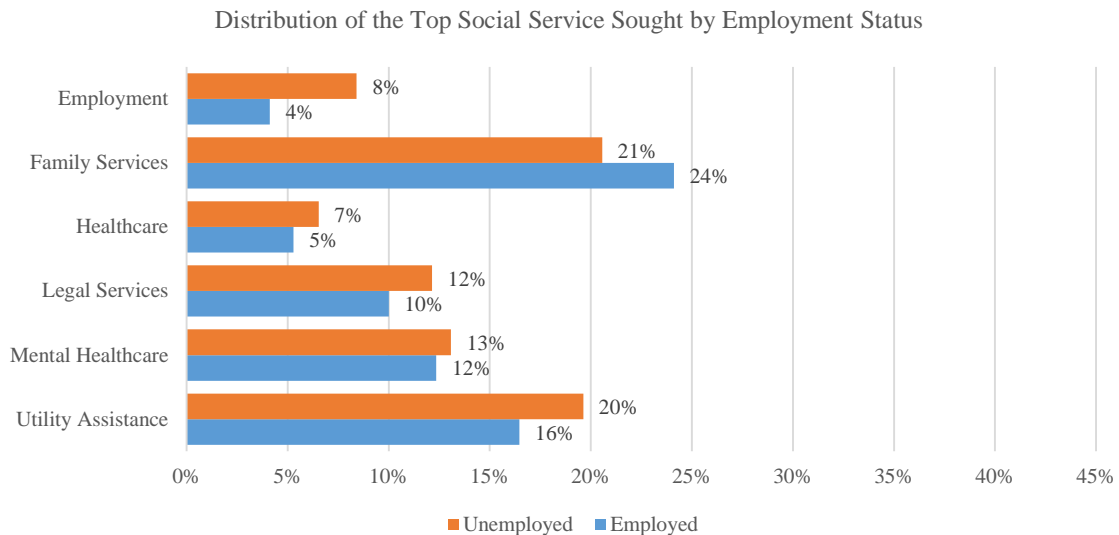


Chart 27: - Source: 2017 York County Hispanic/Latinx Community Assessment

## Findings

A surveyed household's total annual income shifted the types and distribution of human or social services that were sought.

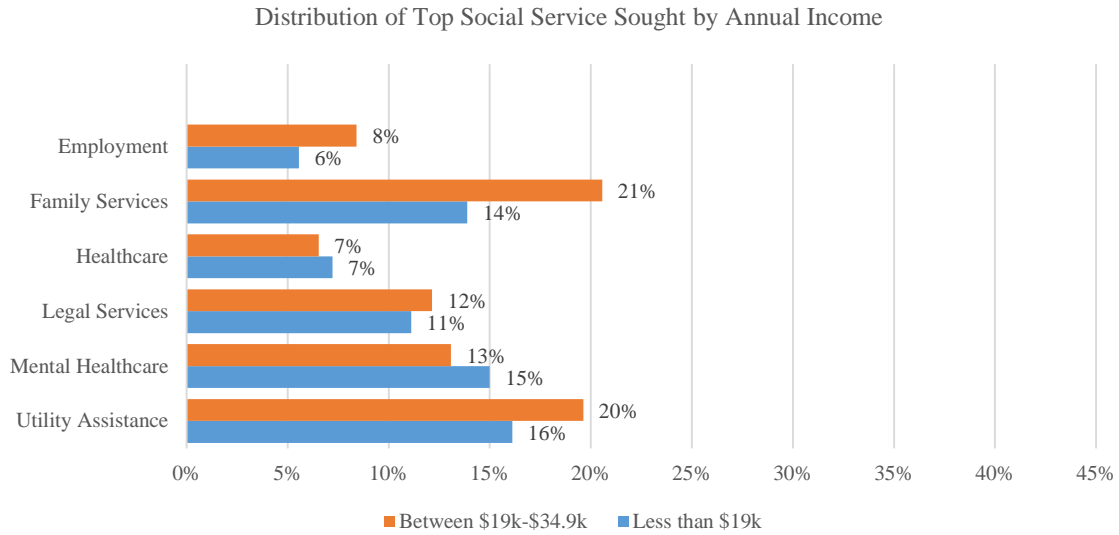


Chart 28: - Source: 2017 York County Hispanic/Latinx Community Assessment

An individual's highest level of education also alters the human or social services that they sought.

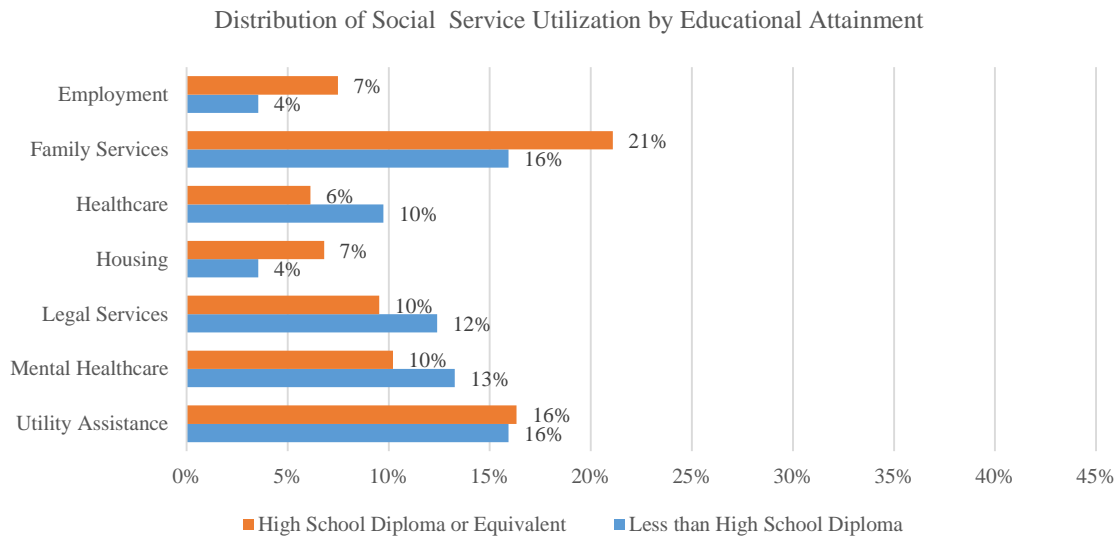


Chart 29: - Source: 2017 York County Hispanic/Latinx Community Assessment

## Findings

Finally, homeownership changes what human or social services a survey respondent sought.

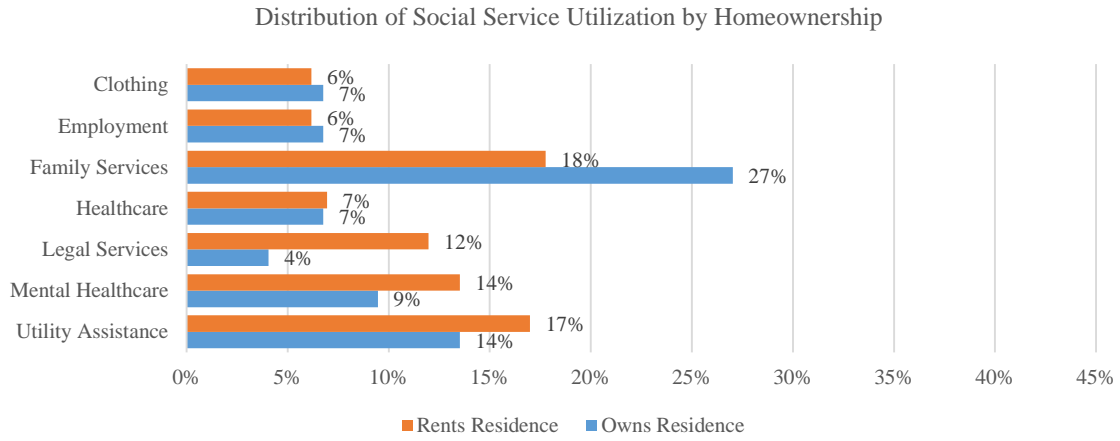


Chart 30: - Source: 2017 York County Hispanic/Latinx Community Assessment

Note: A full list of services utilized by demographic groups can be found in Appendix IV.

## Discussion

### VI. Analysis of Gaps and Barriers to Social Service Utilization and Delivery

While many members of the Hispanic and Latinx community in York County are seeking and receiving some human and social services, the entirety of their needs is not being met. This is in part due to the gaps in services offered, as well as barriers related to the service delivery model. The five specific human or social service gaps are education and job training, housing services, healthcare, childcare, language and translation assistance. Additionally, community disengagement, and service provider knowledge and coordination serves as significant barriers to accessing social services.

With this in mind, there are no standards for what is considered an “appropriate” utilization rate. While some research has indicated utilization rates for specific services—42% healthcare utilization or 23.5% mental healthcare utilization<sup>ixv</sup>, these studies are limited in number and scope.

It is the aspiration of these authors that all individuals in need of services will seek and receive those services; however, factors such as funding and capacity of the human and social service organizations will limit utilization. Therefore, a utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services<sup>10</sup>.

Finally, an analysis of gaps in human or social service utilization was subdivided by four demographic characteristics: those households making less than \$19,000 per year, those households making between \$19,000 and \$34,999 per year, those respondents with less than a high school diploma, and those respondents with a high school diploma, GED, or equivalent. These four categories encompass highly vulnerable and susceptible populations that are more likely to need social or human service assistance.

#### A. Education and Job Training

Within the survey portion of this assessment, respondents were asked if they sought any employment-related services within the past year, or within the past month. The broad nature of “employment services” was intentionally used to encompass a wide-range of employment-related services (job training, temporary employment, etc.).

While there is a definite need within the Hispanic and Latinx community of York County for employment services, this need is not being fulfilled; only 7% of respondents that sought any human or social service actually sought employment-related resources in the past year or the past month.

However, solely analyzing the rates at which respondents sought services does not convey an accurate depiction of the community’s needs. The intersection of statement perspectives and the rates that the survey respondents sought human or social services provides a better understanding of gaps in service.

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<sup>10</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

Within the overall population, almost 75% of survey respondents agreed or strongly agreed with the statement, “I would like to get a better job”; of these respondents, only 18% sought employment-related services<sup>11</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>12</sup>.

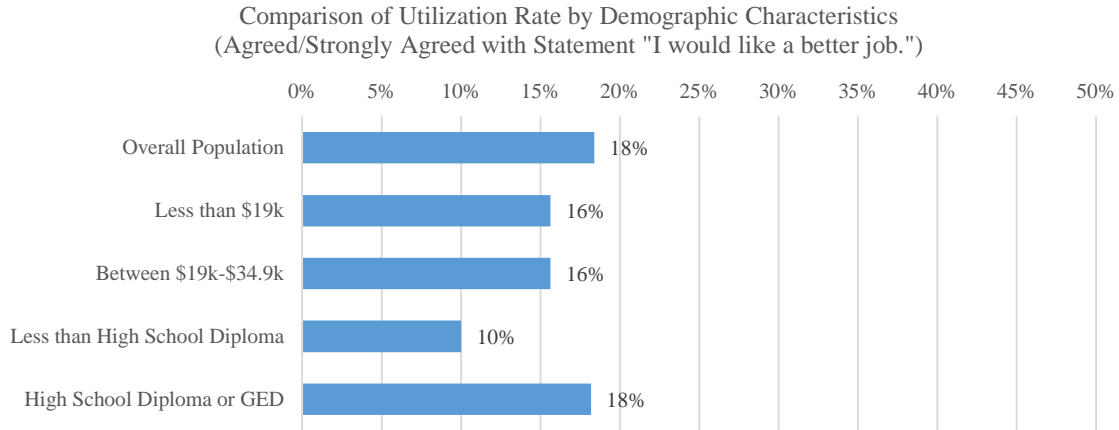


Chart 31: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within the overall population, about 30% of survey respondents disagreed or strongly disagreed with the statement, “I am able to get the jobs that I want”; of these respondents, only 11% sought employment-related services<sup>8</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>9</sup>.

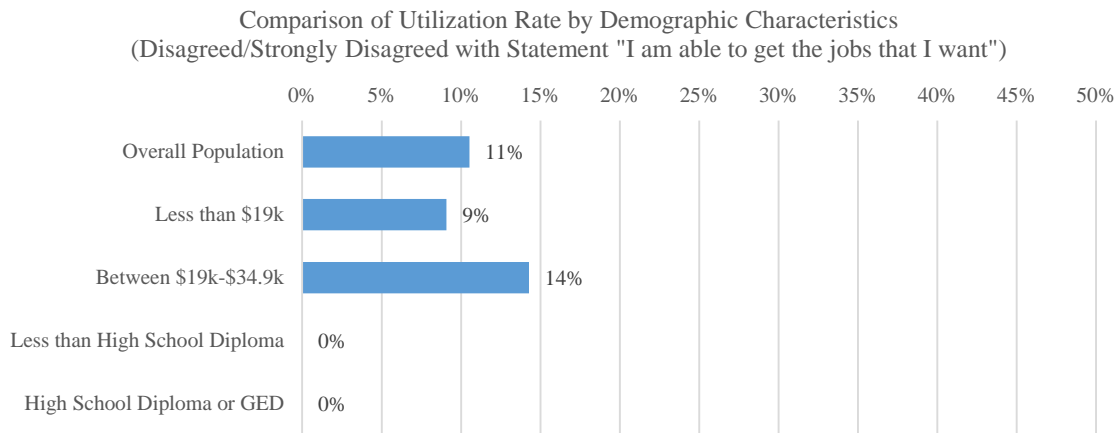


Chart 32: - Source: 2017 York County Hispanic/Latinx Community Assessment

<sup>11</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>12</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

Within the overall population, about 50% of survey respondents disagreed or strongly disagreed with the statement, “I know how to find jobs for people that speak Spanish”; of these respondents, 21% sought employment-related services<sup>13</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>14</sup>.

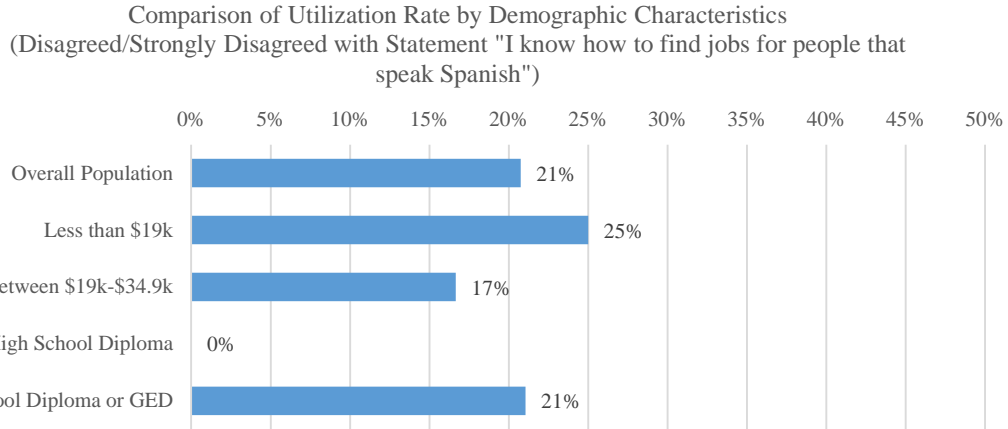


Chart 33: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within the overall population, over 40% of survey respondents disagreed or strongly disagreed with the statement, “I know where to find job resources in Spanish”; of these respondents, about 20% sought employment-related services. This utilization rate deviates based on the demographic characteristics of respondents.

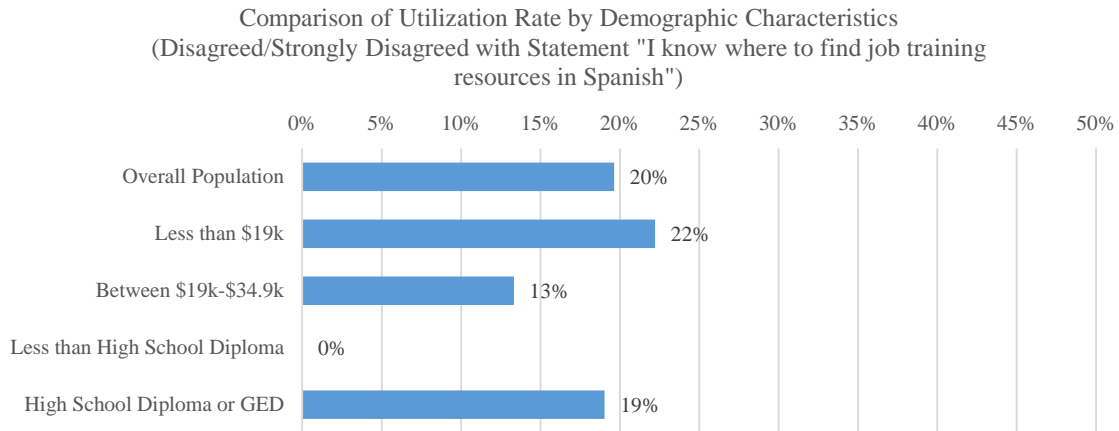


Chart 34: - Source: 2017 York County Hispanic/Latinx Community Assessment

<sup>13</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>14</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

Finally, within the overall population, 75% of survey respondents agreed or strongly agreed with the statement, “I would like to improve my job skills”; of these respondents, 16% sought employment-related services<sup>15</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>16</sup>.

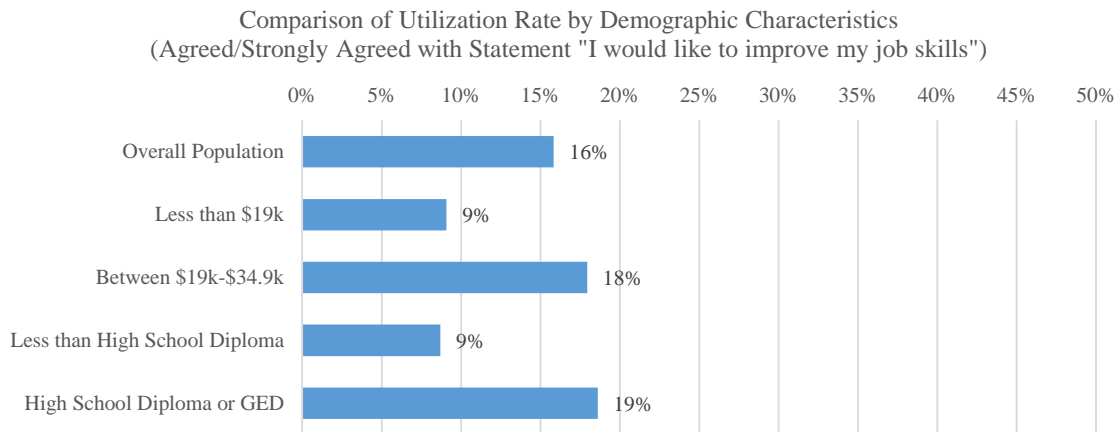


Chart 35: - Source: 2017 York County Hispanic/Latinx Community Assessment

Vulnerable individuals and households still sought employment-related services at a utilization rate less than 30%<sup>12</sup>. Those respondents that were in need of services, but had less than a high school diploma had the lowest rate of seeking services. This vulnerable demographic is at a higher risk of working in dangerous occupations, working in the underground economy, or working for substandard wages.

Information collected during focus groups expands upon the perspectives expressed during the survey portion of this assessment. While community members would like to continue their education, many feel that this is unachievable. Focus group participants spoke about three barriers inhibiting their educational attainment: cost, immigration status, and time. Focus group participants stated that it is “extremely expensive” to continue their education, especially when they cannot access scholarships due to immigration status. However, even if a community member overcame barriers with cost, one focus group participant stated, “We don’t have time to study as we work around 10 hours a day for 6 days a week.”

Finally, some members of the Hispanic and Latinx population in York County do not feel that they need to continue their education; instead, standards need to change to accept the education they have already obtained. One focus group participant stated that they were “in school for 6 years [in their home country], but it doesn’t count here”. While many come to the United States already having a higher education, “when [they] come here, [they] work as cooks, dishwashers, and farmers”. As one individual stated, “We come prepared [to work], but there is racism against us”.

<sup>15</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>16</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)



## Discussion

### B. Housing Services

Within the survey portion of this assessment, respondents were asked if they sought housing services within the past year, or within the past month. The broad nature of “housing services” was intentionally used to encompass a wide-range of housing-related services.

While there is a definite need within the Hispanic and Latinx community of York County for housing support, this need is not being fulfilled; out of all survey respondents that sought any human or social service in the past year or month, only 5% sought housing-related services.

However, solely analyzing the rates at which respondents sought services does not convey an accurate depiction of the community’s needs. The intersection of statement perspectives and the rates that the survey respondents sought human or social services provides a better understanding of gaps in service.

Within the overall population, over 15% of survey respondents disagreed or strongly disagreed with the statement, “I like the home I am living in”; of these respondents, only 7% sought housing-related services<sup>17</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>18</sup>.

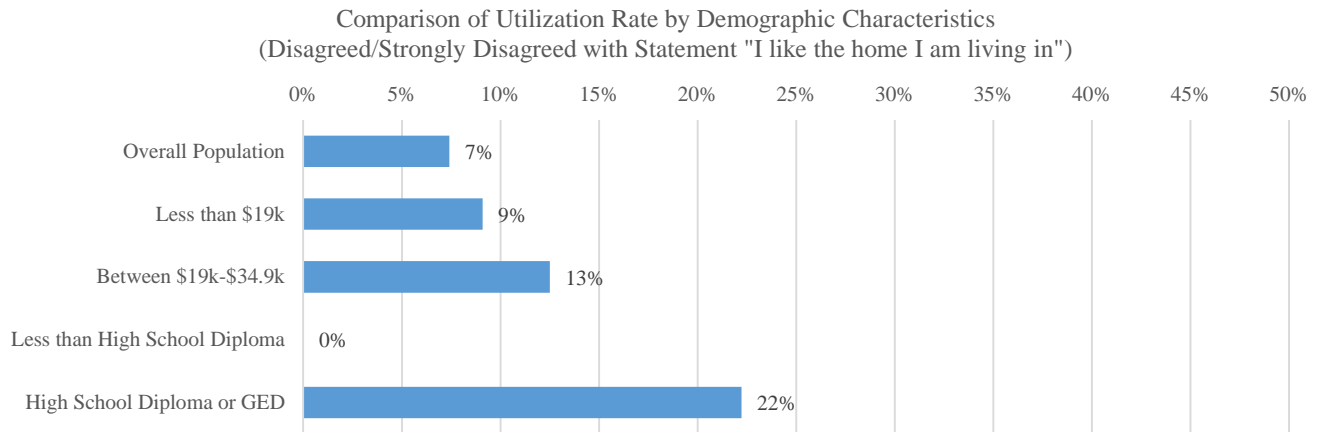


Chart 36: - Source: 2017 York County Hispanic/Latinx Community Assessment

<sup>17</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>18</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

Within the overall population, about 20% of survey respondents disagreed or strongly disagreed with the statement, “I like the neighborhood I am living in”; of these respondents, only 6% sought housing-related services<sup>19</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>20</sup>.

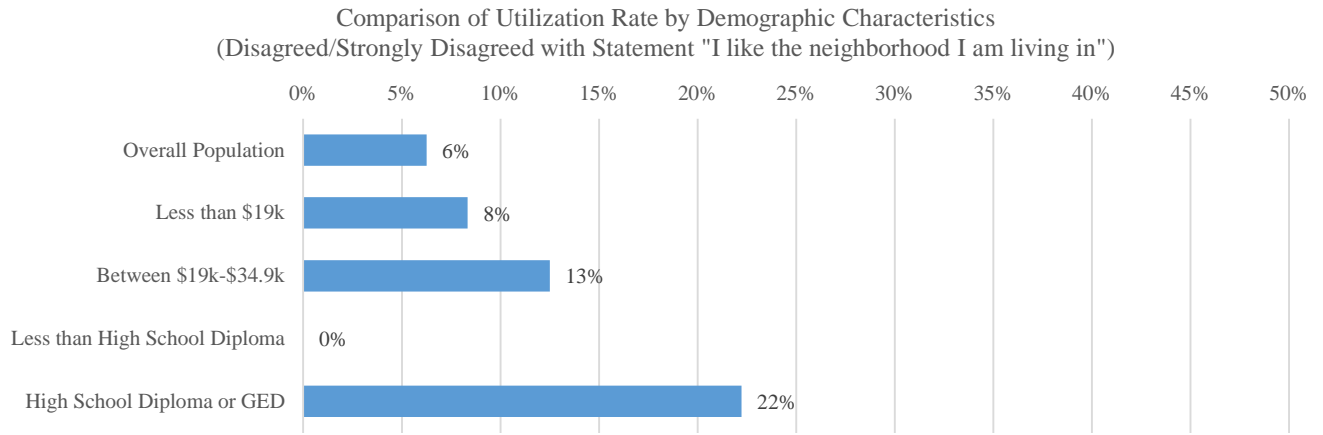


Chart 37: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within the overall population, about 40% of survey respondents disagreed or strongly disagreed with the statement, “I am comfortable sitting outside my home at night”; of these respondents, only 7% sought housing-related services<sup>16</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>17</sup>.

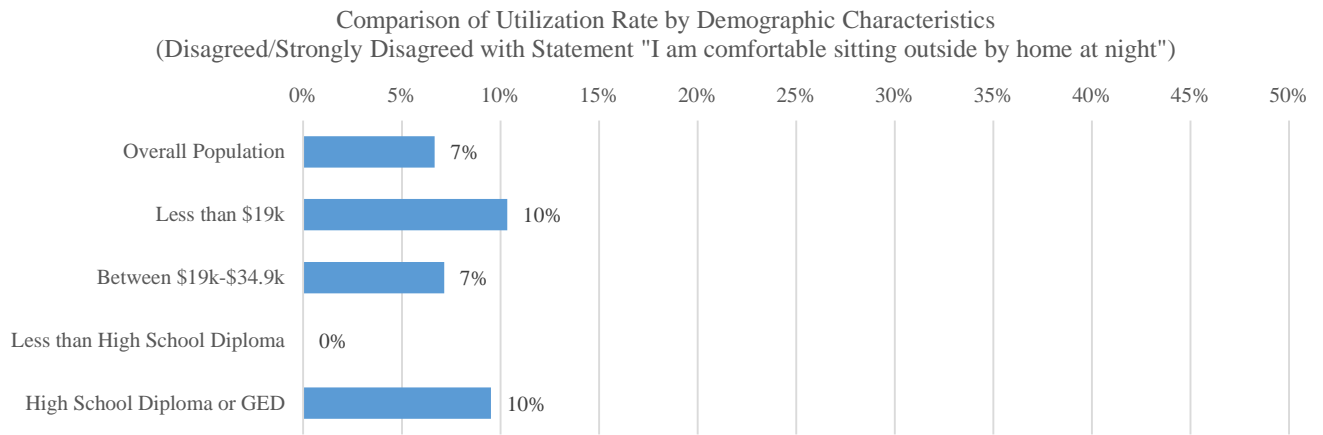


Chart 38: - Source: 2017 York County Hispanic/Latinx Community Assessment

<sup>19</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>20</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

Within the overall population, 50% of survey respondents disagreed or strongly disagreed with the statement, “I am comfortable with my child sitting outside my home at night”; of these respondents, only 7% sought housing-related services<sup>21</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>22</sup>.

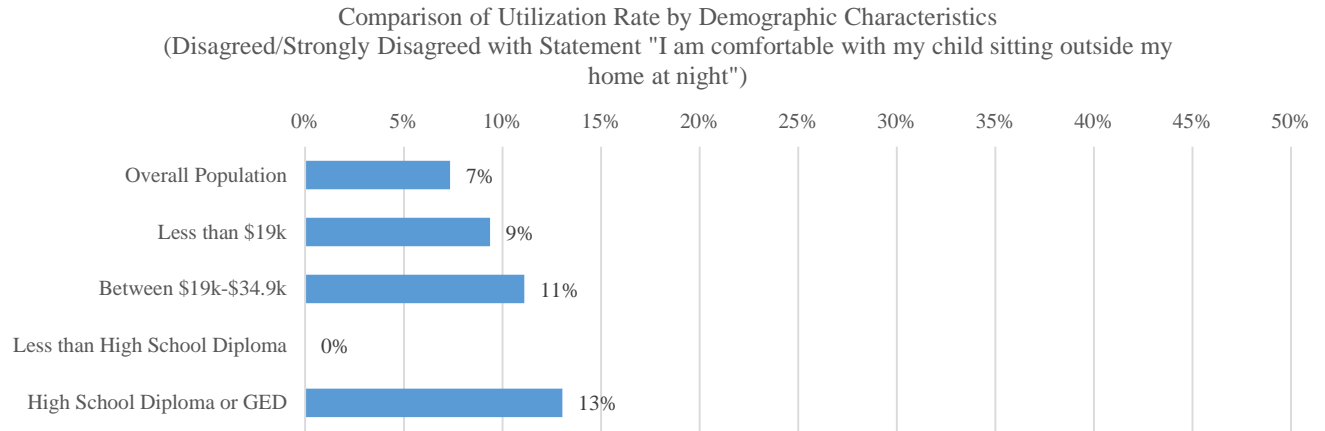


Chart 39: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within all vulnerable groups, the rate of services sought was never more than 22%<sup>18</sup>. Survey respondents that were in need of services, but had less than a high school diploma sought zero housing-related services.

## C. Healthcare, Mental Healthcare and Substance Abuse Counseling or Treatment

Within the survey portion of this assessment, respondents were asked if they sought services related to “healthcare” and “substance abuse” within the past year, or within the past month. The broad nature of “healthcare”, as well as specific services related to “mental healthcare” and “substance abuse”, were intentionally used to encompass the breadth of healthcare services.

Only 7% of all survey respondents sought healthcare-related services, 12% sought mental healthcare, and less than 1% sought substance abuse treatment or counseling services.

Comfortability and strong doctor-patient communication is key to good health. A 2010 article in the *Ochsner Journal* cites that patient comfortability when communicating with their healthcare provider can lead to better recovery from illness, decreased length of hospitalization, lowered costs of medical care, and better treatment adherence<sup>xiv</sup>. These feelings of collaboration result in more patient follow-up, and by association, continued use of the healthcare system<sup>xiv</sup>. In turn, a discomfort with medical professionals can equate to disconnecting with the healthcare system; therefore, when evaluating utilization in comparison to perspective statements, the analysis was limited to those that “disagreed” or “strongly disagreed” with these statements.

<sup>21</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>22</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

Within the overall population, almost 20% of survey respondents disagreed or strongly disagreed with the statement, “It is easy for me to discuss my concerns with my doctor”; of these respondents, 10% sought healthcare-related services<sup>23</sup>. This utilization rate deviates based on the demographic characteristics of respondents<sup>24</sup>.

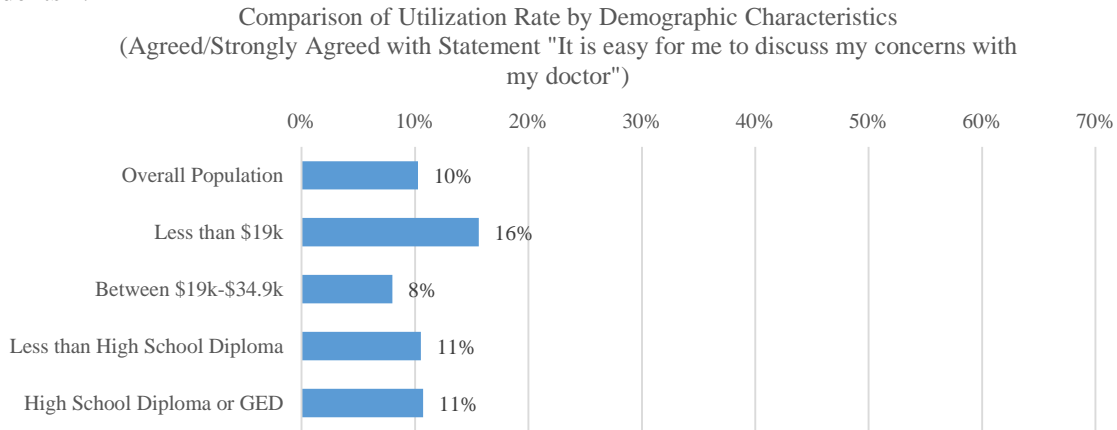


Chart 40: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within the overall population, 30% of survey respondents disagreed or strongly disagreed with the statement, “I feel comfortable seeking mental health treatment”; of these respondents, 33% sought mental health services<sup>20</sup>. This utilization rate also deviates based on the demographic characteristics of respondents<sup>21</sup>.

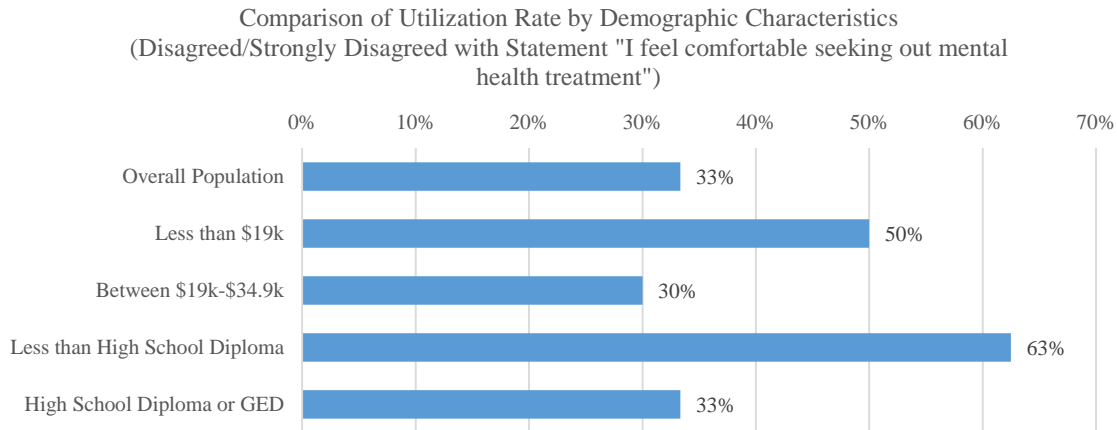


Chart 41: - Source: 2017 York County Hispanic/Latinx Community Assessment

Within the overall population, 30% of survey respondents disagreed or strongly disagreed with the statement, “I am comfortable seeking treatment for substance abuse”; less than one percent of respondents sought substance abuse counseling or treatment.

Within all vulnerable groups, the utilization rate of services sought related to healthcare was never more than 20%<sup>21</sup>. Information collected during focus groups reiterates the results of survey analysis. The majority of focus group participants stated that they do not utilize healthcare-related services due to the cost burden. While, almost 80% of survey respondents stated that they have health insurance, use of this

<sup>23</sup> A utilization rate of 50% of individuals self-identifying as needing services will be deemed as a successful and effective service utilization rate; for this analysis, a utilization rate of less than 40% is considered a gap in human or social services.

<sup>24</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## **Discussion**

insurance is much lower. One focus group participant stated that she “has not had a mammogram in over 2 years.” Another stated that they do not have enough money to pay healthcare costs, but that they are “not poor enough” for government assistance.

In regards to mental healthcare, within those individuals that self-identified as not being comfortable seeking mental healthcare, 33% actually sought care<sup>25</sup>. For those making less than \$19,000 per year, 50% sought care; for those with less than a high school diploma, almost two-thirds sought care<sup>22</sup>. It is unclear as to why those survey respondents who are uncomfortable speaking with a mental healthcare provider sought out mental healthcare services at a rate significantly higher than all other services. Additional and targeted research must be executed to determine this outlier.

Finally, in regards to substance abuse counseling or treatment, there is a significant gap in service utilization; less than one percent of survey respondent sought services related to substance abuse. According to a 2012 report from the Substance Abuse and Mental Health Services Administration, while individuals identifying as Hispanic and Latinx are more likely to need substance abuse counseling or treatment than other ethnic groups, they are less likely to seek or receive assistance<sup>xiv</sup>.

### **D. Childcare**

Within the survey portion of this assessment, questions related to childcare were limited. However, based on information collected through focus groups with community members, the need for childcare is apparent.

Focus group participants frequently stated that childcare is very difficult to obtain due to cost. Community members stated that they earn too much money to receive assistance, but did not earn enough to afford childcare payments. Moreover, the immigration status of community members limits what resources and types of assistance are available to a family. As a result of cost and immigration status, many women are forced to stay at home and take care of their children.

The information collected during focus groups is reflected through the survey analysis. Out of all respondents that sought any human or social service in the past year or month, only 3% sought childcare-related services. For those that reported having children in either preschool or elementary school, only 7% of this subsection sought childcare assistance.

When further subdividing the survey analysis into those households with childcare-aged children, perspectives on childcare continue to emerge as a gap in services. For those with either preschool or elementary school-aged children, 38% of survey respondents “Disagreed” or “Strongly Disagreed” with the statement, “I can easily get to childcare”. As stated during focus groups, this difficulty to obtain reliable transportation serves as a significant barrier for families.

Moreover, almost 35% of households with either preschool or elementary school-aged children “Agreed” or “Strongly Agreed” with the statement, “Childcare makes it difficult for me to apply for assistance or social services”.

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<sup>25</sup> Utilization rate=(Total number of respondents seeking services that highly rated a specific statement)/(Total number of respondents that highly rated a specific statement)

## Discussion

### E. Language and Translation Services

Within the survey portion of this assessment, respondents were asked if they sought language or translation services within the past year, or within the past month. While survey analysis appears to demonstrate that many respondents are comfortable with various modes of communication, this does not necessarily convey an accurate interpretation of need. Moreover, as only 1% of respondents reported utilizing language or interpretation services, analysis of services based on statement perspectives is not possible.

However, following interviews with community leaders and focus groups with community members, it is apparent that language access services is a gap in services provided, as well as a barrier to accessing human or social services.

Community leaders in York County have defined language barriers as the “Latino community’s disability”. Interviewees frequently cited that community members are withdrawn from community interactions—such as attending public meetings or publicly discussing issues impacting the Hispanic and Latinx community—due to their limited English proficiency. Members of the York County Hispanic and Latinx community are often “embarrassed” by this lack of proficiency, and therefore will misrepresent their abilities to those seen as authority figures, or will agree with recommended actions even if they do not have a full understanding of the context, situation, or effects.

While many participate, or hope to participate, in English language courses, many community members are not satisfied with the current services. Focus group participants state that while basic English classes are free, the cost burden to become proficient in English is too high. This limits the ability for some community members to advance their careers because they do not have access to specific language courses related to their career. As one focus group participant stated, “I was told that I need full English to clean toilets” and could not get a full-time job without specific language skills.

However, barriers related to language access is not limited solely to the clients. During the survey portion of this assessment, almost 90% of respondents report that the agency or organization that they sought services from had a staff member who spoke Spanish. However, throughout interviews and focus groups, community members frequently cited service provider limitations as a barrier for clients to access needed human or social services. Community members reported that many service providers do not have sufficient staff members to effectively communicate with Spanish-speaking clients; in addition, providers do not have the forms required to receive services translated into Spanish. Interviewees reported that service providers “make assumptions about what an individual needs or wants” based solely on conversations with limited English proficient clients.

One avenue that is frequently utilized by organizations and agencies to overcome language barriers are translation assistance services; during the survey portion of this assessment, about 80% of respondents reported that the agencies or organizations they sought services from offered some type of translation assistance.

However, concern and distrust of these services emerged during focus groups with community members. Overall, focus group participants stated that many translators were unprofessional, citing that translators “shared [their own] opinions”, “recommended their own contacts” for the needed service or assistance, and were “very aggressive when ask[ed] to repeat the translation”. Moreover, the time it takes to acquire a translator served as a barrier to accessing services as there were often a long wait times between entering an agency or organization and actually speaking with a staff member. Moreover, clients sometimes had trouble communicating with the translators due to differences in language, words, or accents; as one focus

## Discussion

group participant stated, “People from different countries use different words and you don’t always know what they are saying.”

### F. Community Disengagement

Within the survey portion of this assessment, respondents were asked about their perspectives related to community engagement and inclusion. This broad definition included areas, such as safety and interactions with law enforcement personnel. Based on interviews with community leaders and focus groups with community members, community disengagement appears to be rooted in a fear and distrust of the community at large.

Hispanic and Latinx leaders cite that community members are “disempowered” and “disengaged” from the greater York County community. While not new, the current political and social climate regarding immigration and those of Hispanic and Latinx heritage has led to people becoming “withdrawn from their communities and churches”. Moreover, the distrust within neighborhoods and amongst neighbors has caused residents—specifically many undocumented immigrants—to feel uncomfortable leaving their homes.

These sentiments are supported by data gathered during the survey portion of this assessment.

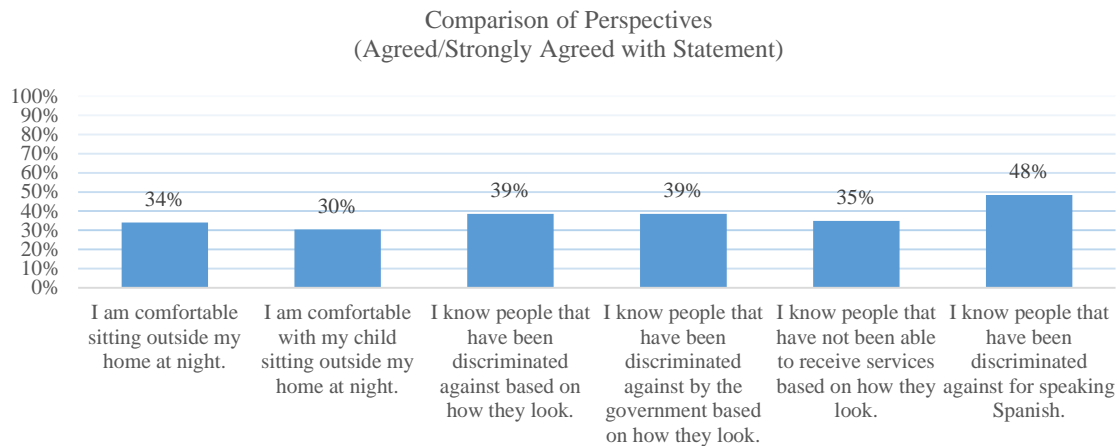


Chart 42: - Source: 2017 York County Hispanic/Latinx Community Assessment

While only the statement “I know people that have been discriminated against for speaking Spanish” surpassed 45% of respondents, this is a troubling statistic. Interviews and focus groups indicate that these numbers are significantly underreported.

As previous research has shown, as individuals grow more uncomfortable and distrustful of community and governmental institutions, they are less likely to seek out human and social services; this creates barriers for Hispanic and Latinx residents in York County.

Finally, there are gaps and community disengagement from within the Hispanic and Latinx community itself. Residents of York County that identify as Hispanic and Latinx come from a variety of backgrounds and heritages. Some, such as those of Puerto Rican descent, are American citizens, while others range from naturalized citizens to undocumented immigrants. Interviews and focus groups identified that there is not always collaboration or cooperation between groups of individuals of different heritages. The

## **Discussion**

human or social service needs of each individual community may not be reflected in the needs of others, and some communities are seen as monopolizing attention.

Moreover, as reported during interviews, some groups and individuals within the Hispanic and Latinx community are seen as “driven”, while others struggle in figuring out where to start and how to access basic resources. Therefore, this community cannot necessarily be seen as one unitary group of individuals. Efforts must be consciously taken to ensure that all viewpoints, perspectives, and cultures are represented in community building and community engagement efforts, and that no group is unwittingly forgotten or left behind.

### **G. Service Provider Knowledge and Coordination**

A final barrier to human or social service utilization and delivery is the support and coordination between the various providers throughout York County. Based on interviews, many providers and community leaders feel they are providing inadequate services once their client’s needs fall outside of their immediate domain; providers do not have a thorough understanding of what services are offered by other agencies or organizations, nor their eligibility requirements.

Moreover, there is a disconnect between the realities of the services provided and what services are needed or how services are delivered. One provider stated that their clients were in need of English language courses; however, the classes were full and the provider did not know how to enroll the client in a future course.



## Discussion

### VII. Analysis of Current Community Assets

While there are gaps and barriers to effective service utilization and delivery, there are community assets impacting the Hispanic and Latinx community in York County.

#### A. Transportation

Within the survey portion of this assessment, respondents were asked about their ability to travel to various locations throughout the County; there are many services and organizations filling this need, and survey analysis indicates that the Hispanic and Latinx population are able to travel to these various services.

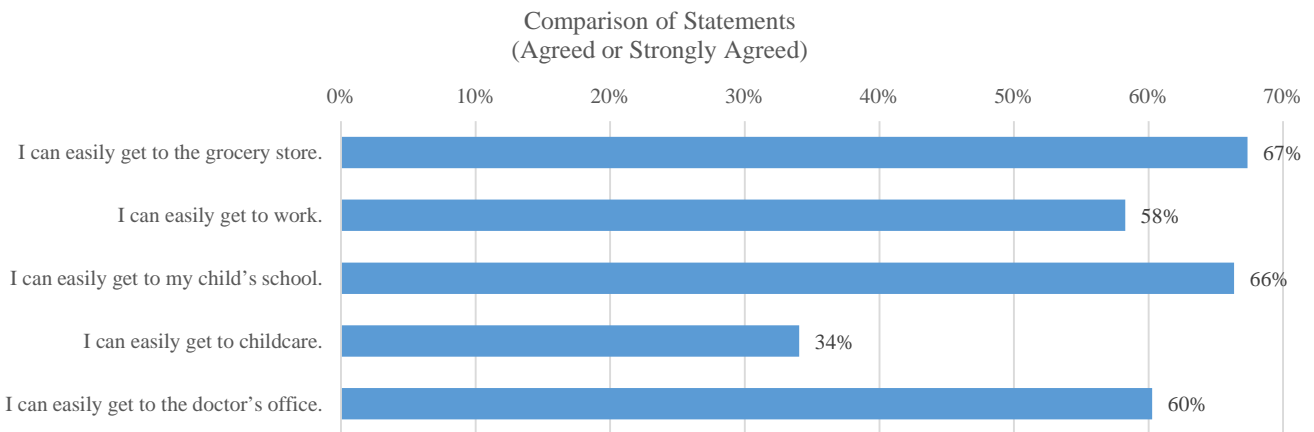


Chart 43: - Source: 2017 York County Hispanic/Latinx Community Assessment

Aside from childcare, large majorities of respondents “agreed” or “strongly agreed” with statements related to their ability to travel to various locations.

While this is a community asset, some community members are still facing barriers. During focus groups with community members, issues related to transportation were a common theme; these issues can be grouped into two categories: public transportation and the cost of owning a car.

In regards to public transportation, focus group participants often spoke about the unreliability of transportation, as well as the lack of service routes. One focus group participant stated, “We have waited outside for 2.5 hours in the cold waiting for a bus. There were 5 buses there, but none of them could take us.” A second participant stated, “Something that takes 15 minutes by car, it takes 2 hours and 45 minutes by [bus].”

However, owning a car is not always seen as a viable solution. As one focus group participant stated, “We only have one car because it is so expensive. It is hard [for us] to get around, especially with childcare. We both work, so we have to try and coordinate. So [my spouse] needs to be back by 5am or I need to take the bus.”

The information provided during focus groups provides deeper insight into the realities of some community members; however, it does not appear that these sentiments are shared by the majority of survey respondents.

## Discussion

### B. Organizational Support

Aside from the empirical work demonstrated from survey analysis, there was no consensus through focus groups or interviews of what could be considered a community asset. Some interviewees stated that York County is a diverse community that celebrates different cultures; others strongly disagreed with that statement. Some spoke about individual community members demanding to be included in the County's decision-making process, including representation on boards of non-profits and taking managerial positions for various organizations; others said that the primary focus should be on ensuring community members obtain basic living necessities.

Nonetheless, there are passionate and outspoken Hispanic and Latinx residents that are on the frontlines of social change and demanding that the collective voice of their community is heard and taken seriously. Throughout York County, there are various organizations that focus specifically on identifying and assisting with the needs of Hispanic and Latinx residents. While some of these organizations have long been a fixture in York County, the recent push for inclusion by Hispanic and Latinx residents, as well as the growth of new organizations, has promoted community well-being. A short list of organizations, agencies, and community assets include:

- CASA
- Iglesia Puerta de Salvacion
- St. Mary's Church
- The City of York
- York City School District
- The United Way of York County
- The New American Welcome Center at the YMCA of York County
- Latinos Unidos of York

## Recommendations

### VIII. Recommendations

In order to build upon the community's assets, and to ensure the needs of all residents are being sufficiently met, the authors of this paper recommend five action items:

- Changing service access and the service delivery model in York County
- Instituting initiatives to create more community engagement
- Increasing language training opportunities and language access services
- Producing more accessible employment and training opportunities
- Creating a welcoming community

#### A. Changing service access and the service delivery model in York County

Access to human or social services, as well as an efficient service delivery model to the Hispanic and Latinx community, is imperative to ensure that the needs of the community are met.

The recommendations related to access and delivery fall into two categories: external and organizational capacity, and internal operations and competencies.

##### External Capacity and Organization:

Currently, many human and social service organizations do not have a thorough understanding of what other services and resources are available to Hispanic and Latinx clients. For example, as of May 11, 2018, when viewing the Pennsylvania 2-1-1 online portal related to assistance for victims of Hurricane Maria, York County does not have a point of contact or an organization that is leading the relief efforts. Anecdotally, the authors of this assessment know that organizations and individuals are working to fill this need; however, community members that do not have the same available resources as the authors may not have access to this information. Moreover, when utilizing the "advanced search" of PA 2-1-1 and entering "Spanish", only sixteen organizations within York County are returned. While the returned query includes some new organizations, it also includes organizations that are now defunct. Based on survey results, it is empirically apparent that there is a gap in identifying and categorizing organizations.

Therefore, to increase external and organizational capacity, there must be a consistent, continuously updated website and mobile application system of all services offered throughout York County<sup>26</sup>. This system must be available to human and social service providers, non-profit organizations, as well as the general public. Information supplied to this system would need to be consolidated and updated by a single entity to ensure useful and correct information is collected.

Data collection must include:

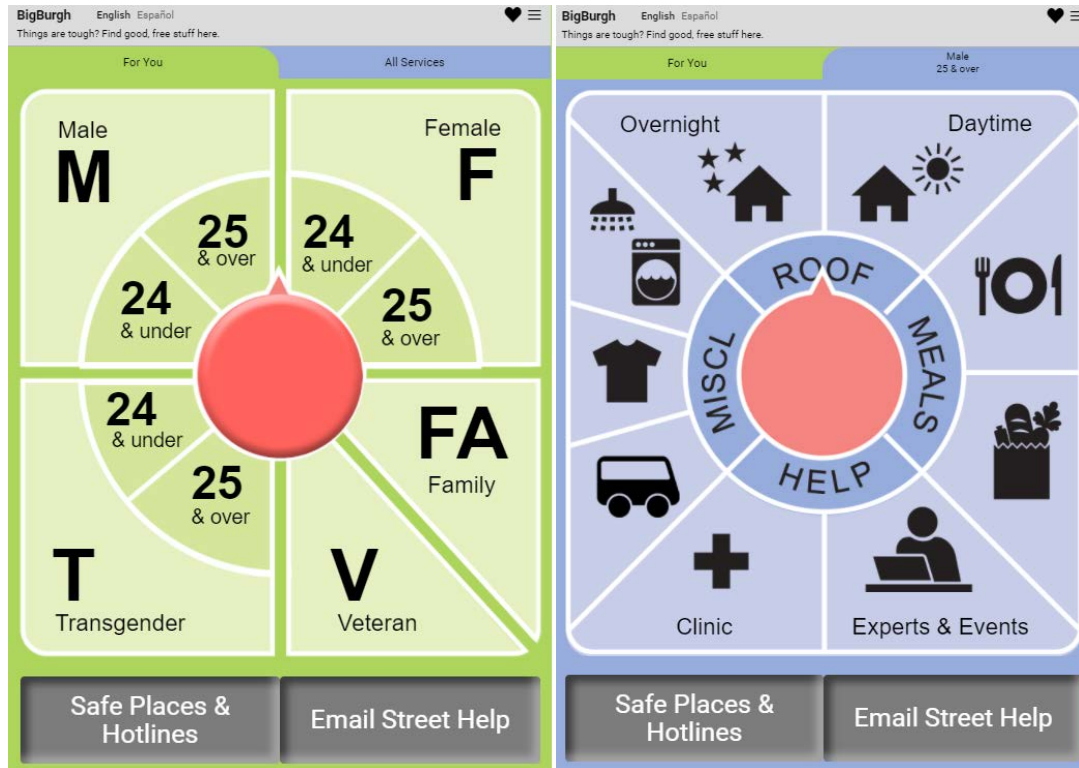
- The service offered and the target population for the service (gender, age, family status, etc.)
- All eligibility requirements for the each service (sex, income requirements, immigration status, residency requirements, etc.)
- A list of all required documents to receive this service (driver's license, social security card, etc.)
- A link to all of the required documents that need to be filled out for application for each service
- The organization providing the service and its contact information to reach this service
- Address and location of service provider, as well as the closest bus stops
- Hours of operation and hours specific services are offered

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<sup>26</sup> 13% of respondents stated that they do not utilize the internet through any means. 74% of internet users access the internet primarily through their mobile phone.

## Recommendations

It is the recommendation of these authors that the system mirrors the current BigBurgh model used in Pittsburgh.



Screenshots of the BigBurgh system used in Pittsburgh, PA

The system must be searchable based on the demographic characteristics of the individual seeking services. This will allow both human and social service organizations to provide timely referrals to clients, and allow individuals to effectively seek services they qualify for on their own. While individuals may not be able to print out the necessary documentation to apply for services, providing an online version of necessary forms will allow service seekers to better understand the total time it will take to apply for these services.

### Internal Operations and Competencies:

While cultural concordance is essential to any organization that provides human or social services, this is especially true within Hispanic and Latinx communities; individuals must feel a sense of welcoming at an organization, and the organization must reflect the community.

It is essential that staff members of service organizations receive cultural competency training. Barriers to service—such as fear of the registration process, fear of discrimination, or fear of being reported to law enforcement agencies—must be considered when providing assistance. The initial contact with a client must be positive and the staff member must be able to relate to the client. This level of connection will create personal relationships between staff members and clients, leading to a sense of inclusion and a repeated utilization of services.

It is the recommendations of these authors that human or social service organizations hire from within the targeted community as much as possible. By hiring from within, staff members will understand the local community context and may already be a recognizable figure.

## **Recommendations**

Finally, as childcare and transportation have been deemed barriers to accessing social services, organizations must find alternative methods to connect with these clients. Whenever possible, organizations should begin to move towards the staff members performing intake evaluations and applications for services by phone. While this may create initial hurdles for agencies and organizations, the families and individuals that would otherwise be unable to apply for services will have a greater opportunity to ensure all of their basic needs are satisfied.

### **B. Instituting initiatives to create more community engagement**

Eighty-four percent of survey respondents “Agreed” or “Strongly Agreed” with the statement, “I would like a community center for the Spanish-speaking community”. In addition, various community organizations and churches have expressed an interest in the creation of a community center.

These authors recommend the creation of the York County Latinx Community Center System.

Community inclusion is imperative for a healthy community and for a healthy individual. Currently, less than half of the Hispanic and Latinx population in York County feel that the general public understands or wants to learn about their culture. As previously noted, this feeling of exclusion makes service delivery more difficult to accomplish. A community center will allow Hispanic and Latinx residents to have a place where they can come together and celebrate their cultural identity. Moreover, it provides a space where others can come to learn about the variety of heritages and cultures of this community.

An effective community center support should include:

- Case management assistance.
- Rotating staff members of various non-profits in York County that can provide service information and referrals.
- Regularly scheduled on-site clinical services that are free of charge or on a sliding-scale basis.
- Regularly scheduled community meals.
- Space for community needs, such as drug or alcohol counseling.
- ESL courses.
- Spanish language courses for the general public.
- Classes on topics that are of interest to the community, such as how to start a small business

Service delivery is most effective when services come to the client, rather than the client going to the provider. Moreover, the York County Hispanic/Latinx Community Center System should encompass multiple Centers throughout the County that have high populations of Hispanic and Latinx residents. By meeting individuals in their own community and building a true rapport with residents, human and social service organizations can ensure that all the needs of the community are being met. Moreover, this inclusion will encourage the continued usage of these services.

The York County Latinx Community Center System should be governed by a Board of Directors that has regularly scheduled, on-going conversations about the needs and issues impacting residents.

The Board of Directors should be an inclusive group of individuals from all backgrounds, including:

- Officials from the government of the City of York
- Officials from the government of York County
- Leaders or representatives of the leading non-profit organizations in York County
- Leaders or representatives of the leading human or social service agencies in York County
- Hispanic and Latinx community members

## **Recommendations**

This Board of Directors would increase community involvement by allowing direct communication between community members and change-makers or policymakers. Residents will feel heard, be more willing to voice any concerns, and participate in the public sphere. Moreover, by directly communicating with community members, human or social service organizations can quickly and efficiently shift priorities when necessary. As only 31% of Hispanic and Latinx residents in York County feel that the government understands their needs, the creation of this Association has the potential to fill this gap.

### **C. Increasing language training opportunities and language access services**

It is the recommendation of these authors that, in conjunction with the York County Hispanic/Latinx Community Center System, language trainings be expanded throughout York County to provide support related to both Spanish and English language proficiency.

While individual organizations and agencies cannot be mandated to support increased language access services, it is the recommendation of these authors that all human and social agencies and organizations perform a self-assessment related to language access services and take appropriate measures to ensure effective service delivery. Regardless of the self-assessment results, intake staff members at the human and social service agencies throughout York County should have basic Spanish proficiency. By offering free or low-cost Spanish language courses specifically geared toward human and social service providers, staff members will be able to more effectively communicate with clients, and will create a more welcoming environment for Spanish speakers.

In addition to Spanish language courses for human or social service agencies and organizations, these authors recommend that free or low-cost *basic* Spanish language and culture courses be offered to the general public. To create a welcoming community, it is imperative that non-Spanish speakers can communicate with Spanish speakers. Moreover, if a community members becomes proficient in Spanish, they would be able to access more specialized training and courses to become certified in language access or translation services.

A third recommendation related to language training is the creation of “Conversation Partners”. Native-English speakers would be matched with native-Spanish speakers to build their individual language skills in a real-world, interactive, and social environment. Native-Spanish speakers would have the opportunity to learn the nuances of English, while being able to practice in a less formal setting. These benefits would also extend themselves to individuals working towards Spanish proficiency.

### **D. Producing more accessible employment and training opportunities**

Many Hispanic and Latinx community members in York County are not able to obtain jobs they feel they are qualified for or want. In addition, as stated during interviews with community leaders, various organizations would like to expand their reach of services to include job counseling and resources for job seekers. Therefore, it is the recommendation of these authors that a public-private partnership between government agencies, non-profit organizations and private businesses create a mobile job center, specifically assisting disenfranchised persons obtain reliable and family-sustaining employment. The government, non-profits, and businesses will be able to better engage clients and provide individuals with enhanced access to needed services by taking employment and training services directly to individuals.

The mobile job center should have frequent and regular stops around York County in places that are often visited by Hispanic or Latinx persons, including churches, public libraries, public events, and public spaces.

## **Recommendations**

The mobile job center would be staffed by bilingual, professional employment specialists in order to provide quality services to the community. In addition to computer workstations and printing services, the mobile job center should include assistance and support with:

- Basic computer skills;
- Creating and updating resumes and cover letters;
- Accessing information on careers and licensing/testing requirements for those positions;
- Information on training programs;
- Information on language programs and ESL classes;
- Information on education and apprenticeships programs;
- Information on GED classes;
- Searching for available positions and completing applications; and
- Preparing for job interviews.

To ensure the beneficial effect of the public-private partnership on all parties, employers would also be able to directly list employment opportunities at the mobile job center. By directly appealing to job seekers through a structured process, interested individuals will have the opportunity to better understand all requirements to obtain the positions, as well as what options are available to them if they do not meet the minimum requirements.

### **E. Creating a welcoming community**

The final recommendation of these authors is to create a County-wide “Welcoming Community” initiative—most specifically related to perspectives on safety. To achieve this goal, it is the recommendation of this author that a staff position (a “Welcoming Officer”) be created within a non-profit or County governmental agency to enhance cooperation, understanding, and cultural competency within all aspects of the community—non-profits, law enforcement, private businesses, and the community at large.

As stated in the findings section of this report, residents will only engage human and social services when they feel comfortable in their surroundings. Less than half of survey respondents report that they “trust the police”. Over half of survey respondents fear that a loved one will be detained or deported by immigration officials.

The “Welcoming Officer” would serve as a resource to the Hispanic and Latinx population of York County and actively work to ensure that discriminatory or disenfranchising practices at all levels of the community are ended. This would include:

- Training non-profits and service providers on cultural competency;
- Training law enforcement agencies on their role related to immigration enforcement;
- Training community members on methods to create a safer neighborhood;
- Compiling and reporting biased incidents that occur across the County;
- Serve as a community mediator to oversee conversations between parties involved in biased or discriminatory incidents;
- Audit governmental policies and advocate for the removal of exclusionary language;
- Facilitate community conversations around important and pertinent social issues; and
- Connect the various communities within York County through volunteer opportunities, civic engagement, and public events.

## **Recommendations**

The “Welcoming Officer” would serve as a proactive approach to expressing the County’s desire to engage Hispanic and Latinx residents, as well as demonstrate a sincere desire to create positive and sustaining change.



## Notes

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## Notes

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## Notes

### Appendix I

Human or Social Services Listed on the 2017 York County Hispanic/Latinx Community Assessment

<b>Specific Service</b>	<b>Categorization</b>
Budget Counseling	Employment, Income, Poverty
Childcare	Family
Clothing	Employment, Income, Poverty
Emergency Shelter	Housing
Employment	Employment, Income, Poverty
ESL	Education
Family	Family
Food	Employment, Income, Poverty
Healthcare	Health
Household Items	Employment, Income, Poverty
Housing	Housing
Legal	Employment, Income, Poverty
Mental Health	Health
Rental Assistance	Housing
Substance Abuse	Health
Translation	Language
Utilities	Employment, Income, Poverty

NOTE: The Department of Labor and the Occupational Safety and Health Administration define “family services” as encompassing a variety of individualized and familial social services. These include, but are not limited to, activity centers for elderly or differently abled individuals, adoption services, alcoholism counseling, marriage counseling, and crisis intervention centers. Other organizations and agencies include services such as sexual or domestic abuse and child abuse within the categorization of “family services”.

## Notes

### Appendix II

#### Social Services Sought Over the Past Year

<b>Social/Human Service</b>	<b>Percent Distribution</b>
Budget Counseling	2%
Childcare	3%
Clothing	6%
Emergency Shelter	1%
Employment	6%
ESL Classes	3%
Family Services	17%
Food Assistance	2%
Healthcare	7%
Household Items	2%
Housing	6%
Legal Services	11%
Mental Healthcare	15%
Rental Assistance	2%
Substance Abuse Counseling or Treatment	0%
Translation Assistance	1%
Utility Assistance	18%

## Notes

### Appendix III

#### Social Services Sought Over the Past Month

<b>Social/Human Service</b>	<b>Percent Distribution</b>
Budget Counseling	3%
Childcare	2%
Clothing	4%
Emergency Shelter	1%
Employment	8%
ESL Classes	3%
Family Services	29%
Food Assistance	3%
Healthcare	8%
Household Items	2%
Housing	3%
Legal Services	9%
Mental Healthcare	10%
Rental Assistance	1%
Substance Abuse Counseling or Treatment	0%
Translation Assistance	1%
Utility Assistance	14%

## Notes

### Appendix IV

#### Social Service Utilization by Demographic Characteristic

##### Distribution of Social Services Sought by Primary Language Spoken in Home

	<b>English</b>	<b>Spanish</b>
Budget Counseling	0%	3%
Childcare	4%	3%
Clothing	4%	5%
Emergency Shelter	0%	2%
Employment	4%	7%
ESL Classes	0%	3%
Family Services	33%	18%
Food Assistance	0%	2%
Healthcare	4%	8%
Household Items	0%	2%
Housing	15%	4%
Legal Services	0%	12%
Mental Healthcare	15%	12%
Rental Assistance	7%	1%
Substance Abuse Counseling or Treatment	0%	0%
Translation Assistance	0%	1%
Utility Assistance	15%	17%

##### Distribution of Social Services Sought by the Presence of Children under the Age of 18 at the Residence

	<b>Has Children Under 18</b>	<b>Does Not Have Children Under 18</b>
Budget Counseling	2%	3%
Childcare	5%	0%
Clothing	5%	6%
Emergency Shelter	2%	0%
Employment	8%	3%
ESL Classes	3%	2%
Family Services	19%	29%
Food Assistance	2%	3%
Healthcare	7%	6%
Household Items	1%	5%
Housing	5%	5%
Legal Services	11%	10%
Mental Healthcare	12%	11%
Rental Assistance	2%	2%
Substance Abuse Counseling or Treatment	0%	0%
Translation Assistance	0%	2%
Utility Assistance	16%	13%

## Notes

Distribution of Social Services Sought by the Length of Time Living in the Continental United States

	<b>In US Less Than 3 Years</b>	<b>In US Between 3-5 Years</b>
Budget Counseling	4%	3%
Childcare	3%	3%
Clothing	4%	5%
Emergency Shelter	3%	0%
Employment	8%	8%
ESL Classes	4%	3%
Family Services	14%	11%
Food Assistance	1%	0%
Healthcare	9%	13%
Household Items	1%	0%
Housing	7%	8%
Legal Services	14%	16%
Mental Healthcare	11%	13%
Rental Assistance	2%	0%
Substance Abuse Counseling or Treatment	0%	0%
Translation Assistance	0%	0%
Utility Assistance	14%	18%

Distribution of Social Services Sought by Current Employment Status

	<b>Employed</b>	<b>Unemployed</b>
Budget Counseling	1%	4%
Childcare	4%	3%
Clothing	6%	5%
Emergency Shelter	2%	1%
Employment	4%	8%
ESL Classes	4%	3%
Family Services	24%	17%
Food Assistance	2%	3%
Healthcare	5%	8%
Household Items	2%	2%
Housing	5%	5%
Legal Services	10%	11%
Mental Healthcare	12%	14%
Rental Assistance	1%	2%
Substance Abuse Counseling or Treatment	1%	0%
Translation Assistance	1%	1%
Utility Assistance	16%	14%

## Notes

Distribution of Social Services Sought by Household Total Annual Income

	<b>Less than \$19k</b>	<b>Between \$19k-\$34.9k</b>
Budget Counseling	2%	2%
Childcare	3%	4%
Clothing	5%	6%
Emergency Shelter	2%	1%
Employment	6%	8%
ESL Classes	4%	1%
Family Services	14%	21%
Food Assistance	3%	1%
Healthcare	7%	7%
Household Items	2%	1%
Housing	6%	4%
Legal Services	11%	12%
Mental Healthcare	15%	13%
Rental Assistance	2%	1%
Substance Abuse Counseling or Treatment	0%	0%
Translation Assistance	1%	0%
Utility Assistance	16%	20%

Distribution of Social Services Sought by Highest Level of Education

	<b>Less than High School Diploma</b>	<b>High School Diploma or Equivalent</b>
Budget Counseling	4%	2%
Childcare	2%	3%
Clothing	4%	6%
Emergency Shelter	2%	2%
Employment	4%	7%
ESL Classes	2%	5%
Family Services	16%	21%
Food Assistance	4%	1%
Healthcare	10%	6%
Household Items	4%	1%
Housing	4%	7%
Legal Services	12%	10%
Mental Healthcare	13%	10%
Rental Assistance	1%	2%
Substance Abuse Counseling or Treatment	1%	0%
Translation Assistance	3%	0%
Utility Assistance	16%	16%



## Notes

### Distribution of Social Services Sought by Current Homeownership Status

	<b>Owens Residence</b>	<b>Rents Residence</b>
Budget Counseling	4%	1%
Childcare	3%	4%
Clothing	7%	6%
Emergency Shelter	1%	2%
Employment	7%	6%
ESL Classes	4%	3%
Family Services	27%	18%
Food Assistance	4%	2%
Healthcare	7%	7%
Household Items	3%	2%
Housing	4%	5%
Legal Services	4%	12%
Mental Healthcare	9%	14%
Rental Assistance	1%	2%
Substance Abuse Counseling or Treatment	0%	0%
Translation Assistance	1%	0%
Utility Assistance	14%	17%

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