



ILLINOIS
MANOS Y
VOCES
EN ESPAÑOL

Serving Spanish speaking families in Chicago, IL: Our experience and resources.

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ABSTRACT

Serving Spanish speaking families of children with hearing loss continues to be a challenge for many health providers and support agencies. Although many hospital and government programs provide interpreters and written information in the patient's native language, many families still struggle to fully access and benefit from services provided. While we applaud the current efforts in providing greater access to information to those for whom English is not a language that they can speak, read, or write, there is a long road ahead. Minorities are still more likely to suffer from disease and disability, and health disparities are not decreasing. What can we do to further improve accessibility? First, we should acknowledge that translating materials is not enough. Quality, grammar, cultural perspectives, and distribution channels matter. We hope to provide our audience with ways to: 1) improve accessibility, 2) create different channels to share resources, and 3) access our current webinars and other materials in Spanish. At Illinois Hands & Voices we continue to improve the quality of services we provide to Spanish speaking families. We hope we can connect with more bilingual professionals to continue to develop and share resources that will benefit families across the nation.

BACKGROUND

Minorities are more likely than non-minorities to suffer with disease and disability, which often leads to shortened life expectancy, lost opportunities for economic advancement and low quality of life (Garcia et al., 2008). In 2016, the US Census Bureau estimated that Latinos represent 17% of Illinois' population and were the biggest minority group in the state followed by African Americans (14%), and Asians (5%). Twenty two percent of state's population speak other language than English at home. In 2006, more than half of children of immigrants were Hispanic, 61% were in a home where one or both parents had Low English Proficiency (LEP), and 26% had parents who did not complete high school level of education (Fortuny et al., 2009).

In the state of Illinois, Illinois Hands & Voices (IL H&V) and Guide By Your Side (GBYS) have an outstanding trajectory of providing unbiased services to families. These services are also culturally sensitive and include bilingual parent guides, board members from a diverse background, and bilingual written resources. In 2015, Illinois H & V created the Spanish Committee with 3 bilingual members (1 IL H & V board member, and 2 parent guides from GBYS). This committee aims to expand services already provided to Spanish Speaking families by creating new resources that are consistent with the state's population's needs and host events that promote interactions among different families. Currently, our parent guides serve approximately 50 Hispanic families in Illinois.

References:

Fortuny K., Capps, R., Simms, M., Chaudry, A. (2009). Children of Immigrants: National & State Characteristics. The Urban Institute.

Garcia, R.I., Cadoret, C.A., Henshaw, M. (2008). Multicultural Issues in Oral Health. Dent Clin North Am. 52(2), 319-332.
US CENSUS BUREAU (2016). Quick Facts Illinois. Accessed from <https://www.census.gov/quickfacts/IL>

OBJECTIVES

1. To create effective ways to channel new resources and information to families.
2. To monitor access to these resources in order to improve services
3. To identify barriers experienced by our families accessing resources and information

PROCESS

Identify current resources available:

1. Calls for All: Webinar-style presentation with a guest speaker (English)
2. IL H & V Website and Facebook: Some information available in Spanish
3. Two bilingual parent-guides (GBYS) supporting Spanish speaking families.

Expand/Adapt existing resources for the Spanish speaking community :

1. Calls For All (Webinars):
 - a) Existing platform
 - b) Calls For All in Spanish started in 2015. Monthly calls on Tuesday at 8:30 PM CT
 - c) Identify other bilingual professionals in different fields as guest speakers
 - d) 14 webinars/conference calls, 11 recorded and currently available.
 - e) Topics: Hearing loss, diagnosis, audiological terminology, hearing technology, language development, rehabilitation, and psychology.
2. IL H&V website and Facebook page:
 - a) Spanish tab was added consolidating all existing information in Spanish under one tab.
 - b) Independent Facebook page in Spanish.
3. Guide By Your Side:
 - a) Spanish Committee includes Bilingual GBYS Parent Guides and Illinois H & V Members
 - b) Family activities targeting Spanish speaking families begin

Track outcomes and identify barriers.

1. Low initial participation on Calls For All (less than 5 participants per call)
 - a) Possible barrier: Time and day of calls, advertisement channels
2. Improve access to recorded webinar
 - a) Texting links to parents
 - b) Facebook posts with links
 - c) Website content linked to webinar
 - d) Digital list of webinars for professionals
3. Tracking views every 6 months

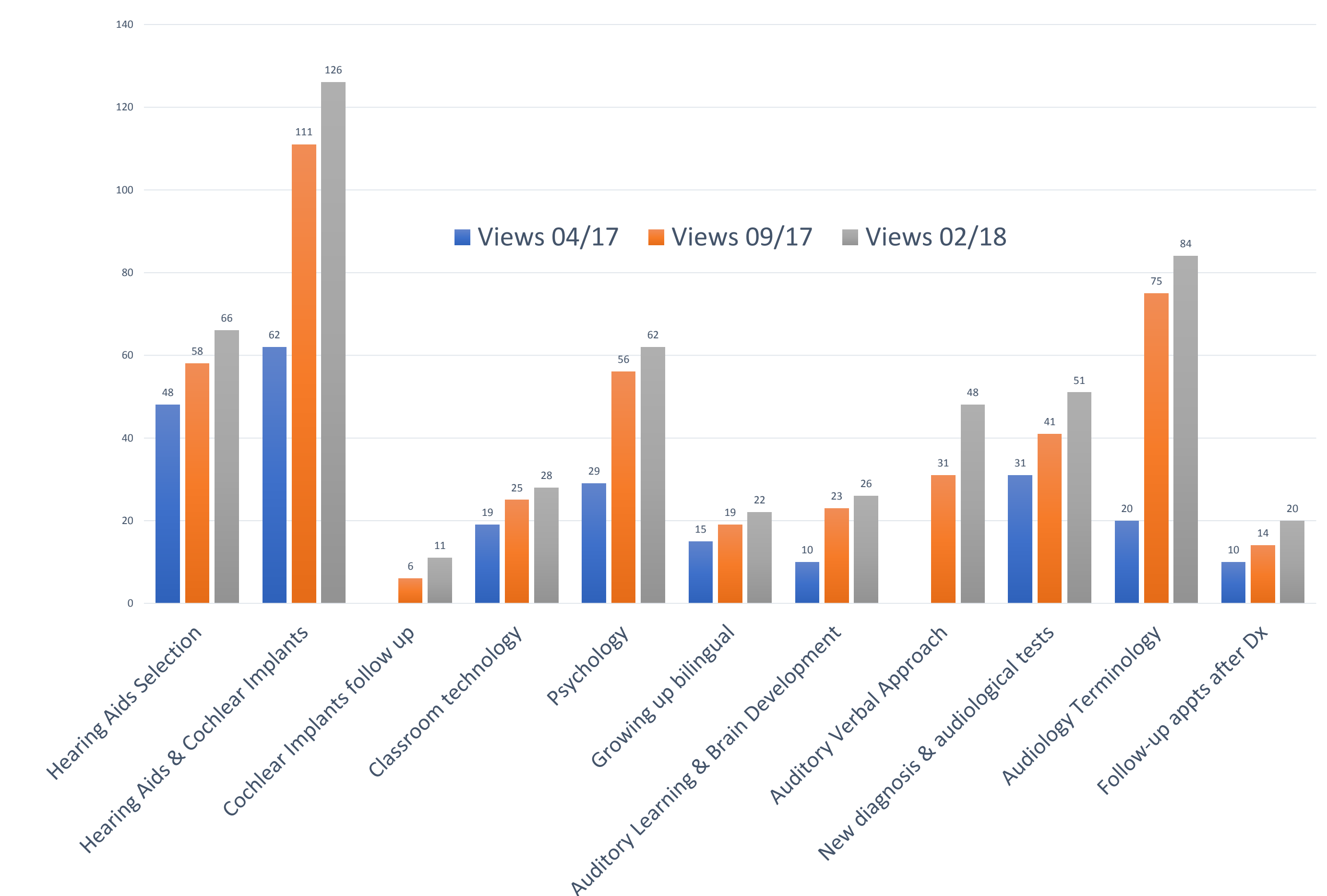


RESULTS

- We observed a significant increase in access to recorded webinars after we used different channels to share and promote them (from less than 5 participants calling-in to an average of 50 views per webinar).
- Preferred topics by viewers: Hearing Aids & Cochlear Implants, New Audiology Terms and Their Meaning (Audiology terminology), Hearing Aid Selection, Additional Difficulties and Hearing Loss (Psychology).

RESULTS

Webinars in Spanish YouTube Views



Preferred Topics By Viewers

Topic	Views 04/17	Views 09/17	Views 02/18
Hearing Aids Selection	48	58	66
Hearing Aids & Cochlear Implants	62	111	126
Cochlear Implants Follow-Up	N/A	6	11
Classroom Technology	19	25	28
Additional Difficulties & Hearing Loss (Psychology)	29	56	62
Growing Up Bilingual	15	19	22
Auditory Learning & Brain Development	10	23	26
Auditory Verbal Approach	N/A	31	48
New diagnosis & Audiological Tests	31	41	51
New Audiology Terms / Audiology Terminology	20	75	84
Follow Up Appointments After Diagnosis	10	14	20

CONCLUSIONS

- Providing services to diverse populations requires understanding the population's dynamics, preferences, and expectations.
- Recorded webinars can be a great tool to educate and empower families and help them prepare for medical and educational meetings.
- Recorded webinars do not require reading proficiency. Families can share webinars with other family members through text or social media.