

BARRIERS TO PROVIDING AND RECEIVING ADEQUATE SERVICES FOR LATINOS IN A NEW IMMIGRANT SETTLEMENT DESTINATION

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Background Information

Baltimore is a new immigrant settlement destination. Latinos are the fastest rising ethnic group in Baltimore with census data indicating a doubling of the population from 11,061 in 2000 to 25,960 in 2011.

While social service delivery is highly critical in the maintenance of the health of vulnerable populations, little is known about the context of social services in new immigrant settlement destinations.

Methods

Social service providers who work with Latino immigrant clients were recruited using purposive theoretical sampling. In--depth qualitative interviews were then conducted and audio recorded and later transcribed.

Demographics (N=26)

RACE

- Latino(a) = 53.8%
- Caucasian = 30.8%
- African American = 3.8%
- Asian = 3.8%
- Bi-racial = 7.7%



AIMS

1. Explore social service providers' experiences serving Latinos in the social and cultural context of Baltimore
1. Identify service gaps in social service provision for Latino Immigrants in Baltimore

Results/Themes

Citizenship/Status	<ul style="list-style-type: none"> • Many Latinos currently residing in Baltimore are undocumented • "They can hardly meet the needs of the insured people, what's going to happen to the uninsured people?"
Language/Culture	<ul style="list-style-type: none"> • Many programs do not offer bilingual services • Language and culture vary even within the Latino population
Stigma	<ul style="list-style-type: none"> • Experiencing mental illness means "you're crazy" • Against the norm to seek out services
Short-lived Services	<ul style="list-style-type: none"> • Services depend on grants • Many services close by the time there is awareness around them
Ineffective Services	<ul style="list-style-type: none"> • Lack of cultural responsiveness • "This idea of having uniformity, you know, having services all the same way. It doesn't work."
Collaboration and Outreach	<ul style="list-style-type: none"> • The Latino Providers Network is an excellent resource that facilitates meaningful connection among providers • Latino community is tightly knit and trust is critical, though sometimes challenging to build • "They don't know who we are and it's simple – we can't do outreach."

Discussion and Implications for Practice

- ❖ Providers are stretched very thin, as few providers work with limited resources to provide support for a growing number of Latinos
 - Participants rely on networking and collaboration for strength
 - Participants report feeling a "sense of duty" to serve the Latino community
- ❖ More support is needed
 - Recruitment, training, and retention of Spanish speakers in various health science and service oriented programs is crucial
 - A focus on curriculum development is needed to better prepare future providers for culturally sensitive practice with Latino immigrants
- ❖ Continued outreach by Baltimore City
 - This will help to develop trust with the Latino immigrant community