

WICSEC 2015

FORT WORTH
CITY OF COWBOYS AND CULTURE

Shaping the Future for Children

**Effective Service
Delivery to Hispanic
and/or Latino Customers**

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Presentation Overview

- Hispanics & Latinos in the US
- Why is Hispanic & Latino Outreach Important?
- OCSE Resources
- State Best Practices

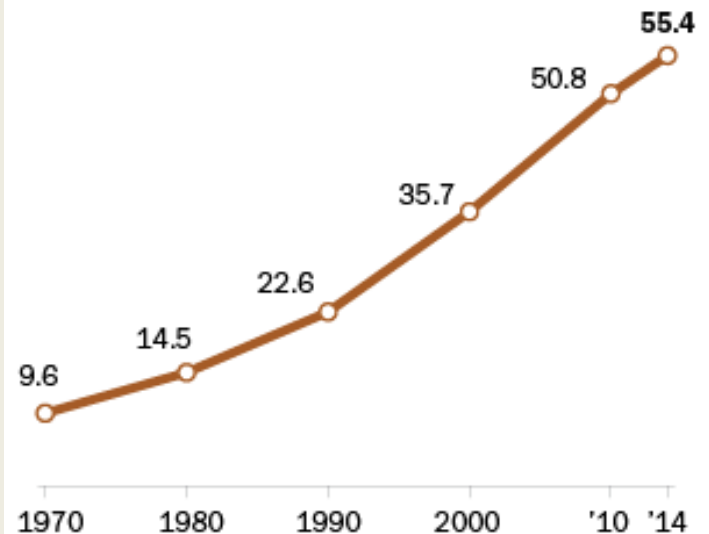
Hispanics in the United States

The Hispanic population reached a new high of 55.4 million in 2014 (or 17.4% of the total U.S. population), an increase of 1.2 million (2.1%) from the year before.

<http://www.pewresearch.org/fact-tank/2015/06/25/u-s-hispanic-population-growth-surge-cools/>

Hispanic Population Growth

U.S. Hispanic population, in millions



Note: 1990-2014 estimates are for July 1.

Source: 1970-1980 estimates based on the Decennial Censuses, see Passel & Cohn 2008. 1990-2014 estimates based on Intercensal population estimates and Vintage 2014.

PEW RESEARCH CENTER

Hispanics in the United States

- **55 Million** - Estimated Hispanic Population in the United States as of July 2014
- **17%** - Percent of national total population of the United States
- **128 Million** - Projected Hispanic population of the United States on July 1, 2060
- **16** - Number of states with at least half-million Hispanic residents
- **22** - Number of states in which Hispanics were the largest minority group
- **18 Million** - Number of Hispanics under the age of 18 in the United States
- **38.3 million** - The number of U.S. residents 5 and older who spoke Spanish at home in 2012, a 121 percent increase since 1990

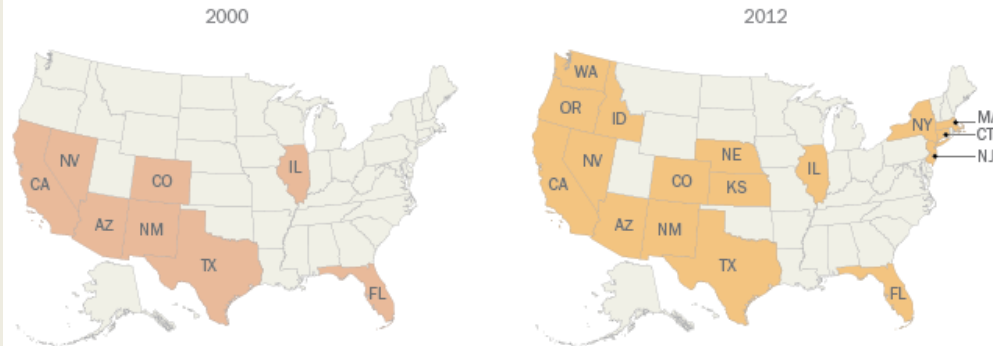
https://www.census.gov/content/dam/Census/newsroom/facts-for-features/2014/cb14ff-22_hispanic.pdf

Hispanic Children in the U.S. – 2000 vs 2012

There are 17 states where Latino children comprise at least 20% of the public school kindergarten population, according to our analysis of 2012 Census Bureau data. By comparison, just eight states had such a composition a decade earlier, in 2000.

Hispanic Children Are a Growing Share of Public Kindergarten Classes

States where 20% or more of kindergartners are Hispanic



Source: Pew Research Center's Hispanic Trends Project tabulations of the 2012 American Community Survey and 2000 decennial census (1% IPUMS)

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Why is Hispanic Outreach Important to Child Support?

Between 2000 and 2012, the percentage of Hispanics ages 18 and older who have never married increased from 29% to 37%.

Meanwhile, the percentage that is currently married has declined from 55% to 46%.

The share of Hispanics living in households led by married couples has also declined since 2000, from 65% to 57%.

<http://www.pewhispanic.org/2014/04/29/hispanic-nativity-shift/>

Texas Population 1980-2010 and Projected

1980: White (65.7%), **Hispanic (21.0%)** , Black (11.89%), and Other (1.4%)

1990: White (60.6%), **Hispanic (25.6%)** , Black (11.63%), and Other (2.2%)

2000: White (53.1%), **Hispanic (32.0%)** , Black (11.61%), and Other (3.3%)

2010: White (45.3%), **Hispanic (37.6%)** , Black (11.48%), and Other (5.6%)

2020 (Projected):

42.1% White	42.4% Hispanic	10.9% Black	4.6% Other
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2030 (Projected):

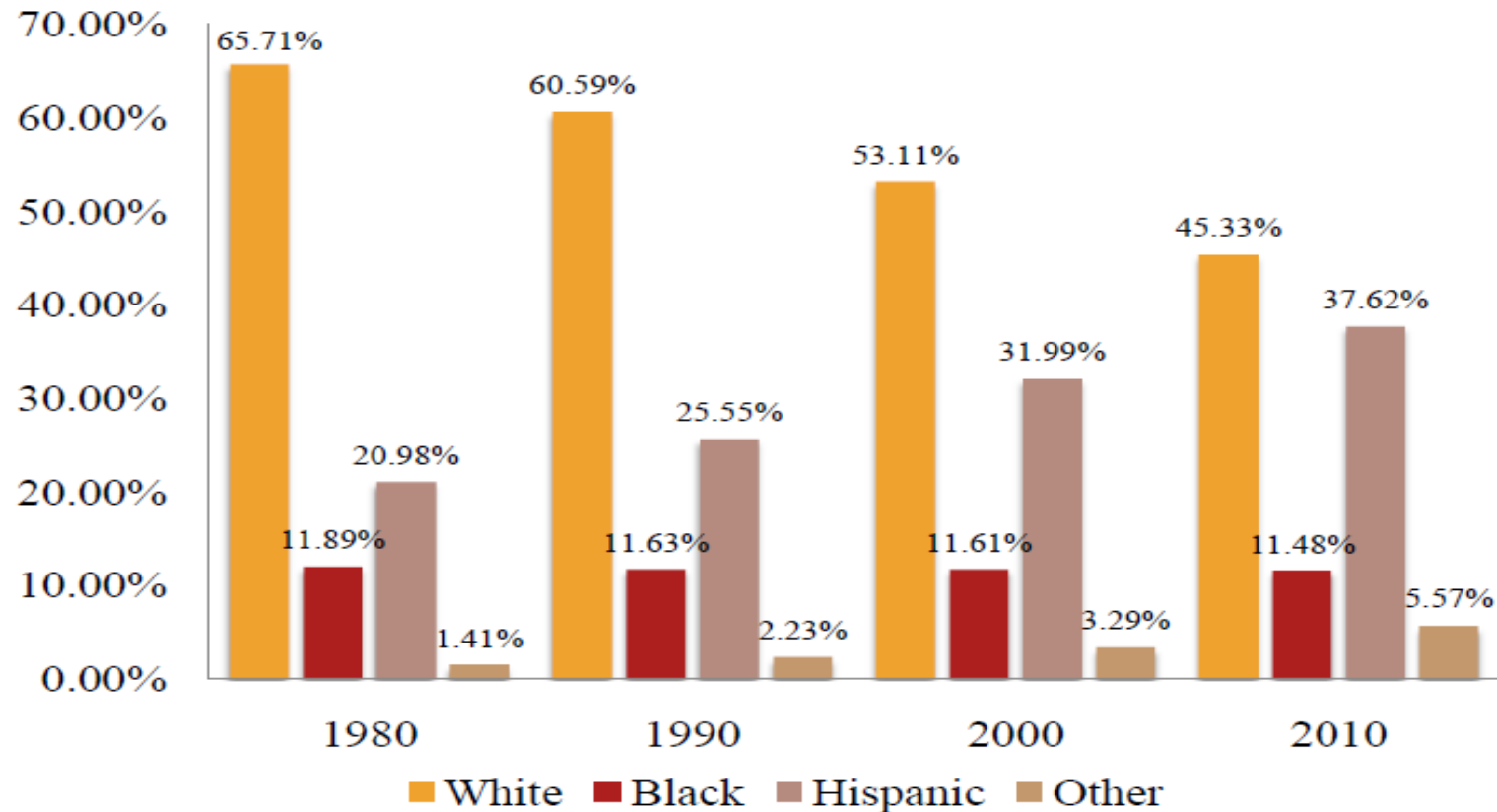
37.0% White	47.6% Hispanic	10.3% Black	5.13% Other
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2040 (Projected):

32.2% White	52.6% Hispanic	9.52% Black	5.67% Other
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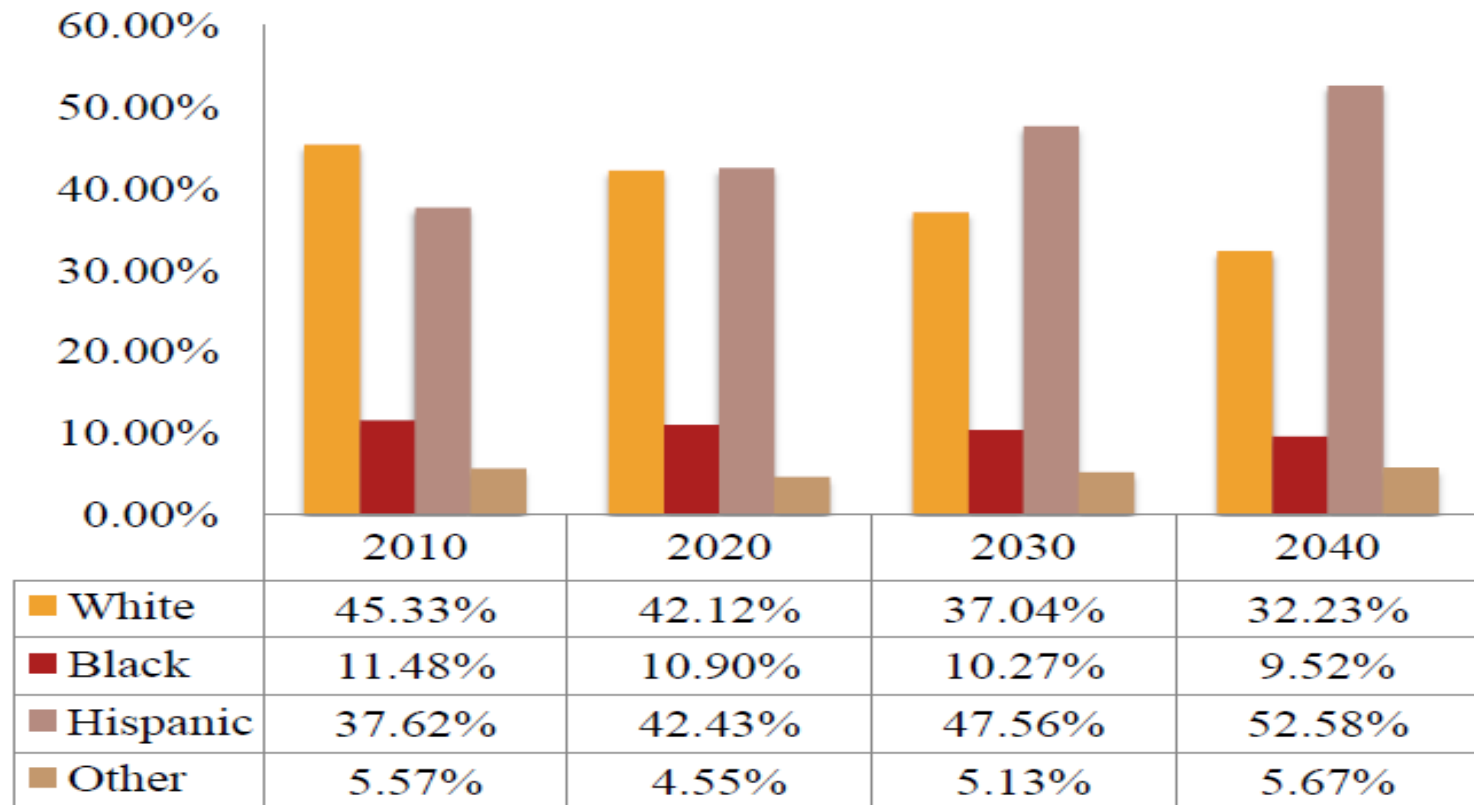
*Source: SABER Research Institute, U.S. Census Bureau; Texas State Data Center (*Some numbers were rounded.) Note: Race = Other (May include Asian/Pacific Islander)*

Texas Population by Race and Ethnicity, 1980-2010



Source: U.S. Census Bureau;
Texas State Data Center

Projected Proportion of Texas Populations by Race and Ethnicity, 2010-2040



Note: Assuming net migration rate is half that of 1990-2000.

Source: U.S. Census Bureau; Texas State Data Center

Why is Hispanic Outreach Important to Child Support?

Income:

- More Latino children are living in poverty—6.1 million in 2010—than children of any other racial or ethnic group.
 - In 2013, 42.5% of poor children were Latino.
 - 44% of Hispanics had child supports awards in 2009.

Age:

Median age of the Latino population in 2010 was **27 years** compared with **37 years** for the population as a whole.

Unplanned Pregnancies:

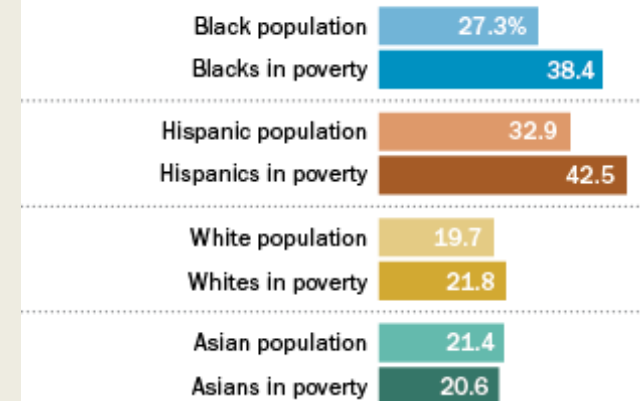
58% of all pregnancies to unmarried Hispanic 20-somethings are unplanned.

<http://www.pewresearch.org/fact-tank/2015/07/14/black-child-poverty-rate-holds-steady-even-as-other-groups-see-declines/>

https://www.census.gov/content/dam/Census/newsroom/facts-for-features/2014/cb14ff-22_hispanic.pdf

Children a Disproportionate Share of Poor Blacks and Hispanics

Children's share of ...



Note: Whites include only single-race non-Hispanics. Blacks and Asians include both the Hispanic and non-Hispanic components of the single-race black and Asian populations. Hispanics are of any race.

Source: U.S. Census Bureau, 'Income and Poverty in the United States: 2013'

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ACF Resources

ACF Resources:

<http://www.acf.hhs.gov/hispanic-outreach-initiative>

ACF Hispanic Newsletter:

<http://www.acf.hhs.gov/informate>

OCSE Handbook (in Spanish):

<http://www.acf.hhs.gov/programs/css/resource/nuestros-hijos-nuestra-responsibilidad>

Applying for Child Support (In Spanish):

<http://www.acf.hhs.gov/programs/css/resource/como-puedo-obtener-servicios-para-el-cumplimiento-del-sustento-de-menores>

State Best Practices



A Tradition of Stewardship
A Commitment to Service

Napa County, California

Agenda Overview: What you need to know

Culturally Aware and Integrated Services

It's in the details... how do you communicate?

Why does it matter?

You get more with Honey.....and it's a large pot.

What's in it for you?

Improved Performance: Paternity
Establishment and Collections



Hispanic vs. Latino

What is the difference?

Hispanic refers to language

Latino refers to geography

*You are **Hispanic** if you and/or your ancestry come from a country where they speak Spanish.*

*You are **Latino** if you and/or your ancestry come from a Latin American country.*

*Note: Brazilians who, while accurately labeled *Latinos*, speak Portuguese. They are *Latinos*, they are **not** *Hispanic*.*

*Hispanic includes the nearly 50 million Spaniards (population of Spain) who could never be called *Latino*. As Spaniards are not from Latin America.*

States West of Mississippi



Did you know? ...

“Latino” is principally used west of the Mississippi, where it has replaced “Chicano” and “Mexican American.”

Originally wealthier Mexican-Americans used the term as a pejorative, a way to describe Mexican-Americans of lower social standing.



Racial, ethnic composition

In California

1970: 74.7% White **15.5% Hispanic** 6.8% Black --Asian/Pacific Islander

1980: 67% White **19.2% Hispanic** 7.5% Black 5.2% Asian/Pacific Islander

1990: 57.2% White **25.8 Hispanic** 7% Black % Asian/Pacific Islander

2000: 46.7% White **32.4% Hispanic** 6.9% Black 12.1% Asian/Pacific Islander

2010: 40.1% White **37.6% Hispanic** 6.3% Black 14.4% Asian/Pacific Islander

2020: (projected)

36.6% White **40.8% Hispanic** **5.6% Black** **13.4% Asian/Pacific Islander**

How may I help you?



- Greeting
- Appropriate address
- Education Level
- Literacy
- Immigration information

What's in a name?

Their Identity

Sra. Angela Marie Arroyo Fishburn *de* Villaseñor

❖ Arroyo: Father's surname

Miguel Angel Villaseñor Delgado

❖ Fishburn: Mother's surname

❖ Villaseñor: Father's surname

❖ "de" (OF) signifies a marriage

❖ Delgado: Mother's surname

❖ Villaseñor: Husband's surname

❖ To his friends & colleagues: Miguel Villaseñor

❖ To my friends & colleagues: Angela Villaseñor

Typical difference in names...

Latin American Single Name:

Angela Arroyo Fishburn (birth name)

Married Name: You chose

Angela Arroyo de Villaseñor

Angela Villaseñor (drop all)

Angela Arroyo Fishburn de Villaseñor*

US: Single Name:

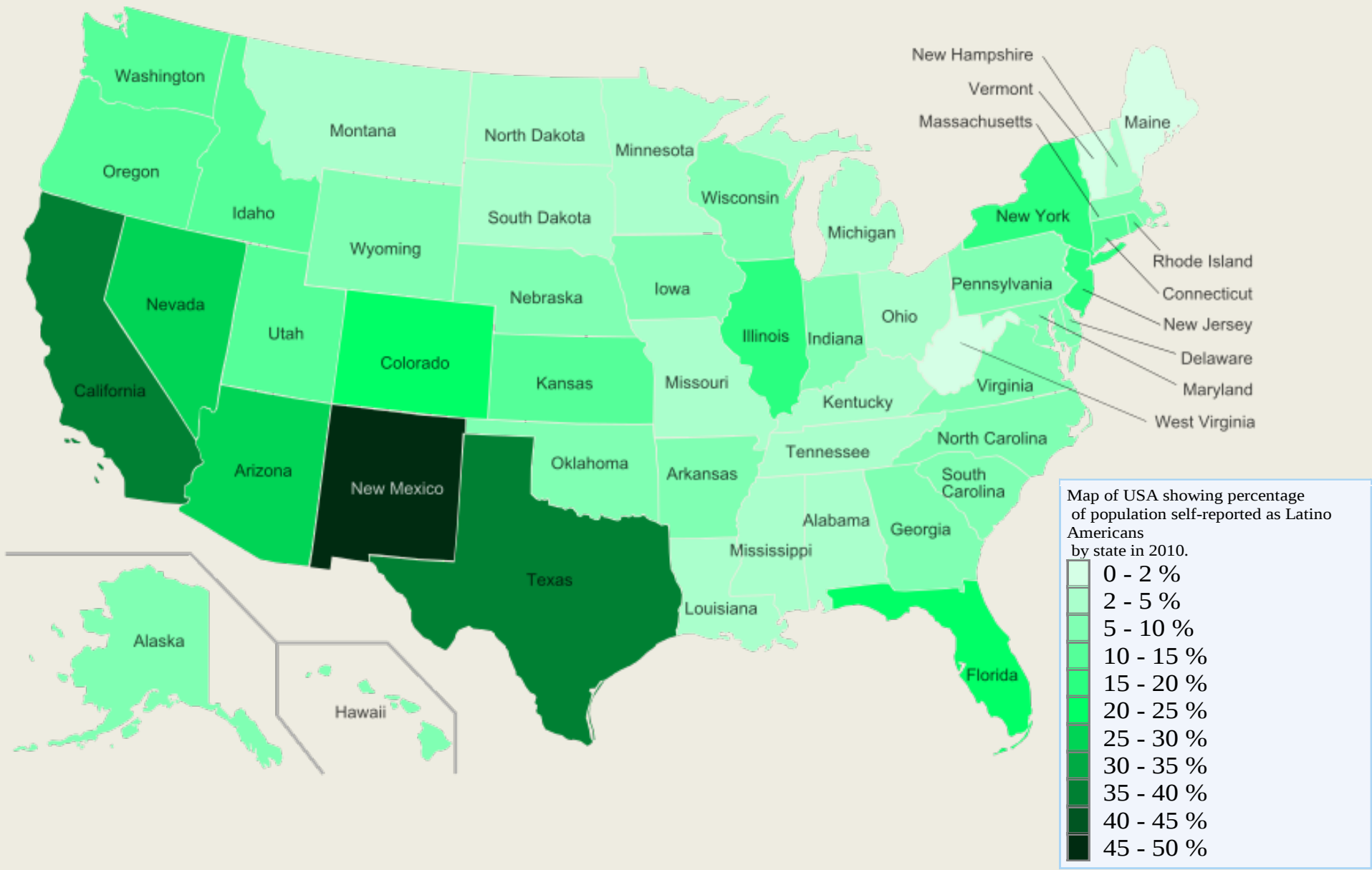
Angela (Fishburn) Arroyo

Married Name: You chose

Señora **Angela (Arroyo) Villaseñor**

Angela Villaseñor-Arroyo

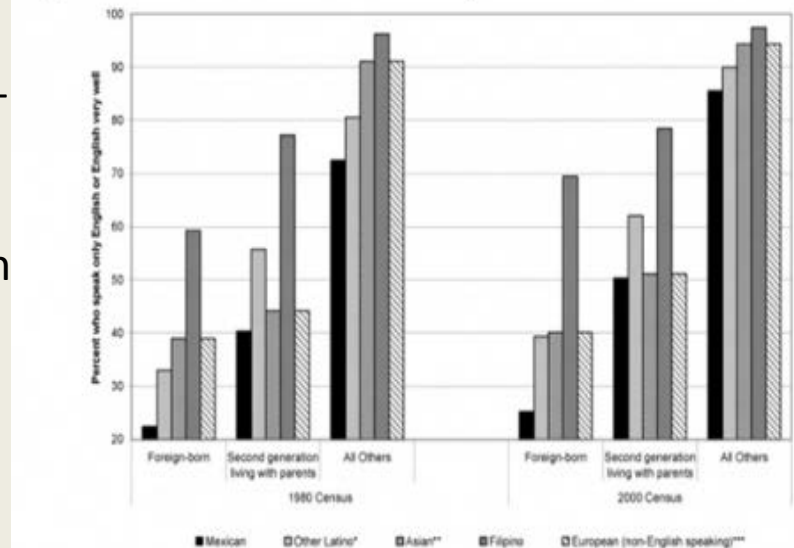
Angela A. Villaseñor



Why do we need to focus outreach to the Hispanic/Latino Community?

First-generation Mexican immigrants still lag behind on learning English, but second-generation Americans, including those who live with their first-generation parents, acquire English just as fast as do Asian or European immigrants. (Non-Latino second-generation immigrants acquire English even faster.)

Figure 1
Linguistic assimilation of Mexican and other immigrants



Bars indicate the percentages who speak only English at home or who speak English "very well."

"All Others" indicates all respondents of a given ancestry who are neither foreign-born nor of the second generation living with immigrant parents.

*Other Latino includes those of South American, Puerto Rican, and Cuban ancestry.

**Asian includes those of Chinese, Japanese, Korean, and Vietnamese ancestry. Indians were excluded due to the extremely high English proficiency among first-generation immigrants.

***European (non-English speaking) includes those of German, Italian, Polish, and Russian ancestry.

Source: Integrated Public Use Microdata Series, 1980 and 2000 Census 1% samples.

More reasons....

- Fastest growing population**
- Majority are employed**
- Money to collect**

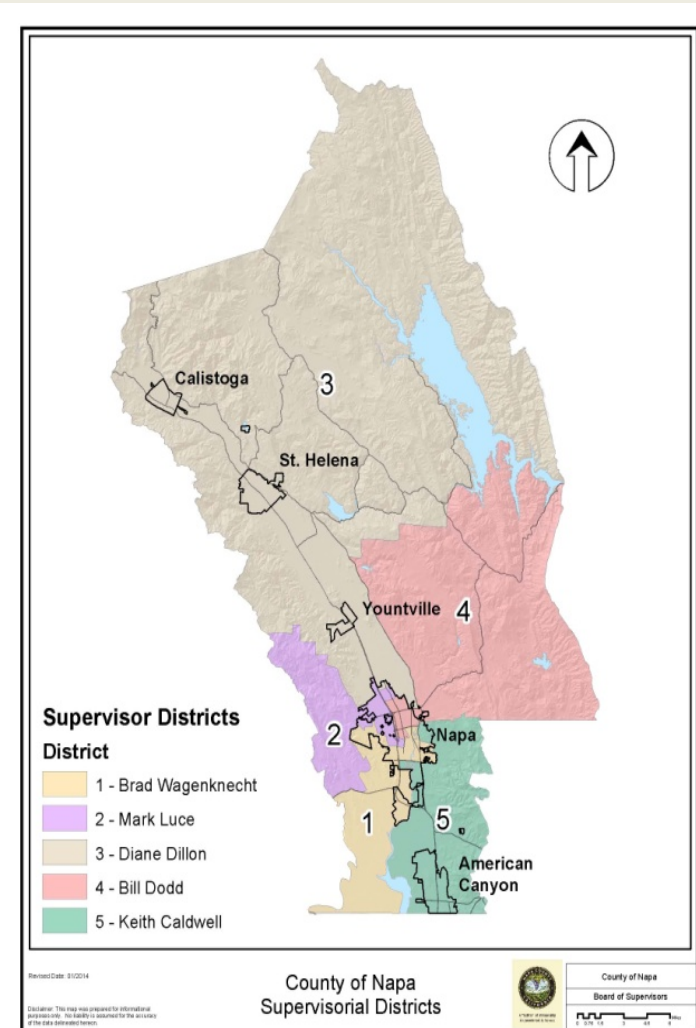
Napa County's Population

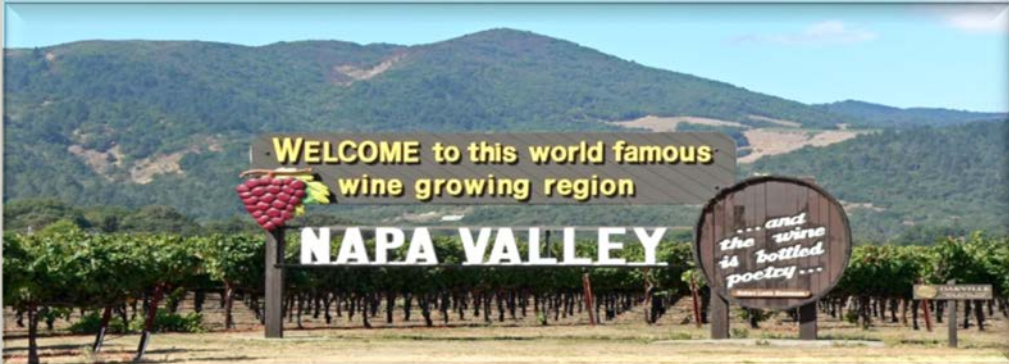
Population in 2010 Estimate: 136,484

Population in 2012 Estimate: 139,045

City of Napa: approximately 79,000 people
57% of total County population

2012: 33.1% of total population are
Hispanic/Latino





Reaching Napa's Latino/Hispanic Population

Other Outreach efforts:

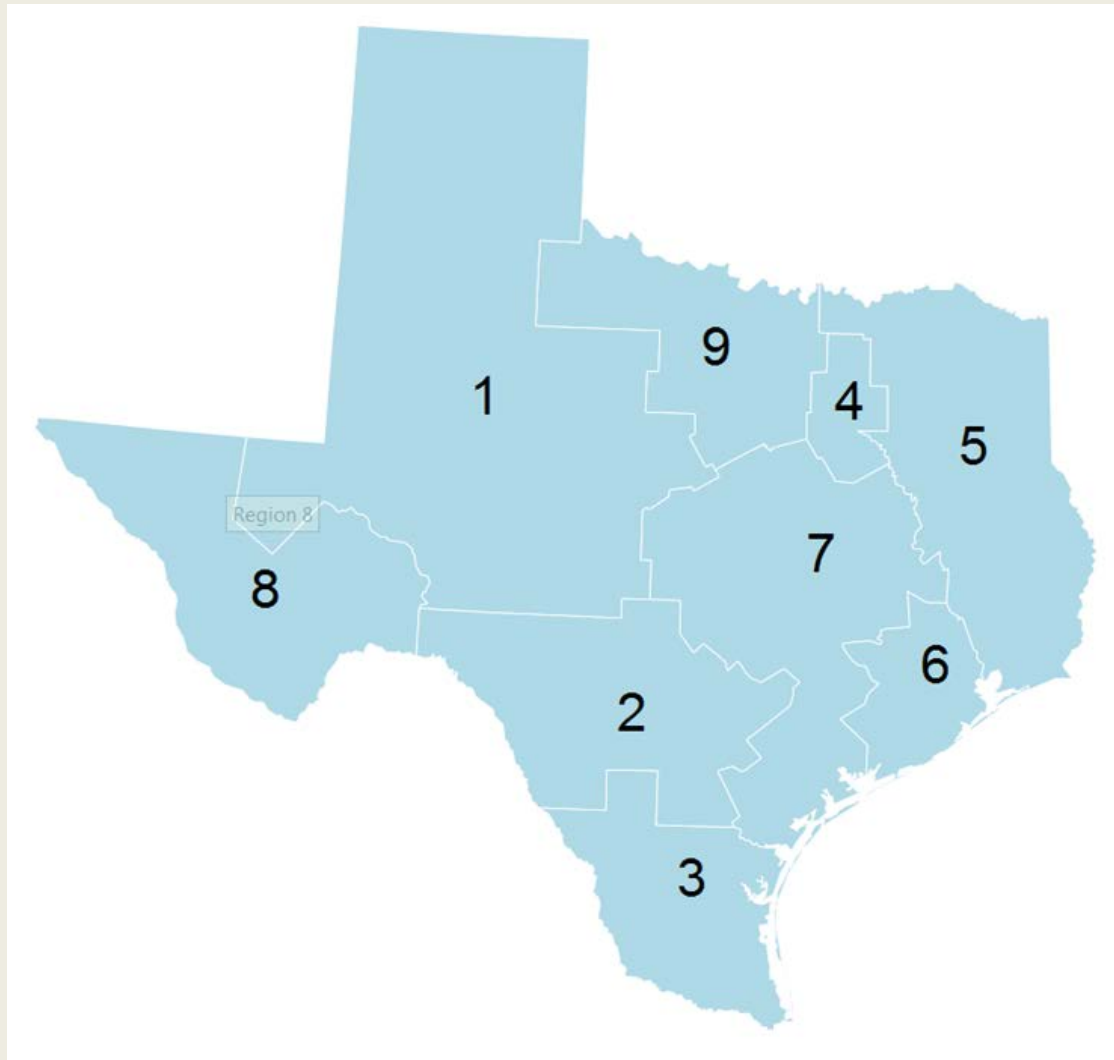
- Farm Workers Housing
- Dia de la Familia (Grapegrowers)
- Fairs: 5 de Mayo, 16 of September
- Non IV-D Court
- Radio and TV
- Puertas Abiertas: Community Resources focused on Latinos



Office of the Attorney General of Texas

Child Support Division

Region 3 is located in South Texas.



South Texas Population

South Texas is comprised of 16 counties.

Total South Texas Population in 2010: 2,061,104

Total South Texas Population in 2013: 2,148,791 (estimated)

Of the Total South Texas Population in 2013, **84.0% is Hispanic/Latino**
(estimated)

Source: U.S. Census Bureau Demographics (2010 and 2013 Estimated)



City of Corpus Christi



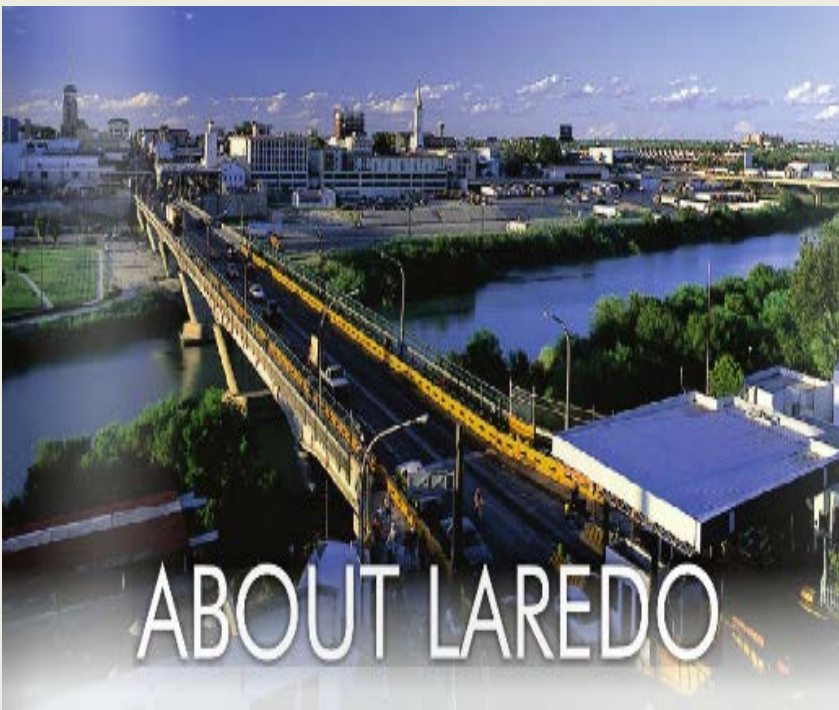
Brownsville
Always A Fiesta!



Always Festive.

Brownsville's eclectic mix of old Mexican charm and festive attitude make it the perfect bi-national travel destination.





**Metro Child Support Office
Hidalgo County**



Outreach Efforts to South Texas Latino/Hispanic Population

- Univision - Live TV
- Spanish Radio Talk Show
- Private/Public Schools, Universities, and Community Colleges
- Teen Pregnancy Prevention
- Child Care Providers
- Children Coalitions
- County Health Departments
- Easter Seals
- Fatherhood Programs
- Head Start Centers
- Women United/Mujeres Unidas
- Women Health Clinics
- WorkForce Centers
- Prisons/Parole Offices

Helpful tips:

- Use of appropriate terms: Sra. Srita, Maternal/Paternal/Marriage surnames
- Personal nature of relationships, even business ones. USTED vs. TU
- Protocol in social relationships which can frequently be more elaborate than in casual mainstream America; (defer to elderly, employers, etc.)
- Importance of family and religion in daily life; (married by church/court?)
- The male role may be more dominant than in modern day US families.

MALE vs. FEMALE ROLE

MALE VIEW:

- I will pay what I think is appropriate
- Don't tell me what to do
- If she can't take care of the children I will and not ask for anything
- She is the one who left the home, I should not have to pay

FEMALE VIEW:

- I am not entitled to receive child support
- I don't want to get my child(ren's) father in trouble
- I don't want the father to take the child(ren) from me
- The father threatened to deport me

Remember:

- ✓ Remain culturally aware and competent. Integrate our needs and requirements with their values.
- ✓ Remember this population is extremely significant for our performance and compliance.
- ✓ Better service will ensure our success overall collections.

This is how you do it

How do you get the Hispanic/Latino community to communicate with you?

- Bilingual and Bicultural (Spanish) speaking Case Manager if possible
- Work with the differences: Male to Male and Female to Female
- Gain customers' confidence/build trust
- Educate re: process and what their legal rights are and options
- Provide accurate, detailed information
- Remain accessible, in person and by phone. Expect Drop ins....
- Know your resources and provide appropriate referrals

Additional Outreach to Resources.....

Public Entities:

Housing Authority (unit meetings to educate their staff)

Community Resources for Children (same-outreach via staff)

Government Agencies:

Health and Human Services (aka) Social Services Dept.

Juvenile Hall: Staff presentation to youth

Jail: Poster and Hotline

Probation: PACT (Police and Community Team)

QUESTIONS OFTEN ASKED:

1. Do you report information to Immigration Department (ICE)?
2. Do you have to be legal in this country to apply for services?
3. If I apply for services, will it affect my obtaining residency/citizenship?
4. Do the children have to have been born in the US?
5. Does Child Support affect my passport/visa?
6. How do you collect if NP is paid in cash & no SSN?
7. If NP goes to Mexico how will I get the child support?
8. Does NP still have visitation rights if he/she does not pay child support?

Questions? Need More Information?

Feel free to contact us.

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A Tradition of Stewardship
A Commitment to Service

OFFICE OF CHILD SUPPORT ENFORCEMENT

An Office of the Administration for Children & Families

