Allegheny County Latinx Needs Assessment 2021

SUBMITTED TO

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40 YEARS

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A. Introduction

In December 2020, the Allegheny County Department of Human Services commissioned a study of Latinos, Latinas, and Latines' needs to serve them better. The study, known as the Latinx Needs Assessment, was led by Metis Associates, a research firm from New York, supported by MonWin, an urban planning firm in Pittsburgh, and several community facilitators.

Selection Process

To conduct the Latinx Community Needs Assessment, the DHS issued a Request for Proposal in August 2020 and received seven proposals from consultant organizations. A committee of nine evaluators was set up to review these proposals. The committee consisted of DHS, Jefferson Regional Foundation, Hillman Foundation, JFCS Pittsburgh, and local universities. After reviewing the proposals, Metis Associates Inc. was awarded the contract in January 2021. Metis Associates is a national research and evaluation firm based in New York City.

Study Purpose

The Department of Human Services' (DHS) mission is to create an accessible, culturally competent, integrated, and comprehensive human services system that ensures individually tailored, seamless and holistic services to Allegheny County residents, particularly the County's vulnerable populations. Some of the community services that they provide include afterschool programs, programs for children under age five, childcare vouchers, emergency housing services, family centers, immigrant supports, behavioral health services, homelessness assistance, services for children who may be unsafe at home, school attendance support, and drug and alcohol support. It is worth pointing out that the mission is to serve all residents, regardless of housing status, immigration status, or the amount of time they have lived in the County.

Aligned with this mission, the Needs-Assessment team sought to:

- Help DHS make plans that will meet the needs of the Latinx community.
- Make the findings specific so that it is easier for the community to react to the study and support DHS's planning efforts.
- Make the findings useful to other community organizations, such as Casa San Jose, Latino Community Center, Pittsburgh Hispanic Development Corporation (PHDC), and the various County school districts.

The types of services that DHS offers and who is eligible for those services are primarily determined by Federal and State legislation. There are about 70 different funding

sources in a given year, each with its requirements. About 34% of the budget comes from the federal government, and about 58% comes from the state government. Most of the rest comes from the county budget.

The Department of Human Services can control how services are administered (e.g., where and in what languages) and by whom. The Department might contract between 300 and 400 different organizations to provide services in a given year.

How to Use this Report

This report includes a description of the methods and purpose of the assessment, an enumeration of seven main findings, suggestions for further learning, and recommendations for addressing the needs identified. Organizations looking to meet the needs of the Latinx Community should be able to find evidence in this report to support their endeavors.

B. Methods

The Latinx Needs Assessment included interviews with community leaders and service providers, focus groups with community members, and a review of public and administrative data sources.

Project Management Structure

Metis Associates and MonWin conducted weekly project meetings together for the project duration, sometimes meeting with community project partners. There were also monthly project management meetings with the Department of Human Services. The project management meetings usually included a Deputy Director of the Office of Equity and Engagement, a project manager from that office, and an Assistant Deputy Director from the Office of Community Services.

Two community partners were especially influential in guiding our work, Casa San Jose and the Latino Community Center. The Latino Community Center holds a significant contract with DHS. DHS supports many family centers in the County, and most of them are geographically based. LCC operates a family center that intentionally serves the Latinx community regardless of where those families are in the County. Casa San Jose also provides direct services to the Latinx community. One portion of their work offers ISAC (Immigrant Services and Connections) services to the Latinx Community. These services are provided through a subcontract with Jewish Family and Community Services, which works with all immigrant communities in the County. Staff from Casa San Jose and the Latino Community center both participated in Community Leader Interviews, and

offered suggestions, and asked critical clarifying questions throughout the process. And both groups helped to facilitate multiple focus groups.

Community Leader Interviews

After initial conversations with the DHS and a review of publicly available data sources (newspapers, Census, and community surveys), the assessment team spoke with community leaders. These individual community leader interviews would help us to better understand the population, their experiences, and their issues. This data would then create pertinent questionnaire items for subsequent focus groups with other community members. Interviews were conducted with 12 community leaders from the following organizations and sectors:

- Pittsburgh Hispanic Development Corp.
- University of Pittsburgh Small Business Development Center
- Salud Para Niños, UPMC Children's Hospital of Pittsburgh
- Pittsburgh Public Schools ESL program
- Casa San Jose
- Latino Community Center
- AIU3 Latino Family Center
- Xion Church
- Mooncrest Neighborhood Programs

The interviews used a semi-structured interview protocol of questions. This means that while a standard protocol was used, there was latitude for the interviewer and interviewee to talk about issues of importance not explicitly mentioned in the interview guide. The interviews covered a wide range of topics. The leaders were asked about their definition and understanding of the word "Latino" and asked about their community's strengths. They were also asked about any barriers community members faced related to safety, security, health, bias, hatred, exclusion, housing, and education. Interviewers inquired about the community leaders' perspectives on population growth and the change within the Latinx community in Allegheny. Their suggestions and recommendations on policies to help DHS/other government entities serve Latinos better. The leaders were also asked about their history of working and interacting with DHS. The leaders were encouraged to talk about additional topics or issues relevant to themselves or the community throughout the interview.

Focus Groups

A focus group protocol of questions was created based on the findings from this first round of interviews. The focus groups were assembled with the help of community

leaders and community members who served as facilitators and notetakers. Given ongoing concerns about Covid-19, all focus groups were held via zoom. There were nine groups with 92 people represented from the following groups:

- A community knitting group that meets regularly in association with Casa San Jose;
- Adults connected with Latino Community Center;
- Parents connected with Allegheny Intermediate Unit
- Middle-school-age students associated with Casa San Jose;
- High-school-age students related to the Latino Community Center;
- A group of all men;
- Lesbian, gay, bisexual, transgender, and queer people;
- A group of people from Mooncrest; and
- People associated with the Catholic Church in Beechview.

It was decided that each group would be built around community members with something in common to facilitate a sense of collegiality among group participants. The community groups were selected in collaboration with DHS staff and based on the recommendations of the community leaders. It was intentional to form groups that might be particularly knowledgeable about the needs described by the community leaders. For example, parents and children might have insight into how well their educational needs are being met. Members of the LGBTQ community might speak to how well the DHS meets their intersecting needs as members of two often marginalized communities. However, logistical constraints prevented us from forming a focus group specifically for undocumented immigrants or people whose first language is indigenous.

Facilitators for the focus groups were identified in collaboration with participants from the community leader interviews who indicated that they could help organize the groups. The focus group facilitators were hired to recruit, facilitate, and take notes at each focus group. The facilitators indicated it would be preferable to take notes during the meetings rather than to make recordings to build trust with their own communities in this process. Participants' characteristics were logged via a form in advance of the focus groups to document basic demographics. Facilitators were trained primarily by MonWin Associates. Metis Associates was also available to answer questions. In some cases, Metis helped facilitators troubleshoot concerns about how to manage the interview protocol.

Focus-group participants ranged in age from 10 to 56, with a median age of 34. More participants were women (60%) than men (40%). A plurality of the participants came from zip code 15216 (Beechview). There was also strong representation from 15108

(Moon Township), 15210 (Mt. Oliver), and 15226 (Brookline). The remaining respondents came from over 20 different zip codes, as far south as McKeesport and Hickory Heights, east as Monroeville, and far north as Hampton Township. (The Mooncrest group represented the west-most point.) A plurality of respondents were immigrants from Mexico, with significant representation from non-immigrants and immigrants from Guatemala, Honduras, and Venezuela. There were also participants from Colombia, El Salvador, Ecuador, Puerto Rico, and Chile. The vast majority of participants were most comfortable speaking Spanish, and all but two groups were conducted in Spanish. One participant indicated that they also spoke Quiché.

Community and Institutional Review

After information about the community was compiled for the Needs Assessment, the team shared it back with the community for review at two online meetings before submitting this final report to DHS.

The first meeting was for the Latino sub-Committee of the Immigrants and Internationals Committee, whose membership overlapped substantially with the community leaders who were interviewed as part of the needs assessment. They provided feedback on both the content and the presentation of the information. This feedback was incorporated before a public meeting two weeks later.

To spread the word about the public meeting, the team asked members of the Latino sub-Committee to send out the invite via their social networks and amongst the people they serve. In addition, MonWin sent the invite to the community leaders interviewed, city officials, focus group participants, Latino professionals, and several social networks, including Colombia in PGH and Coesa.

At the public meeting, the presentation was delivered with simultaneous interpretation in Spanish. Participants were able to provide feedback about the presentation's content, asking questions and reflecting on their own experiences and perceptions. The simultaneous interpretation at the virtual meeting allowed for dialog between Spanish-speaking members of the community and English-speaking staff from the County and the research team. This feedback was incorporated into the final report. The process of setting up the community meeting was also a necessary learning process. Participants expressed an interest in having more such opportunities to have their voices heard by the County. They were also insistent that simultaneous interpretation was insufficient for the meeting to be inclusive of other languages. It was important for all written materials to be in English and Spanish. They also expressed a preference for an in-person meeting rather than a virtual meeting.

Quantitative Data

Several sources of quantitative data were used to understand the size and needs of the Latinx community. From the US Census Bureau, we primarily consulted the American Community Survey, which provides estimates about the social characteristics of US populations, such as household size and income. From 2005 to 2019, the American Community Survey interviewed between 100,000 and 123,000 households in Pennsylvania each year out of about 5 million households. Meaning, on average, if they talk to 500,000 people every five years, that would be about 10% of the population. They also put out estimates for single years, which are necessarily based on a smaller sample. In addition to the American Community Survey, the Bureau came out with some information from the 2020 decennial census as we completed the report. The decennial Census attempts to count all people in the United States but asks for minimal information about each person. While it can't tell us a lot of information about the Latinx community, it can give a better estimate of the overall size.

We also looked at data from the DHS data warehouse to learn about the services they provide. The warehouse also provided birth data from Allegheny County, School enrollment data, and Latinx people who receive Immigrant Services & Connections (ISAC) through County-contracted vendors.

Limitations

Any study of limited scope cannot fully account for the needs of an ever-changing community of thousands of people. Some of the most significant limitations of this study include:

- The difficulty of reaching people whose rights are restricted by our legal system and may have legitimate reasons to avoid contact with the government or agents of the government.
- The missing perspectives of people who are less connected to institutions.
- The missing perspectives of people who primarily speak indigenous languages.
- The inability to meet with people in person, given the Covid-19 pandemic. Based on what we heard during the focus groups and final public meeting, we recognize participants would have preferred to give input in person.

A note about terminology: In this report, Latinx refers to people from Latin America, including South American and the Caribbean, people from Spanish-speaking countries, and people who trace heritage to these places. This includes many cultures and languages. It isn't self-evident that people from all of these heritages would consider themselves together as a group. We asked community leaders about this definition explicitly, and the terminology and definition appeared to be acceptable. We did not ask community residents, and it did not come up in any of the groups. We used the term Latinx

throughout this report for several reasons. It includes different languages and genders; it was in the original project title and has become standard in professional circles. In some cases, we also used the term Latines, which is a gender-inclusive plural form that encompasses people of all gender identities.

C. Findings

This report has six main findings. This section presents quantitative data from public and administrative sources and qualitative data from the community leader interviews and the focus groups for each result. Throughout this study, the six key themes that emerged were:

1. The Latinx population of Allegheny County is growing fast.
2. The population is diverse racially, ethnically, and in terms of where they reside within the County.
3. Greater language access is needed.
4. Clearer information about government services is required.
5. Many of the services that are most needed in the community include the provision of basic needs.
6. Residents mostly experience bias and exclusion in institutional forms.

1. The Allegheny Latinx population is growing fast

Allegheny county grew by 2% between 2010 and 2020. By contrast, the Latinx population (those classified as Hispanic or Latino by the Census Bureau) grew by 80% or 34,325 people in the latest Decennial Census.

Figure 1. Population trends in Allegheny County
Latinx and other residents inside and outside of Pittsburgh (Decennial Census)
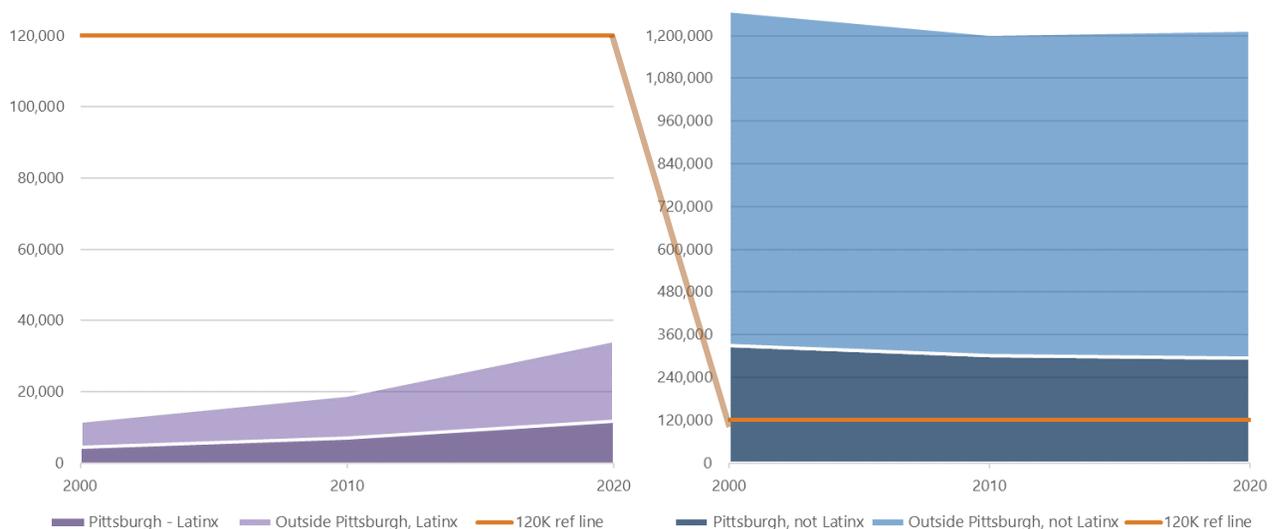
The people of Pittsburgh grew by less than 1%, while the Latinx population in Pittsburgh grew by 70%. Figure 1, Population Trends in Allegheny Count and Age Distribution Among Latinx Population, shows the population trends, including age. In the age distribution (Figure 2), we can see that the Latinx population in Allegheny County is young. The Census Bureau estimates that only 7% of the Latinx Population in Allegheny County is age 65 or older, compared to 19% of all people in Allegheny County.

Participants in the focus groups shared more about the process of moving (as described fully later in this report) than about why they moved to the County. Reasons that were mentioned included jobs and opportunities, friends, and families. These, along with neighborhood safety and schools, were also cited as motives for moving within the County.

Figure 2. Age distribution among the Latinx population
American Community Survey 1-year estimates

The quality of demographic estimates

When putting together the findings from the assessment, the Decennial Census (2020) data was just being released. We updated the population estimates by region and race/ethnicity based on Census 2020 data. However, further population data based on age, country of origin, immigration status, language, and so on were still not available. We utilized American Community Surveys (ACS) data (5-year and 1-year estimates) for these parameters. For data presented in this section, ACS 1-year estimates were used.

To further study the accuracy of ACS and Census data, we compared these data to birth data gathered by the DHS and PA Department of Health (PADOH) for 2011 and 2019/2020[1]. Since ACS does not provide birth data, births were assumed to be a fourth of the population under five years of age. It was found that in 2011, in Allegheny County, the number of Latinx births estimated by DHS was 1.8% higher than the number of Latinx births estimated by ACS. (This assumes that DHS data were more accurate and that ACS undercounted by 1.8%). In contrast, in 2011, the number of total births estimated by PADOH was 82.1% of the number of total births estimated by ACS (assuming PADOH data to be more accurate, ACS overcounted by 17.9%).

Considering the most recent DHS population estimates, the number of Latinx births in Allegheny County was 93.5% of the number of Latinx births estimated by ACS (assuming DHS data to be more accurate, ACS overcounted by 6.5%). Interestingly, the number of total births estimated by PADOH in 2019 was 80.7% of the number of total births estimated by ACS (assuming PADOH data to be more accurate, ACS overcounted by 19.3%). We see that 10 years ago, ACS slightly undercounted the Latinx population, and according to current estimates for 2019/2020, ACS overcounted by 6.5%. This recent discrepancy could be due to several reasons, including misclassification of ethnicity at birth, overestimated population growth and migration, and unequal distribution of population estimates by age. Further investigation by Public Use Microdata Areas (PUMAs, which are Census-defined regional subdivisions of the County) suggested that ACS overcounted Latinx births in Allegheny County East, South, and Southeast and Pittsburgh City North. At the same time, they undercounted in the North, North Central, South Central, and West Pittsburgh City South sections of the County. The undercounts were especially large in North Central and South Central (ACS was lower by 209%).

Furthermore, in 2019, in Allegheny County, the total population of Latinx people estimated by ACS was 79.7% of the population estimate by the 2020 decennial census (ACS is 20.3% lower). Contrastingly, the total population ACS estimate was lower than

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[1] 2019 in case of ACS, since ACS 2020 data is not yet available.

the 2020 Decennial Census estimate by a much smaller margin (2.8%). Further investigation by PUMA revealed that all but two regions (Allegheny County North Central and Pittsburgh City North) were undercounted by ACS. The largest undercount of Latinx population was in Allegheny County West at 58% of the 2020 Decennial Census estimate (ACS is 41.8% lower). In comparison, the largest total population undercount was at Allegheny County North Central (ACS was only 8.4% lower). It may be fair to assume that 2019 ACS estimates undercount Latinx populations overall. In contrast, ACS birth estimates may be more reliable.

2. The Allegheny Latinx population is diverse

This section will discuss two types of diversity: the diverse identities of Latinx people in the County and the variety of places within the County where the community members reside.

Figure 3, Diverse Latinx Population of Allegheny County, shows the extent to which Latinx residents of the County are more likely to be foreign-born than the population overall. It also shows the racial and ethnic identifications of Latinx people and the places of origin for the foreign-born population. Figure 4 shows how Latinx people live all over the County and not just in Pittsburgh.

Figure 3. Diverse Latinx Population of Allegheny County
American Community Survey

Percent of foreign-born people (Latinx vs overall population) in Allegheny County
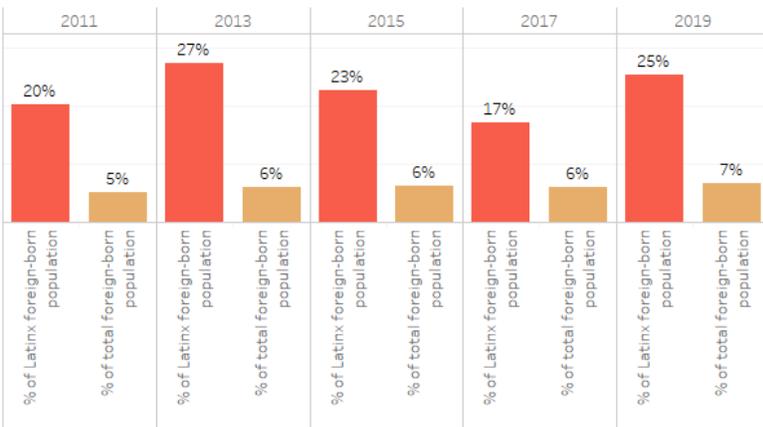
Foreign-born Latinx Population in Allegheny County by Specific Origin (Denominator: Foreign-born Latinx Population)
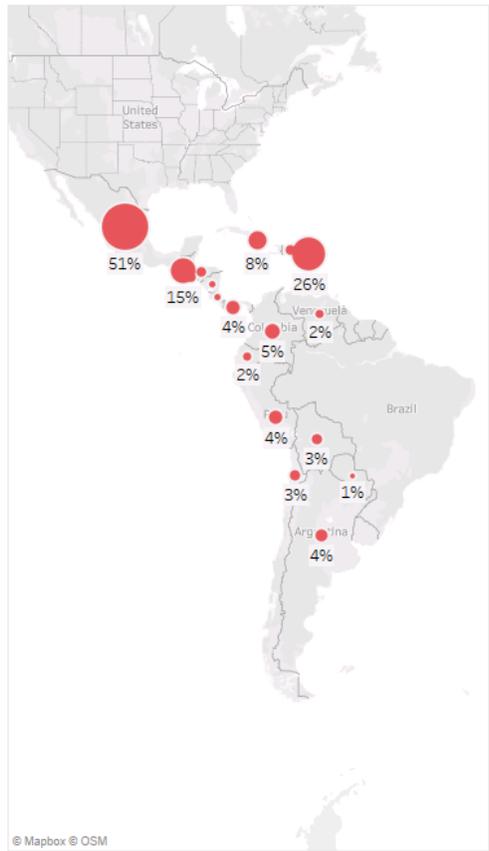
Latinx Identification in Allegheny County
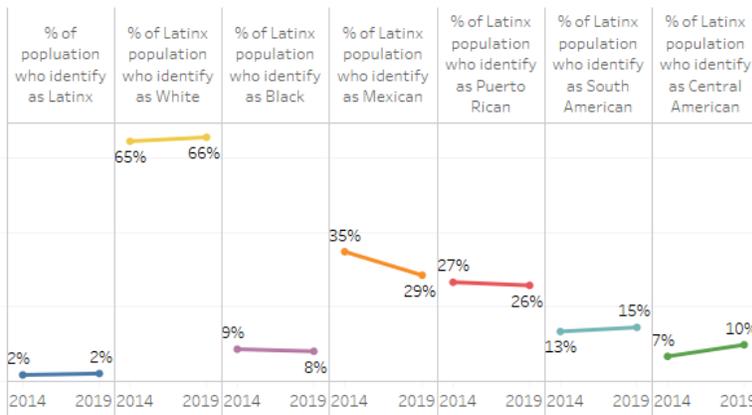
Figures 4 and 5 describe the diversity of the Latinx population in terms of their current place of residence.

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Figure 4. Population and trends in Allegheny County by region
Decennial Census

	2010	2020	Percentage Change

Overall population:
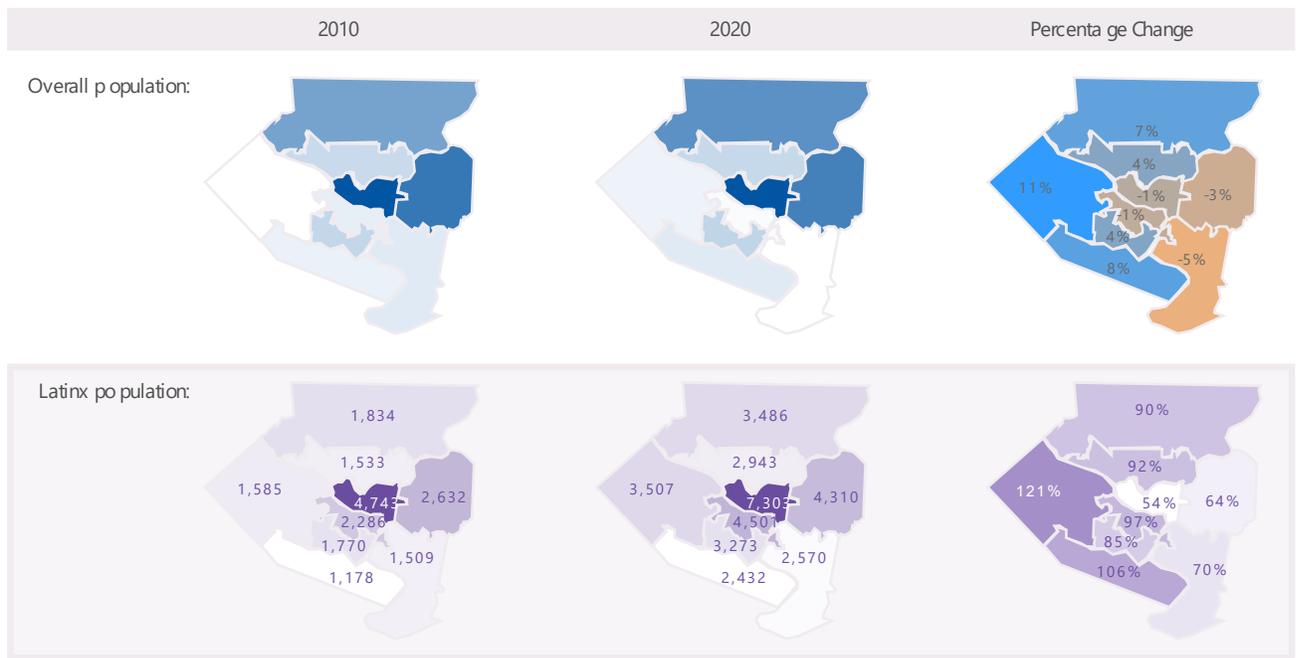
Latinx population:

Figure 5. Service trends in Allegheny County by region
Department of Human Services Data Warehouse

2017	2018	2019	2020

DHS Home Visiting: Latinx people served

Family Centers: Latinx people served

Figure 4 shows that from 2010 to 2020, the overall county population has grown in some places and declined in other areas. At the same time, however, the Latinx population has grown in every part of the County. Figure 5 covers a narrower time period from 2017 to 2020 and shows the County areas where Latinx people live who receive DHS home visiting and family center services. These populations have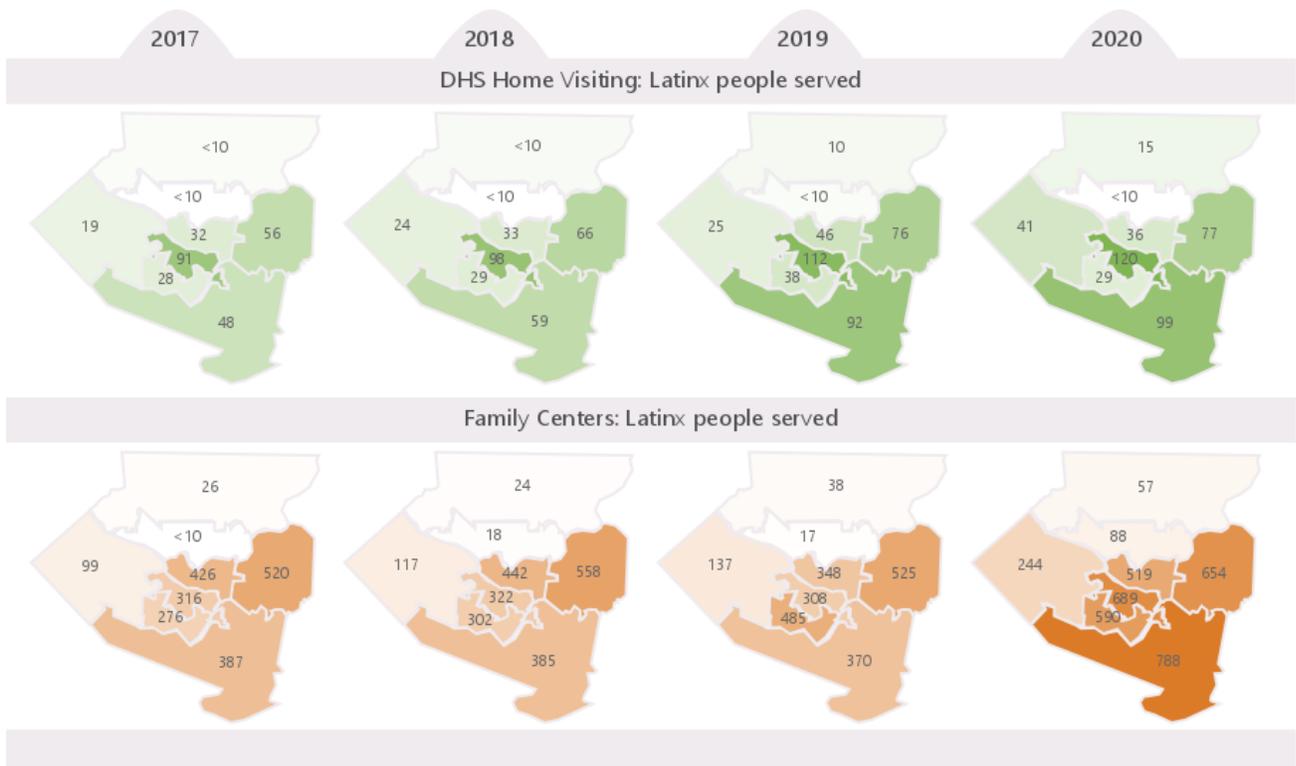 also grown throughout the County. However, the regional pattern is different from the overall population changes described by the Census Bureau.

In the focus groups, participants spoke about the diverse places where they reside and how they came to be spread around the county. People searched for housing using the internet (Zillow, Facebook), through word of mouth, working with a realtor, getting help from a service organization, and looking for signs posted. Several people mentioned the difficulty of securing housing (more on this later). Many people liked their neighborhood, saying things like the nature, feelings of safety, and the availability of buses, trolleys, and shopping, particularly Latin products (Beechview). They also liked having other people who speak their language and celebrate their holidays nearby. People in two different focus groups said that they didn't feel that ethnic discrimination was an issue where they lived.

Many of the things people found lacking in their neighborhoods were the same things they liked about other communities. People didn't like when an area lacked public transit (Greenfield) when they heard gunshots in the park and when stores were far away or closed early (Mt. Oliver, Southside). Some people were satisfied that their kids had places to go after school (particularly at Mooncrest Neighborhood Programs, which convened a focus group of residents near Coraopolis). In contrast, others worried that there weren't enough activities for children. Some people are concerned about safety, including snow removal and harassment. Swissvale and Southside were particularly criticized for safety issues.

In the community review, there was an interest in understanding more about the types of families in the community. According to American Community Estimates, from 2015 to 2019, 64% of Latinx families with children in Allegheny County were married-couple families. Another 29% of families were led by single women, and about 7% were led by single men.

3. Greater language access is needed

Figure 6, Language Use by Allegheny County's Latinx Population, shows information about languages spoken by Latinx residents of Allegheny County from the American Community Survey. It also provides information about languages spoken by Latinx people who receive ISAC through the County (supplied by vendors, not county personnel

directly). This figure shows the increasing prevalence of indigenous languages. Ixil, Mam, and Quiché are Mayan languages of Guatemala. Quechua is an indigenous language family spoken by the Quechua peoples, primarily living in the Peruvian Andes. Community leaders were asked to review the American Community Survey data. Most agreed that it seemed like it was probably an undercount of Latinx people who are linguistically isolated.

Figure 6. Language Use by Latinx Residents of Allegheny County
American Community Survey 1-year estimates
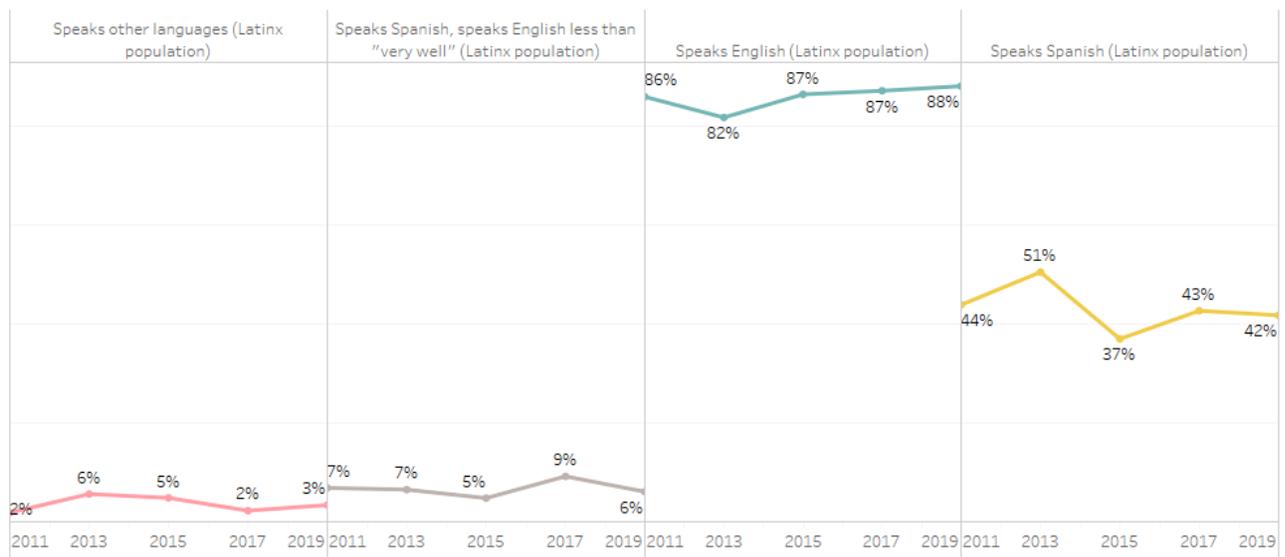
Table 1. Most Common Languages among Latinx people enrolled in Immigrant Services and Connections (ISAC)
Data provided by Jewish Family and Community Services

FY 2018-19		FY 2019-20		FY 2020-21*	
Spanish	94%	Spanish	92%	Spanish	91%
Ixil	3%	Ixil	5%	Ixil	6%
Portuguese	2%	Portuguese	2%	Mam	0.5%
Mam	1%	Quiché	0.5%	Portuguese	0.5%
		Quechua	0.5%	Quechua	0.5%

*First three quarters only

Language access came up repeatedly in the study focus groups. While language access can take many forms, the study revealed three different needs for providing language access:

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1. More services provided directly in Spanish (or another language, if applicable), particularly for health care and behavioral health services
2. More consistent and readily available translation of written materials and interpretation services, particularly for motor vehicle services (e.g., driving tests), courts, and school-based services
3. Greater access to classes for learning English

For example, one focus group participant talked about how the Department of Motor Vehicles would not allow them to accompany their 63-year-old father to translate during their road test. Similarly, during the community review, it was mentioned that family members are not allowed to provide interpretation at hospitals due to liability concerns. Another participant talked about the lack of interpretation in jails. These examples underscore the basic human service need for professional interpretation services throughout the County and across all sectors.

The community review process underscored the need for consistency of translation and interpretation in both written and spoken materials. Some materials were shown in English during the meeting, and an oral interpretation was provided in Spanish. Participants said that this type of presentation was disorienting and distracting. Although a virtual meeting with live interpretation could be planned with short notice, the DHS turn-around time to have materials translated is about one week.

The community reviewers strongly affirmed that language access is a pressing need, particularly in hospitals and home visitation services. They also stressed that language access services should not be conditional based on the size of a language community as a matter of equity.

4. Clearer information about government services is needed

When focus group participants were asked directly about their needs, many expressed the need for more service-related information. As one participant noted, "even if a person is driven, it takes a lot to understand the processes here." Some additional examples of the types of confusing information received by residents include:

- One person said that they needed more specific details on eligibility for welfare. What services were kids eligible for, and up to what ages?
- Others mentioned confusion about eligibility for financial aid for college.
- People wanted more centralized information, the ability to get multiple types of services from a help center, more information on social media.

- There is a need for more explicit information about how their immigration status impacts one's eligibility for government services and other services (e.g., opening a bank account.)

It is essential to understand how people get information to address the need for more explicit information. When asked where people go for information, they mainly mentioned institutions (service organizations, churches), television, text, email, social media[2], and web searches. As such, these may be good places to continue the conversation about how the County meets the needs of the Latinx population. Although almost everyone said they had access to the internet, some participants mentioned that the reliability of services and devices could be a problem or that they had to share.

There was a strong expression during the community review process that face-to-face communication is preferable to exchange and communicate information wherever possible.

5. Service priorities include basic needs

Participants in the focus groups were asked about their needs for services. Many people mentioned that their basic needs were met with the assistance they were already receiving from local service organizations, churches, and food stamps (including WIC). However, there were still calls for more food banks, cash assistance (e.g., rental assistance), help to find jobs, accessible health services (e.g., dental and behavioral health), and culturally responsive services.

Figure 7, Basic Needs/Socioeconomic Status of Latinx Population in Allegheny County, shows information from the American Community Survey about the extent to which the Latinx population already has its basic needs met. According to these data, about one in six people in the community struggle with poverty (which are more likely to undercount poverty than to overcount it). It is also interesting to note that since the passage of the Affordable Care Act, no change was recorded in the percentage of the Latinx community with health insurance.

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[2] The Latinos en Pittsburgh Facebook group came up in two different focus groups of parents and there was also mention of Venezolanos en Pittsburgh, Mexicanos en Pittsburgh, Colombianos en Pittsburgh

Figure 7. Basic Needs/Socioeconomic Status of Latinx Population in Allegheny County American Community Survey[3]

% of People with SNAP Benefits

36%   37%   35%   37%   34%

19%   20%   16%   16%   23%

9%   8%   9%   8%   8%

■ Latinx Households   ■ Black Households   ■ White Households

2011   2012   2013   2014   2015   2016   2017   2018   2019

Household Income among Latinx Population, 2019

Income

27%   19%   12%   10%   9%   4%   3%   4%   5%   6%

Less than $10,000 | $10,000 to $14,999 | $15,000 to $24,999 | $25,000 to $34,999 | $35,000 to $49,999 | $50,000 to $74,999 | $75,000 to $99,999 | $100,000 to $149,999 | $150,000 to $199,999 | $200,000 or more

Poverty Status by Race and Ethnicity, 2019

White alone 8%

Asian alone 13%

Black or African American alone 24%

Two or more races 18%

Hispanic or Latino origin (of any race) 15%

% of People with Health Insurance in Allegheny County

97%   94%   88%   88%   93%   89%

■ Latinx Households   ■ Black Households   ■ White Households

2013   2014   2015   2016   2017   2018   2019   2020

During the community review, participants advised that legal services for immigrants and school-based English as a Second Language (ESL) services were two areas of great need. In particular, it was believed that ESL services for students whose first language is not English was more robust at some schools than at other schools. Still, access to high-quality ESL services was needed regardless of school or district.

Transportation also was a greater focus of attention among attendees of the community review, perhaps because people were returning to doing more things in-person after the pandemic. Given the transportation difficulties, community members would like to see mobile units providing services on different days countywide.

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[3] In the figure *Basic Needs/Socioeconomic Status of Latinx Population in Allegheny County* "2019" refers to five-year estimates for the period 2015-2019.

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Finally, the need for support for people starting businesses was underscored in the community review. This need is corroborated by focus group respondents who often mentioned Latinx-run companies and organizations as more positive associations with their own neighborhoods. Those responses, discussed later on, about the racism they encounter when trying to start businesses.

6. Experiences of racism were manifested in institutions

While the FBI recently reported that Allegheny County is a hub for white supremacist hate groups,[4] many participants said they did not experience racism or discrimination. Still, when asked about this issue, a few respondents did note some examples:

- Children that have been bullied in school because of their cultural background.
- DHS staff that could benefit from training on how to be less prejudiced toward the Latinx community.
- Residents with feelings of unsafety because of immigration enforcement, including the ongoing presence of ICE in their neighborhoods.

However, overall, the types of racism and ethnic bias that emerged most frequently across the focus groups related to finances, employment, and immigration-related court services. People reported not having access to services to help them with their immigration proceedings. Respondents were uncertain about whether they would be welcome at the bank. Still, others reported landlords making unreasonable rent and deposit demands because they lacked immigration and financial documents.

Due to racial bias or legal barriers for immigrants, some Latinx community members may not have adequate access to building up a credit history. This system may be used against them to restrict their access to housing. For example, a person without documents not served by the formal banking system may not have a credit history. One focus group participant said, "I need help finding housing. Just because you don't have credit, it doesn't mean you don't pay your rent on time." Likewise, in the domain of entrepreneurship, one participant said that when trying to start a business, "the first thing people ask here is if you have legal status. In Jersey and other states, it seems like there is more flexibility with that."

Figure 8 shows the immigration status[5] of new residents in Allegheny County from Latin America and other regions and immigration status. Immigrants from Latin America are
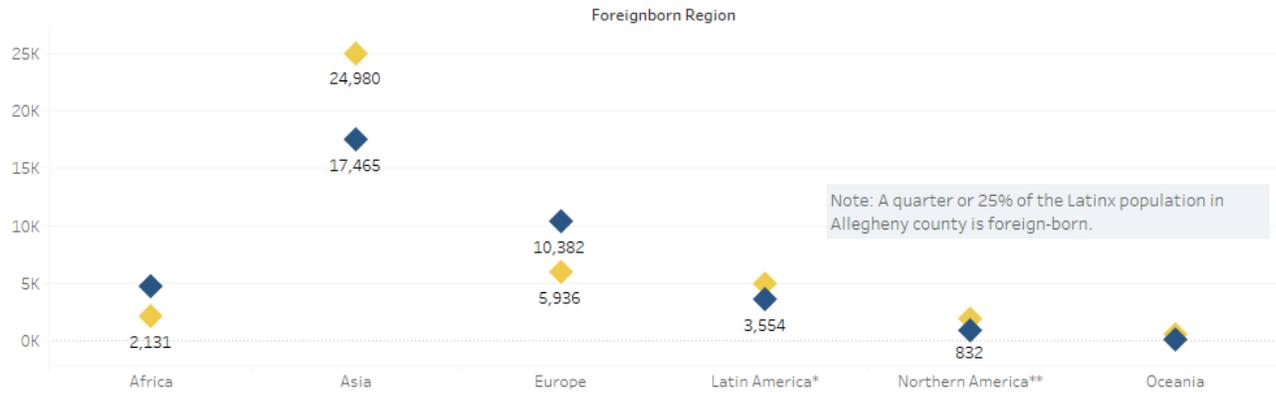
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[4] https://www.post-gazette.com/local/region/2020/11/12/Pittsburgh-Pennsylvania-hub-white-supremacy-racism-extremism-FBI-proud-boys-patriot-front-neo-nazi/stories/202011120145
[5] 2019 immigration status data refer to five-year estimates for the period 2015-2019.

more likely not to be citizens, and therefore more vulnerable to legal forms of discrimination, than immigrants from other regions.

In the community review, participants specifically called attention to the need for legal services to better protect immigrants from racist systems.

Figure 8. Immigration and Foreign-born Population in Allegheny County
American Community Survey 5-year estimates

Foreignborn Region

Note: A quarter or 25% of the Latinx population in Allegheny county is foreign-born.

- 24,980
- 17,465
- 10,382
- 5,936
- 2,131
- 3,554
- 832

Africa   Asia   Europe   Latin America*   Northern America**   Oceania

Foreignborn status
■ naturalized   ■ noncitizen

* 'Latin America' region includes countries in Central (including Mexico) and South America and the Caribbean.

**'Northern America' region includes the foreign countries of Canada, Bermuda, Greenland, and St. Pierre and Miquelon.

D. Recommendations

Given the findings presented in this report, the Metis team offers DHS the following recommended next steps to consider:

- Provide consistent interpretation and translation services for all services provided by DHS. At the same time, DHS should assist residents in overcoming language barriers for other essential services such as schools, banks, and medical care.
- Given that the Latinx community is not geographically concentrated, the DHS should connect with communities via mobile units that travel around the County. These units could be operated by organizations that already have strong ties to the community. They could provide direct services, such as food distribution, and provide information and consultation about accessing services in English and Spanish. It is recommended that DHS try using the regions depicted in Figure 4, emphasizing service delivery in proportion to the regional size of the Latinx community. This would help find the best times and locations for these services.
- Continue to provide community forums for the Latinx community to provide input to the work of the DHS. These forums should be announced with at least one week's notice. They should have printed materials in English and Spanish and live interpretation. These forums could present a topic raised in this report relevant to the DHS's decision-making processes. In the community review meeting, community members indicated that they welcomed these forums and preferred giving feedback during live sessions rather than providing it in writing or through online meetings.
- Ensure that people counted in the DHS data warehouse are consistently asked about their Latinx ethnicity. Also, add Latinx ethnicity as an option for disaggregation to the public-facing data mart.

E. Areas for future learning

We hope that the information about the Latinx community provided in this brief is helpful, as far as it goes. However, there is so much more information that is still unknown. Participants in both the focus groups and in the public meeting expressed a desire to analyze specific topics and hear from more organizations. The Department of Human Services could address some gaps by embedding the collection of information about the Latinx community in other outreach activities. For example, they could have annual or semiannual town hall meetings and formally summarize the needs mentioned at those meetings. Additionally, to the extent that the County conducts or commissions other social and demographic studies and assessments, they could ask to disaggregate

data for the Latinx community. Then these other reports and summaries of town hall meetings could become data that support the next Latinx community needs assessment.

Although we did include one speaker of Quiché in one focus group, there are at least three indigenous Latin American languages spoken in Allegheny County. Speakers of these languages are likely to have distinct needs that were not covered in this report. Speakers of French and Portuguese were also under-represented.

Although we gathered some data about people with disabilities, we ultimately judged it too incomplete for inclusion in the report. Further study should focus on specific disability categories. For example, autism was one that focus group participants mentioned.

Due to the limited scope of this Needs Assessment study, we could not hear from the broader group of people providing front-line services to the Latinx community   That is, we were able to speak to leaders and clients of many essential organizations, but not as much with other staff. The Needs Assessment team believes that is a perspective that may have valuable contributions to understanding the needs of the Latinx community in Allegheny County. As described earlier, we were able to hear from a segment of community leaders and organizations. Yet, an expanded scope would allow for a thorough exploration of the issues facing this population.

In the future, we recommend considering some of the final input from participants in this process. Participants expressed the desire to conduct this assessment at a regular interval, such as every three years, to better monitor trends and serve the community. In addition, we heard the desire to listen to more organizations, learn more about legal needs, and gather input in person when possible. Given that this study took place during a unique place in time- during a national pandemic, we expect that the team would have additional flexibility on gathering input in the future.

Appendix A: Community Leader Interview Protocol

Respondent names/titles:

Date: Start time: End time:

Introduction*: As you may know, the Department of Human Services has asked Metis and MonWin to conduct a needs assessment of the Latino Community in Allegheny County. (Officially the study documents refers to the Latinx Community, which, as you may know is a term designed to be more inclusive of women, transgender, and gender non-conforming community members.) The purpose of the assessment is primarily, but not exclusively, to guide the work of DHS so that they can be responsive to the community (e.g., translation materials, who they contract with, locations of services, etc.). Because we don't know what we don't know, our approach to the work is humble and flexible. We will not finalize a set of guiding questions until we have heard from community leaders, such as yourselves. We have developed a set of questions to ask you based on early conversations with DHS and others, reading the newspaper, and reviewing public data sources, but if you think there is another question we should be asking, or topic we should be covering, let us know.*

Do you have any questions before we begin?
Do you consent to recording the interview?

1. First, before we get into things, can you briefly describe yourself, and your leadership as it relates to the Latino Community in Allegheny County.

2. And before we go any further, let's take a minute to talk about terminology. Whom would you like the study to focus on, and how would you describe that population? ***If clarification is needed:*** For example, for you does the Latino Community include people who are immigrants from Spain? (We offer this example because there might be difference of opinion, but we are more interested to know who should be included than who should be excluded.)

3. What are some of the strengths and things that you love about the Latino Community in Allegheny County?

4. In your life and work, can you give some examples of where you have observed or experienced people in the community facing obstacles to achieving housing, safety, security, health, or an education.

5. As you may know, the US Census Bureau reaches a sample of households each year to develop estimates of social characteristics of the populations of different geographies.[6] From your personal experience, do these estimates seem plausible?

    a. The total number of Latinx people was about 27,000 in 2019, up from about 20,500 in 2011 (1-year estimates).
    b. The 27,000 people mostly live in the County, outside the city. About 6,000 live in the northern part of Pittsburgh, and another 4,000 in the southern part of Pittsburgh.
    c. About 2,000 folks speak Spanish, but not English (or not English very well).
    d. About 1 out of every 5 Latinx families receive food stamps.
    e. From the five years leading up to 2014 (when the Affordable Care Act went into effect) to the five years leading up to 2019, the percentage of "white, not-Hispanic" county residents with health insurance went from 94% to 97%, for Black residents it went from 88% to 93%, but for "Hispanic or Latino" residents it barely budged, from 88% to just 89%.

6. Have you ever done work as part of a DHS contract in Allegheny County? If yes, who had the contract and how did the work impact the community?

7. Have you ever applied for a DHS contract and not gotten it? If yes, who got the contract, and how would you describe the impact of the choice of provider on the community?

8. In your opinion, what policies and practices could DHS change to better meet the needs of the community?

9. In your opinion, what policies and practices could other government entities in Pittsburgh or Allegheny County change to better meet the needs of the community?

10. *In the next phase of this project we intend to hire community researchers to assist with focus groups with members of the community. Is there anyone you would like*

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[6] From 2005 to 2019 the American Community Survey interviewed between 100,000 and 123,000 households in Pennsylvania each year out of a about 5 million households. So, on average, if they talk to 500,000 people every five years, that would be about 10% of the population.

to recommend as a community researcher? [Depending on interviewee, raise the scheduling of specific focus groups.]

11. Is there anything else that you would like to share?

CONCLUSION: Thank you so much for your time and for the valuable information you offered.

Appendix B: Focus Group Protocol in English

Registration to be completed prior to focus group:

English: https://www.surveymonkey.com/r/2H7S8BL
Spanish: https://www.surveymonkey.com/r/2H7S8BL?lang=es

Focus Group date:

_____

Age:

_____

_

Gender:

_____

Zip Code:

_____

What languages do you feel most comfortable in?
_____

Do you speak any of the following languages or have any close friends or family members that speak these languages?

__ Ixil   __ Portuguese   __Quiche   __ Maam   __Quechua/Kichwa

Where were you born?
_____

If the U.S., is there a country you feel connected with by heritage?
_____

If outside of Allegheny County, how long have you lived in this county?
_____

How many people are in your household/family and what are their ages?
_____

Notes to Interviewers

It is absolutely encouraged to paraphrase the introduction and questions in this interview. We have engaged you as researchers because we trust your expertise. We want the content to be consistent across all of the focus groups, so please try to keep the main idea, or let us know if there is a concern about the main idea, so that we can consider a change to the protocol for all the groups. This includes but is not limited to terms like "Latinx" and "Latines" which are meant as heartfelt attempts to be inclusive of transgender and nonbinary people, but are also understood to be terms we are using to describe your community that are not necessarily of your community.

Text enclosed in brackets are notes to the interviewers. You can use the examples as prompts if the group is having trouble thinking of a response.

Background:
The Allegheny County Department of Human Services has commissioned a study of, what they have described as the "Latinx community" in order to serve us better. The study is being conducted by Metis Associates, a research firm from New York; MonWin, an urban planning firm in Pittsburgh; and several community researchers, including myself and [name of notetaker].

The mission of the Department of Human Services (DHS) is to create an accessible, culturally competent, integrated and comprehensive human services system that ensures individually tailored, seamless and holistic services to Allegheny County residents, in particular, the County's vulnerable populations. For example: some of the services that they provide in the County include: afterschool programs, programs for children under age five, childcare vouchers, emergency housing services, family centers, supports for immigrants, behavioral health services, homelessness, services for children who may be unsafe at home, FOCUS on Attendance, and drug and alcohol support.

It is worth pointing out that their mission is to serve all residents, regardless of housing status, immigration status, or the amount of time they have lived in the County.

Those of us who are working on the Needs Assessment cannot control what the Department of Human Services does with the study, but we hope that we can:
- Make the findings specific so that it is easier for the community to react to the study and to hold DHS accountable later on for what they do with the findings.
- Make the findings useful to other organizations that serve Latinas, Latines, and Latinos, such as Casa San Jose, The Latino Community Center, and the various school districts of the County, among others.

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The types of services that DHS offers, and who is eligible for those services are largely determined by Federal and State legislation. They have about 70 different funding sources in a given year, each with its own requirements. About 34% of the budget comes from the federal government and about 58% comes from the state government. Most of the rest comes from the county budget.

The Department of Human Services can control *how* the services are administered (for example, where and in what languages) and by whom. In a given year they might contract with between 300 and 400 different organizations to provide services.

Introduction:

- The Allegheny County Department of Human Services has commissioned a study of, what they have described as the "Latinx community" in order to serve us better.
- The study is being conducted by Metis Associates, a research firm from New York; MonWin, an urban planning firm in Pittsburgh; and several community researchers, including myself and [name of notetaker].
- The mission of the Department of Human Services (DHS) includes Allegheny County residents, in particular, the County's vulnerable populations.
- The services that they provide in the County include, afterschool programs, programs for children under age five, childcare vouchers, emergency housing services, family centers, supports for immigrants, behavioral health services, homelessness, services for children who may be unsafe at home, FOCUS on Attendance, and drug and alcohol support.
- DHS has more control over *how* the programs are delivered than control over *what* programs are delivered.
- This meeting will not be recorded and all identities will be kept confidential. The notes of the meeting will be shared among the community researchers, Metis Associates, and MonWin ONLY.
- You do not have to answer any questions you don't want to answer and you are welcome to leave at any time.
- You will be invited to see and comment on the summary of the information before the report is final.
- Do you have any questions about the process?

Questions

We are going to ask you about a bunch of different topics: community, language, communication, the quality of services, and gaps in services, which could include: housing, work, health, and safety. We're looking to you as an example population, but we want to get a sense of what's going on across the County, so think about your friends and coworkers in la comunidad Latina.

The first five questions are about community and housing
1. Where do you get news about what is going on in Pittsburgh and Allegheny County? If Facebook, are you in groups?
2. Have you always lived around here? If not, what influenced you to come here as opposed to any other county?
3. How did you find a place to live?
4. What do you think about your neighborhood? [Examples could include services that are available or not.]
5. Can you describe an image or sound/song that you associate with the Latinx Community in Allegheny County? We hope to use these to illustrate the report.

Now we are going to turn to talk about how you get support
6. Understanding that <u>all</u> people need support for all kinds of different things, what are some of the things that you <u>have</u> needed support with, or that you need support with <u>now</u>? [Examples could include help with child care, finding a place to live, finding a job with good wages, opening a business, or seeing a doctor.)
7. Where have you gone to access social services? [Examples could include food assistance, cash assistance, childcare vouchers, early intervention, medical assistance, mental health services, shelter services, support for immigrants.]
   a. Depending how they answer.... how did it feel?
   b. How did you get there?
8. How else do you get the support you need?
9. If the County were able to provide more services, what would be most important, and where would you want to go for those services? [Examples could include a neighborhood, or a type of place, like a library or school, or via Facebook chat.]
10. How did the global pandemic impact your awareness of what services you needed or were available to you? Did you or someone you know contact any new organizations or individuals to get help?
11. Education
    [**For parents of children under 22**]

a. Can you describe the experience of enrolling your children in school?
b. How do you feel about the education your kids are getting?
c. What supports are available at your kid's school? Do your kids participate? why or why not? [If it doesn't come up, ask if their kids have been evaluated for individualized services.]
d. Do you feel you/your kids receive a fair education compared to that of non-Latin peers?
e. Do your kids ever miss days of school? For what reasons?

[**For children and young adults**]
f. What is something that you like about school? What is something that would make school better? [Examples could include: how you get along with teachers, with students; the things you are learning about; the activities that you do; traveling to and from school]
g. Do you ever miss days of school? For what reasons?
h. How do you think your education compares to others around you?
i. Do you plan to attend college? Why or why not?

Now I am going to ask about safety.
12. In Allegheny County have you ever worried about your safety at home, work, school, or outside? [Examples could include worry about having heat when it is cold; worry about illness; worry about exposure to dangerous chemicals; worry about violence, including state violence; worry about safety from car traffic]
   a. If yes, would you feel comfortable saying what you were worried about?
13. How is your safety impacted by your identity as a Latino in Allegheny County?

The next four questions are about communication between the Department of Human Services and the community

Remember:
- Some of the services that they provide in the County include, afterschool programs, programs for children under age five, childcare vouchers, emergency housing services, family centers, supports for immigrants, behavioral health services, homelessness, services for children who may be unsafe at home, FOCUS on Attendance, and drug and alcohol support.
- DHS has more control over *how* the programs are delivered than control over *what* programs are delivered.

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14. What is the best way for DHS to get info to you about their programs and services? To other people you know who don't speak English? [Examples could include: spoken, written, live in-person and face-to-face, television ads, email, text message, etc. Ask for follow up details. For example, if email is the best way, who do they open emails from?]
15. How do you access the internet? Would you say that your service is always on, or sometimes interrupted?
16. Who would you ask or where would you look to find information about government services, including who is eligible for services?
17. What questions do you have about government services?

That's just about it...
18. Do you have any other questions for us or ideas for what we should tell the County about serving Latines, Latinas, and Latinos?

And, finally...

19. This Needs Assessment won't be the last time DHS needs to hear from the Latinx community. How would you like to continue to share your thoughts with DHS?

Appendix C: Focus Group Protocol in Spanish

Introducción:

- El Departamento de Servicios Humanos del condado de Allegheny ha encargado un estudio, el cuál han descrito como "La comunidad latina", con el fin de servirnos mejor.
- El estudio lo están realizando Metis Associates, una empresa de investigación de New York; MonWin, una empresa de planeamiento urbano en Pittsburgh; y varios investigadores de la comunidad, incluyéndome a mi y a [nombre la persona que toma notas].
- La misión del Departamento de Servicios Humanos (DHS, por sus siglas en inglés) incluye a los residentes del condado de Allegheny, particularmente, las poblaciones vulnerables del condado.
- Los servicios que ellos proporcionan en el condado incluyen, programas para después de la escuela, programas para niños menores de cinco años, bonos para guarderías, servicios de vivienda de emergencia, centros para la familia, apoyo para los inmigrantes, servicios de salud mental, para personas sin hogar, para niños que podrían no estar a salvo

en sus casas, FOCUS on attendance y apoyos para problemas de drogas y alcohol.

- DHS tiene más control sobre *cómo* se imparten los programas, que *cuáles* programas imparte.
- Esta reunión no será grabada y las identidades de todos se mantendrán confidenciales. Las notas de la reunión se compartirán SOLAMENTE con los investigadores de la comunidad; Metis Associates, y MonWin.
- No tendrá que responder ninguna pregunta que no quiera contestar y puede irse en cualquier momento.
- Se le invitará a ver el resumen de la información y a hacer comentarios antes de finalizar el reporte.
- ¿Tiene alguna pregunta sobre el proceso?

Preguntas

Vamos a hacerle preguntas sobre una variedad de temas: comunidad, idioma, comunicación, calidad y deficiencia en los servicios, lo que podría incluir: vivienda, trabajo, salud y seguridad. Vamos a verlo como un ejemplo de la población, pero queremos tener una idea de lo que está pasando en todo el condado, así que piense en sus amigos y compañeros de trabajo de la comunidad latina.

Las primeras cinco preguntas serán acerca de la comunidad y la vivienda
1. ¿Dónde recibe las noticias sobre lo que está pasando en Pittsburgh y en el condado de Allegheny? ¿En Facebook?, ¿es miembro de algún grupo?
2. ¿Siempre ha vivido por aquí? Si no es así, ¿qué lo influenció a venir aquí en vez de cualquier otro condado?
3. ¿Cómo encontró un lugar para vivir?
4. ¿Qué piensa de su vecindario? [Ejemplos pueden incluir servicios que están o no disponibles.]
5. ¿Puede describir una imagen, un sonido o una canción que asocie con la comunidad latina del condado de Allegheny? Esperamos utilizarlas para ilustrar el reporte.

Ahora vamos a cambiar de tema y a hablar de cómo obtiene usted apoyo
6. Con el entendimiento de que, todas las personas necesitan apoyo para una variedad de cosas, ¿cuáles son las cosas de las que usted ha necesitado apoyo o que necesita apoyo ahora? [Ejemplos pueden incluir ayuda con el cuidado de niños, cómo encontrar un lugar para vivir, cómo encontrar un trabajo con buen sueldo, cómo abrir un negocio o cómo ir ver a un médico.]
7. ¿Dónde ha ido para recibir servicios sociales? [Ejemplos pueden incluir asistencia con alimentos, dinero, bonos de guardería, intervención temprana, asistencia médica, servicios de salud mental, servicios de refugios, apoyo para inmigrantes.]
   a. Dependiendo como contesten....¿qué le parecieron?

      b. ¿Cómo llegó ahí?
8. ¿De qué otra manera obtiene el apoyo que necesita?
9. Si el condado pudiera proveer más servicios, ¿qué sería lo más importante, y dónde querría ir para recibir esos servicios? [Ejemplos pueden incluir un vecindario, o el tipo de lugar, como una biblioteca o escuela, o por medio del chat de Facebook.]
10. ¿Cómo impactó la pandemia global, su conciencia de los servicios que usted necesita o que están disponibles para usted? ¿Usted o alguien que conoce se puso en contacto con alguna organización o persona para obtener ayuda?
11. Educación

[Para padres con hijos menores a 22]
      a. ¿Podría describir la experiencia de cómo registró a sus hijos en la escuela?
      b. ¿Cómo se siente sobre la educación que sus hijos tienen?
      c. ¿Qué apoyos están disponibles en la escuela de sus hijos?¿Sus hijos participan? ¿Porqué o porqué no? [Si no lo mencionan, pregunte si los niños han sido evaluados para servicios individualizados.]
      d. ¿Considera que usted o sus niños reciben una educación equitativa a sus compañeros que no son latinos?
      e. ¿Sus niños han faltado a la escuela? ¿Porqué razón?

[**Para niños y jóvenes adultos**]
      f. ¿Qué es algo que a usted le gusta de la escuela? ¿Qué es algo que haría la escuela mejor? [Ejemplos pueden incluir: cómo se lleva con los maestros, con los estudiantes; las cosas que está aprendiendo; las actividades que hace; viajar hacia y de vuelta a la escuela]
      g. ¿Alguna vez ha faltado a la escuela? ¿Porqué razón?
      h. ¿Cómo cree usted que se compara su educación a la de otros alrededor suyo?
      i. ¿Planea ir a la universidad? ¿Porqué o porqué no?

Ahora le voy a hacer preguntas sobre seguridad.
12. Dentro del condado de Allegheny, ¿alguna vez se ha preocupado por su seguridad en la casa, el trabajo, la escuela o al aire libre? [Ejemplos pueden incluir el preocuparse por tener calefacción cuando hace frio; preocupaciones sobre enfermedades; estar expuesto a químicos peligrosos; violencia, incluyendo violencia en el estado; preocupación del tráfico vehicular.]
      a. Si la respuesta es si, ¿Se siente cómodo diciendo que es lo que le preocupa?
13. ¿Cómo impacta su seguridad, el ser latino en el condado de Allegheny?

Las próximas cuatro preguntas son sobre la comunicación entre el Departamento de Servicios Humanos y la comunidad

Recuerde:
- Algunos de los servicios que ellos proporcionan en el condado incluyen, programas para después de la escuela, programas para niños menores de cinco años, bonos para guarderías, servicios de vivienda de emergencia, centros para la familia, apoyo para los inmigrantes, servicios de salud mental, para personas sin hogar, para niños que podrían no estar a salvo en sus casas, FOCUS on attendance y apoyos para problemas de drogas y alcohol.
- DHS tiene más control sobre *cómo* se imparten los programas que *cuáles* programas se imparten.

14. ¿Cuál es la mejor manera para que DHS le haga llegar información sobre sus programas y servicios? ¿A otras personas que usted conoce que no hablan inglés? [Ejemplos podrían incluir: verbalmente, por escrito, por medio de la persona con la que vivo, en persona, por medio de anuncios de televisión, correo electrónico, mensajes de texto y otros. Pida detalles. Por ejemplo, si la mejor manera es por correo electrónico, ¿de quién abren correos ellos?]
15. ¿Cómo accede al internet? ¿Diría usted que sus servicios están siempre funcionando o algunas veces están interrumpidos?
16. ¿A quién le preguntaría o donde buscaría información sobre servicios del gobierno, incluyendo quien es elegible para los servicios?
17. ¿Qué preguntas tiene sobre servicios gubernamentales?

Esto es casi todo...
18. ¿Tiene alguna otras preguntas o ideas para que nosotros le indiquemos al condado sobre el servicio para los latinos o latinos?

Y, finalmente...
19. Esta Evaluación de Necesidades no será la última vez que DHA necesitará escuchar a la comunidad Latina. ¿Cómo le gustaría continuar compartiendo sus pensamientos con DHS?

Appendix D: Commentary from Community Leaders on Final report

Brent G. Rondon

MPA, CGBP. Sr. Management Consultant for International Trade, University of Pittsburgh SBDC

I would have liked to seen more emphasis on business entrepreneurship, business creation, job creation, etc., since this option offers a real opportunity to wealth creation for the Latino community. There is a support system in place, where future entrepreneurs

can access services at no charge and try this option if they want. There is a nascent group of professionals in the law, accounting, banking, insurance, landlords, etc. that are becoming more familiar with Latinos in business.

Hopefully at the next report, there will be more mention about this important topic.

Diego Chaves-Gnecco
MD, MPH, FAAP. SALUD PARA NIÑOS Program Director & Founder; Developmental-Behavioral Pediatrician; Associate Professor, University of Pittsburgh, School of Medicine, UPMC Children's Hospital of Pittsburgh

Overall it was a good report with very much needed information.

Despite the information provided, that it was supposed to guide the decisions of DHS and its agencies, we see that the needs assessments conclude that the Latino population is disperse and lives of many areas of the county. However, many organizations choose to locate their offices in one area like Beechview.