

**The Story of the Hispanic/Latino Experience
in Southwest Missouri: Surveys of
Latino Adults, Latino Youth, and
Non-Hispanic Service Providers/
Community Residents**

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The Greatest Issues Facing Latinos/Hispanics according to Latino adults, Latino youth, and Non-Latino Service Providers

Latino Adults' Top Four Responses (77%):

What are the **greatest issues facing Hispanics/Latinos in southwest Missouri?**

- | | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------|
| 1. Language barriers
(Don't know English, 30%; Lack of Interpreters, 2%; Need bilingual people in public places, 2%; need Spanish TV and newspapers, 1%) | 35% |
| 2. Legal & Documentation Issues
(need Immigration help and help that is more local, no social security number or driver's license, and becoming U.S. citizen) | 15% |
| 3. Jobs
(Getting jobs; low-paying jobs) | 14% |
| 4. Not accepted, Prejudice, & Discrimination | 13% |

Latino Youth Top Four Responses (71%):

What do you perceive are the **greatest issues facing most Hispanic/Latinos in southwest Missouri?**

- | | |
|------------------------------------------------|-----|
| 1. Insufficient English | 36% |
| 2. Prejudice/discrimination/they don't like us | 19% |
| 3. Getting a job & low paying jobs | 12% |
| 4. Illegal status & getting legal documents | 4% |

Non-Latino Service Providers' Top Four Responses (68%):

What do you perceive are the **greatest issues facing Hispanic/Latinos in southwest Missouri?**

- | | |
|--------------------------------------------|-----|
| 1. Language barrier | 39% |
| 2. Cultural adjustment & understanding | 12% |
| 3. Finding jobs and getting decent jobs | 9% |
| 4. Not accepted, prejudice, or intolerance | 8% |

INTRODUCTION, METHOD, AND SURVEY SAMPLES

Three surveys were conducted in 2001 with **381 Latino Adults, Latino Youth, and Service Providers in southwest Missouri** (the latter survey also included some non-Hispanic, non-service provider, community residents).

The **purposes** of the surveys were to understand the Latino population and its service providers and to identify their educational needs. The three surveys were part of a larger University of Missouri project (Alianzas) to identify needs and resources of the Hispanic population in Missouri. The surveys were designed with input and sponsorship from a coalition including but not limited to the following group list:

Barry & Lawrence Multicultural Center, Barry-Lawrence Advocates Standing Together, Migrant Education Center, Missouri Southern State College, University of Missouri Outreach & Extension, Institute of Human Development, and University of Missouri – Kansas City

The three surveys were delivered randomly to a wide cross-section of respondents in southwest Missouri counties where Hispanics live and work. Surveys were hand delivered both in group settings and individual settings. This approach resulted in a 99% completion rate. Credibility and rapport was established by having the surveys delivered by bilingual persons. These bilingual persons were trained to deliver the surveys and they helped clarify any questions that Latino respondents had about the survey. The Latino surveys were unique in that they captured grassroots Latino responses and their life experiences with high reliability and validity.

The Latino Adult survey (19 years +) consisted of 80 questions, the Latino Youth survey (18 years old and less) had 34 questions, and the Service Provider survey had 18 questions. The three surveys used both closed-ended and open-ended questions related to respondent profile, background, attitudes, and perceived needs and interests.

There were 131 respondents in the Latino Adult survey, 154 in the Latino Youth survey, and 96 in the Service Provider survey.

The survey respondents reflected a wide range of southwest Missouri cities and counties: 22 – 27 cities in 7 – 9 counties. Latino Adult survey respondents came from 27 cities/towns in 8 counties; Latino Youth survey respondents came from 24 cities/towns in 9 counties; Service Provider respondents came from 22 cities/towns in 7 counties.

These surveys are very significant and important as a composite picture of the Latino experience in southwest Missouri.

Results are described using single-question analyses for the three surveys, and some additional relationship analysis is presented in the Latino adult survey. In the adult Latino survey, relationships between questions are presented whenever there is a minimum 95% statistical certainty that the relationships were not due to chance. Technically, this means that in the adult narrative summary correlations between questions are presented when they meet a minimum significance level of .05 or better at the appropriate level of measurement.

I. PROFILE OF ADULT LATINO SURVEY RESPONDENTS

Introduction

In 2001 there were three surveys done related to the needs of Hispanics/Latinos in southwest Missouri. The surveys were of Latino adults, Latino youth, and service providers.

The following is a summary of the major findings of a 2001 survey of **131 Latino adults 19 years of age or older from 27 cities/towns in 8 southwest Missouri counties.**

Demographics (Table 1)

The **majority of the Adult Latino survey respondents** (53%) were between 19 and 34 years old with the next most common age range at 35 to 44 years old (30%). There were more females than males (58% to 42%): more males worked in agriculture areas and lived in the area for a shorter time than did females. Almost all individuals identified themselves ethnically as Hispanic/Latino (98%). Of the respondents, 80% were married, and 93% of the married couples were living in two-parent households. The average number of people living in the home was 5; while 60% had 1 to 4 children under the age of 14, and 55% had 1-3 children under the age of six.

When comparing married and single persons, married respondents had more of these characteristics: older, more educated, more use/knowledge of English, more identified with a church, more basic needs being met (more money, food, and clothing), and more intention of wanting to continue living in the area. In comparing those who have more children at home under the age of 14 with those with fewer, those with more children tended to have more of these factors: more adults working full time, more household income, higher utility costs, inadequate money to pay the bills, and inadequate medical and dental care.

Mobility patterns showed that the average number of years lived in Southwest Missouri was 3 years and 70% lived in the area for 6 years or less. Most came to Southwest Missouri from another country (58%), with 52% coming directly from Mexico. Of the remaining people who moved here from another city and state within the U.S (40%), most came from Texas and California. Two-thirds reported that they would like to remain living here but 29% were uncertain: reasons for staying related to family and home. About a half of respondents (48%) lived in or near Monett, Cassville, or Springfield.

Occupationally, the most typical work reported was that of working in a poultry plant (41%). Most other respondents worked in manual labor or in service work, although 8% did own a business (see Table 1). Most households (57%) had from two to four adults working full-time jobs. Median number of hours worked per week per respondent was 40 hours.

Annual household income reported for 50% of respondents was between \$10,000 and \$24,999. While 24% earned between \$24,999 and \$49,999, 19% earned less than \$10,000.

Lower income families in comparison to higher income families were less educated, tended not to have health insurance, knew less English, had more difficulty meeting basic needs (housing, health, food, clothing), and felt less comfortable in a variety of organizational settings in everyday life.

Financially, 64% were unaware of how to apply for loans, 57% did not have a checking account (44% usually paid their bills by cash while 28% paid bills by check).

Housing patterns reflected more renters (55%) than owners (45%). Renters were more likely than owners to have these attributes: younger, single, more adults in the household working full time, not know how to apply for a loan, not having a checking account, not a member of a civic club, more problem communicating with law enforcement, and less willing to continue living here in the next five years.

The median monthly costs for housing and utilities were \$300 and \$236 respectively. Those with higher monthly housing payments, when compared with those with lower payments, tended to be the following: renters, work in agricultural areas, have lower education, not covered by health insurance, don't have checking accounts, and don't know English as well.

Religious identification for respondents was primarily Catholic (62%) followed by Baptist (12%). Those identifying with a church knew more English than those who did not identify.

Educational level of the respondent population was mostly 6th grade (23%) or below 6th grade (20%). Those with an 8th grade education level accounted for 6% while 16% had some high school education. A small number (16%) had Certificates of Training in various fields from their previous country. The majority of respondents (53%) reported they needed English classes before any other kind of class followed by 9% feeling a need to take computer classes.

A comparison of higher and lower educated respondents showed that higher education was associated with this profile: higher income, able to meet basic needs, having a certificate of training from previous country if moved here, covered by health insurance, lived here longer, has a checking account, knows how to apply for a loan, tends to own a business, and tends not to work in an agricultural occupation.

Needs and Experiences of Adult Hispanics/Latinos (Table 2)

In response to **six basic areas of human needs**, adult Latinos reported having either a slight or definite problem in obtaining adequate dental care (62%), medical care (51%; 62% of respondents were not covered by any health insurance), money (52%), clothing and shoes (35%), heat/electricity/plumbing (24%; but 8% had no indoor plumbing), and food (19%).

These six basic areas were generally interrelated, i.e. respondents who were needy in one area tended to be needy in all other areas except that those who had inadequate medical and dental care did not also report they had inadequate food for their home.

Those who reported that their basic needs were being met, tended to have a checking account, knew how to apply for loans, and could speak/read/write English better.

Communication in English was the language assistance more needed by 73%. The majority of people felt they cannot speak English well (62%), read English well (66%) and especially write English (71%). They reported problems in communicating with law enforcement (36%), health and medical areas (34%), utility companies (33%) and with schools (20%).

Over two-thirds (68%) reported not having interpreters available when working with agencies. When interpreters were not provided for respondents at various organizations, respondents felt they had more problems communicating with schools and healthcare. They also felt less comfortable at healthcare facilities and at the INS office, and were more uncertain about continuing to live here.

When asked about how comfortable they felt in their everyday interactions in a variety of settings, the degree of **uncomfortableness** ranged as follows: Agencies (40%), Immigration Services (35%), Hospital/Clinics (32%), Work (15%), School (14%), Neighborhood (9%), Church (4%), and Home (1%).

Those who had more problems communicating with law enforcement, utility companies, schools, and healthcare tended to know less English, and be younger and less educated. They (“more problems communicating...”) also tended to feel more uncomfortable in the school, neighborhood, agency, healthcare, and INS settings; but they did not feel more uncomfortable in the church setting.

When asked if they ever experienced **discrimination** for being Hispanic in southwest Missouri, 52% said yes, and they experienced that mostly at work (31%) and in the community (21%).

The profile of those reporting being discriminated against when compared to those who did not report such experiences tended to be the following: living in a 2-parent household, living longer in the area, member of a church, speaking and reading English better, wanting to learn more computer skills, and was turned down for medical treatment.

Greatest Issues and Concerns of Adult Latinos (Table 3)

In asking respondents about the **greatest issues facing Hispanics** in southwest Missouri, over three-fourths (77%) listed these four issues: Language barriers (35%), Legal & Documentation issues (15%), Jobs (14%), and Non-acceptance/Prejudice (13%).

When asking about the **greatest issues facing those who provide services** for Hispanics in southwest Missouri, 93% of adult Latinos perceived that these were the five major issues for service providers: Language barriers (62%), Prejudice (14%), Not understanding Latino culture (7%), Can't work with undocumented (5%), and Getting Jobs for Latinos (5%).

TABLE 1: PROFILE OF ADULT HISPANICS/LATINOS

Age

1. Age of respondents:	19 – 24	23%
	25 – 34	30%
	35 – 44	30%
	45+	17%

Gender

2. Gender:	58% Female, 42% Male
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Ethnic Group

3. Which ethnic group best describes you?		
	Hispanic/Latino	98%
	White/Caucasian	1%
	Hispanic/Native American	1%

Marital Status

4. What is your marital status?		
	Married	80%
	Single	20%

Household and children

5. Household and Children:		
a. If married, are you?	Single parent	7%
	Two parent	93%
b. How many people currently live in your home?		
	Mean number of people is 5; range of 1 to 11	
c. How many children under 14 currently live in your home?		
	Homes with 1 to 4 children under 14	60%
d. How many children under 6 currently live in your home?		
	Homes with 1 to 3 children under 6	55%

Origin

6. What city and state or country did you move from before coming here?

- a. I did not move here, I have always lived here **2%**
- b. I moved directly from another country **58%**
--Of the 58% who moved directly from another country, most came from:
Mexico 52%
Bolivia, Guatemala, Salvador 6%
- c. I moved from a city within the U.S. **40%**
--Of the 40% who came from a U.S. city, most came from these states:
Texas or California 23%
Missouri or state peripheral to Missouri 9%
Other states 8%

Length of time here/Future plans

7. How many years have you lived here? (Median = 3 years; range of < 1 year to 36 years)

1 year or less	25%
2 to 3 years	28%
4 to 6 years	17%
7 to 10 years	15%
11 years or more	15%

8. Do you intend to continue living here for the next 5 years?

Yes	67%
Don't know	29%
No	4%

- a. Of those intending to continue living here, reasons for wanting to stay:
- | | |
|-----------------------------------------------------------|-------------------------|
| Family & Home | 43% |
| Jobs & Economic Opportunity | 17% |
| Good Environment/Neighborhood | 14% |
| Like it & Comfortable here | 12% |
| Better schools | 5% |
| Resources & Opportunities available | 4% |
| Other: Attending college; Better than Mexico; My Ministry | 5% (about 1 to 2% each) |
- b. Of those not intending to stay, reasons for wanting to move:
- | | |
|---------------------------------------------------------------------------------------------------------------|-----|
| Return to Mexico | 29% |
| Establishing a life; Finish school; Move on; Must follow husband; Positive life changes; Moving for education | 71% |

9. What city or town do you live in or near to?

Monett	21%
Cassville	14%
Springfield	13%
Butterfield	9%
Purdy	9%
Wheaton	4%
Verona; Strafford; & Republic	9% (3% each)
Granby; Rocky Comfort; Willard; Carls Junction; Neosho; & Shell Knob	12% (2% each)
Fairview; Lanagan; Mt Vernon; Stotts City; Noel; Exeter; Weller; Dillard; Aurora; Branson; Joplin; Anderson; & Stella	12% (1% each)

Religion

10. Do you see yourself as part of a church or religious group?

Yes	89%
No	11%

a. If yes, then what religious group?

Catholic	78%
Baptist	12%
Church of Christ	3%
Christian	2%
Methodist	2%
Jehovah's Witness	2%
Pentecostal	1%

Education

11. What is the highest level of education that you have completed?

Under 6 th grade	20%
6 th grade	23%
8 th grade	6%
Some high school	16%
GED	2%
High school graduate	10%
Vocational, Technical/ or some College	16%
Bachelors Degree	5%
Graduate or Professional	2%

12. What kind of educational classes do you need and you would attend if they were offered in your area?

English	53%
Computers	9%
Job Search/Job Related	5%
College credit classes	5%
U.S. culture	4%
Spanish; Math; Higher Education	6% (2% each)
Recreation or Gym; Cooking; Medical Technology; & Tax law	4% (1% each)
GED; Sewing; Acting or theatre; Secretarial; Driver's Education; Law Enforcement; CPR; Migration; Home Economics; Parenting; Self Improvement; Journalism; Cosmetology; Electronics; Automotive mechanics; Counseling; Tennis; Piano; & Drawing	14% (about ½% ea)

13. Do you feel a need to learn computer skills?

Yes	70%
No	30%

a. If yes, choose what level of skills you most need:

Basic	61%
Intermediate	16%
Advanced	23%

14. If you are Hispanic/Latino and have moved to the U.S., do you have a certificate of training from a country where you did live?

Yes	16%
No	84%

Occupation

15. Do you own a business?

Yes	9%
No	91%

16. Do you own a farm?

Yes	4%
No	96%

17. How many adults in your household work outside the house in full-time jobs?
(Mean = 2)

None	7%
1	36%
2	29%
3	18%
4	10%

18. How many adults in your household work outside the house in part-time jobs?

None	76%
1	23%
2	1%

19. How many hours a week do you work in all of your jobs? (Median hours = 40)

20. Could you please describe what type of work you do in your main full time job?

a. type of work:

Poultry plant	41%	
Factory/Industry	6%	
Construction	6%	
Farm Work	5%	
Restaurant; Tutor/Interpreter; & Homemaker	9%	(3% each)
Receptionist/secretary; Migrant Education; Office; Customer services; Dry wall; & Bank Teller	12%	(2% each)
Retired; Grocery Store; Truck Driver; Medical Technician; Store Clerk; Custodian; Disabled; Recruiter; Reading coach; Painting Cars; Mechanic; Read; Nursery; Student; Hot Tub & Wood Stove Installer; Own Business; Build electric motors; Property Management; Ministry; Day Care; & Train horses	21%	(1% each)

b. setting of work:

Factory/Industry	54%	
Farm, or poultry	14%	
School	6%	
Sanitation	5%	
Restaurant	4%	
Banking	4%	
Retail	3%	
Construction	3%	
Communications; Health Department; Clinic; Business; Education; Packing; Church; & Services	7%	(1% each)

Income

21. Which of the following categories best describes the combined annual income of everyone in your home (gross yearly income before taxes)?

Under \$10,000	19%
\$10,000 to \$24,999	50%
\$25,000 to \$49,999	24%
\$50,000+	7%

Housing

22. Do you rent or own (or buying) your home in southwest Missouri?

Rent	55%
Own	45%

23. What is your monthly payment for housing?

Median = \$300

24. What is your monthly cost for utilities?

Median = \$236

Financial

25. What is the one method you usually use to pay most of your bills?

Cash	44%
Check (or debit)	28%
Money order	18%
Multiple methods	9%
Credit Card	1%

26. Do you have a checking account?

Yes	43%
No	57%

27. Do you know how to apply for loans, especially for business, housing, or car loans?

Yes	36%
No	64%

**TABLE 2: COMMUNITY AND BASIC NEEDS OF ADULT
HISPANICS/LATINOS**

Community Acceptance/Involvement

1. Are interpreters usually provided for you when you work with various agencies?

Yes	19%
Not apply/Don't know	13%
No	68%

2. Have you ever been turned down for medical treatment?

Yes	9%
Not apply/Don't know	5%
No	86%

a. If turned down, reasons for being turned down:

- Told I didn't need
- No openings
- No insurance
- Being Mexican & having baby
- Not having green card
- Told I needed an appointment, very sick

3. Have you ever experienced discrimination for being Hispanic/Latino in southwest Missouri?

Yes	52%
Not apply/Don't know	4%
No	44%

a. If so, where?

At work	31%
In the community	21%
In stores	11%
Agencies	7%
At school	7%
Police/Law enforcement	6%
At Wal-Mart	3%
Landlords	3%
Hospital	3%
Purdy	3%
Driver's license bureau	3%
At daycare	2%

b. How comfortable (or at home) do you generally feel about your everyday interactions in the following settings?

(Settings are presented in rank order from most comfortable to least, where 1 = very comfortable and 5 = very uncomfortable)

1) Home? (Mean = 1.4)

Very comfortable	64%
Comfortable	35%
Does not apply	0%
Not comfortable	0%
Very uncomfortable	1%

2) Church? (Mean = 1.7)

Very comfortable	48%
Comfortable	39%
Does not apply	9%
Not comfortable	2%
Very uncomfortable	2%

3) Neighborhood? (Mean = 1.9)

Very comfortable	30%
Comfortable	59%
Does not apply	2%
Not comfortable	7%
Very uncomfortable	2%

4) Your work? (Mean = 2.3)

Very comfortable	20%
Comfortable	41%
Does not apply	24%
Not comfortable	13%
Very uncomfortable	2%

5) School? (Mean = 2.6)

Very comfortable	16%
Comfortable	25%
Does not apply	44%
Not comfortable	14%
Very uncomfortable	0%

6) Hospital/Clinic? (Mean = 2.7)

Very comfortable	19%
Comfortable	42%
Does not apply	7%
Not comfortable	18%
Very uncomfortable	14%

7) Agencies? (Mean 2.9)

Very comfortable	13%
Comfortable	36%
Does not apply	11%
Not comfortable	29%
Very uncomfortable	11%

8) INS office? (Mean = 3.1)

Very comfortable	11%
Comfortable	21%
Does not apply	33%
Not comfortable	20%
Very uncomfortable	15%

4. Are you a member of any civic group or community club?

Yes	12%
No	88%

5. What groups or agencies are you working with (in contact with) now?

Health Department	16%
Workplace	12%
School	10%
Clinic	9%
Hand In Hand	8%
Migrant Center	7%
Women, Infants & Children	7%
Hospital or doctor	6%
Care mobile	4%
Insurance company	3%
College	3%
Division of Family Services	3%
Gas or electric company	2%
Church	2%
Bank; Multicultural Center; City Hall; English classes; Post Office; City Hall; Courts, correctional; Family Life Center; Child Development Center; Computers; College Hispanic clubs; Americorps; & Children's Miracle Network	8%

Communications

6. How well can you do each of these?

a. Speak English?

Very well	19%
Well	19%
Poorly	33%
Not at all	29%

b. Read English?

Very well	21%
Well	13%
Poorly	29%
Not at all	37%

c. Write English?

Very well	20%
Well	9%
Poorly	26%
Not at all	45%

d. Speak Spanish?

Very well	85%
Well	12%
Poorly	3%
Not at all	0%

e. Read Spanish?

Very well	75%
Well	19%
Poorly	6%
Not at all	0%

f. Write Spanish?

Very well	71%
Well	22%
Poorly	7%
Not at all	0%

7. In your everyday life, what type of language assistance do you need most?

Need help primarily in English	73%
Need help primarily in Spanish	2%
Need help in both Spanish and English	4%
Do not need help in either Spanish or English	18%
Am satisfied with my language and do not care to learn another	3%

8. Do you have problems COMMUNICATING with

a. Law Enforcement?

Yes	36%
Not apply/Don't know	18%
No	46%

If so, what problems?

I don't understand English	64%
They don't know Spanish and don't understand	13%
They mistrust us, don't try, or are racist	13%
Emergencies	10%

b. Utility Companies?

Yes	33%
Not apply/Don't know	7%
No	60%

If so, what problems?

Don't know English or language/payments	66%
They don't know Spanish	22%
It is the look they give me; My lack of education; They don't care about what we have to say; & Can't resolve anything	9% (3% each)

b. Health & Medical help?

Yes	34%
Not apply/Don't know	4%
No	62%

If so, what problems?

They don't understand Spanish, no interpreters	50%
I can't speak English	38%
No help/I can't get help	12%

d. Schools?

Yes	20%
Not apply/Don't know	23%
No	57%

If so, what problems?

Don't speak English or language barrier	42%
They don't understand Spanish, can't discuss kids	37%
Some secretaries/teachers ignore me	21%

Basic Human Needs

9. The six areas below are presented in order from most need to least, where a definite problem = 4 and no problem = 1.

- a. Can the people in your home obtain adequate DENTAL care?
(Mean = 2.7)

Yes	34%
Don't know	4%
Slight problem	15%
Definite problem	47%

- b. Can the people in your home obtain adequate MEDICAL care when needed?
(Mean = 2.4)

Yes	48%
Don't know	1%
Slight problem	19%
Definite problem	32%

- c. In your home, is there enough MONEY to pay your bills?
(Mean = 2.2)

Yes	46%
Don't know	3%
Slight problem	41%
Definite problem	11%

- d. Do the people in your home have enough CLOTHING and SHOES for comfort during the different seasons of the year?
(Mean = 1.8)

Yes	64%
Don't know	1%
Slight problem	30%
Definite problem	5%

- e. Does the place where you live have enough HEAT, ELECTRICITY & PLUMBING to live in good health?
(Mean 1.5)

Yes	75%
Don't know	1%
Slight problem	20%
Definite problem	4%

f. Is there enough FOOD to feed adequately the people in your home?
(Mean = 1.4)

Yes	80%
Don't know	1%
Slight problem	16%
Definite problem	3%

Other Issues

10. Do you have indoor plumbing?

Yes	92%
No	8%

11. Are you covered by some kind of health/medical insurance?

Yes	38%
No	62%

**TABLE 3: PROBLEMS, ISSUES AND CONCERNS OF ADULT
HISPANICS/LATINOS**

Emergencies

1. When you have an emergency (accident, medical, paying bills, etc.) where do you go for help and how do you deal with it?

Family member, esp. one who speaks English	35%
Health Services, e.g. hospital or clinic	20%
Immigration or Migrant Center	11%
Don't know what to do/I'm on my own	8%
Friends, esp. those who speak English	7%
Agencies	5%
Church; Find an interpreter	6% (3% each)
Schools; Police/Fire Department; Banks	4% (1-2% each)
I have not had any emergencies	4%

Greatest issues

2. What are the **greatest issues facing Hispanics/Latinos in southwest Missouri?**

Language barriers	35%
(Don't know English, 30%; Lack of Interpreters, 2%; Need bilingual people in public places, 2%; need Spanish TV and newspapers, 1%)	
Legal & Documentation Issues	15%
(need Immigration help and help that is more local, no social security number or driver's license, and becoming U.S. citizen)	
Jobs	14%
(Getting jobs; low-paying jobs)	
Not accepted, Prejudice, & Discrimination	13%
Transportation	5%
Housing	3½%
Education/Schools	3½%
Health	3%
Cultural Adjustment	3%
Accessing Services	2%
Alcohol & drugs; Family Issues; Violence; Police; Recreation; Community Center	(½%each) 3%

3. What are the **greatest issues facing those who provide services** for Hispanics/Latinos in southwest Missouri?

Language barriers (Communication barrier – 34%; No interpreters – 15%; no bilingual help – 8%; providers don't speak Spanish – 5%)	62%
Not interested in helping/Prejudice	14%
Don't understand the Latino culture	7%
Working with Undocumented/Can't help those without Social Security number	5%
Getting jobs for Latinos	5%
Educate all Hispanics; Make Hispanics aware of what you offer; Getting better housing; Providers getting paid; Working with police; Getting Latinos acquainted with US culture; Lack of resources; Getting doctors; & Working with teachers	(about 1% each) 7%

II. PROFILE OF YOUTH LATINO SURVEY RESPONDENTS

Introduction

In 2001 there were three surveys done related to the needs of Hispanics/Latinos in southwest Missouri. The surveys were of Latino adults, Latino youth, and service providers.

The following is a summary of the major findings of a 2001 survey of **154 Latino youth under 19 years of age from 24 cities/towns in 9 southwest Missouri counties.**

Demographics (Table 1)

Most Youth Latino survey respondents were between 13 and 17 (70%) with the median age being 15. There were 51% male and 49% female and almost all (98%) identified themselves as Hispanic/Latino. Most were high school students (54%) and 42% were in 5th through 8th grades. Most (59%) reported that the parent with the highest level of education in their family had 8th grade or less. Youth found themselves interpreting for their parents (41% often or all the time). Their parents rarely attended school functions (34%, never; 43% a few times).

Educational patterns showed that the majority planned to graduate from high school (79%), but only half knew what they wanted to do after they do graduate. While most felt they would have family support if they chose to attend college (79%), most (51%) had not received any scholarship information from the school. The Youth felt (57%) that they had someone to confide in at school but 31% did not. When they had trouble in any classes, the majority would talk with a teacher (39%) or with others associated with the school system.

Needs and Experiences of Youth Hispanics/Latinos (Table 2)

Communication in English is better for the youth than it is for their parents. The majority of the youth reported being able to speak English well (66%), read English well (61%) and write English well (60%). They rated themselves much higher in speaking, reading and writing Spanish well (90%, 83%, and 79% respectively). A good portion of the youth felt they need help primarily with English (43%), but many would like help in both English and Spanish (29%). Availability of English as a Second Language was fairly well known (57%).

Regarding **community involvement** among Latino youth, 77% reported not participating in community activities, 10% belonged to a non-school organization and only 31% participated in extra-curricular activities at school. For the small number of those involved in community or extracurricular activities most were involved in church or soccer. The hardest things they reported doing in their community were getting a driver's license (39%), finding information in the library (18%), and ordering food and buying things (10%).

The majority reported experiencing **discrimination** for being Hispanic/Latino in southwest Missouri (62%), and the places they experienced that most were at school (60%) and in the larger community (10%).

Greatest Issues and Concerns of Youth Latinos (Table 3)

In asking youth about what they perceived were the **greatest issues facing most Hispanics/Latinos in southwest Missouri**, 71% listed these four issues: Insufficient English (36%), Prejudice/Discrimination (19%), Getting Job/Low-Paying Jobs (12%), and Illegal Status/Documentation (4%).

When asking about the **greatest issues facing those who provide services** for Hispanics in southwest Missouri, 63% of youth Latinos perceived that these were the four major issues for service providers: Insufficient Spanish (45%), Prejudice vs. Hispanics (7%), Not understanding Latino culture (6%), and Working with Police (5%).

TABLE 1: PROFILE OF YOUTH HISPANICS/LATINOS

Age

1. Age of respondents:	8	1%
	9	2%
	10	4%
	11	2%
	12	10%
	13	12%
	14	11%
	15	20%
	16	16%
	17	13%
	18	9%

Gender

2. Gender:	Male	51%
	Female	49%

Ethnic Group

28. Which ethnic group best describes you?	Hispanic/Latino	98%
	Other	2%

Grade in School

29. What year in school are you?	Second	1%
	Third	1%
	Fourth	2%
	Fifth	5%
	Sixth	9%
	Seventh	19%
	Eighth	9%
	Freshman	21%
	Sophomore	15%
	Junior	12%
	Senior	6%

Origin

30. What city or town do you live in or near to?

Neosho	21%
Carthage	14%
Springfield	10%
Monett	10%
Verona	8%
Purdy	5%
Anderson, Butterfield, Noel	12% (4% each)
Granby	3%
Cassville, Fairview, Webb City	6% (2% each)
Carl Junction, Branson, Stella, Pierce City, Mt Vernon, Southwest City, Aurora, Nixa, Republic, Lanagan, Joplin	11% (1% each)

Family Information

31. How many times have you served as an interpreter for your parents?

Never	30%
A few times	29%
Often	13%
All the time	28%

32. While thinking about your parents, choose the parent who has completed the highest level of education. Now, what is the highest level of education completed by that parent?

Under 6 th grade	11%
6 th grade	38%
8 th grade	10%
Some high school	17%
GED	1%
High school graduate	13%
Vocational/Technical	5%
Bachelors Degree	1%
Graduate or Professional	4%

33. How often do your parents/guardians attend school functions or activities?

Never	34%
A few times	43%
Often	11%
All the time	12%

Education

34. Do you plan on graduating from high school?

Yes	79%
Don't know	16%
No	5%

a. If yes, do you know what you want to do when you graduate from high school?

Yes	50%
Don't know	28%
No	22%

35. Has a school counselor or anyone at your school talked to you about scholarship information for college?

Yes	40%
Don't know	9%
No	51%

36. If you decided to go to college, would your family support your decision to go to college?

Yes	79%
Don't know	20%
No	1%

37. Do you have someone at your school you can confide in and tell them your hopes, fears, and plans for the future?

Yes	57%
Don't know	12%
No	31%

38. Do you know where to go if you wanted to take English as a Second Language class?

Yes	57%
Don't know	9%
No	34%

39. If you would have troubles in one of your classes, what would you do?

Talk to a teacher	39%
Ask for help	14%
Try to improve by myself,	12% (6% each)
Talk to parent(s)	
Talk to friend	5%
Don't know, Ask ESL	8% (4% each)
Ask a counselor, Ask tutor,	
See principal, Talk to	
parents or teacher	12% (3% each)
Get angry, Ask friend or	
teacher, Do nothing	6% (2% each)
Cry, Stop going to class,	
Quit school, Talk to teacher	
or principal	4% (1% each)

40. Who helps you with your homework?

I do not get help	25%
I get help usually from . . .	
a teacher	31%
Friends	10%
Help from parents	10%
Sibling	7%
ESL	5%
Teacher and friends,	
Teacher and tutor	6% (3%each)
Parents, teachers and friends,	
Tutor	4% (2% each)
Teacher or sibling,	
Parents and friends, Relative	3% (1% each)

**TABLE 2: COMMUNITY AND BASIC NEEDS OF YOUTH
HISPANICS/LATINOS**

Community Acceptance/Involvement

1. Do you participate in extra-curricular activities at school (activities like sports, clubs)?

Yes	31%
Not apply/Don't know	69%

a. If yes, what are they?

Soccer	33%
Track	11%
Basketball	7%
Art club	5%
Basketball & art;	
Basketball & football;	
Basketball & tutoring; Football;	
Football& soccer & wrestling;	
Softball, Volleyball, Cheerleading;	
Band; Choir; Computer club;	
Multicultural club; Game club;	
SODA (students opposed to drugs & alcohol);	
Cross country & track & FFA & SODA & FCCLA & Multicultural club;	
SODA; art club; National Honor Society; Track & cross country & FTA & Multicultural club;	
Reading club & model club;	
FCCLA & Noel conservation club & Frontiers program & chorus;	
Sports	44% (2.2% each)

2. Do you participate in community activities?

Yes	23%
No	77%

c. If yes, what activities?

Church	51%
Soccer	11%
Cleaning	8%
Mexican rodeo	6%
Picking up trash, Helping older neighbor, Library, Summer reading program, Coaching basketball, Hand in Hand, Hand in Hand & Grupo Latino, 4-H	24% (3% each)

5. Do you belong to any organizations that are not part of school (e.g., Boys & Girls club, Scouts, 4-H)?

Yes	10%
No	90%

e. If you marked no, what are your reasons of not becoming a member of an organization that is not part of school?

Don't want to/not interested	26%
Don't know about them	23%
No time/too busy	22%
Poor in English speaking, Parent(s) won't let me	14% (7% each)
I baby-sit, No transportation	8% (4% each)
I work	3%
No one asked me, Afraid I won't do it right	4% (2% each)

4. Have you ever experienced discrimination for being Hispanic/Latino in southwest Missouri, i.e. people acting out their racial prejudice against you?

Yes	62%
Don't know	5%
No	33%

a. If yes, where (e.g. school, work, community, law enforcement, etc.)?

School	60%
Community and different places	10%
Everywhere	5%
Stores and school	4%
Streets and school;	
Law enforcement and school	6% (3% each)
Downtown; Community & school;	
Streets, school and sports;	
Stores; Driver's license bureau;	
WalMart and school;	
Stores, school, streets, and cops;	
Bank and at work;	
Bus, recess, football practice;	
Bus, school, home;	
Bus and school; Police,	
Law enforcement and at work;	
Law enforcement, school and	
Work;	
Law enforcement, school,	
Community	15% (1% each)

Communications

5. How well can you do each of these?

g. Speak English?

Very well	24%
Well	42%
Poorly	26%
Not at all	8%

h. Read English?

Very well	20%
Well	41%
Poorly	31%
Not at all	8%

i. Write English?

Very well	22%
Well	38%
Poorly	30%
Not at all	10%

j. Speak Spanish?

Very well	78%
Well	12%
Poorly	7%
Not at all	3%

k. Read Spanish?

Very well	59%
Well	24%
Poorly	9%
Not at all	8%

l. Write Spanish?

Very well	54%
Well	25%
Poorly	13%
Not at all	8%

6. In your everyday life, what type of language assistance do you need most?

Need help primarily in English	43%
Need help primarily in Spanish	10%
Need help in both Spanish and English	29%
Do not need help in either Spanish or English	14%
Am satisfied with my language and do not care to learn another	4%

Basic Human Needs

7. What is the hardest thing for you to do in your community (e.g. ordering food, finding information in a library, getting a driver’s license, etc.)?

Getting a driver’s license	39%
Finding information at a library	18%
Ordering food or buying things	10%
Communicating & speaking English	8%
Everything	7%
At school	5%
At church, Police	4% (2% each)
No health insurance, so can’t play sports; No place to play sports; Can’t go everywhere; Can’t talk to someone about my problems; Asking for help; Trying to fit in; Get car fixed, fill applications, ordering food; Getting driver’s license and job; Getting on bus & getting job	9% (1% each)

**TABLE 3: PROBLEMS, ISSUES AND CONCERNS OF YOUTH
HISPANICS/LATINOS**

Greatest issues

4. What do you perceive are the greatest issues facing most Hispanic/Latinos in southwest Missouri?

Insufficient English	36%
Prejudice/discrimination/they don't like us	19%
Getting a job & low paying jobs	12%
Illegal status & getting legal documents	4%
Not enough money, Not knowing what to do or where to go, Can't get a driver's license	9% (3% each)
Adjusting to U.S. culture, Low education & lacking educational opportunities, Housing	6% (2% each)
Not having a Social Security number, Getting doctor and hospital care, Communicating with the police, Cost of college, Being accepted, Anglos don't understand us, Getting friends and getting to know Anglos, Anglos need to learn & speak Spanish	8% (1% each)
Too isolated from Anglos, Not understanding U.S. laws, Accessing services, Translators charge too much, Getting along, Road conditions, Recreation, Drinking and fighting, Hispanics don't pick up their trash	6% (about .6% each)

5. What are the **greatest issues facing those who provide services** for Hispanics/Latinos in southwest Missouri?

Insufficient Spanish	45%
Prejudiced vs. Hispanics/ not like to help us	7%
Not understand Hispanic culture	6%
Working with police	5%
Getting Hispanics jobs, Getting Hispanics money, Scorned for helping Hispanics & no reward,	16% (4% each)
Insufficient English	16% (4% each)
Challenge of being kind and understanding, Getting Hispanics hospital or doctor care, School issues,	12% (3% each)
Need bilingual help and interpreters	12% (3% each)
Getting Hispanics housing, Lacking resources, Business and driver's license bureau	6% (2% each)
Need ESL, Can't help, Need an office, Not paid and overworked,	3% (about .6% each)
Hispanics don't know what they want	3% (about .6% each)

III. PROFILE OF SERVICE PROVIDERS/COMMUNITY RESIDENTS

Introduction

In 2001 there were three surveys done related to the needs of Hispanics/Latinos in southwest Missouri. The surveys were of Latino adults, Latino youth, and service providers.

The following is a summary of the major findings of a 2001 survey of **96 service providers/community residents (71%, service providers; 29% community residents) from 22 cities/towns in 7 southwest Missouri counties**

Major Findings (See Tables 1, 2, and 3)

The **majority of the Service Provider/Community Resident respondents** were between 25 and 44 years old (55%) with an age range from 19 to 75. Most providers were female (66%) and were predominantly White/Caucasian (83%; remainder Hispanic/Latino 5%, Native American 5%, Black/Afro-American 3%, and Asian American 2%).

Education level of the provider reveals that most had some college level experience: some College 24%, Bachelor's Degree 38%, and Graduate or professional work 32%. Many were interested in further education, with particular interest in learning conversational or basic Spanish (56%), cultural customs (12%), and computers (10%).

Communication is a major issue for the providers (Table 2). Service providers perceived the language barrier to be the greatest issue facing Latinos as well as facing themselves as providers (Tables 2 & 3). The majority of providers felt a need for help in Spanish (59%). According to the respondents, most felt they communicated "poorly or not at all" in speaking Spanish (89%), reading Spanish (92%), and in writing Spanish (92%).

**TABLE 1: PROFILE OF SERVICE PROVIDERS/COMMUNITY RESIDENTS
IN SOUTHWEST MISSOURI**

Age

1. Age of respondents:	19 - 24	3%
	25 – 34	27%
	35 – 44	28%
	45 – 64	33%
	65+	8%

Gender

3. Gender:	Male	34%
	Female	66%

Ethnic Group

41. Which ethnic group best describes you?

White/Caucasian	83%
Hispanic/Latino	5%
Native-American	5%
Black/Afro-American	3%
Asian-American	2%
Other	1%

Origin

42. What city or town do you live in or near to? (Came from 22 towns in 7 counties)

Springfield	30%
Cassville	14%
Monet	13%
Neosho	6%
Joplin	5%
Republic	5%
Mt Vernon	4%
Purdy	3%
Nixa	3%

The remaining 17% came from these towns (each town about 1 – 2 % each):

Verona, Carthage, Aurora, Battlefield, Marionville, Ozark, Pierce City, Granby, Golden, Jasper, Lanagan, Loma Linda, Wenworth

Education

43. What is the highest level of education that you have completed (choose one)?

Eighth grade	1%
Some high school	5%
Vocational/technical, some college	24%
College graduate with a Bachelor's	38%
Any graduate or professional work	32%

44. What kind of educational classes do you need and you would attend if they were offered in your area?

Conversational / Basic Spanish	56%
Cultural customs / diversity	12%
Computers	10%
English Second Language	4%
Spanish Second Language	4%
Spanish for Professionals/ Law Enforcement	4%
Parenting; Public Health; Medical terms; Secondary math; Business; Graduate; Cardiology; Adult classes	10% (about 1% each)

45. Do you feel a need to learn computer skills?

Yes	54%
No	46%

a. If yes, choose what level of skills you most need:

Basic	32%
Intermediate	35%
Advanced	33%

**TABLE 2: BASIC NEEDS OF SERVICE PROVIDERS/COMMUNITY RESIDENTS
IN SOUTHWEST MISSOURI**

Communications

1. How well can you do each of these?

m. Speak English?	Very well	89%
	Well	9%
	Poorly	2%
	Not at all	0%
n. Read English?	Very well	84%
	Well	15%
	Poorly	1%
	Not at all	0%
o. Write English?	Very well	82%
	Well	17%
	Poorly	1%
	Not at all	0%
p. Speak Spanish?	Very well	4%
	Well	7%
	Poorly	23%
	Not at all	66%
q. Read Spanish?	Very well	5%
	Well	3%
	Poorly	20%
	Not at all	72%
r. Write Spanish?	Very well	4%
	Well	4%
	Poorly	10%
	Not at all	82%

2. In your everyday life, what type of language assistance do you need most?

Need help primarily in Spanish	59%
Need help primarily in English	2%
Need help in both Spanish and English	15%
Do not need help in either Spanish or English	15%
Am satisfied with my language and do not care to learn another	9%

TABLE 3: PROBLEMS, ISSUES AND CONCERNS OF SERVICE PROVIDERS & COMMUNITY RESIDENTS IN SOUTHWEST MISSOURI

Greatest issues

6. What do you perceive are the greatest issues facing Hispanic/Latinos in southwest Missouri?

Language barrier	39%	
Cultural adjustment & understanding	12%	
Finding jobs and getting decent jobs	9%	
Not accepted, prejudice, or intolerance	8%	
Education and health	12%	(6% each)
Legal and Immigration issues	6%	
Housing	4%	
Lack of services and accessing services	3%	
Transportation and Chemical abuse	4%	(2% each)
Financial services; ignorance of Federal and State laws; and ownership	3%	(1% each)

7. What are the greatest issues facing those who provide services for Hispanics/Latinos in southwest Missouri?

Language barrier (including bilingual employees & translations of materials)	55%
Cultural understanding of differences	16%
Lack of funds, resources, & staff for services	11%
Reaching and involving Hispanics	6%
Non-acceptance and prejudice	5%
Undocumented status and immigration	4%
Jobs; Making Hispanics feel comfortable in business; Don't know what to do	3% (1% each)

Results of Surveys Told in Story/Narrative Form:

The Story of Adults -- Santos and Maricella

The Story of Youth -- Lupita

The Story of Service Providers -- Paulette

I. The Story of Adults -- Santos and Maricella

ADULT LATINO EXPERIENCE IN SOUTHWEST MISSOURI

INTRODUCTION

The following is a summary presented through story form of the major findings of a 2001 survey of 131 Latino adults 19 years of age or older from 27 cities/towns in 8 southwest Missouri counties. The story represents a statistical profile of the survey findings.

STORY RESULTS

Santos, age 30 and his wife **Maricella**, age 25 (**53% of respondents are 19-34; 80% are married**) moved six years ago to be near his sisters (**70% have lived here 6 years or less; 53% have lived here for 3 years or less**). At the time they had two-year old Rafael, and another baby on the way. Maricella's mother Inez moved with them to help her daughter out.

Moving is always a difficult prospect. There is stress from leaving friends and family, familiar places and a lifestyle you are comfortable with. When you arrive where you are going, you must still find housing, work, and basic necessary services to live, such as utilities and phone service. Santos and Maricella's move was even more stressful. They moved from Mexico to Southwest Missouri (**52% moved directly here from Mexico while 23% came from Texas or California**).

Like many of their neighbors, both of them have trouble communicating in English (**73% reported needing help with English**) and also have some problems communicating with law enforcement (**36%**), health and medical area (**34%**), utility companies (**33%**), and with schools (**20%**).

One of their immediate problems came in finding housing. The places they found were run down (not exactly what they wanted for their young family) – and expensive. To make matters worse, the landlord seemed very distrustful of the couple and asked many questions that were hard to understand (**55% rent**).

The worst thing was trying to set up the utilities for the new home. There were no interpreters available (**68% find no interpreters available when working with agencies**). Santos didn't understand about the deposit, why he had to give money when he hadn't used any service yet. Eventually they got the paperwork done and the services turned on. But it wasn't easy.

Santos did find a full time job at the poultry processing plant with the help of newly made friends **(41% report doing this type of work)**. Maricella worked part time while her mother watched Rafael until Angel was born. She planned to go back to work after a while. There was nothing for her when she was ready, and then Inez's health began failing.

Without health insurance for the family **(62% do not have any kind of health or medical insurance)**, and expenses from the new baby, they couldn't really afford proper medical care for her **(51% feel they don't have adequate medical care)**, so they do the best they can and go to the Emergency Room when things get bad. Dental care is not even a consideration **(62% feel they do not have enough dental care)**.

Money is tight at best **(52% feel that money is a problem)**. With the birth of Miguel three and a half years ago, the family of six is living on Santo's pay of \$15,000 a year **(50% earn total home income of \$10,000 to 24,999, and another 19% earn less than \$10,000)**. With a \$300 monthly payment for housing **(median=\$300, but 22% paid no rent because of living with others)** and utilities running an average of \$236, there isn't a lot of money left for day-to-day expenses.

Most bills are paid for in cash **(44%)**, and paying cash does not require writing and reading English. Not many people like Santos and Maricella have checking accounts **(only 43% do)**

Like so many others, Santos has about a 6th grade education **(20% have less than 6th grade equivalent, another 23% have only 6th grade education)**, and no prior training certification from where he came from **(84% of those who moved to the U.S. did not have a certificate of training from that country)**.

A major issue besides language that Santos faces is the job issue **(the major issues perceived by Latinos are "language barrier"--35%, "jobs"--15%, "legal/illegal/immigration"--15%, and "prejudice/non-acceptance"-- 13%)**. Chances for him to get a higher paying job are not good presently. He expects to stay where he is now and hope later for a promotion. Santos cannot afford to get hurt or be ill. The family needs his pay, and if he were out for any length of time, his job would go to someone else.

When things get really tough, Santos, like others, turns to family **(35% go to a family member and particularly if English-speaking)**. There are only so many resources to go around for everyone, so they do what they can. Santos and Maricella go to church and pray for guidance **(89% identify with a religion, and 78% of those are Catholic)**.

In their everyday interactions this family is most comfortable in their home followed by being almost equally comfortable in their church and neighborhood. They are least comfortable with Immigration Service, agencies, and the hospital/clinic **(about a third uncomfortable with each)**.

Because of the language barrier, meeting with teachers and learning about the children's progress is difficult to do – they just hope and pray that Rafael, Angel and Miguel will have a better education and more opportunities than they did.

In spite of perceived discrimination **(52% reported being discriminated against)**, legal issues, low-paying jobs, difficulties with language and sub-standard housing, they will stay **(67% stated they intend to continue living here, 29% are not sure)**. Overall, this is their home and they like it **(of those planning to stay 43% say it's because of family)**. As bad as things are, they feel that things are better here economically than in Mexico, and that the educational opportunities for their families are much better. But things could be better.

II. The Story of Youth – Lupita

YOUTH LATINO EXPERIENCE IN SOUTHWEST MISSOURI

INTRODUCTION

The following is a summary presented through story form of the major findings of a 2001 survey of 154 Latino youth under 19 years of age from 24 cities/towns in 9 southwest Missouri counties. The story represents a statistical profile of the survey findings. Although boys and girls are equally represented in the youth survey (**51%, 49%**), the story will take the perspective of **Lupita**.

STORY RESULTS

Lupita is a 15 year old 9th grader in Southwest Missouri and does reasonably well with the English language but is even better with Spanish (**66% speak, 61% read, and 60% write English well or very well; 90% speak, 83% read and 79% write Spanish well or very well**). Caught in the middle of two cultures, she is working at both languages (**43% feel they need help in English, 29% need help in both English and Spanish**). And she has to keep working on both languages – her parents depend on her to help them out when interpreters are not available (**70% of Latino youth interpret for their parents at some time, 28% do all the time**).

When Lupita struggles with homework, she gets help from her teachers first and then her friends and siblings. She doesn't ask as much help from her parents: her parents have little formal education (**76% of the parents did not graduate from high school or get a GED**). She is pretty sure she will graduate (**79% plan to**), but she is not really certain what she will do after she does (**50%**). Her parents would support her decision to go to college if she made that decision (**79% would support**), but nobody has really talked to her at school about scholarship information for college (**only 40% received this help**).

She doesn't spend much time in extra-curricular school activities, non-school activities, or in community activities **(69% do not participate in extra-circular activities; 77% do not do community activities)**. Lupita says her reasons for not participating in non-school activities is because she is not interested, don't know about them, or is too busy **(26%, 23%, and 22% respectively)**.

She feels she has experienced discrimination for being Hispanic and usually this happens at school **(62% reported discrimination and 59% of those said it happened at school)**.

Some of the hardest things for Lupita to achieve are getting a driver's license, finding information at school, and ordering food or buying things **(39%, 18%, and 10% respectively)**.

Lupita feels that the three greatest issues for Hispanics in southwest Missouri are these: insufficient English **(61%)**, Anglo prejudice or discrimination **(33%)**, and getting jobs/low paying jobs **(20%)**.

Lupita feels that her future involves some struggles – communication, community acceptance and finding a good job. She will hold her head high and strive to fit in because this is her home, and it is where she belongs.

III. The Story of Service Providers – Paulette

SERVICE PROVIDERS/COMMUNITY RESIDENTS IN SOUTHWEST MISSOURI

INTRODUCTION

The following is a summary presented through story form of the major findings of a 2001 survey of 96 service providers/community residents from 22 cities/towns in 7 southwest Missouri counties. The story represents a statistical profile of the survey findings.

STORY RESULTS

Paulette is a middle-aged, white, service provider (**61% between 35-54; 71% service providers and 26% non-service provider community residents**). She is college educated (**70% college graduates**) yet willing to further her personal education to better help those she works with on a daily basis. Paulette does not know any Spanish (**66% can't speak Spanish, 72% can't read it, 82% can't write it**). She wants to learn Spanish, computers, and cultural diversity (**e.g. 59% report needing help in Spanish; 54% would like classes on computers**).

Paulette sees the four major challenges (out of 14) facing Hispanics being the language barrier (**39%**), cultural understandings (**12%**), jobs (**9%**), and prejudice (**8%**). She also sees the same two challenges of language and cultural understanding as her top two challenges facing her as a provider of Latino services (**55% and 16% respectively**). The lack of appropriate staffing and resources add to the struggle. Reaching out to and involving the Hispanic community members, especially those who are undocumented keeps things interesting.

Paulette wants to be a part of the answer to any needs of the Hispanic community. She just needs the resources and assistance to help those who need her help the most.