



**Workshop 106:
Serving the Latino
Community in a Culturally
Sensitive Way**

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ADRC of Milwaukee County




1



- Three Dementia Care Specialists in Milwaukee County
- Bilingual and Bicultural Dementia Care Specialist
- Focuses on reaching the Latino Community

Cristina Huitron, MSW



2

Mission, Vision & Values

- **Department of Health & Human Services**
Consists of Aging & Disabilities Services, Behavioral Health Services, Housing Services, Children, Youth & Family Services, Management Services, and Veterans Services
- **Mission**
Empowering safe, healthy and meaningful lives
- **Vision**
Together, creating healthy communities
- **Values**
Partnership, Respect, Integrity, Diversity, and Excellence (PRIDE)



3

Aging & Disability Resource Center




- The Aging & Disability Resource Center (ADRC) is the first place to go to get [accurate, unbiased information on all aspects of life related to aging or living with a disability](#).
- The Aging & Disability Resource Center offers information, referral, consultation and assistance regarding access to short- and long-term care services for elders and people with disabilities in Milwaukee County.
- Learn more about ADRC's around the state at the [State of Wisconsin's website](#).




4


Objectives

- Learn what Latino caregivers in Milwaukee County say they are looking for as part of their caregiving journey.
- Learn strategies and the unique needs when working with Latino caregivers.
- Learn implementation in programming when working with Latino caregivers.
- Examples of programming that has been successful for Latino caregivers.




5

Brief Background on DCS



- Dementia capable ADRC
- Dementia friendly communities
- Support people with dementia and their caregivers



6

What is Dementia?

- A syndrome that describes a group of symptoms associated with a decline in memory and other thinking skills
- For a person to be considered to have "dementia", the following criteria must be met:
 - Two or more core cognitive functions must be impaired
 - Change from baseline
 - Affecting day to day life
 - Not explained by something else (depression, UTI, medications, etc.)

DEMENTIA
An "umbrella" term used to describe a range of symptoms associated with cognitive impairment.

Source: <http://www.alz.org/what-is-dementia.asp>

7

Growth of Latino Population in WI

County	1990	2000	2010	2014
Brown County	1,325	6,698	17,888	20,889
Kenosha County	1,100	10,717	19,550	21,130
Milwaukee County	44,871	81,498	117,040	130,241
Racine County	3,034	14,990	22,146	24,420
Dane County	5,744	14,987	29,858	32,234
Fond du Lac County	937	1,987	4,361	4,950
Door County	124	267	671	763
Kewaunee County	54	153	468	656
Trempealeau County	11	240	1,687	2,008

8

Hispanic Caregiving in the U.S.


Caregiving is increasingly common practice in the Hispanic community:

- One-third of Hispanic households have at least one family caregiver.
- 84% of Hispanic caregivers believe their role is an expectation of their upbringing. 70% think that it would bring shame on their family not to accept their caregiving role.

9



Almost 9 out of 10 Hispanics (85%) say it is important for Alzheimer's and dementia care providers to understand their ethnic or racial background and experiences.

Hispanic Americans and Alzheimer's | Alzheimer's Association
<https://www.alz.org/newsroom/2022/03/22/2022-03-22-hispanic-americans-and-alzheimers.aspx>

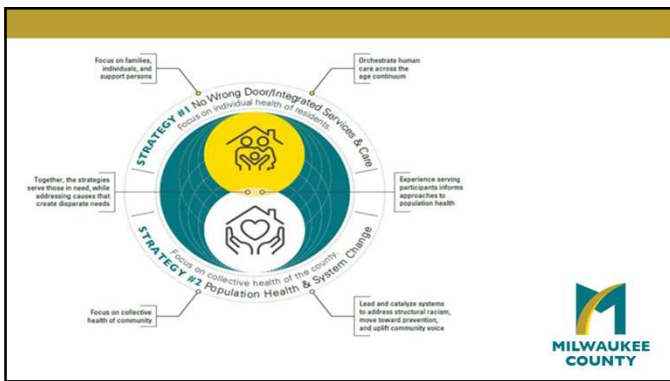


10

Our Role as Service Providers

11



12

Milestones that have been met

- Increase in both bilingual and bicultural staff members
- Increase outreach in underserved communities
- Increase written documents in different languages
- Increased partnership and collaboration with underserves community partners and placement of staff within the community's reach
- Training to staff for support and services of different service areas and age groups
- All staff must have at least 1 racial equity goal as part of yearly work performance evaluation



13

Additionally, in the DCS World...

“DCS will identify gaps in current dementia programming in reaching Latino caregivers. In partnership with the Alzheimer’s Association, WAI or other relevant community partners she will conduct research with Latino caregivers through methods such as surveys, listening sessions, focus groups, expert interviews, etc. By December 15, 2023, DCS will prepare a report of key findings and suggested modifications or additions to implement DCS programming.”



14

What did community partners report?


- Latino caregivers inform that they do not know what services are available to them and how to access these resources
- Latino caregivers do not what respite and/or home health care services are available to them and seek for timely and easy to access/navigate resources
- Latino caregivers are looking for information about what is dementia, the progression of dementia and how to approach dementia related behaviors



15

• Latino caregivers need of emotional and mental health support for coping with stress related to caregiving, legal guidance and assistance to advanced care planning, lack of resources for undocumented families, lack of resources due to financial eligibility and cultural and language barrier

• Working with Latino caregivers involves professionals spending more than the average time to build rapport. Latino families need more follow-up and hand holding/guidance and need to feel welcomed by organizations that have built trust with them.




16

What did Latino caregivers report?

Anonymous survey:


Latino caregivers informed that they are open to being part of a support group and/or memory café. Latino caregivers interested in education classes about dementia and more paid caregiver support (e.g., get more paid hours through Long-Term Care program and/or from another entity). Latino caregivers informed that they felt that they needed support in figuring out a secondary caregiver and/or a plan if they as a primary caregiver were not available.



17

Listening sessions:

Caregivers informed that they were interested and needed information about dementia and dementia related behaviors. Caregivers open to receiving this information via community presentation and/or during one-on-one consultations. Caregivers were interested in either a support group and/or a memory café. Caregivers informed that they were interested in learning more about what was available for them as a caregiver and about respite.



18

Recommendations

- Build relationships with additional community partners that serve the Latino community.
- Promoting outreach opportunities in a culturally appropriate way (e.g., using verbal and written language that is culturally appropriate).
- When working one-on-one with Latino caregivers, be flexible by knowing that more follow-up and guidance from professionals will be needed.



19

- Create a physical space where Latino caregivers can come together to find support from professionals and one another as caregivers (e.g., possibly something like a support group).
- Create a physical space where Latino caregivers and the person living with the disease can have social time together and feel that they still belong in their community (e.g., possibly something like a Memory Café).
- Partner with other community partners to advocate for possible change in eligibility criteria for undocumented individuals for public benefits.
- Partner with other community partners to advocate for possible change in eligibility criteria for financial eligibility for public benefits.
- Provide education on importance of advance directives and future care planning.



20

Strategies for Implementation of these Recommendations

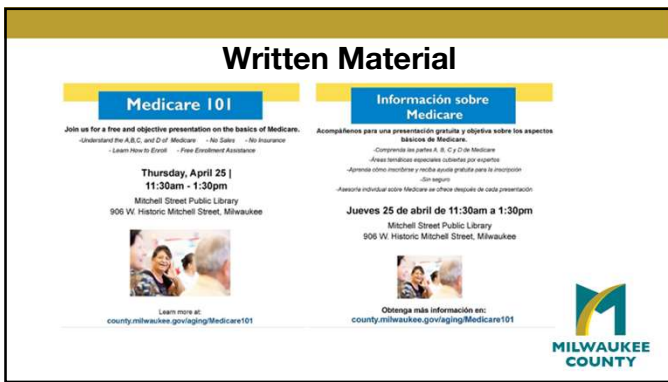
- Introduction and collaborations with community agencies that already have rapport with the Latino community. Extra points if the person that represents your agency is bicultural and bilingual.
- Provide outreach events in places that there is a captive Latino audience (churches, community centers, senior centers, adult days, Celebraciones, etc.)
- When working with a Latino caregiver, be sure to provide yourself extra time for phone calls, home visits, etc.
- Validate the stressors that Latino caregivers inform professionals about and provide information about support/services that can help alleviate those stressors.



21



22




23



24

Outreach Events

- Consideration about written materials still apply
- Have bilingual and bicultural staff provide the outreach
- Provide outreach offerings in both English and Spanish
- Highly likely that a one-time outreach event will not gain trust from Latino caregivers (keep showing up!)
- Provide bilingual and bicultural respite if needed to attend an event



25


<p>Free Memory Screening Get screened for early signs of memory loss</p> <p><i>Are you concerned about your memory?</i> As we get older, it is important to recognize any changes we may experience, especially in relation to our memory. A memory screen is defined as a written tool that helps identify possible changes in memory and cognition. This is not a diagnostic tool, but a screen that can provide early detection for dementia.</p> <p><i>How does a memory screen work?</i> The memory screen is very simple. You will be asked to answer some questions and complete a task. The memory screen is at no cost. The screen takes about 15 minutes.</p> <p>When: April 15, 2024 Location: Zablocki Public Library Address: 3501 West Oklahoma Avenue Milwaukee, WI 53215 To Book an Appointment: Call 414 514-4787</p> <p>Book an Appointment Today!</p>	<p>Detección de memoria gratuita Hágase un examen para detectar signos tempranos de pérdida de memoria</p> <p><i>¿Le preocupa la pérdida de memoria?</i> A medida que envejecemos, es importante reconocer cualquier cambio que podamos tener, especialmente en relación con nuestra memoria. Una breve evaluación de memoria se define como una herramienta que ayuda a identificar posibles cambios en la memoria.</p> <p><i>¿Cómo funciona la breve evaluación?</i> La breve evaluación de la memoria es muy sencilla. Se le pedirá que responda algunas preguntas. La breve evaluación no tiene costo. La evaluación tarda unos 15-30 minutos.</p> <p>Cuándo: 15 de abril del 2024 Dónde: Zablocki Public Library Dirección: 3501 West Oklahoma Avenue Milwaukee, WI 53215 Para reservar una cita: llame al 414 514-4787</p> <p>¡Llámenos para una cita hoy!</p>
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26

Home Visits

- More than one caregiver may be present.
- Allow extra time for all family members to have time to provide their input.
- Allow extra time for family to provide detailed information.
- Be prepared for caregiver to advocate for their loved one!
- May be need to be present for warm hand off/introduction to another professional.
- Since you may be the first service provider that they are reaching out to make sure you follow-up with all items you promised to do so = TRUST!



27

Caregiver Programming

- Consider providing respite in a bilingual and bicultural place.
- Consider having a community conversation instead of a presentation.



28



29

Placement

"There's a belief that it's your responsibility to keep your mother and father in your home until they die," he said.



Photo credit: Shutterstock.com/andriyko; iStock.com/andriyko



30

Resources

- Cristina Huitron, Bilingual Dementia Care Specialist:
Cristina.Huitron@milwaukeecountywi.gov
- [en español - Alzheimer's Los Angeles \(alzheimersla.org\)](http://en.espaol-Alzheimer's Los Angeles (alzheimersla.org))
- [Caring and Connecting with Latino Older Adults \(ncoa.org\)](http://Caring and Connecting with Latino Older Adults (ncoa.org))
- [Home - NHCOA](#)



31

Questions?



32



33
