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ADVOCACY  
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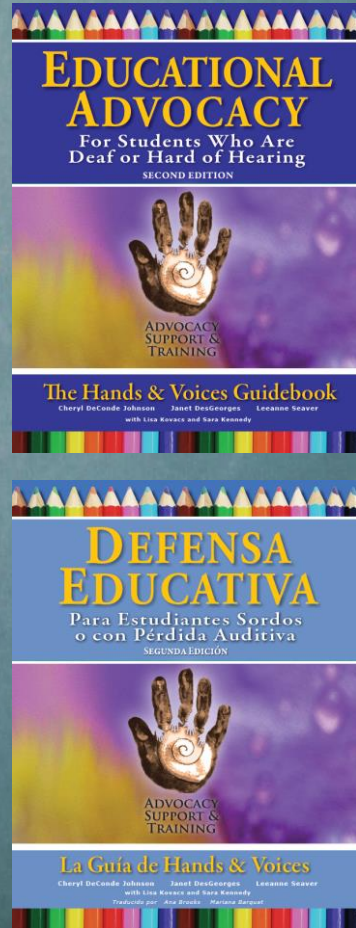
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# Best Practices When Serving Culturally and Linguistically Diverse Families

June 25th, 2024

Ana Brooks – H&V Consultant to Latino Family Supports



Rana Ottallah – LA H&V ASTra Coordinator, H&V Board Member



Advocacy Support & Training Webinar Series




# OBJECTIVES:

- Cultivating trust
  - Eligibility and access for programs
  - Access to information
  - Understanding legal rights
  - Partnerships with other providers
  - Other programs available
  - Closing: Q & A
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- 


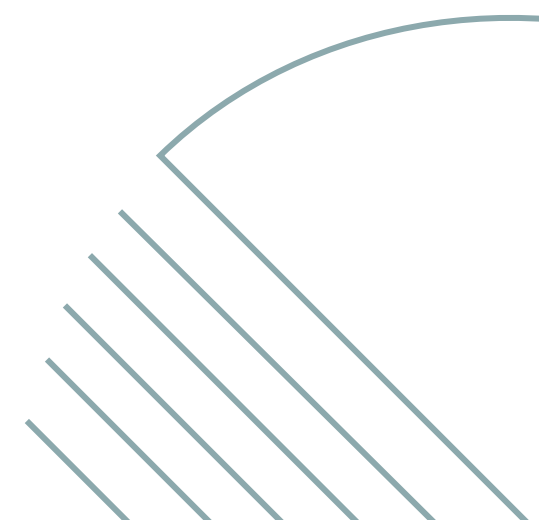


# CULTIVATING TRUST

- Learn to connect
    - Find a common interest.
  - Don't tokenize
    - Be welcoming when inviting a family to an event.
  - Be patient
    - It may take a bit for a family to allow for open dialogue.
  - Learn about the culture
    - Being culturally aware and responsive.
- 



# ELIGIBILITY AND ACCESS FOR PROGRAMS

- Typical developed vs DHH vs DHH+ meeting medical needs
  - How does Immigration status affect healthcare access?
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- 

# ACCESS TO INFORMATION

- Language access
  - Beyond translation services
- Diagnosis/Identification for DHH children and DHH+
  - Handouts and next steps
  - Cultural Brokers
  - Benefits of collaboration



# UNDERSTANDING LEGAL RIGHTS

- Families have rights
- Allowed to advocate
- Providers can help:
  - Share information and find resources
  - Freedom of choice
  - Scarcity mindset



# PARTNERSHIPS WITH OTHER PROVIDERS



- Who can you partner with?
- Ask families who else they are working with?
- Release of Information.





# OTHER PROGRAMS AVAILABLE

- Services not school related
- Community programs
- Federal programs

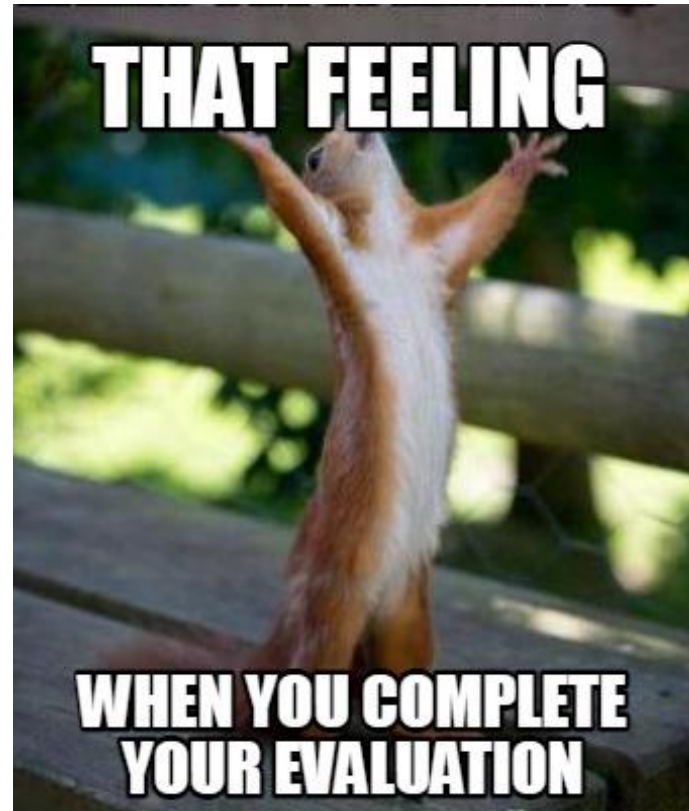


# Your Turn...

Please type your questions in the Q&A box



# Thank you!



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<https://handsandvoices.org/astra/webinars/>