

## "Cultural Perspectives on Sustainability" panel at the 2023 Peer to Peer Exchange

### Video transcript

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>> BARBARA: Alright, we are in the home stretch.

I know I can speak on behalf of everyone from North Carolina

that we hope you all have been having a great time.

We are excited to share from the perspective of some of our family navigators.

We have with us today Shagun Gaur from the Autism Society of North Carolina.

Felicia Williams Brown, also from the Autism Society of North Carolina and Mariela Maldonado.

It is important for cultural perspective. The least we can do is try to pronounce people's names.

So welcome to our panelists. Thank you so much for agreeing to do this.

I think it's very important to hear from family navigators.

Thank you for being willing to share your perspectives on working

with families and from a cultural perspective,

sharing with us about what it is to work with diverse families and communities.

This families that we normally think of as unserved,

underserved and rural families in North Carolina is a very rural state.

I will turn it over to our panel and they will be answering these three questions.

Why is family navigation important for families that you work with?

What types of services do families request the most for navigation help?

What are the resources families most need from family navigators?

So I am going to turn it over first to Shagun to share.

>> SHAGUN: Thank you so much for having me here. This has been a great experience yesterday and today. I'm a little nervous. I work as an autism resource specialist and I am also the parent of a son who is 24 and on the autism spectrum. I also happen to be from India, I grew up over there and English is not my first language. I provide access to others who are on similar paths. This is a unique role to play and I am proud of that. I think my job is like a catalyst that helps those that I served and have a unique understanding of what families go through and something to connect with and build the trust. We can address their needs and issues related to mistrust in providers and healthcare systems that lead to avoidance of health problems and noncompliance and treatment recommendations. This is important when the clinician and the patient do not speak the same language. They don't end up following through and then with worse health outcomes and reduced access to health information. The limited language

leads to missing regular appointments and can be a barrier to receive healthcare services. By building that bridge of communication we can facilitate improvement of their overall health. There are times when families of various cultures resonate with me because I understand the culture and biases and how it affects decisions families make. It's an issue on connection and how it makes those feel engaged and connected and not isolated. I think this role is extremely important because it provides access to one and all and offers different cultural perspectives. The most important role of a family navigator, according to me, is to ensure that the family receives timely assistance. Since we serve families from different backgrounds and needs, it's important to offer mentorship and evidence-informed strategy that offers them hope to overcome obstacles. Family navigation can provide psychosocial support, help coordinate services, and provide recommendations on next steps. Those who share my lived experience often connect with me on a different level. If you struggle with a specific challenge or issue it's hard to communicate to that individual who has no idea what you are going through or what they will experience. But then you find that common thread, it's easy to navigate. I will share an example of what I felt when my son was diagnosed. I usually bring that up and talk about it and talk about it openly and how it affected me as a mother and person who went to medical school and understood autism. I was numb, I was in shock and had lots of different emotions. I would say it out loud so that other people can see what I felt with the anger and the denial, so they know they are not alone. Everyone feels stuck sometimes and in these moments if someone can offer clarity or guidance to move forward, you can move out of the haze. I often give an example of two friends walking and if one falls in the ground or a pit the other friend gives them a helping hand to get them out and offers guidance to move forward. I often think of our role as that helping hand and symbolically, we were in that pit one time, we were in that darkness, that unclear and frustrated moment and we can express it and share that but we can give that to others. and I think one of the questions was what types of services do we help for navigation? People come to us for various things and some of them just got a diagnosis on a paper when 15 agencies call them and they reach out and what do they do now? I have a newly diagnosed kid, what do I do next? Who should I reach out to? My kid has a lot of behavior challenges and how do I get the help? My kid is going to graduate out of high school what happens after that? Because there's nothing much after graduation. How do I find social opportunities for my teen, therapeutic programs, and summer camps and programs to participate in? How do I help my child with life skills? How do I navigate? What are the services available to my child? There are specific questions, like what is SSI? because some come to us with nothing. Like hey, I have questions like my kid was just diagnosed and I don't know what happens next, help me. We help with crisis calls and people that are homeless and provide agencies for what happens next. Financial assistance for parents. Help with counselors. Parents come to find support meeting other parents and support groups. Some speculating moving to North Carolina and they have no idea how to navigate the services of North Carolina. We help them understand what it looks like to navigate through that. What are the eligibility criteria for services? What is the wait time for services? Is it available to me? Sometimes there is training in one of the things we do on a regular basis as resource specialists and navigators is to offer workshops to individuals who require more training. We also offer trainings to professionals and paraprofessionals and help them understand all that. There was another question on what resources do we most need from a navigator? Every voice matters and listening closely to someone in need is an act of love. One of the greatest gifts someone can give to another. I offer nonjudgmental listening ear and empathy in a time of chaos. By offering to be a source of strength and someone that can share in the experience and inspire them, hopefully, a guide that can show the way. a good understanding of different perspectives on many things and topics. I come from India and I

understand that culture because it's very different than the culture that I have now come to live in. I get to share that and understand why they are in need. Everyone has a different culture and there are ways that folks (Indiscernible) is important to understand what they bring to the table and to understand what they bring to the table and also to understand what the families need? Sometimes just from problem-solving it can do the trick, because when you're in a state of shock in your brain turns to mush and you may have brain fog and there may be triggers that stimulate the fight or flight or freeze response and the different chemicals in the body that show up as symptoms of exhaustion and not thinking straight. I even found that yesterday, trying to navigate coming here. I joke about it but it was a problem solving issue for me. I was in a state of shock, that I am never going to find this place. I had to pause and take a deep breath and come back to let's do this again. And sometimes the pause -- there was one lady that helped me and in a way that was the navigator. She showed me the way and it was a helping hand that led me to where I needed to go. Many people are tired of waiting on long wait lists and offer that emotional support because acknowledging the fears and anxieties. People wonder what will happen to their child when they grow up, and my kid is there, he is 24. It is important to give them some hope, some inspiration that they can do it and something to help take the next step. We really are a bridge between the providers and families. Sometimes we are on phone calls with providers getting to give them a sense of moral support and offering that IEP support and things like that. Just having an insight to the family culture is extremely important we don't know what that person is going through and what trauma they have gone through and just helping them navigate that is crucial. I think I will end here.

>> FELICIA: Hi Everyone, I am Felicia Williams. I'm a connection resource specialist -- I also am certified and (Indiscernible) and several others that's just a little background. I'm also a mother of a child with autism. My son is 14 and he was diagnosed at the age of two. I do have two other children, one adult child that is 26 --I had to count-- and I have a 12-year-old, my daughter and she is the boss of the house. And I'm here to speak from the perspective of an African-American family and how family navigation impacts their world. It's no secret that systemic oppression affects Black families from accessing anything from housing to healthcare to education and the whole gambit. Our families, there are two unspoken things that's important for me to voice today for you to understand as family navigators. Working from an unspoken place of survivorship and Black excellence, so there are these dual things happening. We are in survival mode a lot of times because of the impact of that systemic oppression and because of that too, we are constantly trying to prove ourselves and that's where that Black excellence comes from in our culture. We are constantly gauging that. Is important I think for family navigators to be culturally competent when dealing with Black families. Yes you may be talking about a thing, but just know that thing, it's layered in those other things for our Black families and it is important to keep that in mind. If you are not aware of those things start reading and learning about it. It's hard to know if you haven't lived it, and it's not just a thing for Black families. I am a mom of a child with autism but I'm also a Black mom with a child with autism so that's a different layer there. Having that cultural competence is important. If you don't know or if you are not aware, just explore that. I also say that is important because we really need support. We need to be empowered with advocacy. We need guidance to ensure that our families receive the appropriate services because family navigators I'm sure you know that we don't know what we don't know. And so when we come to families as family navigators, we are looking at you like you have all the answers. It's important that you give them resources that are vetted. It's important that they feel they can trust you. It's important that they are represented and it goes beyond family navigation. It's just a system-wide thing, right? The more we see people like us the more we can trust and feel comfortable just the way that we speak our language. The

way we talk about our struggles. It's important that family navigators are conscious of that. What types of services to families request the most for navigation help? I would say, for Black families, an of course I am not the guru of that, but just professionally, from my role and personally, it would be those moral supports, the school system, that's a big one, financial support, respite care, and those sorts of things. I think what is most helpful is for you to keep in mind for Black families is the language. What I mean with that is there are so many acronyms in healthcare. And there's so many verbiage like these little short phrases that are used to get through to a person to get what we need. And we need to be empowered with that language. Give us the language and help us to know how to advocate for ourselves. Connect us with community resources, and vetted resources, not just a list of numbers, but truly resources that help. I would say informal resources are huge because you all know, this is a countrywide problem. We find out 'Oh, I qualify for this and I will apply for these things' but now I have to wait or have to figure out how to make this work? I finally got my child here, or I finally connected with this, but I still have needs. I would say building your day to day repertoire of informal supports that are extremely impactful, will go a long way for these families. As far as sustainability and resources that are needed for family navigators, I would say those things in the more you empower our families, it doesn't take long for them to become advocates themselves, which then builds more support for the community and more advocates, which then empowers a system and it spreads. I can say my personal journey my son was diagnosed at the age of two and when we received the diagnosis I didn't know any Black family with a child with autism. We were just learning about autism and our journey, my husband and I, we were like pioneers of educating families about it, educating our family and explaining everything and we really did not have a lot of support. I would say to you understand that as you're working with these families, culturally they may not have the support because our community is still learning about a lot of these things. It is important that you realize, 'Ok, I am giving this caregiver this information' and this person this information, but how am I caring for this person? Is this person in a mental health crisis? Do they even know that they need this kind of support? Do they have somebody they can talk to while they are having to wrap their head around that I have to do this and this. Do I have to get FMLA and take this time off work for these appointments? Am I able to be a part of things because they are during the day when I am working and I am not free? I just wanted to put all of these different colors out here for you so that you can really see how coming from a perspective of Black people, when you are supporting Black families those are things that you want to think about. And it's not just limited to black families. But it is definitely something that is unique to us. And I know for me what was helpful was I did have some people, some professionals who did provide excellent, cultural support to me. They went to IEP meetings with me and said 'Listen, they will say these things about your child and it will sound horrible'. It was my first IEP meeting, I'll never forget, and you hear them saying all these things like your child can't do this or that and I expected it and it is still hard. After I left we were in the parking lot and she looked at me and I just cried and she hugged me and shared some of her own journey with me. Those are the ways you can help support people. And she did that very well and follow this. I will never forget her and she followed my family all the way up until we enter the school system. I will never forget that. We had struggles in school, we've had a lot of examples of what not to do, but there are some wonderful examples of what to do. I would just say the work that you do is important. You have the opportunity to make a life-changing impact on a family and person. If you keep those things in mind just know that this isn't just anything that you are doing, this is major work and its life-changing and it's not just about the child or the person, it's about community and your place in it is so valuable, so that's what I wanted to share.

>> MARIELA: I'm Mariela Maldonado, I am from Peru and I've lived in the United States for almost 25 years and I came here when my son was diagnosed with a neurological syndrome. We came to Miami for surgery for that (Indiscernible) So then I lived here in the United States with my son is 20 years old. I have two younger children and they love their technology, but yes it is very complicated. I'm so excited to talk about my experience with Hispanic culture. So I am going to share with you, today in the morning I was getting ready to come today and thinking 'What do I wear? What jeans? What dress?' and I think to what my mom said 'don't show your shoulders. Wear something else'. And also at this time, when I was looking for this, remind me about the things from my country, since my son had so many surgeries it was hard to provide. I was thinking about her saying 'you need to be strong and have those kids with you and use your faith to survive'. I remember that. So that this morning helped me understand that really, my father and parents moved from a small town and to help with all my children. When my husband was trying to learn English so we had to practice our English. My mom said we need to be strong and use your faith to survive. So I remember that. And also, some things that I can do, but somebody told me no, and I said 'no, I can do that for myself' because my father and my parents moved from a small town, and was like try to see if it reminded me that I can be like that. It just reminded me that I can be strong like that. The reason I'm sharing this experience that happened today, is because I realize that I cannot say I know too much about Hispanic culture because there are so many cultures and so many ways to believe how things happen. But I can say that, the influences of the Hispanic family, is the family, they really determine how you are going to think and find themselves. (Indiscernible) I want to say that to try to help the Hispanic family and how they are going to think and find themselves. And the third thing is whether they are immigrants. They are thinking 'Oh, when I go back to my country and my family is going to think' but really this is my path. So that is really the same for Latino families calling us to get services. What I want to say to the navigators here today, every situation happens you understand how the whole family embraces the decisions, like if the child will go to school or not, or will be admitted, or the family will deny the service or get the services. I remember that when I help families, I say 'so remember that your child needs this' and they say 'no no no, no evaluation, no need. I believe my son will be much better believe it's my fault'. Even though it is hard, that is how they feel. I cannot say you are mistaken so I'm going to listen and present opportunities to them instead of tell them what they can do. I remember some parents saying 'I don't know what to say to my mom that my child has a disability because my mom told me no to go to the United States and not to cross the border'. So arriving here in a different country with a child with special needs. (Indiscernible) So in this conversation, this case, I remember know someone that can tell you what to do. So you as navigators, you go to find that the family is always calling and they don't know exactly what they are supposed to do. (Indiscernible) I get support for the family who are thinking 'all these American people who have all these ideas on how to treat my child'. There's autism and special recommendations and Special services, so in that case this situation happens to me, I think because everything I would like to say when asking the importance of family navigators. Because most of the families get here because they try to get the best in the United States compared to their country. So they said my doctor told me to call you but sometimes they don't know what they need. The questions are what do I need to do? I have my child with autism, but what is this? Do I need to go here for evaluations and therapies? Who is going to help me, something like that. So these are the ways we can help them when they request help. Showing them what is here and then they can choose the services. And they also, some families are trying to wait. So they think somebody is going to call them and say 'you have a child with autism I am going to help you' but that is not something that happens. We let them know that they need to request help and they say 'Oh I didn't know, I thought

someone was going to call me'. So this is something I work with the families that I help and tell them it's okay to ask for help and it's okay and you can request an IEP meeting if there is something you do not like or something that you don't believe us working for your child. So it's not something like a guide or some navigation, but kind of providing that education about what is out there so they can make decisions when there are things they either like or do not like. There are so many things to teach them is always. So I am going to tell you something you may not know. In some countries the parents don't make decisions. In those cases it is that the teacher or the pastor of the church or American doctor make the decisions. (Indiscernible) Whatever they say, they believe, because in some cultures there are cases like that. Which is why there are so many families waiting for that need help because nobody told them so it's like 'it's okay, we are going to help you'. The importance of this information is that you navigators are sitting here and there are so many families right now that need help. There's a big population in North Carolina. Working with Hispanic families is going to help us understand and to find a way. (Indiscernible) Like Felicia says, we try to help in different ways and there's a different culture. The reason I am here is in North Carolina and it was so much help and this is why I am working with the Autism Society. Their help was so impressive and they related to me and said 'oh my son is so hyper and it's too much'. I called the Autism Society and said 'Can you help me?' and I really admired the way she helped me find a way. It was so impressive that I went back to the Autism Society and brought back my resume and that I wanted to work there. (laughter) She was passionate and she was so strong and she fought for my child. She believed that she could help me navigate from Colorado to here and we had to drive far for a specialist, so there are so many things to navigate here and what do you do, first of all you are one of the first states, but now that I am here I see so many different programs. (Indiscernible)

>> BARBARA: Thank you all so much for that wealth of information. I heard a couple of things as I was listening to you about Family Navigation. The thing that I heard over and over again was how to meet families where they are and how to help them access and feel comfortable. The piece about family navigators and lived experiences. We talked about that yesterday and I think nothing is more clear than the role of family navigators having that lived experience and having that credibility, like the 'been there done that' and it comes through loud and clear. It would be really nice if cultural competence was more present. It is a lifelong journey to be culturally competent and to always be kind when it's not the same culture. The desire and the willingness to know about other cultures and to respect those differences that exist. Healthcare disparities are real and they do create barriers. And there are stereotypes and those stereotypes can be the kind that can hinder people and stop them from having access to services that their children and families deserve. And I will remind you what Maya Angelou said 'We are more alike than we are different'. At the end of the day what we all want is for our families that we serve and those that look like us, and the agencies that we work with, we all want to be successful, we want our kids to be their best selves, and be proud that we gave our children justice. I think it is really important the work that family navigators do to be that bridge between providers and parents and to see those boundaries and to give hope. That's what I heard. I want to say that we had an attendee, many of you met Candy Ross, who was here yesterday from Qualla Boundary in Western North Carolina from the Cherokee reservation. She was going to share her perspective on what it is like connecting services on the reservation, but she is not feeling well and was unable to join us today. She was really sad and excited about sharing. I know we are in the home stretch and then I have two more questions and then will hand it over to you for any more questions. For each of you, if you can think of one tip that you would suggest to other navigators working with culturally diverse communities what would it be? And

do you have any suggestions for improving sustainability for family navigation? So let's start with Shagun.

>> SHAGUN: I think information training and education and knowledge is the key. Without knowledge I cannot do much. Educating ourselves and others and I think that is the highlight of being a family navigator. Educating ourselves and others in the knowledge base and the similarities and differences and the values. usually we tend to operate under a crisis model, and we bring in the rejection and so we need to try to get out of that and appreciate the difference in culture that needs to be (Indiscernible) Know the culture of the family you are engaging and ask questions. As far as a suggestion about sustaining family navigation, continue the dialogue, this is great. Discussion needs to happen and needs to be opened up on different levels. Often the trainings do not work with provider agencies to understand the resources and tools that are available. The lived experience of the family navigator with in the family they are trying to help using strengths. Offer valuable supports and the important thing is the family needs to be open to support programs like this for this to keep existing. Thank you.

>> FELICIA: I would say to be mindful to provide emotional support because sometimes we get so caught up in getting this list of people and to call these people here. But also, check in with the person. And not every person will want support like that, but be mindful of that. There's lots of people really struggling and not enough mental health professionals. So as family navigators, we can help them get into those supports. One tip I would say that is so needed and important is to have that somewhere in the forefront when working with people. As far as sustainability, I would say start thinking about how to empower people to then empower other people. I think that is how we build a strong system. And I think when we do that, for example, if a person is coming to you for help with school, and you just give them the basics, I would say try to think beyond that and how can I empower this person so maybe they don't have to come back to me for this and they can build it on their own and share this with another family. I'm thinking also be thinking about going beyond just the basics and be willing to really give a person what they need to be empowered to impact change and then it keeps growing. I think that's how we think about sustainability from the perspective of the family navigator.

>> MARIELA: I would like to say that families know other families so we can share and provide resources for that. We also have meetings online and in-person and we celebrate everything we need to celebrate everything, baby showers and a Christmas party Santa Claus coming and giving gifts and Thanksgiving. Something like this very nice that families look forward to these events. Because it provides a place for them to go and the children run all over the place, and we can close the door, so support groups are very important for families. And in our country, we don't say things like the first name, like for your teacher, or doctor, or therapy we call by last name. So they can be called the same way. So like I had a care coordinator who was like 'oh my gosh' so just recognize that they will use last name, First name are only for family members. So that is something very important. Thank you.

>> BARBARA: Any questions or comments for our panel?

>> MARCUS: I would say that what Mrs. Maldonado said about the support group and one of our centers in northern Virginia have a Spanish support group and it makes a huge difference. It was really hard to do it at first and they have events around holidays and they have classes, and the families have learned to help support one another. And they are also doing other things that you've shared, like teaching them how to do things so they don't need them as much. Where they come from they may not know how to

make a doctors appointment, they never had to do that so they don't know how to do that they never learned. So the support group thing may seem small but it is actually big.

>> BECKY: Thank you so much for sharing your perspectives. You are just great examples of moms and advocates and women. Can you just talk a little bit about how cultural differences impact fathers and how family navigation impacts them?

>> FELICIA: For me and a lot of my colleagues, for fathers, it took my husband a while to accept. I was like the person to go and hear and advocates and come home to relay. As a woman in my culture and household, I felt like I am kind of having to do this so alone and then had to help my husband get there and then help our families get there. And I can say that a lot of women are in that situation. And not saying that it's the same for everyone, but a lot of women are in that situation where they have to balance the information they are getting and the concern is that they have and implementing it in a household that might not give the support to the information we are receiving. The other piece is there was not a whole lot of dad supports. So like, even like I could easily find women wherever I went, but you don't always find that. You find it more now than you used to. When we first got the diagnosis, you couldn't find any dad groups. there was not many places to refer him to her books to refer him to. Nothing that really spoke to his concerns as a man and as a male and what this means for our family and child. I can say that we have a long way to go but we do see it on our progress and I do see more support groups that are geared to this and more opportunities and now, i actually see fathers, you know before I really only saw moms and that has been my experience. Thank you.

>> MARIELA: Now in the Hispanic community, there is a saying now in the United States too about machismo. And a person would say that need to do that for my son and something like that and the mom is going to stay in the home. But here the women are working and getting services and the men are saying you need to be more strong. (indiscernible) I remember the very first house I went to provide supports and all he said was "Oh Maria you need to be more strong, you need to feed him". Now there's the community providing support. And I wanted to say the new generation is all generations because they are very strong providing more participation for women and calling information and working together.

>> SHAGUN: I would just like to piggyback on what Felicia and Mariela has said. I don't speak for everyone, just speak for my experience-- I come from a society that is male-dominated. It is our structure, males are mostly protectors and go out and get the bread and then the females nurture and do the social things of the family. I definitely see that divide and it is becoming closer now. I think trainings like this and an open source to fathers and brothers that can give themselves permission to talk about and ask questions with their family. because I see many parents with fathers that feel it is not for me to talk about or take care of, I have my career. But that's just my take, thank you.

>> BARBARA: Your experience sharing information back to the agents you work with, is it well received when you offer them information about family navigation and the system?

>> SHAGUN: I don't think I understand the question, but I'll try, I think I got something. I know for me, being in the state of 'okay what do you think I should do? I have to be mindful of sharing what has worked for me and giving that approach to them. I can work with them and what are their options without imposing my views on them. I would just say you are here and these are your options. I can

help you reach that, but you have to be in the state of making that decision. So I would never try to impose that because that's not my job and I wouldn't be doing my job if I did that.

>> FELICIA: I would piggyback on what Shagun has said. With the Autism Society a lot of my work is only, is from social media. And there are two main questions: ABA therapy or moving to North Carolina. Oh my gosh, those two topics! So, what I do and what I always think about is I want to make sure I give people information so they can make an informed decision. Doesn't matter what I think. There's information and hopefully that's helpful to you and can lead you to some next steps. In that format and on that platform, definitely there's a lot of opportunity to see how people are receiving the information we share. Personally with my own experiences, I would say it is kind of hit or miss. There are some people that I have worked with that of asked me how can I better help you and support you? And there have been some people who have just kind of, for lack of better word, it's like they checked out. Like I will give you this and I will give you this and that's it and all I am required to do so don't come back to me for that. I think as navigators is important to check in with yourselves and see where you are in your role and if you ever get to a place where you have checked out then you don't need to checking in with people like that. (laughter) That's not what we do and that's not what it's about.

>> MARIELA: So I can speak from the Hispanic Community, we have so many people crossing the border which means more and more people and children and families as well. Most of the children here in North Carolina don't have documentation or Medicaid, or other insurance. So in this case the system is not working, they need to be educated about the. The difference between Hispanics, I was talking to Johanna from Iowa, and talking about teaching parents about how to start the day, deal with behaviors, so it is not possible at this time until the law changes, but for now you can educate yourself and go help families, so there still are some ways we can help in that situation.

>> FELICIA: And I just want to piggyback on that too. so if you find that there are a lot of broken systems, which there are, there are a lot of parent support groups and you can send people there to help them work through and channel that energy. Because it takes a while for systemic change -- oh my gosh -- so that is just a good way to help people and families.

>> BARBARA: Any other questions or comments?

>> KIM: I know that there are also a number of folks that are clinic based, that are here today as well, and I know something that we struggled with our staff is that you have rules that you want to work with families. But you are going into homes that are so culturally different. So is there any advice for practitioners who may be working 1:1 with families?

>> SHAGUN: Uhm I have been invited to go into homes and you want to ask about their rules since you don't want to be disrespectful. I will say that you do want to educate the clinic team. So for example, I will say the shower routine is different. Like families who grew up in India, the shower was a bucket and they would use that to take a bath or a shower. Now they come to the United States and they see it different. So then the clinician comes in and is like "well how do we take care of this". so it seems like a small thing, but it's a big thing and it's a hindrance to progress. So again just being culturally receptive and just always ask questions to understand how you can help people. So you can change a lot by being respectful and listening to people.

>> FELICIA: So I would say for African-American families, I mean we are American, but we are different in that regard, but we are diverse too, in terms of status and where we live. I would just say ask. It is important to be respectful to people. Like yes you have a professional role, but if you talk to me and ask me, I will talk to you and then we can get there together. It's just important for us to feel trust. I think with our culture, there is sometimes this barrier of trust and so we may hold back until we feel safe. So I think for us, make us feel safe and we can disclose and get down to the nuts and bolts. But if we feel like we have to feel you out first, then there may be a pause in the beginning.

>> MARIELA: I would like to thank professionals for being here. It is important to share with colleagues and it can mean so much to families, especially Latino families, writing what you can provide, like speech therapy, etc. and the families and the doctors say that all of the providers they need to see. So if you can walk through that with them, they will understand what they can get from each service. And also opening up positions for bilingual family navigators and also having bilingual providers and practitioners. Thank you so much.

>> ATTENDEE: I just wanted to say how much I appreciate everything you discussed here and willingness to share with the group. At every training, there ought to be a panel like you, to help others to understand and to guide folks in terms of how to approach things, getting where we are, and you know really providing that cultural education that we couldn't necessarily get from just reading things. So I just really appreciate it.

>> PAIGE: Well let's thank our panelists one more time.