

**Community Progress Network's Health Roundtable:
*My Health. My Voice. A community conversation about being
healthy in Arlington***
Thursday, November 1, 2018
Appendix 2: Table Notes Analysis



Contents

Appendix 2: Table Notes Analysis	1
Participant Comments	1
Community Condition: Healthcare	1
Community Condition: Social Connections	13
Community Condition: Neighborhood	21
Community Condition: Environment	25
Community Condition: Education (Schools)	27
Community Condition: Economy	31

Appendix 2: Table Notes Analysis Participant Comments

Community Condition: Healthcare

Overall, participants in the roundtable were generally concerned about their health in Arlington. Lack of insurance and access to affordable healthcare and services are causing hardship for low-income residents of Arlington. For those that do not qualify for Medicaid and other government programs, they use home remedies and avoid seeking care when possible. In severe cases they use the emergency room services. This puts them in a cycle of debt as they most often cannot afford the hospital bill and are out of work during recovery.

What's working? (as identified by participants)

Insurance

- Good health insurance from APS, retired early as school teacher
- Table member who is bus attendant working with Arlington County says her healthcare allows her to go anywhere
- Joined Kaiser's Medicare program \$25/month great coverage and availability, highly recommends
- Uses Obamacare
- Gets disability insurance (SSDI) and works.
- Wants to work part-time. Has Kaiser and gets a lot of support from them.
- I rely on insurance
- In 2005 my husband had a car accident and he was in the hospital for 30 days and when he said he did not have insurance they took him out with crutches and everything, and I got 3 jobs, in target and cleaning houses and with 4 daughters I touched work hard, my husband was not to blame he was hit from behind and they called me from the hospital and we did not have how to pay, we had to go to Boston Massachusetts, they gave us everything, insurance and food.

Access to Health Services

- Never late to Dr appointment
- as healthy as I can be, wants to be healthy
- Go to all same place for screening and doctor visits
- The free clinics that one table member goes to is always full and she doesn't know other resources for healthcare
- Department of Human Services
- STAR Transportation to doctor appointment
- Wears necklace with caller emergency to children
- Arlington Free Clinic (AFC) gave her everything

- I have had good experience, my daughter and I entered the country two years ago. At the Arlington Pediatric Center they help us, my daughter gets sick and we are helped quickly by the Sequoia. The health care for women is very good the Papanicolaou and all the services are very good.
- Department of Human Services (DHS) case worker great
- I looked for help with the Dept. of Human Services after I became disabled because of my back. When I found out that I could not pay my rent, they gave me an application. It seems like everything is there that you can choose from
- One mother shared that the Neighborhood Health Clinic was much easier to access.
- Health department has good programs and information
- Dr Shank has the best bedside manner in all my life
- If you need prenatal care there is only one place to go, DHS
- Clinic provides nutrition and services for health, but only for kids
- for a while she didn't have any coverage and had to rely on AFC
- The public health department programs are very good says Gloria. States that kids can access vaccines and the WIC program up to age 5. Also mentions support for pregnant women
- Many around the table say that the Arlington Free Clinic is a great place if you can get in.
- I have diabetes. Arlington Free Clinic is very good but if they can't see you for whatever reason and you go to the emergency room you have to pay all the bills.
- Want to stay resident, and access to health care
- I have been with the same doctor for about 15 years. I don't want to change doctors. Before, his assistant took my blood pressure but now no one takes my blood pressure anymore. My doctor just asks me a couple of questions and gives me a prescription. I think because we already have a relationship, he knows me well. I think that he also has a lot more patients than he used to.
- VA Hospital Center treated her epilepsy and got it under control. Very happy.
- Recommends The Art of Dentistry in Clarendon, who did a great job for her

Wrap Around Supports and Services

- Would still be homeless in shelter without DHS, an ally in system. Caseworker is Patty Dance with a lot of resources
- Didn't want assisted living, caseworker helped her live independently
- DHS helped with dentist, food bank, coupons for farmers market, doubled at the market
- Patty Dance, caseworker, wonderful ally, so many resources
- Emma Sandrez – caseworker at Bridges 2 Independence been a great help. Also helped daughter who is two.

Disability and Mental Health Services

- Also, the services that my oldest daughter, she has ADHD and Hashimoto's disease, receives through the school (have been helpful). Now I don't feel so frustrated.
- Recovery Programs (substance abuse and meetings)
- Social worker has resources if you need help
- Louise says the doctor wanted to put her autistic grandson on medication. She told him no and found an alternative program instead. He's now taking part in the Therapeutic Recreation program and is thriving.

Healthy Lifestyle

- Also, the Parks and Recreation classes (are helpful)
- Holistic medicine & herbal healthcare
- Holistic mental health care & case management
- The free clinic
- Nutritionist, social worker, program of activities like yoga
- Exercise, food/diet, finding peace/relaxing
- Exercise. I walk a lot. It is not the same when you are working hard at work because when you exercise intentionally you are also helping your mind. This is why it is important to find time for exercise.
- To know how to eat well and to control what you eat. I try to eat fresh fruits, vegetables.

AREAS OF OPPORTUNITY (as identified by participants)

Health Challenges.

- Louise's son has PTSD and hasn't left the house since 2015. She can't find him the proper mental health care.
- Stop glaucoma from progressing
- Works in community as a first responder
- Child was in ICU and for six months, life just stopped. Food, family, and life are all part of it.
- Sciatica – ambulance calls frequently
- Abuses his medication and has been refused new prescriptions difficult to deal with pain. Glaucoma taking vision away now, a real concern
- Was pregnant with twins and miscarried (14 weeks)
- Cancer treatment mostly went well at VHC Double mastectomy – didn't recover well, caused back pain
- medication, hard to remember to take it regularly and if she doesn't her body starts to feel very tired and sluggish. She has diabetes and likes sweets, hard to resist eating them.

- I have been in the hospital for two months this year, they helped me apply for Medicaid when I was there. I have not worked for two years. I don't have disability either. This was in April of this year. I have not received any benefits from Social Security. It's confusing to know if I am eligible with Social Security or (to get assistance from) the County.
- I had a medical issue but I have not been to the doctor since I had surgery. I have been having problems with my back recently, but I can't go to the surgeon because he is in Maryland and I don't know where else to go.
- I have thyroid problems, when I want to lose weight it becomes very difficult, I do not exercise much,
- It is hard for me because I suffer from arthritis, when I started with my doctor he said that my body is going to hurt in the beginning but I must exercise starting from as little as 10 minutes and then increase the intensity.
- Also hard to remember to take meds in morning.
- her meds make her really tired but Arlington county allows her to take a 15 minute nap to get recharged. Arlington is an inclusion county—makes accommodations so that everyone feels included.
- cure for cancer

Health Insurance and Costs

- Used to have Obamacare, applied too late this year
- No healthcare, stressed thinking about hospital bill
- Free and more affordable medical insurance with more information available
- It is hard to fill out paper work for Medicaid. I have been working on filling mine out for the past 12 years.
- Insurance availability and cost impact health.
- My wish is for good health because I do not have insurance. I would also wish for the opportunity to get insurance that covers everything Has epilepsy – can't afford \$1800 meds
- I would want for all medical care to be free.
- Insurance very expensive
- Health insurance: Some of the kids were covered through Medicaid, but most of the adults had no health insurance at all. Many did not know about Neighborhood Health.
- Encouraged to come by DHS, because they have no health insurance. Can't go to the hospital because they can't afford the bills and the Free Clinic has a lottery system.
- She doesn't have health insurance. Her parents were kicked off of the marketplace (which isn't affordable anyways), because of the language barriers and now don't have health insurance either.
- Health insurance for all family members
- health insurance

- health care for everyone, including mental health
- Other participants focused on the prohibitive cost of health care. Calling an ambulance in an emergency costs \$500 so people are afraid to do it. Our EMC urged calling 911 in a crisis — hospital will work with you to lower transportation costs.
- Some medical services require extensive paperwork — could it be cut down?
- more programs to help and fewer restrictions for the programs
- Universal healthcare, Medicaid for all.
- Concerned about Homelessness & Emergency Rooms. Taxi/ambulance bills are too expensive, ER doctors give you medicine to get you through the night, but then you can't afford to fill the prescription. It makes you feel like you're on your own.
- Obamacare accepts more and was excellent, now it is harder to find the same level of care as when it first came out
- It's a cycle (revolving door) between medication, doctors, referrals, not being able to afford it, etc.
- Self-provider (not company insured)
- Low income limits for these programs encourage people not to work as much because once your income goes up, you lose the benefit. There's not leeway period after getting a new job before losing services.
- not having insurance makes it impossible to go see a doctor
- Also health insurance is confusing. It's complicated knowing what to sign up for— Medicaid, ACA?
- has insurance through the county but the deductible is really high.
- Medications very expensive, no money for essentials
- Being afraid of paying for a doctor instead of enjoying being healthy
- \$40 one-time copay gets her general services at clinics (check-ups, etc)
- when you're low income you often resist going to the doctor when you're sick because of fear of not being able to pay.
- My kids have medical insurance from their dad. When they get sick, each of their specialists cost \$60 per visit. My wish would be that they had secondary insurance to pay the out of pocket costs. The bills are too much with specialists and medical tests.
- I would wish for transparency. My hospital costs were \$54,000 earlier this year. Sometimes I have other issues and I don't go to the doctor.
- I would wish that I get my medication for free.
- Not knowing the cost of services in advance.
- For the past year, had to go without insurance (too much)
- \$400 -> \$780 in one year for 2 people (mother/daughter)
- cost for healthcare is a spiral
- My medication is very expensive. They gave me a medication that cost \$520/month. I told the doctor that I only work part time and I told him that my insurance does not pay for it. So I didn't buy it. There were three medications. But the doctor told me this is

the medication I need. I thought, well I might die. The doctor did not realize how expensive it was. I was able to get another medication, but it still costs \$270/month.

- One participant said she came because she was financially overwhelmed when she visited the dentist because of one tooth. The fees quintupled unexpectedly when the dentist told her she had 5 teeth that needed extraction
- The high cost of both prescription and nonprescription drugs was a barrier for all.
- The expense of rent in Arlington was a struggle for all. With little disposable income and either no insurance or only partial coverage, health care may be unaffordable.
- I think insurance is like a business nowadays, we cannot afford it financially and the future of our children is in our today's health.
- Shares about her high cost for health insurance. I pay over \$250 per paycheck and it does not cover a lot of services. I pay for the most expensive plan too. It only covers 20% for the hospital and you have to pay a lot for medicines too. Because of this, there are many Hispanics who don't pay for health care if they have jobs because they have so many other payments and bills. Eva shares that she has to support her three sons studies, so she does not pay for health insurance because she cannot afford it. "I prefer not to have it" – it's a choice she has to make because of all the other bills
- Repairing a single tooth could cost \$4,000
- Cheaper to travel to Costa Rica, get work on all teeth done, and come back
- Got to the point that she asked some friends who were in dental school (not full dentists)
- financial—not enough money to belong to a club

Access to Healthcare

- Says there's care/services available for the poorest (food stamps, Medicaid), but not enough care/healthcare for people in the middle who are just above the poverty line and don't qualify for services.
- A table member's aunt and uncle has preexisting conditions and it has to find care that is affordable
- Finding good healthcare and managing to pay for it is impossible
- There aren't many options
- Finding adequate doctors, health insurance, gym, medicine
- New insurance for low-income.
- DHS has too many restrictions.
- Daughter premature still different. Access to medical care is difficult Uses Medicaid, caretakers that take it are usually too far away
- All wanted to be treated at the Arlington Free Clinic but said the wait could be months long.
- Has a difficult time finding chiropractor for his back.

- Would like a list of all doctors who take Medicaid and Medicare because it requires a lot of time calling different places
- Finding doctors who care is difficult, too
- Most seem to want you in and out as quick as possible
- Getting an appointment is difficult enough
- If someone is in pain right when they ask for an appointment, they might still have to wait a week or two months
- Most close before she gets out of work
- It has been hard finding healthcare close to where I live. I know people who don't go to the doctor and choose to buy ineffective medicine from drug stores instead, because medical bills are very high.
- Wants to find out more about healthcare, insurance. Currently enrolled in GAP program. Thinks she's eligible for new Medicaid expansion, wants to know other backup services in addition to Medicaid since she has lots of needs, sees specialists for specialized needs.
- Concerned about healthcare options.
- Doesn't know as much as he thinks he should even though he works closely with DHS.
- When forms have not gone through, I haven't gotten notification and don't know my next steps.
- My doctor's office is closed when I'm off work, so they send me to the emergency room which leaves me with very expensive bills
- When I go to my primary care physician and the issue requires more than a prescription, they send me to the emergency room. The lines are much too long, so I have to make the decision of whether or not to go.
- I also have to considering how much it will cost to go to the emergency room. It could cost me \$300400!
- Urgent care has good service, but they charge a lot.
- Discounted prices for health services at community centers are not well advertised, I pay \$40 a year to use the gym at Arlington Mill Community Center, but the other people at this table don't know that.
- Struggles to find the right doctor
- some doctors don't take Medicaid
- Only negative filling out forms
- Keeps having to fill out forms & update dates
- Everyone agreed they could use a consolidated list of all doctors who take Medicaid & Medicare
- More doctors at the free clinic
- I would like you not to put so much excuse or trouble when providing care services to us. They should make it easier. Better medical care service making it more human and kind

- Access is limited though and for people who do not have health insurance or money, finding mental health care can be very difficult.
- it is difficult to get into the free clinic because it is a lottery. Sometimes you go to the lottery and then you don't get in. People do not know about the options that exist in Arlington for health care. Information on cheaper options is lacking. I do not know where to go to find this information.
- My grandchildren received a hard time when they went to the doctor they were told they were not in the system and they missed their appointment, they had to turn over papers to be seen at the doctor and the help that they received at their school was also suspended.
- Sometimes there are mistakes that happen and they could not verify that my daughter had insurance and that's why they could not take her appointment, we are at the point of the discrimination.
- very often, it takes up to 3 months to have a medical appointment.
- I feel that the problem of not showing up in the system is quite uncomfortable, I have my insurance card and I do not understand why I'm not in the system. Because of that, I lost my appointment and my work day and they could not find me in the system.

Teen Health

- Consider encouraging kids to go to doctors appointment by themselves (without parent) so they learn about how to handle an appointment independently
- Sometimes parents take over appointments
- Can be awkward to tell doctor how you feel mentally when parent is in room
- Important skill to build to be able to advocate for yourself
- Many didn't know that there's a teen clinic at DHS
- Bad stigma around teen clinic

Healthy Lifestyles

- Mandatory annual health checks
- Tries to use traditional home remedies for child with special needs
- Not sure Where to go for free medical care for children?
- Tries to eat nutritious food, vitamin supplements, tries to avoid getting sick
- Already has a high bill
- Has already been here for three years, three children here for more, try to eat same food as home in Mongolia (traditional), kids prefer pizza
- Bought stuff for traditional healing
- Son used to be sick every winter in Mongolia, but is less sick in the United States
- Healthy recipes

- Access to food and nutrition
- Mongolian proverb – healthy body has healthy mind,
- My sister always tells me to be healthy, but I’m lazy.
- For health, family health very important
- In Mongolia you can go see a doctor.
- Doctors in VA cost a significant amount (\$300) and the wait to get an appointment is long.
- Community normally seeks care a distance away due to availability and lower cost.
- Medicine was also more available in Mongolia without having to see a doctor, in the US the doctor is the gateway to a script.
- Those that have medical bills are being engaged by bill collectors.
- Ability to get enough sleep when there’s so much work and projects

Dental Health

- High amount of dental issues in community.
- Most adults at the table were struggling with a dentistry issue.
- Dentists charge about \$80/visit
- Some providers are not reliable in that they may not order xrays, the patients pain remains after treatment
- One person has twoperson dental insurance that is 70/30 (they pick up the 30% portion).
- Grass roots effort: A dental hygienist from the community, who works in DC, will network with dentists to try to find appointments in DC for the Mongolian community.
- I wish for more opportunities for dental care for people over 18.
- Doesn’t have enough time to exercise.
- Dental care
- All agree that dental services are the most difficult to get; Eva states if you don’t have money the people walk around without teeth. Iliel states that after you finish school there is no help for dental care. You need money, period. It is pretty much impossible to get dental care agrees everyone at the table
- No dental insurance
- Came to Roundtable because she’s concerned with her teeth. DHS pd for dentures never felt right, painful.
- Note: Mongolian dentists and physicians come to town for 12 months to see patients and then return to Mongolia

Disability and Mental Health Services

- I wish for better access to counseling services
- We arrived to the US in good health but the stress of bills affects our mental health.
- Pediatrician doesn’t talk about mental health

- Better resources for people who earn less money, health should be more affordable and receive help with housing. It stresses us a lot and harms our mental health
- I would want more mental health resources.
- Mental health care limited to 2 phone calls per months
- Parents/students should know more about ADHD/dyslexia
- Substance Abuse programs are too short. They aren't long enough for people to truly recover which creates a revolving door effect. They are now typically 90 days and one year would be more ideal.
- Mental Health is a resounding concern for all participants at the roundtable.
- mental health
- Adam has struggled with substance abuse. He has been to shelters to detox. He has used almost all services available to him. When he works with DHS, his case worker sent him for substance abuse services, they gave him tools he already had and used. What he needed was Mental Health care. He voiced his need and struggles to see a therapist even though he's asked for one outright. He feels patients are categorized, put into strict lanes, and he couldn't break into the lane he needed. The cookie cutter approach is not working.
- Says that homelessness support is like a revolving door or services.
- Has a grandson with autism and a son with PTSD. She cares for both and wants more info about mental health services.
- Concerned about homelessness, mental health. Says mental health clients are abandoned by the county. They're sent to shelters that aren't prepared to provide them with the appropriate care.
- Veterans need more support too.
- Concerned about mental health; issues go unaddressed especially for veterans with PTSD.
- It's hard to get information about mental health, everything is so separated it's hard to get information about something specific. It's hard to live here and getting housing isn't as easy any more. We were \$20 over (the limit) to get food stamps.
- All discuss how mental health services are good in the county, but very difficult to access. Gloria states that she has no idea how to even find information on this.

Wrap Around Supports and Services

- Social services must address ALL issues, must provide comprehensive wraparound services to fix your personal healthy system (mental, physical, social health).
- Need more wraparound services—For example, when working with families at DHS, talk about nutrition to help make sure people are getting valuable information.
- The different services were separated, which was confusing.
- Is going to need accessible housing with progression of disease.

- Doctors often prescribe medication without following up or monitoring. Patients taking antidepressants or other medicines often end up zoned out or addicted. Then they can't find a job because they're zoned out. If they work as a truck/cab driver and their doctor gives them medicine that they can't drive on, then they have to decide between work and medicine – or if they don't read instructions carefully, they could be working/driving unsafely.
- Need consistency: shelters and DHS may give out conflicting information to clients who need assistance from both orgs. Shelters should work with county Mental Health staff, talk about patients, meds, therapy, etc. to better treat the patient.
- Many around the table complain about public transportation. Stating it is not good, not reliable. Ruth reports that it is very difficult to get to work because you have to take multiple buses to get to somewhere that you could drive to in ten minutes. Several people around the table report incidents with bus drivers who were rude to them because they did not speak English
- Adam stayed at RPC and has worked with DHS, but would find resources elsewhere. He didn't know DHS would pay for eyeglasses until a shelter roommate told him so.
Access to Information and Supports
- Recently discovered the Outpatient Clinic at VHC. Says that a lot of people do not know where it is because it is behind the hospital and poorly located. There needs to be better signage or information on where exactly the Outpatient Clinic is.
- Caseworkers need more training to properly help clients.
- Caseworkers must read case files before working with clients. They can't properly assess client needs if they don't know their history.
- Julie says she's had good experience with caseworkers, but others she's known people who haven't have good experiences.
- If the caseworker doesn't have an answer or a resource, they should work to find the answer and give patient confidence that they're working in the best interest of the client to locate the answer.
- Not all, but some case workers are not competent, compassionate, or invested in the patients' outcomes. Case workers must fight for their patients!
- More community events like health fairs
- Joseph feels case workers are biased about who they give info about services to.
- When you're stressed and having a hard time, you need an advocate who can help you understand all the information and services and steps to complete.

Communication and Language Barriers

- Also when I got to the doctor I'm very friendly sometimes the social worker and front desk people are not friendly and I don't feel that the service is good, I feel that the form of attention is not kind, I do not understand why they act like this to the people.

- It is better to talk to someone who can speak your language when talking about your health. Sometimes when my friends go to appointments they do not understand what is going on. Sometimes they miss appointments or have trouble understanding instructions because they have trouble with the language I think it is important for hospitals and clinics to have Spanish speaking doctors, nurses, and support staff because this is a real challenge for those who do not speak English.
- I agree. It's important for even the nurses, etc. to speak some Spanish. Also the administration, so that they can make appointments and remind patients of their appointments in their native language. Especially Spanish.
- I had a bad experience calling an office and no one spoke Spanish and no one called me back and then there was never an appointment for me and I just decided to not pursue the issue because the logistics were too difficult.
- Report that their child's doctor speaks Spanish. Elvira says that there is always someone at the pediatrician who speaks Spanish to her.
- Sometimes when you go to the ER there are no Spanish speaking staff and you just have to sit there waiting for a long time in pain. Sometimes they use a phone interpreter, but this is not as comfortable.
- All agree that they often rely on family and friends to accompany them to appointments for interpretation.

Community Condition: Social Connections

Participants expressed the importance of multicultural events, community centers, and programs to help bring family and friends together. However, language barriers and limited access to internet connections were identified as barriers for some across the community.

What's working? *(as identified by participants)*

Inclusion

- Arlington works to include and integrate different types of people. People feel welcome, are able to participate in programs and build connections across cultures.

Supportive Community

- Being part of a community makes it much easier to access (or find) assistance
- Arlington makes it easy to find and be part of a community
- It helps, psychologically, to be part of a group
- Libraries and Community Centers are generous and allow homeless people to spend the day there.
- Faith community—very generous
- Sports—great variety of levels and types of activities

Human Services

- The following groups were given specific “shout outs” for being great community resources: AFAC, Extension Services, AHC, APAH, Police/Fire Depts., A-SPAN, Farmers’ Markets
- 55+ programs, meals, trips are all helpful
- Food banks (Information for these services provided by recovery programs)
- A-SPAN
- Libraries: entertainment, only source of internet for many, productive place to spend time, social infrastructure, free public indoor space to spend time, moms & kids can attend story time & make noise
- Free exercise classes
- Free Diet & cooking classes
- Arlington does a good job promoting physical fitness

AREAS OF OPPORTUNITY *(as identified by participants)*

Time Management and Isolation

- Give more time to family,
- spend time with kid and exercise
- not exercising as much, busy
- social life important

- Saw seclusion and too much TV in his mother and promised himself to have a decent social life.
- I have a lot of people in my life and want more time alone
- Alone too much
- Goes alone to bank at home
- Lives with daughter (28) who urges him to go out
- Being a stay at home mom can be socially isolating.
- Loneliness of being from foreign countries, especially if you don't speak English. Also becomes worse as you age.
- Reads a lot
- "I think that what does not motivate you to exercise is because you do not want to or because you are tired from your work, I do not think the area is insecure and I believe that those who do not exercise is because of laziness, everyone is tired. When I go to the Gym, you see that there are not a lot of people the exercise machines are empty, for me its lack of motivation from people. "
- "I do not have friends where I live because of work but we do meet with our families"
- Job, school, and kids mean there's very little time for self (exercise)
- making healthy meals is time consuming and difficult
- Only 2-3 recipes she can actually come up with

Health Impact on Community Engagement

- Bad back/hip/knees/teeth
- Pain medication created an addiction-- tried to kill himself
- has blackouts with no warning and wakes up on ground
- Others don't know how to help and she feels embarrassed
- has blackouts with no warning and wakes up on ground. Others don't know how to help and she feels embarrassed.
- Laugh & smile with new teeth, can't smile now
- The food is too good! Such diversity and so many food choices, that they overeat.
- Depression
- Was diagnosed with autoimmune disease.
- lacks motivation to exercise
- Has false teeth
- Usually peaceful, makes him angry
- Something else that helps is to have the attitude to exercise. After exercising, I have more energy.
- One mother said there are a lot of temptations not to eat healthy diets. The children and even adults love McDonalds, etc. and it is easy to provide fast food, but not healthy.
- Staying healthy is more of a fear than an issue of importance
- People don't feel welcome to say they have mental illness

- Can't go on any trips because child has unidentifiable allergies
- doesn't know many people

Community Centers, Spaces and Support

- Room in Sequoia Plaza monthly for Mongolian community to meet, network, and share information.
- Other ways to network and share information in the community.
- Community Centers kid's activities – Madison and Arlington Mill (e.g., violin, swimming, chess, etc.)
- Cost is half price for the community
- For adults – running and walking
- Community making an effort to address (e.g student/community surveys)
- Welcoming community in neighborhood (e.g. Movie night in the park)
- Community has a lot of engagement opportunities
- Skate night at TJ
- Movie night in the park
- County Fair
- Really good at engaging kids as a whole
- English classes
- Arlington Recreation Center pass
- Gym use at Thomas Jefferson Middle School

Cultural and Religious Community Centers

- There are Ethiopian community centers that have worthwhile programs, but they don't have funding to facilitate healthy initiatives amongst our community members.
Environment (nature)
- The Ethiopian community does not get notice of programs otherwise.
- There is an Ethiopian church in Annandale that a lot of people use as a resource for finding information initiatives in the community. If we could find the information in places like that, we would be more aware of what programs and services we can partake in.
- There are a lot of Ethiopians in Arlington who are suffering from homelessness and mental health issues. Who is helping them?
- Socializes a lot by attending YMCA
- Socializes with Cinthia (also fights)
- Church activities, Church of God on Carlin Springs Road is center of support
- friends, help meditative (Husband is a buddhist)
- Some friends from high school (graduated in Mongolia – are here)

- Children keeps her happy
- Be more active and do things you enjoy
- There's a great variety of foods available here reflective of the many cultures in Arlington.
- Being able to connect with other families
- Has friends from work & 55+ & church
- neighbors are friendly.
- family helps
- doesn't have a lot of family here, just sister. Doesn't have many people to rely on. All friends have own responsibilities.
- likes the diversity of the community. Good for kids to get to see people of different races and ethnicities.
- I go to church, I make more friends, that helps me mentally. No to be stuck, be more active.
- In my case, I asked around with other people to find out where I could go for medical help. Social connections and friends were very helpful. Having many friends is very helpful.
- Of great importance; human kindness. Several reported helping elderly American born neighbors. Hospital/clinic personnel need to be kind, not rude or hurried.
- More kindness everywhere There is not much information on prevention
- "The church has helped us a lot, they are a very good and shared community"
- "Mormons help a lot; they ask if you are going to move and organize a group to help you. They help cut the grass, they teach English and they do not need to belong to the church. "
- Not knowing where to go when sick
- Racial/religious discrimination and preferential treatment to certain communities Some doctors know about our cultural traditions and foods, others don't. The doctor tells me not to eat pupusas, so I only eat them once in a while.
- One table member has family around that helps her with food and rent and has to pay nothing
- Charity programs help cover some ER bills

Wrap Around Support and Services

- Criminal justice system: Arlington has the best public defenders around. But still people are being jailed without fair/proper processes & trials.
- Social service agencies (county, nonprofit, etc) MUST work together, communicate with each other about client's needs. Case workers must work as a team to treat patients' needs.
- Clients/patients must be able to trust in their caseworkers & social service providers.
- Peer Centers

- Adam voiced that he is a good advocate for himself, but he feels his opinions aren't respected. Case workers have told him they won't send him to a mental health worker because they'd rather him first get a job and go to AA. AA is helpful, but it's not therapy. One worker told him he was "gaming the system." Patients shouldn't have to beg for therapy.
- Thorough communication among social service agencies and between agencies & patients.
- Formerly Homeless, but AFC helped her get her life back
- Helped with AFAC & mental health answers.
- Doesn't want to leave her doctors
- My children have participated in art and recreational programs. When I was alone, my children were depressed, and the classes were helpful to relieve the stress a little bit. For Christmas, I participated in the Salvation Army Angel Tree Program.
- AFAC is very helpful for me. I eat salad and fruit every day. I have heard a lot of presentations at church and the places where they give out food about how to stay healthy, what kinds of food I should be eating.
- If undocumented, sometimes the agency offers services based on employers' letters, etc. but recently it has been hard to get such paperwork completed — employers are not willing.
- AFAC provides food once a week
- Several people at the table are worrying about applying to programs like SNAP under this government because they are worried about the public charge issue. Gloria states that this is a scary time and that there is a lot of fear and a lot of rumors are traveling through the community.
- Not enough support for new mothers, especially immigrant mothers. Project Family is well done but too limited.
- AFAC -Made sure her daughter had food throughout troubled times
- Most people at the table use AFAC

Communication Around Programs and Services

- Many obtain their communications from APS, DHS, or A-SPAN, but there are real challenges if you are not connected to one of these partners in obtaining information.
- Heard about it through APS and thought it was for APS. Trying to expose herself to the community and meet new people, as being a stay at home mom can be socially isolating. Encouraged to come to roundtable by A-SPAN shelter
- Getting information about services. Most of the individuals obtain information from word of mouth, through other people and their peers. More gatherings like this would be helpful.
- More communication/information on social interactions and services, how to access programs, and how to navigate the system.

- Information on healthcare, food, homelessness via flyers
- Common sense of other people.
- Heard about the roundtable from the WIC office. Loves living healthy. She's a new mom to 2 boys. Wants to teach them healthy lifestyle, eating healthy, being active. She's watching her own weight too, has gained weight since her baby was born. She also wants to share what she can. Digital divide—Not everyone has Internet access and/or knows how to access resources about nutrition and other health concerns online.
- Information should be better communicated to patients.
- Not everyone has internet. DHS should have a big display with basic program brochures about each program so patients can feel informed and can better verbalize their needs.
- Ingrid says she does her own research after being referred for services by her case worker. She wants to make sure that her papers, referrals, etc. are in order before she goes through the trouble to show up at a new service location and wait in line. She knows that a lot of patients don't think to do that.
- There should be email lists or mailing lists where patients can sign up for more info & regular notifications.
- There should be a better-known info line that the public can call to find info or get directly connected to a department/resource.
- heard about this from the food bank
- has friend who works at DHS and came with a friend
- Attended first roundtable and was motivated to come to this one because that one was so good
- wants to hear everyone else's opinions about health
- asked how did you know you could ask for that accommodation?
- If you're not connected with social services then you won't know, but if you are you'll get all of the info you need.
- maybe the county should have an information ombudsman. Sometimes when you call the info desk at the county, they give you the wrong number.
- need to be persistent to get the resources you need.
- felt the most connections at the last roundtable on education. Before that she never felt that her voice was heard.
- flyers, having things in other languages
- face-to-face, need more technology classes
- put out more recipe cards at the community centers
- Translators are needed, and sometimes time off from work just to file documents.
- The language is an obstacle
- It's hard to understand doctor and one table member communicates to doctor using hand gestures

- A table member forgets questions to ask the doctor because she is nervous about the experience
- A table member doesn't know who to contact about health services where she lives
- Main information shared through friends and neighbors but even that information is hard to find. Some friends/neighbors don't want to share because they are worried that resources are limited.
- Some are connected through AHC
- Uses ARLNow.com to get news
- Some learned about this event when they visited a clinic, or through their child's Bilingual Family Resource Assistant
- Learns a lot from the internet
- Learn English very fast, can't express fully so limits her in many ways, many stress, cry because she cannot express herself
- We have many languages and some residents who can't read. Others are bombarded with things to read and can't keep up with all that's going on. Simplifying communication and focusing on making sure information is understood is important.

Kids and Social Connections

- Cell phone usage and social media/kids with cell phones.
- Talked to teacher and vice principal about bullying, very supportive.
- Good and Bad Friends
- Has kids and wants to stay healthy to support them.
- has two kids, six and four. Both boys.
- three kids, two girls and one boy
- four kids
- has four grown kids
- two sons that are grown, seven grandkids.
- the kids need your time and attention
- protect the LGBT community-- a lot of them are suffering in the schools because they don't have a safe space.
- skate nights for the kids
- wants bowling nights
- "My son has a tutor who helps them a lot, they take them to play volleyball, they come to read the bible. There are several student volunteers who help them, they also talk to them about the family, and it's close to the Green Bryant & Carling Spring street. "
- daughter is in AHC after school program
- Challenge of older siblings having to take care of younger siblings after school; can prevent them from participating in athletics and after school activities

Other

- if you have peace of mind from secure healthcare you are able take care of all of the things in your life.
- All expressed fear of drugs/alcohol but were not personally involved.
- As rents go up, so does transiency. Relationships are lost with close neighbors.
- Personal Trainer
- Students - came with mom
- making sure her daughters eat healthy
- Spanish is spoken almost everywhere
- “Ha sido una bendicion” - “It’s been a blessing”
- That all people, even those not born yet, would live a happy life. I wish for everyone to be mentally content.

Community Condition: Neighborhood

While participants expressed that Arlington does have the best housing programs compared to surrounding areas, they still feel that housing stability is a concern. Amenities such as playgrounds, pools, gyms, and indoor play areas for children are overcrowded and scarce. Participants also have concerns regarding safety and feel unsafe walking at night. Participants believe that Arlington is lacking in affordable healthy grocery stores that provide fresh produce. Public transportation in Arlington is used regularly by participants. They find the diverse options of buses, trains, bike share and pedestrian trails useful.

WHAT'S WORKING? *(as identified by participants)*

Safety & Security

- Because low income housing allows for people to pay less, people feel security in their supply of housing and don't have to distract their kids with having to leave the community.
- Arlington is a quiet community
- safe streets and neighborhoods, safe trails
- Crossing guards make them feel better about having their kids crossing the street

Diversity

- Diverse property
- Arlington feels very inclusive and welcoming.

Convenience & Access

- Transportation—ART buses, bike trails, bikes and scooters for rent—so many options!
- Excellent public transportation that is clean and reliable.
- There is always life in Arlington, in comparison to the suburbs. Always something going on, something to do.
- Lots of resources in Arlington

AREAS OF OPPORTUNITY *(as identified by participants)*

Amenities

- I want playgrounds
- There is no pool in my community
- When elevator out, has to climb 4 flights sometimes
- Needs new elevators, management won't invest
- Elevators out often, hard to climb with groceries
- Not having access to indoor play and activities, it makes it hard to raise mentally and physically healthy kids.
- They live in affordable housing with no gym

- They go to a different gym at someone else's apartment so it's easier to do 10-30 minutes

Food Security

- All agree that Arlington needs more affordable grocery stores. All drive to Alexandria or Annandale to get to an Aldi where food and fresh produce are cheaper.
- Some people use AFAC and some have access to SNAP and WIC.
- I also wish for an Aldi in Arlington (cheaper prices here)

Housing Stability

- It also adds to my mental health knowing that my neighborhood won't be gentrified.
- My neighborhood is declared a historical site and that also adds to my housing security.
- Housing grant barely covers rent, spends all his money on rent, none for food
- Housing programs in Arlington are the best compared to others outside of Arlington.
- Housing allocation often puts you in "certain neighborhoods." While they know that's because it's where the affordable buildings are, it feels like discrimination and segregation.
- More affordable housing choices that are actually affordable with the minimum wage in Arlington

Safety and Security

- Walks at night, although case worker prefers she walks during the day
- Is walking unsafe? Doesn't bring help
- Followed someone to shelter to get police. Probably unsafe
- Nasty people: neighbors and children don't push trash in dumpster
- Safety—Depending on the neighborhood, people don't always feel safe using the Many don't feel safe riding a bike or even crossing some streets.
- Violence/crime in some neighborhoods and fear of being retaliated against for calling the police keeps people inside and afraid to talk with neighbors. When you don't know your neighbors, it's harder to recognize suspect or unusual activity.
- Skyrocket in drug use, and drug overdoses are hurting our community.
- The rate of growth encourages more crime, particularly rapes.
- Need more lights for safe walking at night.
- Many didn't feel safe walking at night.
- it depends on the area. High crime on C' Pike
- gun control
- Although it is illegal, some complained of smoking in/just outside their buildings. One mom worried about the marijuana being smoked on the building roof, drifting down into her children's room.
- Street safety is an issue like lack of street lights

Transportation

- My work is a 15-minute walk away. I would choose to walk to and from work to get some exercise in, but I am on my feet all day as a 7-11 employee. The last thing I want to do is walk home once my shift is over, so I choose to drive.
- The walk signs on crosswalks are too fast, especially for the handicapped or elderly.
- Hard to walk on the North Side of Columbia Pike
- Traffic
- Transportation: bike share, scooter shares, bike & pedestrian trails. These are amazing compared to other counties.
- Julie doesn't use a bike share because she doesn't have a credit card.
- More transportation options
- I rely on public transit
- I walk a lot and want to start using the gym at Walter Reed, near my house.
- low cost transit for teens and kids
- Transportation is a large barrier
- Having no car makes it hard to get to most providers
- Difficult to use the bus
- Nervous to take the bus
- Everyone drives to grocery store
- Transport is an issue
- Arlington has great choices for transportation
- Information can be found for buses, bike trails, and other transportation
- Takes the bus whenever possible
- No car
- More transport to take kids to activities

Wrap Around Services

- VPoint apartments helps her print forms and fill out; proofs her forms too.
- Caseworker helped secure a 2br for two months at Sullivan House
- County's resources including parks, trails or even walking the streets after dark.
- More community activities designed to help neighbors meet neighbors
- Pick up trash more often/make sure litter problem is under control—plastic bags and plastic water bottles are the biggest issues
- Rec Centers, parks, pools, etc.: Very limited and get filled quickly, not enough classes, need more focus on kids with special needs or disabilities, most didn't know about reduced fees for low income people
- Neighborhood Health (Information for these services provided by recovery programs)
- Has gym right outside her apartment door and never uses it.
- Arlington classes (parks & rec) are really good (e.g. yoga, karate)

- Arlington has a sufficient playground
- "The Arlington social worker has helped us"
- "The Parks and Recreations program is very good and also the After schools' program"
- Students do swim and dance class (Parks & Rec program)
- Kid takes piano, soccer (after school program), swimming, art classes at Arlington community center
- Doesn't mind gym cost – "only \$10"
- All also agree that it would be good to have these classes within the communities where people can access them easily
- She would like a gym that is accessible to all

Other

- "I agreed, I think the city is beautiful and safe"
- "A health plan for the community"
- learns about things from her community center.
- There's not the same safety and sense of community that there used to be

Community Condition: Environment

Participants were generally grateful for the public parks and community centers that are present across Arlington County. However, participants expressed concerns regarding safety, and the cost of accessing healthy foods and affordable housing.

WHAT'S WORKING? (as identified by participants)

Transportation is good – bus and metro

- County police and fire is very responsive
- Neighborhood security. Families can be relieved and have good mental health knowing that their kids are safe. The security comes with a cost, but it's well worth it.
- Security and safety allow me to feel content when my kids play in the playground and I can watch them from the window.
- Parks are very good, and we have more than enough in Arlington.
- Walks 100 miles per month
- Arlington provides lots of resources—trails, paths, parks, community centers, sharing high schools, free events, gardens, etc.
- Arts and DPR encourage play which is so important for mental health
- Parks accessible for everyone including those with mobility challenges
- Most find it easy to obtain healthy food in Arlington. Some shop at Farmer's Markets and agree that organic is expensive. Some buy in bulk. All eat what they can afford and most would rather have fresh food than organic.
- One recommended a show on Netflix called OMG GMO on the organic versus non-organic debate.
- Farmer's Markets
- Herbs and herbal teas can treat high blood pressure, diabetes.
- Nutrition is vital: Zolzaya's doctor recommends herbs and healthy eating. Diet is the first line of defense towards physical health. In her family, they eat a lot of meat, but she knows now to serve meat dishes with plenty of healthy vegetables.
- good parks, recreation for the kids
- uses Barcroft park, Jenny Dean Park, playground by Woodbury Park.
- works at produce department so eats a lot of fruit
- I watch Despierta Medica. Dr. Juan Rivera gives a lot of recommendations about holistic medicine. I try out some of the things that he suggests, and it helps. luckily there are alternatives (SimplyHealth)
- Parks are some of the best

AREAS OF OPPORTUNITY (as identified by participants)

Safety

- Cyclists wearing dark clothes in make it dangerous for them and drivers.

- Lack of traffic calming measures have caused a lot of people to be in fatal or near fatal accidents in my neighborhood. (Near Arlington blvd. and Washington blvd.)
- In the past, there was a lot of loitering and smoking that made me feel unsafe. Now there are police that patrol the area and I feel safe enough to walk out with my kids.
- Attends AMCC gym but it's hard to walk the hills
- Most people appreciated Arlington parks, although they like them open — if too isolated, can be dangerous.
- I think having access to the gym or a place to exercise close by without a problem and without spending too much money would be good, there are some buildings that have Gym but others do not have it and it is difficult to walk after work, sometimes also the insecurity of the neighborhood
- People have been exposing themselves close to parks, so recently it has been less safe
- Doesn't feel safe taking her kids to parks
- Information and Resources
- Wants to share his knowledge about herbal healing.

Pollution

- Arlington area more polluted than Fairfax
- Sometimes there is a lot of trash. Smoke caused by cars is sometimes a problem.
- Access to healthy food and exercise
- One table member's daughter and her gained weight even though they eat the same thing here that they ate in El Salvador. She thinks the food here is more processed
- I would like a free gym or a park near my house that has contains exercise machines outside available for everybody in the neighborhood.
- Some parks are practically abandoned and for example the tennis courts are broken and dirty.
- More opportunities for sports/places to play sports. Courts are always very crowded
- Finding 'natural foods' is very expensive - farmer's markets

Other

- Fix the streets and routes
- Fences around park and generally

Community Condition: Education (Schools)

While participants identified excellent quality in Arlington Public Schools, there was a desire for more opportunities to access school resources and supports, addressing language barriers and offering mental health supports for students. In addition, participants expressed interest for easier access to after school activities and adult education programs.

WHAT'S WORKING? (as identified by participants)

Adult Education

- Education for adults: Arlington has more opportunities than other places, and they are easy to access.

Building Healthy Habits

- kids get to build healthy habits
- Kids hear about nutrition and clinics in school

Good Classes & Academic Programs

- High schoolers really like that Economics/Personal Finance class teaches life skills
- There are many good special need kids programs – well integrated with classes
- Moved to Arlington because of the schools.
- Schools are good.
- A lot of free clubs (e.g. dance clubs)
- very satisfied with children's school

Mental Health Resources in Schools

- The Peace Rooms now in some schools where children can de-stress.

Parent Resources

- The schools got high marks, especially the Bilingual Family Resource Assistants. They provide information when medical help is needed. The Parent Resource Guide handed out to parents also has good information, including how to contact the School Nurse, another excellent resource — sometimes can be phone in the middle of the night.
- SCAN (parenting programs)
- Having Mongolian interpreter is helpful
- Mongolian speaking nurse at the school (at Hoffman Boston) helped them prepare documents

Physical Health Activities in Schools

- Kids like PE class (10th grade & 4th grade)

School Community & Support

- Like the social worker at school

- Supportive social community
- Wakefield is a diverse school without judgement
- AHC and APAH having after school programs for kids really helps so they don't have to pay for childcare
- Very limited negative experience
- Inspired to move here because of good education
- Volunteers at the school and builds relationship
- Hoffman boston is very friendly even though many other schools have walls

AREAS OF OPPORTUNITY (as identified by participants)

Adult Education

- She has attended English/Computer classes in the past, but now they are only offered in the day time, so it's hard to get there if you work
- English and computer classes are the two classes identified as most important by our table
- I also wish for classes for music or singing; something cultural
- More reading/literacy programs.

After School Activities

- After school activities for kids: if parents are working, children can sit too much; they need active fun.
- More access to after school programs
- More programs for children since parents work long hours.

Building Good Health Habits

- I wish for people to teach their kids better health habits

Engagement

- School boundaries are changing. Community needs a presence (voice) at these meetings.

Healthy School Food Options

- At the school where I study, the food is more or less healthy, but they also give us a lot of fried food and lots of hamburgers, the food has no flavor and we Latinos go out to eat because they almost do not like the food."
- My children are older and they are in the university but I also have my younger son who does not like vegetables very much, it would be better is the food given at the schools was healthier, junk food affects their organism and they get sick, we do not know why they give them that kind of food, I've seen some schools that are healthier for example in the Carling Spring
- My daughter does not like school food and is 10 years old

- School doesn't show that healthy food can be tasty; food is bland
- Skipping breakfast to get extra sleep
- Another problem is that I teach my children to eat vegetables at home but the food in schools is not healthy, the food is terrible

Language Services & Support

- More ESL classes and translation services. Language is always a barrier.
- When they come here first, it took a long time for them to learn English
- wants to learn better communication
- Low cost ESL course
- Gloria reports that Arlington Mill has classes for English that are expensive. They need to offer cheaper classes or a discount based on income.

Legal Barriers

- Student visa status is a barrier to coverage

Mental Health Resources in Schools

- Counselors: don't feel like they're very accessible
- A lot of talk in school about drugs etc but don't spend talking about "real" issues - low income households, single parents
- Health class goes over mental health so quickly that it doesn't give time to understand (e.g. difference between stress and clinical anxiety)
- Students don't know about mental health resources
- Some families don't believe in mental illness
- Stress from school affects mental health
- In gifted programs - weren't taught how to study and manage your time
- Want people to make sure students are ok
- Sometimes I think that young adults in schools have issues with their families and friends because of stress. I have experienced that they don't want to go to class and don't communicate the reason why with their parent. Some schools have good resources such as counselors, but overall if you make little money it is difficult to see a psychiatrist or a counselor. I have experienced that sometimes youth don't communicate with their parents, so it is hard to know how to help them and because of this it is good to have someone professional in the school

Parent Resources

- Offer workshops to parents through the schools
- Kids school also provides information but not consistently

Physical Health Activities in Schools

- Harder to keep up with physical health when PE is over
- Can't do P.E. Class because it falls during pollen season (allergies)

- There's a gym in the school but it's all boys in there

School Community & Support

- Middle school – you do have to choose your friend group wisely
- Check ins with counselors more often
- Counselors should follow students K-12, not just at individual school
- Make sure everyone is well informed about bus routes
- Extra support for kids who don't come from two parent households
- Wish they had learned at a younger age what they need for the future (e.g., healthcare/taxes)
- Want parents to feel comfortable in the neighborhood so kids can go out to activities
- Some prefer counselor the same gender
- Better methods of distributing information about resources (e.g., social media, school presentations by community organizations, programs to educate parents on mental health, etc.)
- Wants to be educated & informed for a better understanding about health.
- Let the schools distribute the information because they can send it home to the parents
- The principal did not want to orient the child until after the holidays: school principal not happy, child wanted to go to school
- No parent-teacher conference at HP
- I would like child care availability that would allow me to have the time and resources to be healthy.
- Arlington public schools are great with kids. The school clinic does good work.

Technology in Schools

- iPads in school are distraction; may not be useful giving cost-- "my vision is getting worse"
- Tension in hands from typing; holding phone may put pressure on their pinkie-- could have armrests for your computer

Community Condition: Economy

Participants shared their challenges in balancing the costs of healthcare, housing, transportation and food costs. These trade-offs become increasingly difficult for families with only one income or those in low-wage jobs.

WHAT'S WORKING? (as identified by participants)

What's working about Health and Economy

- Several participants get food from AFAC on a weekly basis, which helps them to ensure they each healthy food. Zolzaya gets fresh vegetables from AFAC that she can't afford from the supermarket. She gets kale but doesn't know how to cook it. She invested in a juicer last year and makes juice out of kale and fruits that her boys love to drink.
- Arlington gives housing relief to people whose social security is pending. This only happens in Arlington.
- kids can use gyms for free
- low costs are really key, can get parks and rec. pass at a reduced rate. Only have to apply once, don't have to renew it every year.
- Shoppers is the best because you can get things in bulk for low prices
- Most memberships are affordable including pool use.
- Arlington offers fee reduction/sliding scale for lower-income residents.
- Make DPR's fee reduction program easier for low-income residents to use
- I want to join a gym, they are in different community centers. If you live in Arlington, the price is lower. I still have problems paying for it, but it helps

AREAS OF OPPORTUNITY (as identified by participants)

Job and Wage Related Challenges

- Generally, has no time – husband works long hours 9am-9pm
- some kind of job, afford to have everything (can't work with no authorization)
- Find job to cover health insurance
- Mor raise the minimum wage
- Need Job training
- has two jobs and so no time to take care of herself
- More jobs especially for-profits rather than government

Housing and Food Challenges

- wish apartment rent was not so expensive,
- Place to live for those without homes.
- Work.
- All agree that it is hard to eat healthy because healthy food is expensive. Most report going to Aldi, where Eva says "I fill up my cart for \$100."
- Housing and food costs

- Cost of housing makes it hard to live. Would rather live in Arlington, either for schools or the sense of community.
- Housing: slow down growth in rent and housing costs.
- Food is too expensive
- Don't have to be hungry.
- Don't have to be homeless.
- Healthy food that are less expensive.
- farmers markets too expensive
- it's hard with Food Star being gone. They had really good and cheap produce. We need Aldi or Grandmart
- concerned about Harris Teeter coming to C' Pike. Harris Teeter never has deals.
- affordable health insurance
- I would like it to be cheaper to live in Arlington"
- Another thing when we look for an apartment here for Colombia Pike is very difficult and to live here we have to earn more than 60 thousand dollars.
- Has housing grant.
- Fast food is always the cheapest and easiest
- Access to these things is affordable
- affordable housing
- housing
- Affordable Housing is a basic need — housing can consume a lot of earnings. AFAC helps a lot.
- Lower the cost of living in Arlington
- It's hard to find glasses for children under \$600
- Vegetables are expensive
- It's hard to find time to prepare food after working and watching kids so they buy or grab something to eat
- \$750/month social security income all goes to rent
- A lot going well in Arlington but some folks struggling
- I don't have \$25 [for Kaiser's medicare program]
- Begs from sister for money, previously over-income for Medicaid
- Affordable housing isn't affordable enough, not realistic for people living in Arlington, working with low wages, minimum wages. It's not fair for native Arlingtonians who've lived here all their lives.
- Funds are not allocated correctly
- Concerned about employment opportunities & minimum wage.

Trade Offs

- She wants to take care of her own health, but can't afford it. She has to choose between paying her rent or buying her medications.

- Cost—Some programs are expensive and renting facilities can be expensive, too. Healthy food is always much more expensive than non-healthy options.
- More affordable housing
- \$190/month for daughter helps run around to get food
- If one link in the chain is missing, the whole system falls apart, i.e. losing a job can exacerbate mental health problems, that loss of income can make you in need of food, etc. It's like a machine not getting oiled.
- After Louise's son left the hospital for pneumonia & cancer, a therapist came to the house for 3 visits, but they couldn't afford more than 3. Louise makes sure she sees her own case worker and takes care of herself. She worked as an APS school bus driver for many years and retired to take care of her son and grandson. She's the primary caregiver.
- Francis says a lot of changed for the better in Arlington over the years, but that still it's difficult to find out about housing programs unless you have a case worker who can tell you about them.
- Transparency about allocation of county and federal funding
- Wants to work because SSDI isn't enough. Worried about losing insurance benefits if works.
- If you don't have the money to pay rent, you are thinking and thinking and can't sleep. And do I have enough money to pay for food. This stress affects my health. I would be much healthier if I didn't need to pay rent.
- I had an experience, I do not want to tell but we are already in confidence; here is this country if you lie, you get everything, but if you go with the truth you do not get anything, I have never had Medicare, I have always applied and they have never given me, I have been in this country for more than 22 years and I have never had help. I have never had the benefits of food; some people do not work and lie and give benefits to them. They give them food and I think it's not fair.
- If you don't pay your ambulance bill, they boot your car.
- A friend didn't have money to pay for an operation, lost job, couldn't make money, is now bedridden
- Yes, of course, I do not know why one tax is deducted from social security and other taxes.

Costs of Child Care, Transportation, and Other support Services

- Affordable & accessible child care
- facility to help you fix your credit. Health costs have ruined her credit
- Paying extra for exams is an issue
- Uber and Lyft are expensive
- No credit card to reserve appointment

- my work is very hard all day and I do not want to go for a walk when I leave work because I am very tired
- We agreed with you, we do not like the attention or customer service either;
- I think we need more help from the government

Other

- Better not have my papers because those who do not have everything, I think it's unfair.
- The politicians and the economy is affecting us, my respect for everyone, but the system is affecting us a lot, those who pay taxes and all the help is small, because we earn little but not so little to qualify but neither does it reach us.
- In the university, if the parents own a house, the children do not receive help from the government.
- I do not agree with that because I have two children and the one who gets the best grades, the government helps him more and his loan interests are better.
- Everything is expensive here in this county. I wish that there were at least help to pay for the insurance a bit to keep the people well and safe because it all starts with health. It is impossible to be healthy without access to doctors and this access is still expensive even for those on low incomes who have insurance. Without being healthy I can't be part of my community. She states that no insurance = stress = no money == they will be in the RED
- Here in Arlington everything is expensive. I wish I had access to an affordable gym so that I could exercise more.
- There aren't as many bills and financial strains back home as there are here, especially when there's a sole provider
- If you're healthy, you can have money, if you aren't healthy there is no money.
- Stress from financial responsibilities
- finding time is a large obstacle to health
- 10 hour work day, school, and kids make it hard to look for anything beyond that
- meal prepping can be an effective way to save time
- Cook all at once on a weekend for the entire week
- Can cost you more if they don't give you the help you need the first time and have to go back
- No time for driver's license
- Waste time trying to look for right route
- Having things planned ahead makes timing much easier
- Putting in a long night on Sunday cooking can save time throughout the week