



Table 1: Mongolian Speakers

Guided Table Conversations – Part I

Name, neighborhood, why they came tonight

Resident 1 –

2 kids, husband is in masters program (similar to Resident 3
Youngest child is 4 years old in a Montessori program, other child 7 years old (2nd grade)
Lives in wellington area (Columbia Pike), same place as Resident 2

Resident 2 – Ballston Metro Station

2 kids, 10th grade and 4th grade at APS
Came to Roundtable because friend invited her
Used free clinic, need more clinics like that because it's hard to use, kids use Medicaid

Resident 3 –

2 kids, 9th grader and 3rd grader
Lives in Columbia Pike area
Husband is now studying for masters degree, student visa, so student visa holder
No social security number, how can they be enrolled in health program with no social security and no Medicaid or medicare
If they apply for green card or status, there may be conflicts → What programs are available?

Resident 4

Lives in Columbia pike in George Mason area, used to live in Wellington area
Lives with family, son is now 8th grader
HP Woodland program, wants learn about other programs like free clinic

Resident 1: Goes to Virginia hospital center, recently called ambulance

Before she didn't know about the free clinic
Before she would go to emergency clinic to get health care
One time she had to take kid to Virginia hospital emergency from just a cut on his eye from a PE injury
Family generally doesn't have chronic illness, tries to solve issues without going to the doctor (like fevers)
Fear of hospital due to expense

Resident 2seg – worried about healthcare due to citizenship

Medicaid – covers most things

Resident 4 – able for her son to get eye check ups

Resident 3 & Resident 4 – can't go to doctor

Go to human services to get vaccinations so kids can go to school
They would struggle if they get sick & unable to go to doctor

Resident 3 – kid was bitten by a dog very terribly

The dog owners ran away and boy didn't know what to do
They went to Virginia hospital which was not equipped for rabies and sent to another hospital
3 shots – \$10k each for three shots
Still paying for it
Even though they have a plan – it's still three years with interest
No access to health care through husband's master program

Guided Table Conversations Part II

What gets in the way of you and your family being as healthy as you want to be?

Resident 4 - no healthcare

Resident 5 – Used to have Obamacare, applied too late this year



Resident 6 – uses Obamacare

Resident 7 – 4th grade child has special needs

Resident 8 – No healthcare, stressed thinking about hospital bill

Was pregnant with twins and miscarried (14 weeks)

Can't go on any trips because child has unidentifiable allergies

Tries to use traditional home remedies

Where to go for free medical care for children?

Arlington area more polluted than Fairfax

How do you stay healthy?

Resident 8 – Tries to eat nutritious food, vitamin supplements, tries to avoid getting sick

Already has a high bill

Resident 4 – 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

Guided Table Conversations Part III

- What is it about the people, places or things in your neighborhood that helps you and your family to be healthy?

Resident 5 – Arlington classes (parks & rec) are really good (e.g. yoga, karate)

Resident 4 – very satisfied with children's school

-When they come here first, it took a long time for them to learn English

- Having Mongolian interpreter is helpful

- Mongolian speaking nurse at the school (at Hoffman Boston) helped them prepare documents

- The school tested the her child (in Mongolian) on math, and even though he was supposed to be in 6th grade, he attended 10th grade math

Resident 8 – First moved to Alexandria the week before holiday break

School principal not happy, child wanted to go to school

The principal did not want to orient the child until after the holidays

When the boy came to Arlington, he scored high in math

Resident 6 – Kids like PE class (10th grade & 4th grade)

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

Generally has no time – husband works long hours 9am-9pm

Arlington has a sufficient playground

Students do swim and dance class (Parks & Rec program)

Resident 8 – Kid takes piano, soccer (after school program), swimming, art classes at Arlington community center

Doesn't mind gym cost – "only \$10"

Resident 7 – Mongolian is the 3rd most spoken language in APS

Many Mongolian children are in Montessori/pre-school through 5th grade

There are many good special need kids programs – well integrated with classes

Resident 4 - Very limited negative experience

VolunResident 1rs at the school and builds relationship

Hoffman boston is very friendly even though many other schools have walls

Resident 4 – No parent-teacher conference at HP

Social circles?

- Resident 4 – few friends, help meditative
 - Husband is a budhist
 - Learns a lot from the internet
 - Health recipes
 - Access to food and nutrition
- Resident 4 – doesn't know many people
 - Some friends from high school (graduated in Mongolia – are here)
 - Children keeps her happy

Wish to make things easier

Resident 7 – as healthy as she can be, wants to be healthy

Resident 4 – 1. Health insurance for all family members 2. Learn English very fast, can't express fully so limits her in many ways, many stress, cry because she cannot express herself

Resident 2seg – 1. Give more time to family, never late to dr appointment, spend time with kid and exercise 2. Find job to cover health insurance

Resident 8 – 1. Mongolian proverb – healthy body has healthy mind, 1. For health, family health very important 2. Want to stay resident, and access to health care, some kind of job, afford to everything (can't work with no authorization)

pat – wants to learn better communication

wish apartment rent was not so expensive, go to all same place for screening and doctor visits

- Thoughts about things that could help you or other members of the community in the future?

Table 2: Mongolian Speakers

Part I

Introductions and sharing 'what motivated you to come tonight to this conversation about health?'

Name	Family	Neighborhood	Motivation to attend	Health Insurance (HI) coverage	Other
Resident 1	-	East Columbia Pike	Invited	Y	Employed - LEP
Resident 2	Husband/ 4 kids	East Columbia Pike	Useful discussion	N for adults, kids insured Medicaid	LEP
Resident 3	Husband/ 2 kids	East Columbia Pike	insurance coverage	N	LEP- Student Visa – F1. Stratford Univ. Formerly taught business



					in Mongolia
Resident 4 (mom)	With adult daughter	East Columbia Pike	Healthcar e issues	N	LEP - Visiting on travel visa
Resident 5 (adult daughter)	Husband/2 kids	East Columbia Pike		N	LEP – Student visa F1. Mentora College DC
Resident 6	Husband/4 kids	East Columbia Pike		N	Husband is student. F1 visa
Resident 7	Husband/grown children/grandc h	Columbia Forest	Insurance bill concerns	Y – through work	Employe d – Trader Joes

- **Table #2 had six adult females from the Mongolian community and a seventh adult female from the Hispanic community.**
- **All Mongolian community members at the table were either on an F1 student visa, F2 dependent visa, or a travel visa.**
- **No adult males from the Mongolian community were present at either table.**
- **Those on visas are unable to obtain health insurance to cover their needs and cannot obtain gainful employment. They seemed to be caught off guard by the need for insurance after their arrival in the United States.**
- **There are 6,000 Mongolians in the Arlington community.**

- “Resident 7”: Obamacare was over \$700/month for HI. Now it’s \$146/month through Trader Joes.
- “Resident 3”: plagued with back pain last year from an injury playing basketball in Mongolia. Had to travel to DC to receive free care for the complaint.



Part II

What gets in the way of you and your family being as healthy as you want to be?

- **Insurance availability and cost impact health.**
- **Student visa status is a barrier to coverage.**
- **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.**
- **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 x-rays, the patients pain remains after treatment**
 - **One person has two-person dental insurance that is 70/30 (they pick up the 30% portion).**

ISSUES IDENTIFIED

- Affordability
- Accessibility in Arlington
- Physician availability and cost
- Distance
- Reliability
- Copays
- Limits of coverage
- Transparency of costs
- Dental coverage

Mongolian dentists and physicians come to town for 1-2 months to see patients and then return to Mongolia.

- **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.**



Part III

What is it about the people places or things in your community that helps you and your family to be healthy?

- Community Centers kid’s activities – Madison and Arlington Mill

- Violin
- Swimming
- Chess
- Cost is half price for the community
- For adults – running and walking
 - English classes

- Arlington Recreation Center pass
- Gym use at Thomas Jefferson Middle School
- Schools are good
- Great 1 to 1 program at Hoffman-Boston
- Good translation services available in schools
- Transportation is good – bus and metro
- Health department has good programs and information
- Arlington is a quiet community

Wishlist

- Room in Sequoia Plaza monthly for Mongolian community to meet, network, and share information.
- Other ways to network and share information in the community.
- School boundaries are changing. Community needs a presence (voice) at these meetings.
- Place to live for those without homes.
- Work.
- Mongolian school.
- Low cost ESL course

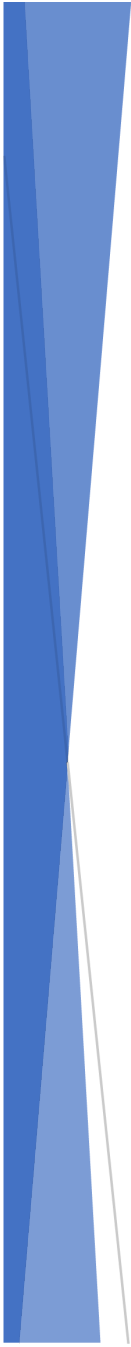




Table 3: Resident 1nagers

Opening Conversation

Where are you from

- Douglas Neighborhood
- Columbia Pike
- Nauck
- Berkeley Apartments
- Shirlington
- Four Mile Run
- Near Thomas Jefferson
- Near Wakefield

Why did you come

- Enjoyed it last time
- Came with mother
- Came with grandmother
- Wanted to represent and support TEAMAD
- Likes to volunResident 1r in the community
- Cousins told me about it
- Want my opinion to be heard

Guided Conversation #1: Your Health, Your Voice

Barriers to becoming healthier

Theme: Mental Health

- Stress from school affects mental health
- In gifted programs - weren't taught how to study and manage your
- Want people to make sure students are ok
- Ability to get enough sleep when there's so much work and projects
- time

Theme: Technology

- 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

Why you're not in your best health

Theme: Mental Health

- 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)



- Pediatrician doesn't talk about mental health
- Students don't know about mental health resources
- People don't feel welcome to say they have mental illness
- Some families don't believe in mental illness

Theme: Physical Health

- 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
- Many didn't know that there's a Resident 1n clinic at DHS
 - Bad stigma around Resident 1n clinic

Theme: Food

- Eating habits including school food
 - School doesn't show that healthy food can be tasty; food is bland
- Skipping breakfast to get extra sleep

Theme: Time Constraints

- Challenge of older siblings having to take care of younger siblings after school; can prevent them from participating in athletics and after school activities

Note-taker observations

- Mental health was a key focus of conversation regarding health challenges

Guided Conversation #2: What are the good things happening to make yourself feel healthy

Theme: Community Support

- 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

Theme: School Support

- A lot of free clubs (e.g. dance clubs)
- Like the social worker at school
- Supportive social community
 - Wakefield is a diverse school without judgement
 - Middle school – you do have to choose your friend group wisely
- High schoolers really like that Economics/Personal Finance class teaches life skills

Note-taker observations

- Conversation emphasized opportunities outside of the classroom including opportunities to gain "real world" skills. The Economics/Personal Finance class came up a few times as a positive addition



- Students commented on wealth of communities activities to become engaged

Solutions to Health Challenges

Theme: Physical Health

- Health grading system based on health improvement metrics
- Could have gym all the way through high school
- Would be great to be able to do a physical with the doctor at your school (more convenient), especially shortly before sports season physical deadline
- 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

Theme: Mental Health

- Someone in school clinic having training in Psychology
- Parents/students should know more about ADHD/dyslexia
- Success of Peace Room at Wakefield (place to get away and relax)
 - Could include place to pray
 - Swanson has one

Theme: School Supports

- Counselors follow students K-12, not just at individual school
- Check ins with counselors more often
- 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 spread of information about resources; Students receive information from:
 - Social media: use Instagram and Snapchat most; use Twitter also
 - When organizations come present at school
 - Want programs to educate parents on mental health

Note-taker observations The conversation about the Peace Room at Wakefield was a recurring conversation topic from the Education roundtable. Resident 1nagers enjoyed discussing and talked about how much they appreciate the resource



Discussion Participants and Neighborhoods:

Resident 1- Columbia Pike

Resident 2- Columbia Pike

Resident 3- Arlington Mill

Resident 4- Arlington Mill

Resident 5- Arlington Mill

Resident 6- Fort Myer

Guided Table Conversations Part 1:

What motivated you to come to this conversation about health tonight?

- It is hard to fill out paper work for Medicaid. I have been working on filling mine out for the past 1-2 years.
- 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.
- When forms have not gone through, I haven't gotten notification and don't know my next steps.
- I want playgrounds.
- 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.

Guided Table Conversations Part 2:

What gets in the way of you and your family being as healthy as you want to be?

- There is no pool in my community.
- 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 consider how much it will cost to go to the emergency room. It could cost me \$300-400!
- 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.
- 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.
- There are Ethiopian community centers that have worthwhile programs, but they don't have funding to facilitate healthy initiatives amongst our community members.



- 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?
- 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.)

Guided Table Conversations Part 3:

What is it about the people, places, or things in your neighborhood that helps you and your family to be healthy?

- 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.
- Parks are very good and we have more than enough in Arlington.
- Good in the school systems and kids get to build healthy habits through that exposure.
- My sister always tells me to be healthy, but I'm lazy.
- 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.
- 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.
- Security and safety allows me to feel content when my kids play in the playground and I can watch them from the window.
- County police and fire is very responsive
- 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.

If you had a wishlist, what is the one thing you would want for the betterment of your health?

- Mandatory annual health checks
- That all people, even those not born yet, would live a happy life. I wish for everyone to be mentally content.
- I would want for all medical care to be free.
- I would want more mental health resources.
- I wish for better access to counseling services.
- I wish for people to teach their kids better health habits.
- I would like child care availability that would allow me to have the time and resources to be healthy.



Table 5: Seniors

Table attendees:

Resident 1

Resident 2 – came last time, some folks rude, texting, talked over in Spanish, better this time, DHS three years; vPoint (ASPAN)

Resident 3 – Park Shirlington, AFAC

Resident 4 – Fields of Arlington

Resident 5 – Fields of Arlington (7 years)

Themes:

- Knowing which doctors take Medicare/Medicaid
- Good caseworkers are important and connect people to important resources
- Property maintenance/accommodations (e.g. elResident 3tor outages) is an issue at some of their apartments
- Having the money to afford basic benefits and health insurance is a barrier to being healthy

Where are you from?

Resident 6 – Lives in Columbia Pike & S 8th – 1 BR Apt

- Came to Roundtable because she’s concerned with her Resident 1th

- DHS **pd** for dentures never felt right, painful

Resident 7 - Lived in Clarendon for 20 years; “no looking back”; not exercising as much, busy

Nina – Lived in Arlington for 20+ years, cares about health inequities

Resident 2 – Lives in Clarendon at v Point – Come **HMM?**

Formerly Homeless, but AFC helped her get her life back

Has epilepsy – can’t afford \$1800 meds

AFC gave her everything

DHS case worker great

Gets check for private dentist who did Resident 1th

Patty (caseworker) does **??INDIR??** over 60

Resident 1 – 78 years old, lives in the Ballston area



Worked for 42 years with no problems

Insurance very expensive, exercises to stay healthy, YMCA

Lucky, social life important, 55+

Resident 8– Has lived in Park Shirlington for 8 years, was formerly homeless

Has a 9 year-old daughter

Physical problems

Bad back/hip/knees/Resident 1th

Pain medication created an addiction, tried to kill himself

Limited health/dental care

No dental insurance, missing a tooth

Struggles to find the right doctor, some don't take Medicaid

Mental health care limited to 2 phone calls per months

Job/salary

\$750/month social security income all goes to rent

\$190/month for daughter helps run around to get food

2 culinary degrees, used to be an electrician

Would like to teach can't get approval at APS

Laughter is the best medicine

Resident 4 – 2 BR fields at Arlington

On November 6 will be breast cancer free 4 years and brain cancer free for 5 years

Worked at VHC as housekeeper

Has false Resident 1th

Has a dog

Resident 2 – Lived in Carlin Springs since 1979

A lot going well in Arlington but some folks struggling



Husband was hit by car causing a traumatic brain injury

Good health insurance from APS, retired Resident 6y as school teacher

Dr. Varghese Presentation

- Well being on a spectrum from red (poor) to green (good)
- Physical, mental, social health
- 6 facets to health: social, nature, healthcare, neighborhood, education, economy

Arlington county vision

#1 Barriers/Challenges Prompt

Resident 8– Nasty people: neighbors and children don’t push trash in dumpster

Diverse property

8 years, usually peaceful, makes him angry

Resident 4 – ElResident 3tors out often, hard to climb with groceries

Resident 6 – When elResident 3tor out, has to climb 4 flights sometimes

Needs new elResident 3tors, management won’t invest

Resident 1 – Socializes a lot by attending YMCA

Saw seclusion and too much TV in his mother and promised himself to have a decent social life.

Resident 6– I have a lot of people in my life and want more time alone

Resident 4 – Attends AMCC gym but it’s hard to walk the hills

Sciatica – ambulance calls frequently

Socializes with Cinthia (also fights)

Church activities, **Comm?** Church of God on Carlin Springs Road is center of support

Resident 2 – Alone too much.

STAR to doctor appointment

Walks a lot



Walks 100 miles per month

Goes alone to bank at home

Walks at night, although case worker prefers she walks during the day

Is walking unsafe? Doesn't bring help

Bracelot? has blackouts with no warning and wakes up on ground

Others don't know how to help and she feels embarrassed.

Followed someone to shelter to get police. Probably unsafe

Resident 1 – Wears necklace with caller emergency to children

Prompt #2 What is working?

Resident 2 – 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

Only negative- filling out forms

Keeps having to fill out forms & update dates

VPoint apartments helps her print forms and fill out; proofs her forms too.

Resident 6– Emma Sandrez – caseworker at Bridges 2 Independence been a great help

Also helped daughter 2.

2 BR for 2 months at Sullivan house

Emma gives suggestions

Abingdon school counselor

Helps his daughter, who has a tic which doesn't show at doctor's

Only shows when she is excited, kids bully her



Talked to teacher and vice principal about bullying, very supportive

Helped with AFAC & mental health answers

Daughter premature- still different

Access to medical care is difficult

Uses Medicaid, caretakers that take it are usually too far away

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

Housing grant barely covers rent, spends all his money on rent, none for food

Resident 2 – Joined Kaiser’s medicare program - \$25/month

Great coverage and availability, highly recommends

(Resident 6: I don’t have \$25)

Resident 4 – medications very expensive, no money for essentials

Begs from sister for money, previously over-income for Medicaid

Doesn’t want to leave her doctors

Has Humana care & Medicaid?

Resident 6 – Abuses his medication and has been refused new prescriptions

Difficult to deal with pain

Glaucoma taking vision away now, a real concern

Resident 4 – Cancer treatment mostly went well at VHC

Double mastectomy – didn’t recover well, caused back pain

Resident 2 – WA hospital center, treated her epilepsy and got it under control. Very happy.

#3 What one thing or person or wish

Resident 2 – Pedestrian safety improved



Resident 1 – Too many scooters & bicycles, respect traffic laws

Resident 6 – Everything boils down to money

Resident 4 – Stop glaucoma from progressing

Resident 8– laugh & smile with new Resident 1th, can't smile now

(Resident 2 recommends The Art of Dentistry in Clarendon, who did a great job for her)

Everyone agreed they could use a consolidated list of all doctors who take Medicaid & Medicare

Resident 1 – 55+ programs, meals, trips are all helpful

- Reads a lot
- Has friends from work & 55+ & church
- Lives with daughter (28) who urges him to go out

Leadership suggestions

Resident 1 & Resident 2 could both be good spokespersons (Resident 2 spoke on a TV taping last week at vPoint)

Resident 6 seems very fragile and in need of ongoing case management

Table 6

Table composition notes: Our table included several DPR staff who have lived in Arlington for 20+ years mixed with other long-term Arlington residents.

Barriers/Challenges

- Safety—Depending on the neighborhood, people don't always feel safe using the County's resources including parks, trails or even walking the streets after dark. Many don't feel safe riding a bike or even crossing some streets.
- Isolation—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.
- Cost—Some programs are expensive and renting facilities can be expensive, too. Healthy food is always much more expensive than non-healthy options.
- Communication—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.

- Digital divide—Not everyone has Internet access and/or knows how to access resources about nutrition and other health concerns online.
- Need more wraparound services—For example, when working with families at DHS, talk about nutrition to help make sure people are getting valuable information.
- 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.

What's working?

- Arlington does a good job promoting physical fitness.
- Arlington provides lots of resources—trails, paths, parks, community centers, sharing high schools, free events, gardens, etc.
- Most memberships are affordable including pool use.
- Arlington offers fee reduction/sliding scale for lower-income residents.
- Arlington works to include and integrate different types of people. People feel welcome, are able to participate in programs and build connections across cultures.
- There's a great variety of foods available here reflective of the many cultures in Arlington.
- 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
- Libraries and Community Centers are generous and allow homeless people to spend the day there.
- Transportation—ART buses, bike trails, bikes and scooters for rent—so many options!
- Sports—great variety of levels and types of activities
- Faith community—very generous
- Arts and DPR encourage play which is so important for mental health
- Parks accessible for everyone including those with mobility challenges

What could be better? Wish List

- More community activities designed to help neighbors meet neighbors
- Make DPR's fee reduction program easier for low-income residents to use
- More affordable housing
- More jobs especially for-profits rather than government
- Pick up trash more often/make sure litter problem is under control—plastic bags and plastic water bottles are the biggest issues

Table 7

About my table:

- A young person, recovering addict, is a Boy Scout and works as a tow truck driver.
- Another person is also in recovery and living at A-SPAN's shelter.



- Another person, 60 years old, recovering addict, formerly homeless and a prostitute. Been sober for 1.5 years now, works at McDonald's, and has stable housing.
- A stay at home mother, three kids, whose husband works two jobs (a computer job by day and uber driver in the morning and at night).
- Another stay at home mother, two kids (one handicapped) with a master's degree and former government job. Left job when child became ill and also cares for two elderly parents, a disabled mother, and a father that doesn't speak English.

Consistent themes:

- 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.
- 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.
- Housing and food costs.

Why did you come to talk about health tonight?

- Encouraged to come by A-SPAN shelter
- Works in community as a first responder (and gift card)
- Encouraged 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.
- 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.

Is it hard or easy to obtain healthy food in Arlington?

Mostly easy. 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.

What does it mean to be healthy?

- Be more active and do things you enjoy
- Not just one thing
- Child was in ICU and for six months, life just stopped. Food, family, and life are all part of it.
- Physical and mental health
- Mental Energy

What challenges and barriers are there that have not allowed you to be healthy?

- Skyrocket in drug use, and drug overdoses are hurting our community.
- The food is too good! Such diversity and so many food choices, that they overeat.
- 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.
- Depression
- Cell phone usage and social media/kids with cell phones.

What are Arlington's challenges to healthiness?

- The walk signs on crosswalks are too fast, especially for the handicapped or elderly.
- Hard to walk on the North Side of Columbia Pike
- 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.
- Traffic
- Cost of housing makes it hard to live. Would rather live in Arlington, either for schools or the sense of community.

What can Arlington do better?

- Housing: slow down growth in rent and housing costs.
- Food is too expensive.

Is Arlington Safe?

- Yes, but:
 - 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.

What is working that allows you to stay or get healthy?

- Farmer's Markets
- Recovery Programs (substance abuse and meetings)
- Food banks (Information for these services provided by recovery programs)
- Neighborhood Health (Information for these services provided by recovery programs)
- Don't have to be hungry.
- Don't have to be homeless.
- DHS
- A-SPAN
- Good and Bad Friends
- 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
- Being able to connect with other families
- There is always life in Arlington, in comparison to the suburbs. Always something going on, something to do.
- Quality education
- Education for adults: Arlington has more opportunities than other places, and they are easy to access.



What is one thing on your wishlist?

- More reading/literacy programs.
- More ESL classes and translation services. Language is always a barrier.
- Healthy food for less expensive.
- 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.

Table 8

Introductions

Resident 1:

- Lives in Wakefield neighborhood.
- 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.
- 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. 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.

Resident 2:

- Lives in Wakefield neighborhood.
- Concerned about healthcare options.
- Doesn't know as much as he thinks he should even though he works closely with DHS.

Resident 3:

- From Mongolia, has lived in Arlington for 12 years.
- 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.

Resident 4:

- Lives in the Johnson Hill/Arlington View neighborhood.
- Wants to be educated & informed for a better understanding about health. Says that homelessness support is like a revolving door or services.



- 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.

Resident 5:

- Lives in the Barcroft neighborhood.
- Has a grandson with autism and a son with PTSD. She cares for both and wants more info about mental health services.

Resident 6:

- Lives in the Johnson Hill/Arlington View neighborhood.
- Wants to share his knowledge about herbal healing.

Resident 7:

- Went to Drew, TJ, Hoffman Boston, graduated from Wakefield. Played basketball & got scholarships for American University, Howard, Princeton.
- 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.
- Funds are not allocated correctly
- Concerned about employment opportunities & minimum wage.
- Criminal justice system: Arlington has the best public defenders around. But still people are being jailed without fair/proper processes & trials.

Resident 8:

- 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.
- 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.
- Concerned about mental health; issues go unaddressed especially for veterans with PTSD.
- It's a cycle (revolving door) between medication, doctors, referrals, not being able to afford it, etc.

Challenges & Barriers to Good Health

Healthcare must be holistic:

- 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.
- Social services must address ALL issues, must provide comprehensive wraparound services to fix your personal "healthy system" (mental, physical, social health).



- Doctors often prescribe medication without following up or monitoring. Patients taking antidepressants or other medicines often end up “zombies” or addicted. Then they can’t find a job because their “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.
- Mental Health is a resounding concern for all participants at the roundtable.

Communication:

- 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.
- Information should be better communicated to patients. Ideas for ways to share information with the public:
 - 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 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.
 - 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.
 - 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.
- 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.
 - 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.

Services Providers & Case Workers:

- 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 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.
- Clients/patients must be able to trust in their caseworkers & social service providers.
- Not all, but some case workers are not competent, compassionate, or invested in the patients’ outcomes. Case workers must fight for their patients!
- Joseph feels case workers are biased about who they give info about services to.

Trapped in the system:



- Adam has struggled with substance abuse. She 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.
- 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.
- Louise’s son has PTSD and hasn’t left the house since 2015. She can’t find him the proper mental health care. After he 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.
- 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.

Alternative Programs

- 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.

Successes – what’s working in Arlington’s health care systems

Healthy Eating & Holistic/Alternative Medicine:

- 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.
- Several participants get food from AFAC on a weekly basis, which helps them to ensure they each healthy foods. 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.

Free Clinic

- Dr Shank has the “best bedside manner in all my life”

Social Health:

- Peer Centers
- 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
- Rec Centers (pool tables, etc)
- Therapeutic Recreation program
- 55+ senior center & activities

Physical:

- Free exercise classes
- Diet & cooking classes
- 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.

Housing Programs:

- Housing programs in Arlington are the best compared to others outside of Arlington.
- Arlington gives housing relief to people whose social security is pending. This only happens in Arlington.
- 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.
- 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.

What services do you wish were available in Arlington?

- Universal healthcare, Medicaid for all.
- Holistic medicine & herbal healthcare
- Holistic mental health care & case management
- Thorough communication among social service agencies and between agencies & patients.
- Transparency about allocation of county and federal funding
- Affordable & accessible child care
 - Early Head Start & Head Start have long waiting lists. If a parent needs to extend pickup by a short period, they now charge the parents \$5 daily, which adds up. Head Start says they don't have the funding to pay teachers, so the cost is pushed off onto the parents who can't afford it. Head Start needs more funding!
- More affordable housing choices that are actually affordable with the minimum wage in Arlington
- More transportation options
- Job training



Table 9:

Resident 1—works for Kenmore and Gunston. Was diagnosed with autoimmune disease. Lives in MD because can't afford to live in Arlington. Is going to need accessible housing with progression of disease.

Resident 2—heard about this from the food bank

Resident 3—has friend who works at DHS and came with a friend. This is her third time coming back to Arlington, really appreciates the services here.

Resident 4—lives off of Four Mile Run Dr. Inspired to move here because of good education.

Resident 5—Lives at Virginia Gardens. Attended first roundtable and was motivated to come to this one because that one was so good. Moved to Arlington because of the schools.

Resident 6—wants to hear everyone else's opinions about health. Has kids and wants to stay healthy to support them.

Resident 2—for a while she didn't have any coverage and had to rely on AFC. Also health insurance is confusing. It's complicated knowing what to sign up for—Medicaid, ACA?

Resident 5—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.

Resident 1—has insurance through the county but the deductible is really high.

Resident 6—has two kids, six and four. Both boys.

Resident 5—three kids, two girls and one boy. Works as sub at Alexandria schools. Just finished her associate degree and is working on B.S. at GMU. Wants to be math teacher in a middle school.

Resident 4—four kids—senior at Wakefield, one at Gunston, one at Claremont and one at Barcroft.

Resident 3—has four grown kids. Gets disability and works. Has housing grant. Works in produce dept. at Safeway.

Resident 2—two sons that are grown, seven grandkids. Wants to work because SSDI isn't enough. Worried about losing insurance benefits if works. Wants to work part-time. Has Kaiser and gets a lot of support from them.

What motivated you to come tonight?



Guided Table Conversations Part II

What gets in the way of you and your family being as healthy as you want to be?

- *Have you ever had challenges in maintaining good health?*
- *Did you ever have a time when you felt there were challenges for maintaining good health in your community? Your neighborhood?*
- *Are there specific types of health services? resources? Things? that you have not been able to access? And if so, Why?*
 - *Examples of resources and things might include money, health insurance, finding the right doctor, getting information, transportation, safety, your job? or you might have other things that come to mind.*
- *Have any of 'these types of things' have gotten in the way-during challenging health situations? And, if so, can you share more about your experience?*
- *What types of things have you found to be most challenging in trying to help your family stay healthy?*

Resident 6—doesn't have enough time to exercise.

Resident 1—has two jobs and so no time to take care of herself

Resident 5 and Resident 4—the kids need your time and attention

Resident 5—financial—not enough money to belong to a club

Resident 2—lacks motivation to exercise. Has gym right outside her apartment door and never uses it.

Resident 5—was walking in her neighborhood in the summer

Resident 3—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.

Resident 2—Also hard to remember to take meds in morning.

Resident 1—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.

Resident 5—asked how did you know you could ask for that accommodation?

Resident 2 says you have to ask and seek out information.

Resident 3—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.

Resident 5—in the schools you really need to be an advocate because sometimes the people don't give you the info you need.



Resident 2--maybe the county should have an information ombudsman. Sometimes when you call the info desk at the county they give you the wrong number.

Cheryl summarizing—need to be persistent to get the resources you need.

Cheryl asks about social connections

Resident 2—neighbors are friendly.

Resident 5—felt the most connections at the last roundtable on education. Before that she never felt that her voice was heard.

Resident 3—Arlington feels very inclusive and welcoming.

Cheryl asks who do you rely on to help

Resident 2—family helps

Resident 3—public transit, insurance

Resident 4—doesn't have a lot of family here, just sister. Doesn't have many people to rely on. All friends have own responsibilities.

WHAT IS IT ABOUT THE PEOPLE, PLACES or THINGS IN YOUR NEIGHBORHOOD THAT HELPS YOU AND YOUR FAMILY TO BE HEALTHY?

- *What, if any support or resources has helped you and your family stay healthy? What about during a time when you or a family member were sick?*
- *Family? Friends? Organizations? Doctors? Others? To help you and your family stay healthy?*
- *Access to exercise or healthy food?*
- *Crosswalks or street lights in your neighborhood?*
- *Information on health? Diseases? Prevention? Medicines?*
- *Educational sessions on safety?*
- *Help lines or support groups?*

Resident 5—safe streets and neighborhoods, safe trails

Resident 3 says it depends on the area. High crime on C' Pike

Resident 6—more secure location, clean, well-maintained. Schools are good.

Resident 4—good parks, recreation for the kids. Access to these things is affordable

Resident 5 uses Barcroft park, Resident 2--Jenny Dean Park, playground by Woodbury Park.

Resident 2—likes the diversity of the community. Good for kids to get to see people of different races and ethnicities.



Resident 4—kids can use gyms for free

Resident 5—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.

Resident 2—skate nights for the kids

Resident 3—wants bowling nights

Resident 1—low cost transit for Resident 1ns and kids

AHC and APAH having afterschool programs for kids really helps so they don't have to pay for childcare

Cheryl asks what is the best way for them to get information

Resident 5—flyers, having things in other languages

Resident 2—face-to-face, need more technology classes

Resident 1—Let the schools distribute the information because they can send it home to the parents

Resident 5—offer workshops to parents through the schools

Cheryl asks what is the thing that you need to stay in the green light

Resident 1—affordable housing

Resident 4—health insurance

Resident 3—raise the minimum wage

Resident 3—works at produce department so eats a lot of fruit

Resident 5—farmers markets too expensive

Resident 2—it's hard with Food Star being gone. They had really good and cheap produce. We need Aldi or Grandmart

Resident 1—put out more recipe cards at the community centers

Resident 2—concerned about Harris Resident 1ter coming to C' Pike

Everyone drives to grocery store

Resident 6—Harris Resident 1ter never has deals

Resident 3 says Shoppers is the best because you can get things in bulk for low prices



Wish list

Resident 4—affordable health insurance

Resident 3—facility to help you fix your credit. Health costs have ruined her credit; cure for cancer; gun control

Resident 2—health care for everyone, including mental health

Resident 1—housing, mental health, protect the LGBT community. A lot of them are suffering in the schools because they don't have a safe space.

Resident 5—access to gyms, fitness amenities

Resident 6—more programs to help and fewer restrictions for the programs. DHS has too many restrictions.

Resident 5—if you have peace of mind from secure healthcare you are able take care of all of the things in your life.

Table 10 Notes

WHAT GETS IN THE WAY OF YOU AND YOUR FAMILY BEING AS HEALTHY AS YOU WANT TO BE?

- 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.
- 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.
- Sometimes there is a lot of trash. Smoke caused by cars is sometimes a problem.
- 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 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.
- 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.



- 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.

WHAT IS IT ABOUT THE PEOPLE, PLACES OR THINGS IN YOUR NEIGHBORHOOD THAT HELPS YOU AND YOUR FAMILY TO BE HEALTHY?

- I go to church, I make more friends, that helps me mentally. No to be stuck, be more active.
- 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. Also, the Parks and Recreation classes (are helpful). 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. 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.
- 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.
- 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.
- 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. But then the different services were separated, which was confusing.
- I watch Despierta Medica. Dr. Resident 7 Rivera gives a lot of recommendations about holistic medicine. I try out some of the things that he suggests and it helps.
- Something else that helps is to have the attitude to exercise. After exercising, I have more energy. I walk a lot and want to start using the gym at Walter Reed, near my house.

WHAT ARE ADDITIONAL SUPPORTS OR RESOURCES THAT COULD POTENTIALLY HELP YOU, OR YOUR FAMILY MEMBERS MAINTAIN GOOD HEALTH IN THE FUTURE?

- 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.
- 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.



- 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.
-

Table 11: Spanish and English

Introductions; What motivated you to come tonight?

5 female participants live at/near Greenbrier; 1 Rosslyn; 1 near Claremont. Most have lived in Arlington 10 years or more (1 only 6 years.) Other participants included a public health nurse and a fireman/EMC.

2 with children in school came because they attended first session and want to be active members of the community. Others learned about this event when they visited a clinic, or through their child's Bilingual Family Resource Assistant.

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. Others agreed that doctors and clinics say the visit will cost one amount, but then do tests or other treatments without telling the patient it will raise the cost, sometimes dramatically.

All wanted to be treated at the Arlington Free Clinic but said the wait could be months long. One mother shared that the Neighborhood Health Clinic was much easier to access.

What Gets in the way of you and your family being healthy?

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.

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 Mr. Zuniga 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? Translators are needed, and sometimes time off from work just to file documents. 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.

Although it is illegal, some complained of smoking in/just outside their buildings. One mom worried about the mariResident 7a being smoked on the building roof, drifting down into her children's room.

The high cost of both prescription and nonprescription drugs was a barrier for all.

All expressed fear of drugs/alcohol but were not personally involved.

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.



As rents go up, so does transiency. Relationships are lost with close neighbors.

What helps you and your family to be healthy?

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.

Affordable Housing is a basic need — housing can consume a lot of earnings. AFAC helps a lot.

Most people appreciated Arlington parks, although they like them open — if too isolated, can be dangerous.

Of great importance; human kindness. Several reported helping elderly American born neighbors. Hospital/clinic personnel need to be kind, not rude or hurried.

After school activities for kids: if parents are working, children can sit too much; they need active fun.

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

Wish lists:

More community events like health fairs
Lower the cost of living in Arlington
More access to after school programs
More kindness everywhere
More programs for children since parents work long hours.

Table 12

Challenges

- The free clinics that one table member goes to is always full and she doesn't know other resources for healthcare
- If you need prenatal care there is only one place to go, DHS
- Obamacare accepts more and was excellent, now it is harder to find the same level of care as when it first came out
- A table member's aunt and uncle has preexisting conditions and it has to find care that is affordable
- There aren't many options
- There is not much information on prevention
- Table member who is bus attendant working with Arlington County says her healthcare allows her to go anywhere
- It's hard to find glasses for children under \$600
- 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



- 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
- A table member doesn't know who to contact about health services where she lives
- 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
- Transport is an issue
- Street safety is an issue like lack of street lights
- Finding adequate doctors, health insurance, gym, medicine
- Paying extra for exams is an issue
- No car
- Uber and Lyft are expensive
- No credit card to reserve appointment

Good Things

- The free clinic
- Nutritionist, social worker, program of activities like yoga
- One table member has family around that helps her with food and rent and has to pay nothing
- Clinic provides nutrition and services for health, but only for kids
- Social worker has resources if you need help
- Charity programs help cover some ER bills
- AFAC provides food once a week
- Lots of resources in Arlington
- Kids hear about nutrition and clinic in school

Wish List of Resources

- Personal Trainer
- More doctors at the free clinic
- More transport to take kids to activities

Table13: Spanish Speakers

Our round table is made up of a group of 8 participants, 1 facilitator and 1 note taker. The group is a diverse mix consisting of 5 over 50 year olds, 2 people under the age of 21 and 1 person in her late 30's.

We introduce ourselves as a facilitator and note taker; we welcome them to the event and thank them for being here.

The facilitator begins with the following questions.

How did you find out about the event, what is your neighborhood and what are the reasons for attending?



Resident 1: "I came to the event because of a friend from the school who invited me, she told me that here I can have more information about how to get medical insurance, I'm not sure what the neighborhood is called but it's in Arlington."

Resident 2: "I've lived in the area for 30 years , I came because my wife and I wanted to know more about health, today the government offers help but you cannot see it, I've always received the bill even though I do not have insurance, I do not understand why insurance and the system is that way."

Resident 3: "...my husband we came to receive more information about health, we are interested in the subject but we do not know very well what the event is about, what I hear in the news confuses us and we want to know more.

We used to have medical insurance through my husband's work but they took it away and we were without insurance for a while. We want to apply for medical insurance; it is expensive to go to the doctor.

When we had insurance in 2006, we paid \$ 500 a month and suddenly it went up to \$ 1200 and we could not afford it anymore, we had it for 13 years but we couldn't pay for it anymore, thank God we have not had serious illnesses. "

Resident 4: "I've lived here all my life, I came to this event because I was also in the last one about education, and I'm interested in continuing to know more about these issues."

Resident 5: "Someone invited me. I have been here for 22 years, and I have never had insurance, but I go to the doctor.

I used to have insurance but I removed it because we paid a lot of money and I have not had my children very sick, there are no genetic diseases in our family thank God.

When we had it, it was very expensive, now I have the help of Obama Care, I am also eating healthier and I feel better, I do not earn much money so it is very expensive for us. "

Resident 6: "I came because my family and I are taking the course "Making your family stronger" here at school and they recommended the event to me.

We did not know very well what it was about but we came.

I had insurance from Arlington County, now that I'm not working, I'm paying for Obama Care, and my family does not have permanent diseases so we don't use it a lot but my children do their physical; I came to know what the meeting was about."

Resident 7: "I came as a guest to learn more about health."

Resident 8: "I live in Arlington, Arlington Mile Run, my daughter invited me."

The facilitator explains the theme of the event and continues the questions.

What have been the challenges and barriers that have been gotten on your way to become healthier?



- "I have thyroid problems, when I want to lose weight it becomes very difficult, I do not exercise much, 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 and being overweight make it more difficult.
- "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."
- "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"
- "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 agreed, I think the city is beautiful and safe"
- "I think we need more help from the government. 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."
- "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."
- "We agreed with you, we do not like the attention or customer service either;

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. "

- "very often, it takes up to 3 months to have a medical appointment.

Has anyone else felt discriminated against when receiving good medical care?

- "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."
- "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."



- "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."
- "Other things are the streets and routes for example in Columbia Pike also affects us a lot because it takes a lot to move and a lot of traffic."
- "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 tResident 1 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. "
- "Yes, of course, I do not know why one tax is deducted from social security and other taxes."
- "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."
- "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. "
- "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."

What are the organizations or interactions in the environment or in your neighborhoods that have helped you to be healthier? What types of resources have been helpful to you?

- "The church has helped us a lot, they are a very good and shared community"
- "I do not have friends where I live because of work but we do meet with our families"



- "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. "
- "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. "
- "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 "Secoya". The health care for women is very good the Papanicolaou and all the services are very good. "
- "The Arlington social worker has helped us"
- "The Parks and Recreations program is very good and also the After schools program"

Wishlist

- "I would like it to be cheaper to live in Arlington"
- "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"
- "A health plan for the community"
- "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 like a free gym or a park near my house that has contains exercise machines outside available for everybody in the neighborhood."
- "Fix the streets and routes"
- "Some parks are practically abandoned and for example the tennis courts are broken and dirty."
- "Free and more affordable medical insurance with more information available"

Table 14

Intros and 'what motivated you to come tonight-to this conversation about health?'

Resident 1 – I am from Arlington. I live in the Buckingham neighborhood. I am here because I want to share my experiences in health care here in Arlington. I work for the YMCA and help a lot of people and my friends to access healthcare

Resident 2 – I live in Ballston and have lived here for almost 30 years. I am interested in the overall theme and am here to meet other people too.

Resident 3 – I have lived in Ballston for 22 years. I am here to learn and to communicate about the issues that I have experienced.



Resident 4 – I live in Arlington Mill. I am interested in health overall and want to learn more about the issues in general. I also want to be able to communicate better to those who do not know a lot about healthcare in Arlington.

Resident 5 – I live in Arlington Mill. I am here to learn more about the different options for me.

Resident 6 & Resident 7 – We live on Walter Reed. We learned about this event at a visit to the WIC clinic. Here with 9-month-old baby.

Resident 1 – I live in Courthouse. I am here to learn more about the theme so that I can share information with my friends.

WHAT GETS IN THE WAY OF YOU AND YOUR FAMILY BEING AS HEALTHY AS YOU WANT TO BE?

- *Have you ever had challenges in maintaining good health?*
 - Resident 2: 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. Access is limited though and for people who do not have health insurance or money, finding mental health care can be very difficult.
 - Resident 1: 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.
 - Resident 4: 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.
 - Resident 3: 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.
 - Elvira/Resident 7: Report that their child's doctor speaks Spanish. Elvira says that there is always someone at the pediatrician who speaks Spanish to her.
 - Resident 1: 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.
- *Did you ever have a time when you felt there were challenges for maintaining good health in your community? Your neighborhood?*
- *Are there specific types of health services? resources? Things? that you have not been able to access? And if so, Why?*
 - *Examples of resources and things might include money, health insurance, finding the right doctor, getting information, transportation, safety, your job? or you might have other things that come to mind.*
 - Resident 2: 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.
 - Resident 1: States that she 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.
 - All discuss how mental health services are good in the county, but very difficult to access. Resident 4 states that she has no idea how to even find information on this.
 - All agree that dental services are the most difficult to get; Resident 3 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
 - Resident 2 – 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. Resident 3 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

WHAT IS IT ABOUT THE PEOPLE, PLACES or THINGS IN YOUR NEIGHBORHOOD THAT HELPS YOU AND YOUR FAMILY TO BE HEALTHY?

Facilitator Prompt Questions

- *What, if any support or resources has helped you and your family stay healthy? What about during a time when you or a family member were sick?*
 - Resident 4: exercise, food/diet, finding peace/relaxing

- Resident 2: 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.
 - Resident 1: to know how to eat well and to control what you eat. I try to eat fresh fruits, vegetables. All agree that it is hard to eat healthy because healthy food is expensive. Most report going to Aldi, where Resident 3 says " I fill up my cart for \$100." 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.
 - 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. Resident 4 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.
- *Family? Friends? Organizations? Doctors? Others? To help you and your family stay healthy?*
 - The public health department programs are very good says Resident 4. 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."
 - Many around the table complain about public transportation. Stating it is not good, not reliable. Resident 1 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
 - *Educational sessions on safety?*
 - Resident 3 reports that she sometimes learns things through the schools, but has not really gone to the library
 - Resident 2 – learns about things from her community center. 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
 - Most around the table agree that that would be better to have classes at night so people can go to them
 - All also agree that it would be good to have these classes within the communities where people can access them easily
 - Resident 4 reports that Arlington Mill has classes for English are expensive. They need to offer cheaper classes or a discount based on income.
 - English and computer classes are the two classes identified as most important by our table.

Wish List:



- Resident 1: I want to get up earlier so I have time to work out (personal). She would like a gym that is accessible to all
- Resident 2: 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
- Resident 3: Here in Arlington everything is expensive. I wish I had access to an affordable gym so that I could exercise more.
- Resident 4: I wish for more opportunities for dental care for people over 18. I also wish for an Aldi in Arlington (cheaper prices here)
- Resident 5: More opportunities for sports/places to play sports. Courts are always very crowded. I also wish for classes for music or singing; something cultural
- Resident 7/Elvira: Dental care
- Resident 1: Dental care

Table 15: Arabic Speakers

Conversation:

Resident 1: Georgetown University and she is a volunteer. She is hear to listen and to

Resident 2: Lives in Arlington. She's married with one daughter. And she's been here for one year. Infinity Apartment Complex

Resident 3: Brand new to Arlington, 3 months. She came because she is neighbors with the first Mariam.

Caroline Jones: has lived in Arlington for 25 years. She's a volunteer with CPN and works for Doorways. She also has 2 daughters that are volunteers. She couldn't do what she does if she wasn't healthy.

Resident 4: Works for Arlington public schools as an interpreter and does elementary, middle, and high school.

Resident 5: She's from Sudan. Lives in Arlington since 2007. She came to the round table last time and received the email regarding this round table.

Presentation/side notes:

Health has three spectrums, fully well (physically, mentally, socially); Unwell a damage in physical, mental and social health.

Health care is only one aspect of health. Social connectedness, empowerment, neighborhood, education, economy.

What are the challenges that are keeping you from being fully healthy (and into the green zone):



Resident 6: We arrived to the US in good health but the stress of bills affects our mental health. There aren't as many bills and financial strains back home as there are here.

Resident 7: Especially when there's a sole provider.

Resident 8: If you're healthy, you can have money, if you aren't healthy there is no money. 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.

Resident 7: It's very hard to get into the Arlington Free Clinic. It is a lottery so if you get in, great.

Resident 8: 10 years ago it was easier to join the free clinic. Now because there's a lot of residents of Arlington, it takes a long time.

Resident 7: When we get sick, we just stay home.

Resident 8: If you don't pay your ambulance bill, they boot your car.

Resident 8: I applied for Obamacare but I didn't qualify. I applied to medicare but I don't qualify for either.

Medalian: New insurance for low-income.

Challenges:

- Lack of health insurance
- Not qualifying for assistance
- Stress from financial responsibilities
- Not knowing where to go when sick.
- Racial/religious discrimination and preferential treatment to certain communities.
- Not knowing the cost of services in advance.
- Not enough support for new mothers, especially immigrant mothers. Project Family is well done but too limited.
- Not having access to indoor play and activities, it makes it hard to raise mentally and physically healthy kids.

What's working:

- Excellent public transportation that is clean and reliable.
- Wonderful maternity care through the women's clinic
- Arlington public schools are great with kids. The school clinic does good work.
- Excellent medical care for children.

Information sharing:



- 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.
- Kids school also provides information but not consistently.

Table 16

Wanting to achieve the "green zone"

What are challenges faced in Arlington with maintaining good health?

- 3) self-provider (not company insured)
 - Finding good healthcare and managing to pay for it is impossible
 - For the past year, had to go without insurance (too much)
 - \$400 -> \$780 in one year for 2 people (mother/daughter)
- 4) cost for healthcare is a spiral
 - A friend didn't have money to pay for an operation, lost job, couldn't make money, is now bedridden
- 4) making sure her daughters eat healthy
 - Finding 'natural foods' is very expensive - farmer's markets
 - Fast food is always the the cheapest and easiest
- 2) not having insurance makes it impossible to go see a doctor
 - Staying healthy is more of a fear than an issue of importance
 - Being afraid of paying for a doctor instead of enjoying being healthy
- 3) luckily there are alternatives (SimplyHealth)
 - \$40 one-time copay gets her general services at clinics (check-ups, etc)
- 5) finding time is a large obstacle to health
 - Job, school, and kids mean there's very little time for self (exercise)
- 3) making healthy meals is time consuming and difficult
 - Only 2-3 recipes she can actually come up with
 - 10 hour work day, school, and kids make it hard to look for anything beyond that
- 4) meal prepping can be an effective way to save time
 - Cook all at once on a weekend for the entire week

What services and resources would we want in our community to help us deal with these obstacles?

- 3) Having things planned ahead makes timing much easier
 - Putting in a long night on Sunday cooking can save time throughout the week

Has there been a challenging health situation in your life?

- 3) Dental
 - 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)



- 4) Finding doctors who care is difficult, too
 - Most seem to want you in and out as quick as possible
 - Can cost you more if they don't give you the help you need the first time and have to go back
- 3) 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
- 2) Transportation and work are large barriers
 - Having no car makes it hard to get to most providers
 - Most close before she gets out of work
- 3) Language is no longer a barrier, luckily
 - Spanish is spoken almost everywhere
- 4, 7, 8 leave

What **IS** working? (Specifics)

- 3) Lots of 'greatly helpful' programs
 - SCAN (parenting programs)
 - Helped during her divorce and
 - AFAC
 - Made sure her daughter had food throughout troubled times
 - AHC
 - "Ha sido una bendicion" - "It's been a blessing"
- Most people at the table use AFAC
- Some are connected through AHC
- 3) 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
- 2) It helps, psychologically, to be part of a group
- 5) Arlington has great choices for transportation
 - Information can be found for buses, bike trails, and other transportation
- 6) Takes the bus whenever possible
 - No time for driver's license
 - Difficult to use the bus
 - Waste time trying to look for right route
 - Nervous to take the bus with her kids
- 2&3) Crossing guards make them feel better about having their kids crossing the street

How do you feel about parks and other spaces that should be safe?

- 3) Parks are some of the best
 - Feel safe, the kids can have fun
 - Fences around park and generally
- 5) People have been exposing themselves close to parks, so recently it has been less safe
 - Uses ARLNow.com to get news
- 2) There's not the same safety and sense of community that there used to be
 - Doesn't feel safe taking her kids to parks

How easy is it to exercise in Arlington?

- 2) Free zumba classes all over
- 3) You can use the tracks at TJ & W&L for free
 - Great facilities
- 2) Saturday mornings you can get free access to the pool (great for kids)
- 3) Lots of community centers have free-play for kids
 - Plenty of assistance and programs for kids

Ways to get access to healthy food?

- 2) Arlington has plenty of access to healthy food, but the problem is price
 - The bigger problem is healthcare
- The whole table agrees

- 8 joins for last conversation with two children

Any ideas on how to improve health in Arlington?

- 3) More options for healthcare
 - People fall through the cracks of the requirements set by clinics
 - There should be more places (beyond the free clinic) that offer help
- 5) More advertising for the free programs in Arlington
 - Not just word of mouth
- 1&2) Finding healthcare services that are more attentive to needs - There need to be more free medical services
 - They are disillusioned that they had to pay for certain things at the free clinic
 - “Why is the word ‘free’ there if I have to pay
- 8) A clinic for those who need faster medical attention
 - Afraid of the emergency room. Might not be the right place
 - Video chat with a physician to make sure you’re going to the right place
- 6) Dental
 - Even with insurance, dental is still very expensive
 - Finding dental assistance is difficult