

Overarching Focus Group Summary

This is a summary of the main themes from the CHA focus groups conducted during March 2023.

Brief Summary of Each Focus Group

Focus Group 1 - Youth: This focus group included youth from the Ypsilanti area. Key themes that arose were the need for advocacy of youth concerns, the impact of employment on health, access to healthy food options, the limited resources provided to Ypsilanti schools, and the need for health education. Other themes included how negative family dynamics create generational impacts; the prevalence of crime and violence and its effects on mental health; local food deserts; and the importance of non-hostile discourse for conflict resolution.

Focus Group 2 – Latinx #1: This focus group was with individuals from the Latinx community. Noted strengths of the community were communal support, especially during the COVID-19 pandemic, and assistance accessing healthcare and food. Healthcare concerns included long appointment waits or clinic waiting times that stemmed from language barriers, work conflicts, and insurance issues. The need and want for more accessible healthcare options was mentioned. Housing issues were highlighted, as well as the need for more advocacy for the Latinx community. Potential solutions to improve issues that were discussed included better resource connection to help individuals find the right way to address their concerns. Participants also desired increased support for childcare and youth activities, as well as support for mental health concerns.

Focus Group 3 – Latinx #2: This focus group was with individuals from the Latinx community. Key health concerns that emerged included concerns regarding youth activity, mental health, diet, and obesity, as well as cultural differences in lifestyle and diet, leading to chronic illnesses such as diabetes, high blood pressure, and high cholesterol. Additionally, larger forces of change that affect this community included barriers to driver's licenses, housing, and car insurance due to immigration status, racism, and economic barriers, and which result in limited personal freedom in daily life and fear. Solutions discussed to address health problems within this community included more collaboration and involvement from parents to set up activities for youth and to promote healthy eating and exercise among youth. Additionally, increased access to Spanish-speaking specialty care providers, such as psychologists and therapists, was seen as a resource that could improve health.

Focus Group 4 – African American Women: This focus group was with older women from the African American community. Key concerns that emerged included lack of awareness of resources and services available, specifically among seniors, due to a lack of age-appropriate, "traditional" communication mediums (abundant use of technology in communication rather than paper flyers and/or one-on-one conversations). Additionally, they expressed that generational differences are straining the connection between seniors and youth, causing a decrease in empathy and an increase in societal disconnectedness. Health concerns that emerged included concerns about social/mental health support and racial disparities in healthcare, specifically for the African American community, as well as racial disparities during the COVID-19 pandemic, lack of patient-provider relationships, and loss of hope for future change and progress.

Highlights by Question

Question 1: What are some examples of strengths and resources that exist in your community?

- Resources and services present in communities included: community gardens; food pantries; libraries; addiction treatment services; social support networks; safety services like neighborhood watch groups; homeless services; role models and mentoring for youth; community and recreation centers; mental/social health support for seniors; and transportation services such as buses.
- Additional strengths and resources mentioned by the Latinx community included accessible and affordable healthcare options for individuals with insurance through the Washtenaw Health Plan, tutoring for youth, and English as a second language classes for parents.
- The social environment of the community was described as safe with communal support between neighbors, and a strong sense of community, togetherness, and resilience.

Question 2: How do these strengths help people in your community?

- Healthcare services with convenient hours and Spanish-speaking providers help individuals in the Latinx community access health services. Insurance options like the Washtenaw Health Plan provide Latinx community members with affordable healthcare options and assistance navigating health insurance.
- Other resources that help people in their communities include employment opportunities and meals sales via WhatsApp; rent and utility assistance, as well as vaccine clinics during COVID; free food and mental health support for youth from schools; family/community support from churches; and youth advocacy. These strengths help create a positive social environment for community members and a sense of community connectedness.
- Seniors in the community provide support and encouragement to youth through mentoring, guidance, and advice.

Question 3: What are some important health issue(s) that you or people in your community have experienced?

- Health issues included chronic conditions such as COPD, diabetes, youth obesity, and high blood pressure and cholesterol, as well as infectious diseases like COVID, STDs, and AIDS.
- Mental health issues mentioned included depression, anxiety, PTSD, youth mental illness, and a lack of mental health support.
- Cultural differences that negatively impact health included the abundance of fast food, the fast-paced culture, and an unhealthy work-life balance.
- Disparities in health included a higher incidence of cancer in minority communities, barriers to care due to discrimination based on race/ethnicity/gender, a higher prevalence of COVID in African American communities, and inefficient information and resource distribution in African American communities during COVID.
- Additional barriers to care arose due to language barriers, hesitancy to access care during COVID, inability among Latinx community members to attend healthcare appointments due to employment repercussions, limited appointment availability, and long ED and appointment wait times.
- Other health issues included: unhealthy food options in schools; pregnancy complications such as miscarriages, abortions, and unwanted pregnancies; a lack of provider-patient relationships due to managed care format; substance use; insufficient health education; a lack of childcare support during COVID; a lack of awareness of what resources are available in the community; and technological barriers in communication, especially for seniors.

- Health issues related to the social environment include: the generational difference between youth and seniors; decreased community connectedness and socialization; a lack of trusting relationships among youth; gun violence and shootings; and a loss of hope for future change or progress.

Question 4: What larger forces of change (i.e. things outside of your control) are happening in the community that are contributing to the health issue(s), particularly among those who are most impacted?

- Larger forces of change happening in the community that are contributing to health issues include economic issues such as inflation, lack of job stability, low wages, rising costs for food and rent/housing, and limited financial resources for education in Ypsilanti.
- Issues specifically mentioned among the Latinx community included: poverty; inaccessible/unaffordable car insurance options; expensive insurance claim denials after car accidents; barriers to housing due to immigration status and a lack of documentation to secure housing; racism against immigrants; and barriers to obtaining a driver's license which results in limited mobility, credit, and freedom in daily life.
- Forces of change impacting senior community members included a lack of age-specific communications materials, lack of a central resource guide describing all resources available in the community, and less resource awareness due to the shift from "traditional" communications materials like paper flyers to electronic communications materials such as social media posts.
- Negative forces of change during the COVID-19 pandemic included confusion due to frequent changes in guidance, inflation, lack of employment opportunities, pandemic fatigue, and polarizing views regarding COVID-19 guidance.
- Additional forces of change included limited transportation to healthy food options and healthcare appointments, poor housing management, and a lack of a physical presence of county in the community - everything is online, hard to speak to a real person.

Question 5: How can the strengths and resources discussed earlier be used to help improve the health issue(s)?

- The strengths and resources discussed can be used to help improve access to care in the community by providing more access to vision and dental care; making mental health care more available to children and families; increasing the number of supportive providers, specialty care providers and providers who speak Spanish; expanding the use of telehealth services; creating health clinics that provide basic chronic disease management services such as blood pressure monitoring; and reducing wait times for care.
- Additional improvements included creating employment opportunities for individuals with different skillsets, increasing park space, providing essential services such as food and laundry services, and increasing the availability of affordable housing.

Question 6: What solutions would you have to address some of the barriers that would benefit all groups, particularly those who are most impacted?

- Solutions to address barriers to healthcare included increasing the number of providers, clinics, and clinic locations in the community; improving clinic policies to reduce wait times and improve ability to schedule timely appointments for care, especially special care for chronic diseases; and continuing to provide health resources to seniors like the advantage plan, waiver program, PACE, and Catholic Social Services.
- Solutions to address barriers to housing included advocacy for Latinx tenants; fair rent payment policies; flexible options for identification when securing housing (SSN vs ITIN); and better maintenance of the physical environment in and around housing to ensure safety.

- Solutions to address barriers to resources include building a grocery store in Ypsilanti to provide healthier food options and job opportunities; providing guidance to seniors regarding how to get connected with resources; increasing the amount of funding given to community organizations; creating more opportunities for connection at community activities and events; bolstering parent involvement in creating programs/activities for children; using “traditional” communication methods (one-on-one conversations and flyers) more often; creating educational courses regarding technology and computers for seniors; and providing free bus access to youth and students.

Question 7: Are there ways that you want the Washtenaw County Health Department to work with our community’s strengths to improve health?

- Ways that Washtenaw County Health Department can work with the community’s strengths to improve health include using communication that: advertises health department resources and services; promotes healthy eating and exercise among youth; promotes preventive medicine for the African American community; and gets the right resources to the right people in a format and language that community members can understand.
- The health department could hire knowledgeable and patient employees to provide guidance over the phone, specifically guidance to seniors who are unable to use other technology to access information.
- The health department could provide additional guidance regarding the Washtenaw Health Plan and other affordable health insurance options.
- Other areas that the health department could improve health included by providing health education resources to schools, expanding childcare options, increasing mental health service availability, and ensuring resource awareness among community members.

Question 8: Can you think of any other ways we can improve the health of our community that we have not already talked about today?

- Other ways that the health of the community could be improved included improved communication to ensure the right resources are reaching the right people and using plain language and appropriate resource distribution methods for the intended audience.
- It was suggested that the health department listen to the needs of its community members and ensure that policies are explained to the public.
- Other suggestions to improve community health included: creating more safe places to play; encouraging relationship-building and community unity; reducing crime/violence; increasing funding to schools; improving education regarding health, nutrition, sex and substance use; healthy school lunches for kids and healthier food options for community members in general; providing more mental health support; creating local multi-service facilities; engaging with the community and businesses; providing advocacy guidance; creating additional extracurricular activities for children; improving transportation; addressing financial and resource disparities on the southside of Ypsilanti; and improving SNAP support.

Thematic Summary by Question

Question 1: What are some examples of strengths and resources that exist in your community?

Access to Care

- Accessible, affordable insurance coverage through Washtenaw Health Plan for Latinx/Immigrant community
- Healthcare affordability
 - With insurance for Latinx community

- Health Services
 - Social/mental health support (seniors) to ease isolation of seniors
 - Addiction treatment/services (Dawn Farms)
 - Free workout classes for seniors promotes physical and mental health
 - High quality care, good doctors/hospitals (family medicine clinic in Ypsilanti)
 - Local healthcare/clinic (Corner Health)

Advocacy

- Student advocacy service (Student Advocacy Center)
- Unofficial community liaisons helping to “spread the word”

Resources/Services

- Community
 - Abundance of resources in community
 - Community gardens
 - Community outreach and food pantry
 - Homeless services for youth (Ozone House)
 - Mentoring programs for youth (Mentor 2 Youth)
 - Opening rec and ed center in Ypsilanti (lack of this resource currently – Ann Arbor vs. Ypsilanti difference)
 - Role models in community setting positive example for youth
 - Safety services (neighborhood watch group)
 - Senior community recreation/community centers
 - Support from schools
 - Transportation services (buses)
- COVID-19
 - Food assistance, vaccines, and general assistance
- Education
 - Library
 - Tutoring for youth and English as a second language classes for parents (Latinx community)
 - Youth education

Social Environment

- Communal support, neighbors helping neighbors
- Low crime/problems
- Sense of safety within community, feels safe
- Strong community resilience
- Strong sense of community and togetherness

Question 2: How do these strengths help people in your community?

Resources/Services

- Access to care
 - Accessible care due to convenient hours
 - Healthcare navigation aid (Packard Health)
 - Health insurance and other healthcare related support from Washtenaw Health Plan (for English and non-English speaking individuals)

- Communication
 - Information sharing between seniors and mothers noted as especially beneficial
 - Youth advocacy, passion of engaged youth encourages others
- Community
 - Employment opportunities/assistance (from groups on WhatsApp)
 - Support from faith-based organizations, helping communities and connecting families (Latinx Community)
 - Meal sales in WhatsApp group (Latinx Community)
- COVID-19
 - Rent and utility assistance (from institutions, faith-based organizations, etc.)
 - Vaccine clinics
- Food access
 - Community garden improves access to healthy food
 - Free food from schools
- Health
 - Support from schools for youth mental health and caretaker support
- Resource distribution
 - Connection to and assistance accessing services (from Washtenaw Health Plan and Packard Health)
 - Getting the right resources to the right people

Social Environment

- Community connectedness, good neighbors
- Encouragement, support, and mentoring from seniors to youth
- Positive environment in schools
- Positivity of community

Question 3: What are some important health issue(s) that you or people in your community have experienced?

Awareness

- COVID-19
 - Navigating difficult personal choices (masking)
- Lack of health education and understanding of what resources are available
- Lack of awareness among seniors about current information and community activity
- Inadequate resource/service communication
 - Technology barriers for seniors

Health Issues

- Chronic disease
 - Adverse Long-Term Effects

- Need to seek help sooner
 - COPD
 - Diabetes
 - High blood pressure
 - High cholesterol
- Cultural differences
 - Abundance of fast food, fast paced culture
- Disparities in health
 - Higher incidence of cancer in minority communities (African American, Latinx)
- Infectious disease
 - COVID
 - STDs
 - AIDS
- Lack of affordable healthy food
 - Example, DIFs (social assistance organizations) in Mexico provided low-cost healthy food options (not present here)
 - Especially in schools – need healthy options
 - Unhealthy diets contribute to youth obesity
- Lifestyle
 - Unhealthy work/life balance
- Mental health
 - Depression
 - Anxiety
 - PTSD
 - More support needed
 - Youth mental illness
- Pregnancy and family planning
 - Miscarriages
 - Abortions
 - Unwanted pregnancies
- Spiritual health
 - Language barriers in faith-based organizations
- Substance use

Healthcare Issues

- Access to care
 - Inability to access healthcare due to employment repercussions. Deciding between going to work or to hospital/health appointments (not just during COVID, all healthcare).
 - Limited appointment availability, long wait times, inadequate time with doctors
 - Long ED wait times
 - Discrimination (race/ethnicity), disrespectful treatment at healthcare facilities
 - COVID-19
 - Created hesitancy to attend clinical appointments.
 - Limited time for provider-patient communication
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- Managed care format, lack of provider-patient relationship-building
- Mental health
 - Language barriers
 - Access to care (wait times/lists)
- Racial disparities during COVID-19
 - High prevalence (of COVID-19) in African American communities
 - Inefficient information distribution during COVID-19 response in African American communities
 - Inefficient resource distribution (COVID-19 response)
- Racial disparities in healthcare
 - African American/Black, women, not heard/dismissed, difference in needs

Social Environment

- Although empowerment and support from seniors to youth is a strength in the community, participants felt this was happening on a small scale and the community could benefit from more of this.
- COVID-19
 - Lack of Childcare Support
- Generational differences (youth and seniors)
 - Less community connectedness and socialization
 - Lack of a connection between youth and seniors due to communication barriers with seniors
- Lack of trusting relationships for youth to have someone to talk to
- Loss of hope for future change/progress
- Violence
 - Gun violence

Question 4: What larger forces of change (i.e. things outside of your control) are happening in the community that is contributing to the health issue(s), particularly among those who are most impacted?

Awareness

- Resource awareness
- Lack of “traditional” communication materials
 - Flyers, magnets vs. electronic, technology
- Lack of age-specific communication materials

COVID-19

- Changes in guidance causing confusion
- Inflation
- Lack of employment opportunities
- Pandemic fatigue, polarizing views of guidance

Economic

- Local education system (K-12 in Ypsilanti)
 - Limited resources/financial resources
- Inflation/rising costs
 - Food
 - Rent
- Poverty (Latinx community)
- Car insurance affordability/accessibility
 - Expensive, unable to get without Driver's License (Latinx/immigrant community)
- Insurance claim denials
 - Denials after car accidents, expensive

Employment

- Lack of job stability, fair pay/low wages

Food

- Food desert
 - Lack of transportation/access to healthy food options
- Unhealthy school meals
 - Contributing to youth obesity

Healthcare

- Access to care
 - Limited appointment availability, transportation barrier, language barrier

Housing

- Lack of affordable housing
 - Documentation barrier for immigrants to secure housing
 - Rent increases
- Poor housing management
 - Community concerns not addressed, safety concerns, maintenance of physical environment
 - Lack of response to disasters (examples: poor management of power outages and fallen trees after storms, insufficient support for victims of apartment building fire)

Other Barriers

- Barriers to Driver's License
 - Results in limited personal transportation, insurance barriers, barriers to building good credit, barriers to renting, fear of harsher consequences from law enforcement (Latinx community)
- Driver's License cancellations
 - Limits personal freedom in daily life
- Lack of physical county presence in community, everything is online, hard to speak to a real person

Resources

- Loss/lack of resources
 - Loss of resource guide
 - Relocation of clinic
 - Positive because Packard Health moved closer in proximity and location has Spanish-speaking staff
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Social Issues

- Racism against immigrants
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Question 5: How can the strengths and resources discussed earlier be used to help improve the health issue(s)?

Employment

- Create more employment opportunities
 - Accessible to individuals with differing skillsets
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Healthcare

- Accessible vision care
 - Low-cost glasses, glaucoma prevention for Latinx community was great but the Hope Clinic has discontinued this program
 - Accessible dental care
 - Cleanings, cavity prevention, tooth extractions
 - Affordability/insurance
 - Access to care
 - Health services (blood pressure monitoring, diabetes checkups)
 - More specialty providers (psychologists, therapists), Spanish-speaking providers, long-term access/support for families
 - Supportive physicians
 - Telehealth availability during COVID-19 pandemic
 - Timely care, shorter wait times
 - Access to mental health care
 - Mental health services for children
 - Inaccessible during the COVID-19 pandemic
 - Low appointment availability, long waitlists
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Housing

- Increase affordable housing
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Resources

- Increase park space
 - Children's play area
 - Improve access to food and essential resources
 - Laundry, food services/pantry
 - COVID-19 response
 - Rent and utility assistance
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Question 6: What solutions would you have to address some of the barriers that would benefit all groups, particularly those who are most impacted?

Healthcare

- Local healthcare
 - Need more providers and clinics/locations
 - Health services/resources for seniors
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- Catholic Social Services, health plan, advantage plan, waiver program, PACE
- Access to care
 - Reduced wait times, closer locations, specialty care (especially for chronic diseases)
 - Improved clinic policy for scheduling appointments

Housing

- Advocacy for Latinx community
 - Housing management apathy, tenant advocacy groups needed
- Improved housing management
 - Need fair rent payment policies
 - Lack of maintenance of physical environment creating unsafe conditions
- Need for flexible options for identification when securing housing
 - SSN vs ITIN

Resources

- Advocacy guidance
 - Resource connection
- Food desert
 - Need a grocery store in Ypsilanti, would also provide additional employment opportunities
- Increased funding for community organizations
- Need more opportunities for connection at community activities and events
- Programs/activities for children
 - Parent involvement/organization
 - Unity of community
- Resource Distribution
 - Communication and information distribution via more one-on-one conversations and flyers
 - Senior Resources
 - Need central resource guides
- Senior education
 - Technology, computer skills training
- Transportation
 - Free bus access for youth and students

Question 7: Are there ways that you want the Washtenaw County Health Department (WCHD) to work with our community's strengths to improve health?

Communication

- Advertise health department resources/services
 - Resource awareness/connection
- Collaboration
 - With Latinx parents to improve children's health
- Community voice/advocacy for youth
- Promote healthy eating and exercise among youth

- Provide incentives to find creative ways to get information to seniors
- Promote preventative medicine for African American communities
- Provide timely information
 - General information and information about COVID-19
- Right resources to the right people
 - Accurate information, Spanish language
- Spanish language resources
 - Clinical forms
- Use different communication mediums to encourage senior support among youth
 - Facebook, TikTok

Employment

- WCHD workforce
 - Hire knowledgeable and patient staff
 - Answer questions and provide information over the phone as way to address technology barrier among seniors

Health Education

- Partner with schools
- Provide guidance on health plans/insurance, and affordable options

Resources

- Find ways to support/improve childcare as a way to support parental mental health
- Education services, resource awareness

Question 8: Can you think of any other ways we can improve the health of our community that we have not already talked about today?

Communication

- Communication barrier for seniors
 - Using technology (phones, computers)
- Community groups
 - Listening to each other/health dialogue
- Health Department listening to community needs and explaining policies to the public
- Information distribution from community representatives using plain language
- Resources awareness/information distribution (Ypsi Can I Share)
- Resource/service awareness for seniors and youth
 - Getting the right resources to the right people

Community Engagement

- From healthcare and business
- Inclusion of seniors in meetings and decisions

- Increased support/recognition of historically marginalized communities
- Institutional/governmental support
 - Disparities on Southside Ypsilanti
 - Financial resources, other resources to maintain healthy lifestyle

Community Events

- Recreation, youth, relationship-building
- Crime reduction, community unity

Community Space

- Safe places to play
 - Parks
- Safety, maintenance

Education

- Underfunded (K-12), quality of education
- Comprehensive sex education
- Education on substance use/abuse
- Nutrition education
- School programming – healthy school lunches, nutrition
- Youth community organizations
 - Education, community/relationship building, violence prevention, safety

Food Access

- Health issues
 - Need nutritious, healthier options; unhealthy diet leading to adverse outcomes (illness, death)
- Food desert
 - Corner stores are a main food source for many
 - Crime/violence at Bud and Joe’s corner store
 - Less crime/violence (creation of positive environment); lot of crime/violence at corner stores
 - Need for local grocery store/healthy food options

Healthcare

- Mental Health
 - Negative impact of destructive behavior by others in the community
 - Impact of not feeling safe in your neighborhood
 - African American community

Housing

- Housing conditions are run-down
- Increase in people experiencing homelessness

Services

- 555 Towner no longer feels like a “one-stop shop” for health needs
- Exercise/activities/healthy food options for youth at greater risk for chronic illnesses
- Guidance for advocacy
- Need for improved SNAP support

Social Environment

- Adverse Childhood Events (ACEs)
 - Impact of negative behavior modeling from family members on youth
 - Unstable home life
- Crime/violence
- Extracurricular activities for children
 - Sports, cultural connection, nearby locations (accessibility) – collaborate with other organizations
- Feeling unsafe in neighborhood
- Increased social disconnectedness
- Reduced empathy and outreach from community members
- Youth contribute to community strength

Transportation

- Barriers to having/using a car, limits freedom, contributes to feelings of being trapped in current situation/not being able to achieve healthier lifestyle
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Notable Quotes

Focus Group 1 - Youth

- Resilience...Just there's a lot of times where situations don't work out how we want them to workout. And people aren't really quick to get discouraged or something people are always trying to figure out a solution to problems that they run into. They don't just give up.
- The only thing they think will solve the problem is shooting someone, and that's not the way it's supposed to be.
- The kid that is going through it doesn't feel like they can talk to others because the kid feels like they won't understand...They're important because people our age need to be educated, and life-threatening diseases and everything else at our age instead of having to go through by yourself. People, I mean, kids need people to talk to, but sometimes they feel like they don't have nobody to talk to...people know that they feel a kind of way or they have something going on that they don't know what it is or what they can do to help themselves or to get help for it.
- The education system in Ypsi is really falling apart for a variety of reasons...a lot of students are getting pulled to Ann Arbor public schools, which is definitely impacting, like the amount of students that are attending Ypsi schools. And then if there are less people there are less resources, and then they're getting less of a quality of an education, and that has long lasting effects.
- By creating a voice for the younger people because most of the time, we're most likely not being heard. But if we have people to advocate for us, and to speak up on our needs, then something can actually get done about it.
- Support the community more, because I haven't really been around Ypsi much, but from what I know, like this side of Ypsi doesn't really get that much attention. It's more of like, violence rather than anything at like support...this side of the community doesn't really get the support or recognition for things that we deserve.

- Being here is very helpful...in Ypsi, not a lot of us teenagers are sticking together, or talking situations out just they're so quick to join gangs, or pick up a gun or fight. And it's kind of like having a place where you can just feel safe and do your homework and build friendships is an amazing thing.
- Because if we can just hear each other out, we could get somewhere. Because I feel like, that's a problem that we have is listening, and actually sitting down taking in information, and hearing how somebody else feels.
- This [violence] makes me not go outside. I'm in my house all the time. Because I can't even walk around without thinking something is gonna happen...So it looks completely damaged and it's not helping our health at all. Because we can't even keep our community safe enough for people to go outside.

Focus Group 2 – Latinx #1

- For me, the community here is a very safe place, I feel safe. I've lived here for about 15 years, and it's never been bad, it's a good, central location. I feel very good to be here in this community.
- ...the doctor is supposed to see you every three months to do an exam called A1c, but with so many people there sometimes it took six, eight, even a year to get the medical appointment. It's too long for a person with diabetes to get the proper checkup.
- I believe that after the COVID pandemic everything was affected, work, the economy, everything has gone up and is going up more and one day it may happen that you lose your job, sometimes jobs are affected by seasonal changes, especially all in winter. Now, since the end of the year, work has dropped a lot, too much and people ask you: “do you know about work? because I'm out of work”
- ...she wanted to buy another house, here... and they told me they needed identification, SSN, pay stubs. And I asked about the ITIN, if it could also be used, and she told me that they did not know about it and that they only accepted the SSN and nothing else. That's when you feel discriminated against, when they talk to you like that and don't give you other options.
- A cultural center, for two, three days a week, with workshops, weaving, plasticine or clay, chess, Zumba classes.; This can be done right here in the laundry room or find a space where, for example, someone who knows how to knit can teach you.

Focus Group 3 – Latinx #2

- We are a very fortunate group in Washtenaw County because I know other counties have different supports, but the support that Washtenaw Health Plan gives us is tremendous.
- The problem is that the culture of this country is different from ours... Life is fast here, and what makes it so fast? Frozen food, microwave. They open a can and heat it up. Such is life here. Such is the culture here. They live fast, and in our countries it is different. The way of living is completely different. Changing would be a big problem, you can't change the system they have because the system is part of this country. As a community, together, within the community, maybe we can achieve something different.
- The people I am in contact with, they tell me that this is how her children are every day they are fatter, with cellulite, stretch marks, and it hurts them.
- When they canceled those [driver's] licenses in this state, they tied our hands. You can't move. You cannot take out insurance. You can't get a car. You have no credit. You can't rent an apartment. It is something that is affecting the Latino community...because you

don't have a license and you're scared, you say, "I'm going to get in trouble if the police come."

- I would like to have access to more psychologists, because I have wanted to see one for a long time: therapists, psychologists, and nothing. You must wait three or four months for an appointment, and they don't speak Spanish, only English. Also, psychologists would be great for parents and children because it's always a good thing: there are times when we as parents can't understand our children and our children want to let it out.
- I look for certain activities for my daughter and they don't exist. So that's where so many diseases arise, so much obesity of children who are sick today or of adults in the future who can end up with diseases due to lack of exercise, lack of activities, poor diet because they are only at home...

Focus Group 4 – African American Women

- The resources are not communicated to the people that are most in need. We do not market to all different people, especially seniors. Everything goes fast, and it's on the computer. And no one thinks about the seniors who do not have a computer and can't/don't remember how to get the information. No one takes the time to make sure that the people get it.
- I believe young people are totally different...Children were not guided in the same way of love and acceptance in the school...They don't have the opportunities to be covered by a whole community. There aren't outlets like we had...
- Seniors have to do a better job of giving grace and kindness to others when we see behaviors are different than ours.
- if you don't have relationships with your doctor, you're just a number...especially for a person of color, you have to work harder to say, "Excuse me, I am a person", you have to open your mouth to explain...As a Black woman, if I don't say something I'm dismissed...I think the gap in Black health is much, much wider...Doctors that don't understand Black people's lives and what they're going through. To listen and learn. Then they're dismissive of what needs are different for us. So I just see the gap being wider and wider...
- Do I expect any change in this county? Absolutely not. I don't expect any change...We have roundtables, we have discussions, you've got what you're going to take back. But will it change? I have no faith in 2023 based on what happened with COVID in the past and going further that people would recognize that all people matter.
- If we had intergenerational communications, we would reach different generations in the way that they can receive information.
- One of the barriers that I know for a fact is people don't answer the phone to give information to people...we don't do telephones for the generation that one doesn't have the computer. Number two, if you have one, you don't know how to use it to send the message directly to the person. So, there is a gap and the gap keeps getting wider and wider. Who answers the phone to meet your needs? And how long does it take before you get frustrated and just give up?