

# **Our Neighborhood, Our Health (ONOH)**

## **Summary Report of Roosevelt Park Neighborhood Focus Groups Conducted in June 2022**

### **Report prepared by:**

- Gail Zandee (Associate Professor of Nursing, Calvin University Nursing Program)
- Sophie Delacruz (Health Net of West Michigan and Neighborhood Resident)
- Maris Brummel (Epidemiologist, Kent County Health Department)
- Lesly Sis (Health Net of West Michigan and Neighborhood Resident)

### **I. Introduction**

Community-based participatory research (CBPR) is a collaborative approach to inquiry where neighborhood residents are involved in each step of the research process to identify their top health concerns along with the solutions. The goal of CBPR is to combine knowledge with action to promote community health and eliminate health disparities. Healthy People 2030 defines a health disparity as “a particular type of health difference that is closely linked with social, economic, and/or environmental disadvantage.”<sup>1</sup>

In June 2022, Our Neighborhood, Our Health (ONOH) conducted focus groups within the Roosevelt Park neighborhood in Grand Rapids. The purpose of these focus groups was to encourage residents to share their ideas and opinions about the strengths and concerns of the neighborhood, as well as to explore views of health care in the community. The results of this focus group drove content selected for a door-to-door survey conducted from August-October. This report includes the focus group results with a table at the end that summarizes the themes in a simplified format.

### **II. Research Process**

In June of 2022, the Our Neighborhood, Our Health: Roosevelt Park project team and community partners (such as the Hispanic Center of Western Michigan, Grandville Avenue Arts and Humanities, Grand Rapids Public Schools, the United Church Outreach Ministry, and the Roosevelt Park Neighborhood Association) recruited neighborhood residents to attend focus

---

<sup>1</sup> U.S. Department of Health and Human Services, Office of Disease Prevention and Health Promotion. (2022). *Healthy People 2030*. Retrieved from <https://health.gov/healthypeople>.

groups. Overall, thirty-two residents participated. Participants were divided into three groups, with 10-12 residents per focus group. Two groups were held in Spanish, and one group was held in English. See the table below for a comparison between demographics of focus group participants and the population of Roosevelt Park Neighborhood.

	Roosevelt Park Neighborhood*	Focus Group Participants
<b>Gender</b>		
Female	48%	66%
Male	52%	19%
Preferred not to disclose	n/a	16%
<b>Race/Ethnicity</b>		
Asian	1%	3%
Black or African American	12%	3%
Hispanic or Latino	73%	75%
White	12%	6%
Preferred not to disclose	n/a	9%

\*The Roosevelt Park Neighborhood data came from the U.S. Census Bureau American Community Survey (ACS) 5-year estimates (2016-2020). Population data is estimated based on Census Tract 39 (located entirely in the Roosevelt Park Neighborhood), and the block groups within Census Tracts 26 (block groups 1 and 3) and 40 (block group 2) that most closely match the Roosevelt Park Neighborhood boundaries.

During the focus groups, one person served as the facilitator and two people served as note-takers. In addition to members of the ONOH project team and resident Community Advisory Board, staff from Spectrum Health Healthier Communities and the Hispanic Center of Western Michigan assisted with facilitation and notetaking. Nine primary questions were asked during focus groups to guide the conversation. Each focus group was audio recorded and transcribed using NVivo transcription. The Hispanic Center of Western Michigan translated the two Spanish transcripts verbatim. All three transcripts were checked for accuracy against the audio recordings, and notes taken during each focus group were added before analysis.

These transcripts were read and coded for themes and patterns (individually and as a group) by four members of the ONOH team (two public health practitioners and two Community Advisory Board members). As much as possible, categories for the data were created from the words of the participants themselves. Initial categories were made as specific as possible and were constantly checked against new information. When a particular statement did not fit into the existing set of categories, a new one was created. Throughout this review, room was left for the creation of new codes based on data that was unique. An organizing system for the data was developed by listing actual quotes from the transcripts under each code. Being able to see how

often particular ideas were mentioned by different participants across various focus groups gives a sense of how important certain things are to community members. In other words, this helped to demonstrate what kind of information appeared from multiple sources and highlighted what the residents themselves thought was important.

### **III. Findings and Highlights**

The findings from the focus groups are outlined in this report. The questions asked in the focus groups are underlined in bold below. Themes are found beneath each question in bold. The number behind each theme identifies the number of different groups (of which there were 3 total) that the theme was noted in, followed by the number of distinct individuals that spoke to the theme. Lastly, the phrases in italics underneath each theme are quotes from participants themselves. We recommend that you read the whole document if you use information from this report as there frequently is overlap among themes. For example, issues related to housing may also be listed in other areas such as cost of living and undocumented resident concerns.

#### **1. What do people like about this neighborhood? What are the good things you have found about living in the Roosevelt Park Neighborhood?**

- **Various community and neighborhood resources (3/3 focus groups and 16/32 participants referenced this theme)**
  - *I like the organizations; they are always here offering help.*
  - *I think the resources here, we've got a great neighborhood association, the library, obviously the Hispanic Center here, other things. A couple of other ministries, RPM. Yea there are a lot of resources for the people that live here. (Others nod in agreement).*
  - *Down the street, there's a place, I never really went there...they're like oh English classes for free.*
  - *I did the taxes there, so I go there every year to do my taxes.*
  - *I was going to say my husband goes take to classes there, English, though it's very beneficial for all our community.*
  - *The library is another gathering area.*
  - *The Cook's Arts Center is a good one too.*
  - *The Cook Arts Center and sometimes they have like pottery. They have ballet and dance, hip hop, a dance that's happened (Many nod in agreement).*
  - *They have Zumba for adults.... And then a couple of other stuff like painting and stuff like that.... they have that for the kids after school, during the school year.*

- *I think from what I've talked to, people can live in other places, but they choose to live here because they feel that this feels like home to them because of businesses and the resources here.*
- *The neighborhood association and others, there are places around you can figure out where to go for help or resources (another participant agrees).*
- *The Hispanic Center.*
- *The library.*
- *UCOM for the pantry (another participant agrees).*
- *Clement Park.*
- *Roosevelt Park.*
- *Marquette Park.*
- *Caulfield Park.*
- *The Splash Park in Roosevelt Park.*
- *This neighborhood has a lot, we have the clinic, we have the schools, we have the Spectrum Health "Puente Program".*
- *My parents and I have access to a clinic nearby, everything is centered, all of us have the Hispanic Center, the clinics, supermarkets, and a wide selection here in the neighborhood. There are a lot of resources right here in the community.*
- *Because we have access to a clinic close by and the schools, and those are the stores that I go to.*
- *We have the clinic, and the school.*
- *Since I was a small boy, I would go to the Cook Arts Center. From the time I was 6 years old.*
- *If you have any kind of questions, I have always called the Hispanic Center, and all I had was one question or something, and they always help me. They have always helped me investigate, if they don't know the answer, they ask around. I have always looked for help at the library, too.*
- *I like that there are a lot of things close by like the library, the Art School and two schools for kids, and now the high school. I mean, there are a lot of good things here.*
- *The Mexican store is over there, the school, and there's also a clinic and the hospital nearby.*
- *We also have the clinic close by, and the "Puente" program.*
- *As far as food, I would say it's good, right? With what they come and drop off at the Hispanic Center. We're very grateful. Yes, and they always announce when the food arrives (Many nod), and thanks to them...It's a help.*
- *UCOM...every month they give me food. And I am grateful to them. They were here at the church.*
- *I have been living here for almost 20 years...there are like 14 places where you can go and get help.*

- *When we want to renovate our passport or matricula, if we go there [Hispanic Center] they'll give us the information on how to do it. Or when we have to fill out paperwork, we have to go and request an appointment.*
- *They deliver newsletters to homes from the Neighborhood Association.*
- *The transportation is also good because two bus routes run here.*
- **Walkable neighborhood / things are close by and accessible (3/3 focus groups and 13/32 participants)**
  - *Everything is within walking distance, grocery stores, laundry mats... food.*
  - *I'm a person who does not have a means of transportation...so things are more accessible for pedestrians. So, we're very well situated in the place where we are..., we have everything close. So, I think I would never move away. It's something I like very much about my neighborhood.*
  - *Everything is close by here.*
  - *The library is also close to the Mexican stores, and the laundromat.*
  - *Well, I like it because the school is nearby, and the stores, and the clinic, like she says.*
  - *Everything is in a community where it's close by.*
  - *I think all of us want to live around this area for those same reasons, everything is so accessible.*
  - *I've been here for 23 years, and I feel happy where I live, near the clinic, the Rodriguez market, and everything.*
  - *To be close to the school for the children because I don't know how to drive, so I walk with my children when I don't have a ride. The clinic, the library, and the store. They're all close.*
  - *I like that there are a lot of things.*
  - *Everything's nearby. Nothing is too far for us.*
  - *I like being able to walk to the store. Whatever you might need you can just walk to because everything is close by.*
  - *Everything is close by.*
  - *I think everything is close by.*
  - *Everything is close by; thank the Lord we don't have to go far.*
  - *I like the neighborhood because we have everything close, the schools, the Clinic, the store, the Hispanic Center, everything.*
- **Quiet / peaceful neighborhood (3/3 focus groups and 09/32 participants)**
  - *it's slower. Um, it's not as fast.... like after like ten, eleven, it's like ok it is quiet (another resident nods).*
  - *I just want to say that at least where I live it is very quiet.*
  - *It's peaceful. I haven't seen violence near where I live. I feel at ease.*

- *It's very peaceful, I like living here.*
  - *Before there were more gangs and graffiti on the streets, around the businesses. Well, I haven't seen it as much anymore. (Another resident agrees) That's something I think has improved because that was a concern.*
  - *We walk around here and it's very peaceful.*
  - *It's very peaceful. I live here close by and it's very peaceful, no? No one bothers me.*
  - *For 18 years and nothing has happened. I even leave my things outside. I mean, everything is great.*
  - *Living here in this area, it's been about 16 years.... There aren't so many criminals, and I'm sure things happen but nothing is worse than breaking some glass.*
  - *I've only lived here for about 7 years. But I, too, see that it's a calm neighborhood.*
  - *The other thing is that a lot of families with children have arrived. So, everything is calmer and more peaceful. Because I have seen that the neighborhood has improved with time. Yes, because in the past there were a lot of gangsters here, a lot. A lot of gangsters, a lot of noise.*
- **Business district (3/3 focus groups and 07/32 participants)**
    - *It's also like good for the community to have whatever stores there are. Sometimes you go in and they have stuff posted up like new jobs or if you need help.... In English and Spanish.*
    - *I think from what I've talked to, people can live in other places, but they choose to live here because they feel that this feels like home to them because of businesses and the resources here.*
    - *My parents and I have access to.... Supermarkets have a wide selection in this neighborhood.... those are the stores I go to.*
    - *I like living here because there are lots of stores and fast-food restaurants, and the bank, and the clinics.*
    - *I like the stores.*
    - *There's a store on every corner. So, we can find what we need there at a bit higher price than in the bigger stores, but at least they're close by.*
- **People know each other, support each other, watch out for each other, and there is a family atmosphere in the neighborhood (3/3 focus groups and 06/32 participants)**
    - *Just the family atmosphere, neighbors support each other.... people on the streets kind of watch out for each other's kids and stuff.*
    - *Yes. Everybody watches other kids; they keep everybody safe.*
    - *That's what's good about this neighborhood we help each other that we give rides to each other, and we help (others agree).*
    - *They [people in the neighborhood] feel together.*

- *That it's a very nice community, we neighbors help one another out during the winter season. One neighbor might shovel the snow for another. Sometimes when I need a ride, I'll ask a neighbor for a favor. I mean, it's nice to have good neighbors and live here.*
- *Because if I need something, I go to my neighbors. And with some of them, if I don't have a car and I ask if they can give me a ride, or anything else that I need just look for your neighbors.*
- *I live with some neighbors that are sort of from the same area where I'm from in Guatemala, and we do help one another, or we spend weekends together. Or we help one another out.*
- *Most of us who live here are Hispanic and we pretty much know one another.*
- *I get along with all my neighbors here.*
- *We get along well. We live like a family.*
- *I grill steak and contribute to something, like a drink we can share as friends, listen to music. and they come over and I'll say, "hey, come over here and eat".*
- *I go to my neighbors [when I need help].*
- **Diversity (2/3 focus groups and 05/32 participants)**
  - *Diversity (others nod in agreement).*
  - *Very diverse too (others nod in agreement).*
  - *I think this neighborhood is unique because this is a very immigrant-driven neighborhood (all nod in agreement), whether that was Dutch or Hispanic and now West African. So, this becomes like the Ellis Island of Grand Rapids.*
  - *You got like single parents, single families, or elders. It's a mixture of all types, different types of races.*
  - *I think it's a very nice community because there are a lot of Hispanics of Afro-American roots, where I now live there's a great variety.*
- **Neighborhood schools (2/3 focus groups and 04/32 participants)**
  - *But the school, if you're involved in your school, the child's school, sometimes they give you resources as well (Others agree).*
  - *The schools are good.*
  - *At Southwest, they do a truck every Wednesday, and every third Wednesday (others nodding yes).*
  - *[I look for help at] schools, too, to learn about the programs.*
  - *If it's for the kids one must always ask the child's teacher. They help you with any need. I have two kids in school, and they are so understanding, I've never had problems.*

## 2. What kinds of things do people in Roosevelt Park Neighborhood worry about?

- **Safety of children crossing the street, particularly to school (3/3 focus groups and 10/32 participants)**
  - *Safety, also, the kids, those little kids crossing the street. Do you know what I'm saying? I'm sorry, I was just very concerned for those kids. We've got a lot of kids on those blocks. I think it's 60% of the people who live in this neighborhood, are under the age of 18.*
  - *I think perhaps our children. When they go out walking. Unfortunately, not all mothers have the possibility of taking them to school. That's always been something that worries me.... It's just that small children don't see the dangers, sometimes they cross. That's what I mean.... because sometimes they don't wait. Here's where you're supposed to cross, but sometimes they cross over there and there's nothing there... Sometimes, because one will do it the other will too. Sometimes the kids will be walking and playing, they'll run and suddenly cross. I have always seen that quite frequently..*
  - *The other day I was crossing the street. As she said, it's dangerous to walk there, because the kids were walking and some people don't break and don't care, so as I said. What I wanted was for them to put a walkway...there's one for the César Chávez school, what's that called? Do you all know? Where people must break or slow down. That's what I would like them to do. I can take my boy because I drive. But as we said, not everyone can drive and some parents are not like us, and that day I saw how two little ones crossed the street. One crossed and the other stayed behind, and the lady tried to break but the boy just stood there. I thought, imagine what the parents would think...imagine if the children never came home that day.*
  - *my only worry is sometimes the...what are they called? Crosswalks? When one crosses, sometimes cars don't respect the rules and the drivers start yelling or shouting at people. I wish they would respect those who are crossing, well, the kids because they're the ones who walk a lot.*
  - *I would like to see in the community...yes, close to the Southwest school I would like there to be a place where the children can cross, just like they have at Cesar Chavez. That would be better. Or maybe if there were volunteers also [to help] so that children can cross the street...there are none there. [someone counters that opinion and states]. Yes, there is.*
  - *I would say the kids. I would like them to make a bridge for the kids. Something around here. Because you always see the ones that cross the street and sometimes, they don't obey when it says don't turn on red, and even so they turn on red. I would like them to build a bridge for the kids to cross over to get to school.*
  - *Like he said, the one about the bridge or a crossing the students can go up because there are sidewalks that have been reduced. Before we had nice, wide walkways. But*



- now they've reduced everywhere, here, and everywhere. They reduced them. There's nowhere to walk (all nod in agreement).*
- *No, there's nowhere. The reduced walkway where the students go, the kids. And since Clinica Santa María also has a lot, there are two schools, one in the front, then there's the clinic and then the high school. So that's where people crowd together when they get out. So, they need a bridge or a walkway, as they call it because there's no room. If you have people below and students can cross above. They go up and come down on the other side so there are no accidents.*
  - *Because over by the school, as the man says here, there are two schools, there are a lot of stops where you have to wait for the kids to cross and people don't stop. The cars keep going, so it seems people are lacking a bit of education and knowledge, those of us who drive.*
  - *More about that because sometimes they're (kids are) crossing, and a motorcycle goes by .... That's not right. There's not enough security.*
- **Housing (2/3 focus groups and 07/32 participants)**
    - *Housing.*
    - *Housing (others nod).*
    - *So, there are not a lot of private landlords anymore. So, it makes it hard for people and the price is so high.*
    - *So, they're probably like four families in one house, and it makes it very difficult for everybody to have their own space.*
    - *Yeah, and then the quality of the house like they don't fix them they are infested with roaches or rats or whatever.*
    - *Molds in houses, lead (many nod in agreement).*
    - *Lead [in houses].*
    - *There's nothing to rent, though everyone is allowed to. But everything is occupied, or they're buying their house.*
  - **Undocumented resident concerns (2/3 focus groups and 06/32 participants)**
    - *I know a lot of people say, oh, you could just go to a temp agency, but my friend right now is going through it. She can't get a job because she's not from here.... Like, I can't get a job because I don't have this much stuff to work in the U.S. or this. And I feel like that's not fair because I could just get a job, you know, and I understand they have guidelines of why if you're not a U.S. citizen but still have some type of opportunities for them because everyone I feel like deserves and everyone's out there trying to make it.*
    - *I think for the overall neighborhood that is undocumented or...the fears they have (others nod in agreement) and again, if they are working, they don't want their kids*

- outside the house in case something happens, so they keep the kids inside, which isn't a healthy thing. Yeah, jobs for them and transport everything that goes with that.*
- *Housing is a big issue because most people are undocumented and there are not a lot of people that accept undocumented because they want pay stubs and all of that (most nod in agreement).*
  - *And they don't have a voice to fight.*
  - *They just have to put up with it because they get scared that they're going to get kicked out of stuff like that.*
  - *If I know people that are undocumented and they need a little bit of help...like, oh, you know, this is happening with my landlord or this has happened with my employer, like, let's say one person fell off of a roof, like, what should I do? Well, your lawyer and your boss have to have insurance. You should be able to fight that. Don't be scared to fight for something you have the right to. Even if you don't have documents, you still have the right as everyone else. So, fight. But sometimes it does scare them (others nod in agreement).*
  - *Yeah, it does scare them because they don't have documents and they don't know to be like, oh, ok, yeah, I can fight for my rights. So, and that too with your landlord, if your landlord is being a shum landlord, then you have all your right to withdraw or hold the rent. Make sure you send documents saying, hey, write him a letter or her a letter like, hey, this, this, and this needs to be fixed and I won't be paying you until you fix everything. And if they don't want to abide by that, then that's your proof that you let them know that that was all done, and you needed to get it fixed. You can take that to court, but as you know, some people don't have the knowledge they don't necessarily know. So maybe a little bit more help for them to know exactly what their rights are (others nod in agreement).*
  - *With legal, housing, and employment rights. That will help a lot of immigrants in this area I think and even some people that are documented, probably sometimes don't know exactly the run around of all that stuff too, that can help them.*
  - *But if you was you, would you sit there and go to somebody to ask them for help, because I know damn well I'm not I would be scared they're going to send me back.*
  - *I had a friend... and who didn't have documents and he told me one day his heart was hurting a lot. And I was like, oh, maybe you're having a heart attack or something, we should take you to the hospital. And I took him, and his heart was at 13%...they had to prescribe the medicine and he would have to pay out of pocket... Being undocumented and having to pay rent, he was by himself. He didn't have a partner. He didn't have kids, but him trying to budget housing. And, you know, medication was kind of hard for him and then having to miss work because he was sick and maybe the hospital bill too.*
  - *They're undocumented, they're scared to look for help.*

- *Sometimes we're worried, right? Because sometimes there's a lot of...we think, no, if we call the police and they take us away, or I don't know what could happen.*
- **Cost of living / daily living expenses (2/3 focus groups and 03/32 participants)**
  - *Rent is very high (multiple people agree), food, bills.*
  - *And now with all that's going on, prices going up, gasoline, rent, bills, trash, everything. [another resident says] everything went up.*
  - *Now we have seen how expensive everything is.*
- **Employment (2/3 focus groups and 02/32 participants)**
  - *Working.*
  - *Jobs are cutting hours to like 30 or 32 hours. It's not like before. There was a lot of work, even though they paid less. But there were always enough hours to work and now there aren't.*
- **Lack of transportation (1/3 focus groups and 03/32 participants)**
  - *There are no jobs close by. And we always have to go to something far away, we need a ride and some of us don't drive, right? And we have no one to take us all the way there. Yes, that's true.*
  - *I wanted to comment that there are also a lot of people here who don't drive, so one can't go out.*

**3. Where do people in this neighborhood go when they need health care? Are there healthcare providers available in the neighborhood?**

- **Clinica Santa Maria (3/3 focus groups and 17/32 participants)**
  - *Clinica Santa Maria (all confirm this in the group)*
  - *Most undocumented people will go to St. Mary's [clinical Santa Maria's] because they have like a waiving fee (others agree) so they do that.*
  - *Clinica Santa Maria is good because they have a lot of Spanish people there, too.*
  - *Clinica Santa Maria.*
  - *Clinica.*
  - *I also go to Santa Maria Clinic.*
  - *Santa Maria.*
  - *Yes, I go to Santa Maria.*
  - *I go there [Santa Maria] too.*
  - *At the Clinica Santa María, even if you don't have insurance, they'll discount some of it (another agrees).*

- **The Hospital / ER / Urgent care (3/3 focus groups and 07/32 participants)**
  - *Saint Mary's.*
  - *The hospital.*
  - *Spectrum Health.*
  - *We go to the hospital.*
  - *The times when the children have [unclear phrasing], I always took them to emergency.*
  - *I have gone there every time with my children to Urgent Care.*
  - *I go to the hospital.*
  
- **Cherry Street (3/3 focus groups and 06/32 participants)**
  - *Cherry Street.*
  - *I went to Cherry Clinic.*
  - *I go to Cherry [for dental care]. Me too.*
  - *I take my children to Cherry [for dental care].*
  - *I go to Cherry because I have a dentist, an eye doctor, and GP in the same building.*
  
- **Exalta Health (1/3 focus groups and 03/32 participants)**
  - *Exalta Health.*
  - *I go to Exalta.*

#### 4. What keeps people from receiving the health care that they need?

- **Cost of care / insurance (3/3 focus groups and 07/32 participants)**
  - *Sometimes they can't afford their medicine ... and maybe the hospital bill too.*
  - *The hospital bill, so, it's so hard (others nod in agreement).*
  - *What she is looking for is someone who does braces. That's an aesthetic procedure. So, for the type of insurance we carry, there is no coverage. I think the majority has Medicaid, and that doesn't cover that.*
  - *But what happens is that there are people who don't work and want to go to the dentist, but they don't have those pay stubs or proof of income. So, they can't go there.*
  - *I would like there to be dentists here [at more life mas Vida] because getting a dentist is very expensive... I don't have enough to pay a dentist.*
  - *Some kids want braces but it's very expensive and you don't have enough. (Note: someone countered this and said we did it - they give you a payment plan to help).*
  - *If you want to get braces done, that's something you'll have to pay out of pocket.*
  - *Especially to fix a tooth, they charge a lot. We're talking 5 thousand dollars and I would like there to be something to help those who don't have anything.*
  - *Even to get an extraction, if you go to a specialist, they'll charge you like \$800, \$700.*

- *I think adults don't [have access to dental care]. [someone countered this and said] When you go to a dentist it is easier and cheaper because, as I said, we had Exalta and I don't think it's so expensive. The truth is they charge fair, they cater to one's needs and budget. And for the kids, you won't pay so much because they have Medicaid, so it's faster to get any dentist. Also, residents stated there is access to dental care at Clinical Exalta, Cherry*
- *[lack of] insurance.*
- *I think everyone fears being in debt (another agrees) because the discount will cover an appointment at a clinic, but if you go to a hospital that is a lot bigger, I don't believe it will cover it. I think it's that. Maybe if there was some sort of insurance available to people it would be different.*
- *Even though we might not pay while we're there, they send us the bill later.*
- *They send it. Afterward, if you don't pay it the ones they send are collectors. That's when your credit starts having problems.*
  
- **Long wait for appointments (2/3 focus groups and 07/32 participants)**
  - *She has health issues and she's trying to call the doctor and she's waiting for a callback. And it's just it's a long process because like everybody, they're probably shorthanded. And then...she has something going on right now with her thyroid, and she's waiting for two months to get an appointment.*
  - *Sometimes I have called, but no, they give you the appointment too late.*
  - *The very same, and during this time of pandemic it takes a long time for them to give you an appointment. So, you're dying of cancer and tumors.*
  - *Even if you have symptoms, fever, or any symptom, they won't give you an appointment. That is, they don't treat you.*
  - *I think it's because there are lots of Hispanics and they all go there because they speak Spanish there.... That's why there are a lot of people that take so long to get an appointment. I switched. I used to go there before but it does take longer.*
  - *...it can be done; you just must be patient. And it's because of the pandemic. I don't think it's only the clinic, there may be a lot of places where perhaps they treat fewer patients and things are slower.*
  - *I was calling to make appointments for my kids, and they told me I had to wait till August, but I said that was too much time.*
  
- **Lack of transportation (2/3 focus groups and 02/32 participants)**
  - *Yes, but not everybody has it [transportation to get health care].*
  - *The difficult thing is when people don't drive, or, well, it's hard to get a ride there. And I went to Cherry [Clinic] but it's further away.*

- **Language barriers (1/3 focus groups and 05/32 participants)**
  - *Language barriers (many verbally agreeing). If no one can speak your language. And if you don't have a translator. You don't trust it.*
  - *And like [someone] said earlier, a lot of Africans are moving into the neighborhood. The new one is Swahili.*
  - *One time I went to a clinic, and they had a translator, but it was over the phone, and I'm like, that necessarily doesn't help me. And then I know English and Spanish, so I've heard a translator and sometimes the translators don't know how to translate. Like you'll tell them something and they'll come up with something else. And I'm like, I didn't say that....my mother, she was a first-generation immigrant to here. And since I remember of the knowledge of being like six, seven years old, I was seven, a little older. She would always be like, OK, you got to come with me, to the doctors, so you can tell them this and this and this. Or I would be the translator, and I'd be like, this is kind of hard for me being seven, but I guess I got it. [several others say] And a lot of parents do that.*
  - *Yea and a lot of parents now do that, and I'm pretty sure that's kind of hard for them, even if it was in Swahili or English, Spanish or I don't know what other ones they have here, but it's hard for a little kid trying to translate for their parents (others agree) and then if you don't have that one-on-one person there it's kind of awkward to hear your voice on the telephone.*
  - *I'm so sorry I just want to say it's hard for the kids who are learning the language too to interpret for their parents, you know? Back and forth, so... (others agree)*

## **5. What are the biggest health problems people face in Roosevelt Park Neighborhood?**

- **Mental health (3/3 focus groups and 09/32 participants)**
  - *I think mental health (others nod in agreement).*
  - *Mental, yep.*
  - *Mental health is for little kids you know to adults.*
  - *My grandparents were stepping in trying to help [due to COVID] (others agree) which was, yeah. Anyway, mental health is huge.*
  - *Going back to mental health, Loneliness (another agrees) is what COVID did, it isolated a lot of people and it kind of took away community (another agrees).*
  - *I think that's where mental health come in because that's what happened. You know, they're not thinking right, and they do things like that [kill girlfriend, kids, and themselves].*
  - *Social anxiety, mental health [are barriers to getting the help that you need] (others agreeing and say yes).*

- *If they could have more counseling, especially at schools, because a lot of students have shown symptoms. For example, they feel sad, they don't pay attention, or something's going on at home.*
- *I'm very worried about mental health and lots of things, like that there are resources.*
- *I feel like the Hispanic women that work and those that work have like depression and do not even realize they have it.... There's this type of depression and they don't have anyone to talk to. I think there should be something close by so they can seek help.*
- **Diabetes (2/3 focus groups and 06/32 participants)**
  - *I think Diabetes is a health problem, and you find it mainly in Hispanics. We're at a high percentage.*
  - *Diabetes is what's attacking people the most.*
  - *The same with Diabetes, and I have that illness.*
  - *I am also a diabetic.*
  - *Diabetes.*
  - *I have two sisters; one is diabetic.*
- **Obesity/overweight (2/3 focus groups and 04/32 participants)**
  - *Whenever I go to the clinic because they're always trying to educate us about controlling our weight and all that.*
  - *They [adults and children] are overweight.*
  - *In children it's mostly being overweight.*
  - *That's where we go wrong, right there. They should feed kids healthy food. No "son, do you want some pizza? I'll buy it for you". That's when children start to gain weight.*
- **Violence / domestic violence / suicide (2/3 focus groups and 04/32 participants)**
  - *You got domestic too. [another states] Yeah, I see a lot of that.*
  - *The boyfriend killed the girlfriend and two daughters and killed himself.*
  - *When I saw those girls walking -three sisters would go by, and two of them are now dead- I would always see their sad faces...if they could tell the kids, "Listen, if something's going on, I can help you or ask for help". Because maybe if something's going on at home...if the girls had said something at school...perhaps it would have changed the situation.*
- **Nutrition for children (2/3 focus groups and 03/32 participants)**
  - *Maintaining a healthy lifestyle for the kids too. The nutritionist at Clínica Santa María always gives me a chart every time we go. And she shows us how we must*

- teach the children, to give them more water instead of so much juice. And not give them so much junk food, all that.*
- *Sometimes some people want to feed them [junk food] at school. Let's try to feed them something healthy at home. At school, they give them pizza, and Doritos and my daughter tells me, "You don't give me this at home, but they do here at school".*
  - *That's where we go wrong, right there.... They should feed kids healthy food. No "son, do you want some pizza? I'll buy it for you". That's when children start to gain weight.*
- **Lack of preventative care (1/3 focus groups and 04/32 participants)**
    - *Unfortunately, Hispanic people go to the doctor only when they're feeling bad.*
    - *I'll just endure it and endure it. And when I can't take it anymore, I go.*
    - *I mean, it's unfortunate because we should go more often even when we're not sick. But I think most of us never, (another says: never go) only when we're feeling terrible (All nodded in agreement).*
    - *We need education because in the long run, it's more expensive to wait and we don't always see that. We don't realize it's more costly when you have to get an operation than if the person had gone to a check-up, to begin with, and they said, "oh, it's small. You don't need an operation". We need more education.*
  - **COVID and the stress connected with COVID (1/3 focus groups and 04/32 participants)**
    - *COVID (many nod in agreement) I had it twice.*
    - *So, my son got COVID, like in October, and he was out for two weeks.*
    - *Both parents are working, and they were able to go to school because of COVID. And so, they were at home alone, supposedly learning and trying to run the house, and yeah, it didn't work, it was a lot of stress on the kids (others agree).*
    - *when it was COVID and everything it was hard for everybody, for teachers or parents, parents were becoming teachers too. And we are still feeling the effects of that.*
  - **Environmental health concerns (1/3 focus groups and 03/32 participants)**
    - *Molds*
    - *Lead*
    - *Lead*

## **6. What are people's concerns with the neighborhood as a whole?**

- **Crime and feeling unsafe (3/3 focus groups and 13/32 participants)**
  - *The shootings (others nod).*



- *Gang-related things.*
- *The shooting (another nods in agreement, shakes head, and looks upset) cause just on the next block, it's ridiculous how many times you hear shooting, especially throughout the night.*
- *But recently we've heard a lot of hearsay, things that are strange and dangerous, and it makes me not want to walk along that road.*
- *I heard what sounded like gunshots there.*
- *And that day they had just killed those children...it seems they were gunned down.*
- *The other time they were also shooting. They were behind the house, so I told the kids, I grabbed them, and we threw ourselves on the floor. I told them, to lie down on the floor because you don't know if they're going to hit them, and I made them get down on the floor. And the neighbors started fighting, who aren't neighbors but just recently arrived. And they started fighting and I told my children that that wasn't good.*
- *My concern is fear of going out walking at 6 or 7 because lately there have been a lot of shootouts. You hear about it too much now. That is what worries me.*
- *There were a lot of gunshots (others agree).*
- *The shooting was around there the café or the liquor store, around there.*
- *Yes, I have heard them at night too...I live on Sheridan St., and I've heard people come out like they're angry, yelling, but they're not the neighbors who live there, they come later.*
- *It's been about a month since they started scribbling all over the church, to do those things like (s)he said, Graffiti....the other day they painted on the houses or walls around there.*
- *It's on weekends that it happens there. Fights.*
- *There's violence, but if they saw more police in the neighborhood, they won't do anything like that.*
- *Where I live on the other side is where it gets a bit more complicated. Sometimes they're going around ... about a month ago they gunned down a person.*
- *One night they went by and broke all the windows in a car.*
- *Even though you all say there's not a lot of crime, there is. (another states Yes, there is) But sometimes they come at night and get into the cars and take everything there is.*
- *We need a bit more safety because as some people come, others go, and some are coming from other places to do bad things. Yes Safety, that's what we need most of here.*
- *I've heard one afternoon that they were shooting nearby.*

- **Liquor stores and concerns about public intoxication (3/3 focus groups and 04/32 participants)**
  - *But on the safety thing, I feel kind of awkward all the time when I see a lot of people over there in the liquor store that they're bums, but they're just sitting there and it's unsafe for the kids, sometimes because sometimes they'll, you don't know what they're thinking or what's going on with them. We don't know if they'll steal a kid or I don't know, something crazy. So that kind of gets me a little worried for the kids in this neighborhood right there.*
  - *What I fear are drunks.... Where I live on Caufield there's a liquor store. So, there are a lot of drunks that walk by and sometimes my daughters are outside playing. The drunks will go by and say, "hey girl" or I don't know, things like that. That's something I don't like about the neighborhood.*
  - *They need to remove the liquor store and put a good business there [such as a pharmacy].*
  - *There are a lot of people who drink behind the liquor store. There are about three dead bodies that they carried out of the liquor store. They drink a lot there and it's not good. And I've left my things outside, and people have stolen them... over that way it's very hard at night, over on that side.*
  
- **Traffic and pedestrian safety (2/3 focus groups and 10/32 participants)**
  - *I live on a street down there where it's only one way, so people go the opposite way, and they go fast (all nodding in agreement).*
  - *They fly down. Motorcycles... Four, whatever, four-wheelers... even though we have the bumps.*
  - *I just see people going crazy driving crazy. Yea, people get crazy when the weather gets nice.*
  - *I'm scared even though my kids are almost 13 and 8, but I'm concerned about other kids because in my street there are a lot of kids too and people just go, just fly in there.*
  - *Even if the kids, yeah, even the kids are playing basketball. The ball goes down to the street, someone's driving fast and you know, they could get hit or whatever.... I feel there's always a lot of traffic too, because the highways right close to it and you know, there sometimes were people trying to leave and you know, they're good in the side streets, if they know the area, they drive fast.*
  - *I think slowing down the traffic on Grandville Avenue (all nod yes). For a lot of trucks, because this is a truck route, they have just changed that (others agreed) and slowed it down so that we don't have to have the first child face that fatality because of speeding cars or trucks on Grandville Avenue. Or they're speeding down the hill.*

- *It is common to hear my daughter “Oh, I just almost got hit again” and it's pretty much every day because nobody respects the speed limit. Then like even if you wait for her, it could be both, so like it's been one of the big issues (all nod in agreement).*
  - *Speed bumps in the street where I live, they don't have speed bumps, so people just fly (others agrees). Especially the one-way.*
  - *I wish they would do more about driving in this neighborhood. And on smaller streets, for example, I live here on Sheridan, they would put more speed bumps... yes, that they would put some of those here because a lot of people fly by here.*
  - *And another over in Clyde Park, turning the corner over here. They say no more trucks, but even so, the trucks continue to go on those roads. That's wrong.*
  - *I agree, or maybe they should put some big “STOP” signs so the cars will slow down, right? Because a lot of us, at least me, walk and cross over to get to the church almost every day, every afternoon. There are a lot of us from this neighborhood, almost the great majority, that belong to that church...the one over here on the slope. Most of us walk, and sometimes like they're saying, people, don't follow rules. (others nod in agreement).*
  - *When I'm on my bike and they still turn on red.*
  - *Or some people have so many cars, they even park them on the sidewalk.*
- **Lack of enough streetlights (2/3 focus groups and 08/32 participants)**
    - *Do we have any concerns, you know, as a neighborhood about lights like if you're driving at night and like I don't drive much like Grandville? Yeah, I feel like it needs more. Does it need more lights or something, is it too dark or something? Yes.*
    - *They don't have a lot of streetlights. So that comes as unsafe too (others saying yes).*
    - *More streetlights would be better too because especially coming down Grandville (others nodding) ... definitely feel like it needs lighter because it's dark. Especially down the hill.*
    - *In the evenings there are streetlights don't work, they're rotten and when it gets dark you can't go out.*
    - *I agree. There should be lighter on the roads, yes.*
    - *I think that's something everyone should say, the streetlights need to function around here. (another nods) There needs to be light at night because if we're out walking and someone we don't know comes to steal or something, they can do it.... There are parts where it's dark, so I think in those areas they need to fix and control the lights on that road.*
    - *Sometimes there is not enough light on the streets where I live... there are just a few and most are out, so it's dark. So, it would be good to check on that. All the streets.*
  - **Lack of green space (2/3 focus groups and 04/32 participants)**
    - *I think one of the concerns, too, is kids, just there's not a lot of green space. So again, you know, sending the kids outside, the yards are small, so they play in the streets.*

- *I wish there were more trees, that we had a bit more shade because sometimes when you walk and it's very sunny, there are spaces where you could put more trees.*
- *They could put more trees there [in the park].*
- *All they need is...a few trees (laughs).*
- *Cut down that old, dry tree and plant some new plants.*
  
- **Lack of a pharmacy in the neighborhood (2/3 focus groups and 04/32 participants)**
  - *As far as medicine, we don't have a pharmacy in this neighborhood, so it's a walking neighborhood again (others verbally agreeing) so if somebody needs medicine, they got to get a ride someplace. I guess that would be a huge asset to this neighborhood.*
  - *I like living here because there are lots of stores and fast-food restaurants, and the bank, and the clinics. All we need is a pharmacy close.*
  - *And I wish they would put a different...what did they call it just now? Like a place where they sell medicine, take away that store, and sell medicine [another states – Pharmacy]. A pharmacy would be better because I'm seeing the other isn't good for the three children.*
  - *Just prescriptions.... It's very far away, so far away.*
  
- **Streets need repair (2/3 focus groups and 04/32 participants)**
  - *The streets, potholes.*
  - *Yes, because if I mess my rim up, potholes and they're not a priority because like it's not the main road for them or it's low-income so it's not a priority for them to fix that.*
  - *All Grand Rapids, all of Michigan need to fix their potholes.*
  - *They told us they were going to make a new road and they haven't done it. Where is all that tax money that they use to buy marijuana? Where's the tax money? Supposedly that was to fix the road.*
  
- **The GRPD (makes people in the neighborhood feel unsafe, they don't respond or come late) (2/3 focus groups and 03/32 participants)**
  - *The police (many nods in agreement) [in response to the question, what kinds of things do people in the neighborhood worry about].*
  - *GRPD, some people have privileges, some people don't. And how a lot of people treat it compared to other people, it's not OK. Yeah, I'm just strongly against them.*
  - *A cop should be accountable like we are accountable when we do wrong or break the law. But if they break the law or kill somebody or harass somebody, they should be accountable too. Don't matter if it's white, black, purple, or whatever.*
  - *One might call the police and they don't arrive, or they don't arrive on time and sometimes they are too late.*

- *Sometimes we're worried, right? If we call the police and they take us away, or I don't know what could happen. Sometimes we are wary of calling the police because it's not easy and they're not going to solve our problems either.*
- **Concern about safety for kids both at home and at school (1/3 focus groups and 05/32 participants)**
  - *Safety for the kids, both at home and at the schools...there is no longer safety.*
  - *All the kids evacuated [at school] because there was like a...like someone was going to go in and kill them. And my son spoke to me, and I said, "what happened son" He said, "we're scared" ..... with all you see going on with our children, I'm always very vigilant of my kids.*
  - *My only concern is the schools. I want more security in the school so that everything that is happening doesn't happen there. That's the only thing that worries me.*
  - *I'm concerned for the kids because most of them walk and take the bus very early, at 6:00. Most of them are out at 6:00, 6:30, and 6:45. Some mornings are very dark, and this is something that worries me. There have been a lot of crimes in this area lately.*
  - *My wish is for there to be no more bullying at schools. I've heard about it a lot because I have kids there, my daughter.*
- **Racism / Discrimination (1/3 focus groups and 04/32 participants)**
  - *A lot of Hispanics, African Americans get treated differently and it's normal, and whether you go to East Grand Rapids and you just be over there, and they won't mess with you, but if you're over in a kind of like this type of, I don't want to say the area, but it's reality and it's my kids' safety. It's like yea no, I don't need to bring one of my kids outside. I don't want my god kids because who's to say they're playing, or something happens?*
  - *GRPD, some people have privileges, some people don't. And how a lot of people treat it compared to other people, it's not OK.*
  - *If they a cop they should be accountable like we are accountable when we do wrong or break the law. But if they break the law or kill somebody or harass somebody, they should be accountable too. Don't matter if it's white, black, purple, or whatever (others agree).*
  - *Oh, like that is low income, so it's not a big priority, whether they fix it or not? because you go down to like East Grand Rapids and they have potholes. I'm not going to say they don't, but they get fixed faster (others nod in agreement) or Eastown.*
  - *Like Wyoming like theirs gets fixed faster than over here because it's like they don't care about this side of town because it's low poverty, undocumented. So yeah (other nods in agreement).*

- *It's easy for a lot of people to forget about this neighborhood and say, why should we pay good tax money on these people? (others agree).*
- **Lack of activities for kids to do including lack of childcare centers (1/3 focus groups and 04/32 participants)**
  - *There are just not a lot of activities for the kids in the neighborhood to do something (many nod in agreement).*
  - *They don't have a childcare center here...like that would help a lot of people in this area, too if they had, you know, an income-based or a childcare center.*
  - *Something like a drop-in center would be nice too.*
  - *Daycare.*
- **Increase in the number of unhoused individuals noted in the neighborhood (1/3 focus groups and 04/32 participants)**
  - *Lately I've seen a lot of homeless around this area of Grandville Ave, ones that live on the streets, you see it a lot on Division, but lately, they have crossed over here to this side of Grandville.*
  - *They're (the unhoused) on Lincoln too, right? Yes (many agree).*
  - *And they're (the unhoused) always dying there.*
  - *There are a lot of homeless people walking around.*
- **Neighborhood stigma (1/3 focus groups and 03/32 participants)**
  - *They think that just whatever is wrong here or whatever is bad here, and they think there's nothing good. Like oh, we are in the news because someone is shooting. Yeah, nothing good ... Nothing positive.*
  - *They also think about it [Grandville] as the bad side of town. The crappy side of town or the bad side of town (nods yes).*

**7. When people need help, what prevents people from getting the help that they need?**

- **Lack of information about resources (2/3 focus groups and 07/32 participants)**
  - *I think some people don't know how [to find help] and some that do know how.*
  - *Some people don't know about it, maybe that's why they don't look for other places and they just pay.*
  - *Opportunities [to get involved] come but we don't hear about them or if we don't have Facebook, we don't notice.*
  - *Perhaps we need more information (many nod) about the programs that are available because there must be a lot of people who don't know about them. For example, if one sees something strange or suspicious in someone's house, there's a program you*

- can call on the phone and inform them what's going on. I think some people don't know about all that.*
- *They don't know where to ask for it...A lot of us here know that it's the Hispanic Center. But a lot of them don't know how they can be helped here. They just know that it's at the Hispanic Center, but they don't know what it's good for or how it helps. So, they don't know they can go there and that when they (the Hispanic Center) don't have what you need, they tell you where to go.*
  - *There's a sign out there that says "Hispanic Center" but I don't know what it is, what is it? We don't know... But since we don't know, we don't take interest in it because we don't know what's there until the need suddenly arises, and that's when we go looking for help.*
  - *What we lack is information because, for example on Roosevelt, around there on the corner with Clyde Park, I went to get my taxes done and they didn't charge me. And as soon as you walk in that's where it says this and that. But if you're not searching and going to places, then you don't know about these things. So, there is not enough advertising or releasing of information.*
  - *Some people come here, and they don't know anything about that. Like, oh yeah, that clinic will help you even though you are undocumented. Some people don't know that.*
- **Language barriers and inability to read and/or write (2/3 focus groups and 06/32 participants)**
    - *Their language barrier.*
    - *Language*
    - *Language*
    - *There used to be a school for adults to learn English...It's no longer there. [another states] I wanted to ask for that too because I want to learn but there's nowhere to go [to learn English]. And to read, also because I can't read.*
    - *And there are a lot of people who can't read in Spanish or English. So, it's very necessary.*
    - *There are a lot of people who can't read or write, they need to learn the basics first, then move up little by little. It would be good.*
    - *Yes, because I asked my daughter for help... because I want to learn English and she searched but said, no they won't accept you because you can't read Spanish. First, you have to learn Spanish (laughs).*

## **8. What would encourage residents to play a more active role in community improvement?**

- **Amplify resident voices (2/3 focus groups and 06/32 participants)**
  - *And what she said, have them be heard, having a voice (another nods and agrees).*

- *Yeah, letting them know that they have a voice, no matter what you are.... I feel like it would be good for the door to door or like, ask them because a lot of people like, I'm not going to go to that place because there's going to be a lot of people and they're not going to hear what I have to say. So, like a one-on-one or small groups like this that would help or just like a block – like have a block come together (others agree and nod).*
- *I think the people on Cordelia or whatever the street is if they felt they were heard and had a voice and then they saw a change happen, that would be huge (all nod in agreement).*
- *Not just the community but like if we see, you know, someone, even if it's just like the GRPD if they are coming out like, you know, talking and hearing us, like, maybe we'll be able to semi-trust because I probably wouldn't trust them, but that's just me. But it's different for everyone. It doesn't just have to be GRPD. You have other people that live in the community that not just the police or just teachers or fire department, maybe if we see churches, pastors... but if people see people doing that and coming out and trying to do things with the community, maybe those changes (others nodding yes).*
- *I was thinking, maybe, you know, adding like what she was saying, like bringing people from the city, you know, who make this decision, the ones that are in charge, you know this, so they can hear us and that ones who have the power to make whatever in the city, you know. The commissioner ... Have them come into the community. And listen to us (many others nodding in agreement).*
- *But like someone like her [a commissioner] that we could get, you know, in touch with, be able to go talk and go like, go door to door, ask what their concerns are, then go take it to her, and then we can come up with a plan like we're going to add more street lights on and like, she said, the word is going to spread faster. But we need somebody also to be able to hear us out because that young lady lives on a different side of town*
- *I think if we had more meetings like this one.*
- **Seeing community change/community improvement (2/3 focus groups and 04/32 participants)**
  - *We're just a small group, but we can begin to do something because it's what they say, "once you see it, you want to do it". I've noticed that when I go out to cut my grass, the next-door neighbor will see it and come out to do the same, and then the other neighbor comes out because they saw that everyone else was doing it. So, what we need is to start acting so people will be motivated to also participate.*
  - *I think the people on Cordelia or whatever the street is if they felt they were heard and had a voice and then they saw a change happen, that would be huge (all nod in agreement).*



- *So, if they see a change, they're going to spread it. Like wildfire. That's what I was trying to say.*
- *Not just hear us out but do something about it. Actions. (another agrees).*
- **Support residents in playing an active role (2/3 focus groups and 04/32 participants)**
  - *Whether it's education, sometimes work schedules or the babysitter, or it can also be whether they have a ride. It also depends on where they are...how close they are.*
  - *Yes, we need to spread the information because I think there are a lot of people that could do it or would want to do it.*
  - *But there are opportunities, it's just that we don't offer them to some people, or we don't know about them.*
  - *Sometimes there are people who don't know anything about these resources.*
  - *Maybe if they did it more often if people could realize that this is something that's done once a month or once every two months so people will see it.*

9. **If you could make one wish, what would you change about living in Roosevelt Park Neighborhood?**

- **Safer community (3/3 focus groups and 19/32 participants)**
  - *Safety for the children.*
  - *My wish -I have many- but one would be to have safer communities.*
  - *My only concern is the schools. I want more security in the school so that everything that is happening doesn't happen there.*
  - *More security at the school.*
  - *All we need is more security*
- **Subtheme: The solution to traffic safety and/or a crime is more video surveillance, and more police presence (3/3 focus groups)**
  - *And what would be even better would be more police in my neighborhood. Because with them here, the neighborhood is more secure.*
  - *Well, I agree it would be nice to have more police.*
  - *Do we need a bit more security? I don't know, like for the police to go around more often.*
  - *I'm saying maybe more video surveillance on all the streets.*
  - *Cameras at the schools.*
  - *We have a small park, and I would like there to be cameras there for better safety. Because a lot of kids are there alone without parents, there are no cameras, and they could have an accident.... I've noticed that there are a lot of children that go there without their parents. So, I wish that would change, that they would put cameras there for more security.*

- **Subtheme: Solutions to increasing the safety of children crossing the street is a crosswalk, lights, a bridge for kids, and more people to help kids cross safely (2/3 focus groups)**
  - *My wish is for them to install what's missing there, close to the school [a crossing].*
  - *Like they said, they need little lights so the kids can cross, it's the most important thing for them because there are little ones who cross too. They're not all big kids...there are older kids but there are also little ones who don't watch the road. And make it easier for the youth too.*
  - *I would like them to make a bridge for the kids. Something around here. Because you always see the ones that cross the street and sometimes, they don't obey when it says don't turn on red, and even so they turn on red. I would like them to build a bridge for the kids to cross over to get to school.*
  - *There are two schools, one in the front, then there's the clinic and then the high school. So that's where people crowd together when they get out. So, they need a bridge or a walkway, as they call it because there's no room. If you have people below and students can cross above. They go up and come down on the other side so there are no accidents.*
  - *A wish would be -like what he suggested- a bridge, make it high so that we can all cross more safely, the kids and everyone.*
  - *If they build one bridge it would have to be two because there's another school over there (another says: Well, yes) But if they can't do that, then maybe more people helping the kids cross.*
  - *So, the people that help the children cross can only be in front of the school, but the children who need to cross the street, this street, to get to their homes, there's no one there to help them cross.*
  
- **Subtheme: The solution to lack of safety is social support/community cohesion (2/3 focus groups)**
  - *I'd say sticking together as a family because if not, it's a very cold world without family and friends. So, I feel like sticking together, whether blood-related or not.*
  - *So, like s/he was saying, we need to walk with them [kids] and help them walk through. The good path. To be a mentor or something (all saying yes in agreement).*
  - *If they [teachers] could tell the kids, "Listen, if something's going on I can help you or ask for help". Because maybe if something's going on at home because I don't know the story.... But I would like for there to be more*

*communication, for the safety of the children...teachers, and students if they could say, "hey, what's going on, you can tell me, and I can help you." or if they could have more counseling at school.*

- *If there is someone like that who represents a danger to our neighborhood, and to our children, I think we should all be alert to what is happening in our neighborhood... so we can have a safe community and take care of one another. I can take care of, let's say the neighbors' daughters when they're crossing the street or something like that. Or if someone is, for example, wanting to break into the neighbor's house, I can call the police, things like that. Take care of one another in our neighborhood. If someone sees something that is not commonplace, call the police and tell them what's going on.*
- *My wish would be that every kid who comes out of this neighborhood knows that people from this neighborhood say, we got your back.*
- *Yea, like we're family.*
- *And we are here for you (everyone nods in agreement).*

- **More activities for kids/youth and more childcare (3/3 focus groups and 08/32 participants)**

- *I think it would be good if they would open a group like a boys and girls club (others nod in agreement) like on the other side of town... that would be good in this area because there's ... a lot of kids in this area. And that will help also with like childcare for kids.... but it will help them distract them from, you know, getting into the bad life of, oh well my friends a little gang member over here. Well, I'm going to go hang out with him. No, because necessarily that's what you're pushing your kids to. If you don't focus them on something different, even though some parents try their best to focus on something different. But your kid's going to make his own choice on whatever he wants to do, but try to focus it on hey, go, go play at the park or go do a sport instead of running the streets and being bad.*
- *I have another thing to add on something positive for this community - a childcare center like for people that need childcare. They don't have a childcare center here, nowhere.*
- *Activities center or something like a drop-in center would be nice too.*
- *Daycare.*
- *My wish is also that there were more activities for the youth like sports, for both youth and adults.*
- *More activities for the youth.*
- *Create a group to do something with the youth.*

- *That park needs something for the kids, for the young people, and the smaller children. The little playground they installed doesn't really inspire them to go out there.*
- *Or maybe in the summer they could organize some type of event for kids to go to. Like a summer theme or something, so they'll go and exercise a bit more*
- **Everyone can be heard/have a voice / and it drives community change (3/3 focus groups and 07/32 participants)**
  - *To me, it would be the ability like what we're doing right now. Everybody in the neighborhood or community could have a voice to be heard from the kids to older people (yep, everyone nodding yes).*
  - *Where everyone can be heard.*
  - *My wish is that everything we talk about for the future is something we can have access to here in the community.*
  - *Is there going to be another session, because they all said that they would like to bring people to do this again.*
- **Subtheme: More door-to-door work or surveys to hear a resident voice (1/3 focus groups)**
  - *I don't know how you do that, but almost a door-to-door thing where or street by street, maybe, or something like that surveyor.*
  - *I feel like it would be good for the door-to-door or like, ask them.*
  - *So maybe if it was like more, you know, going to the people's doorbell or knocking on the door like, hey, here you go, maybe that'll bring more awareness to the community as well.*
  - *I know we're talking about surveys sometimes because I was like yeah.*
- **More bilingual support from community / ESL classes (3/3 focus groups and 06/32 participants)**
  - *I feel like hospitals should provide classes for their employees, for them to learn a different language because it will be beneficial to have like nurses that speak a lot of different languages. (Many nod in agreement).*
  - *And it's better for them too because they'll get paid more, but it will be beneficial for everybody else to have more people, not just over the phone.*
  - *My wish is that, if someone works, they also speak Spanish. I have a lot of difficulties; I don't speak English. I wish they would speak Spanish, that they would help us when we need something.*
  - *I wanted to ask for more ESL classes too.*

- *I think we need it [ESL classes] because a lot of new families have arrived and until the children grow up, they don't have their translator. But mothers and fathers could learn also, that would be good.*
- *But I would like for it to be around here, in one of the buildings here like the school, if they don't have a lot going on in the afternoon. Maybe they can lend it to us. (another says: A classroom...or here) Exactly because the school is in such a central place.*
- *That the Hispanic Center come here to show us to learn to speak English.*
- **More mental health resources (2/3 focus groups and 03/32 participants)**
  - *There's this type of depression and they don't have anyone to talk to. I think there should be something close by so they can seek help.*
  - *if they could have more counseling, especially at schools, because a lot of students have shown symptoms.*
  - *I submitted an idea that they create a group to do something with the youth, to do something in the community. Not just for the youth, but also a place where they offer counseling. I'm very worried about mental health and lots of things, like that there are resources. So, I submitted my idea and I hope someday it can be done.*
- **Equality (2/3 focus groups and 02/32 participants)**
  - *Equality. Equal no matter what. And whether you're men or woman, because I've heard a lot of times men can do this job, but women can't, but women can do the same job men do sometimes better and just fairness, not just citizens, but everyone being held accountable for their actions.*
  - *And [my wish is for] more equality where there was no racism, it would be the best thing. If we were all equal, there were no disparities.*
- **More pharmacies in the neighborhood (1/3 focus groups and 05/32 participants)**
  - *My wish is for there to be more pharmacies where we can get medications and more clinics.*
  - *Yes, also that's close by so that people who have trouble going out or far can have a pharmacy close by.*
  - *For the moment, while I live here, it would be a pharmacy.*
  - *A pharmacy that is closer.*
  - *All we need is a pharmacy close by.*
- **More information / communication about resources (1/3 focus groups and 03/32 participants)**
  - *I think that...since we don't know what is in the community, like the Hispanic Center. Like, I've heard that in Guatemala there are radio stations that make announcements*

*on what's going on, what's going on there, or what's different. They announce everything... But if there's a radio where it's announced, as soon as you turn it on, you're informed of what's going on.*

- *They could put the information in the neighborhood newsletter. So, we know, because we don't know.*
- *Every now and then they deliver newsletters to homes from the Neighborhood Association (another nods). Everyone gets one, and everyone who is from this area receives it, so that would be a good option.... Or a page where everyone can... I don't know how to say it, a page we can all follow and get information.*
- *I need to have a way to communicate with and within all parents of students so that they, and all of us, can keep tabs on what's going on here so our community can get along. We know what is [available] in the city where we live.*

Summary Table of Roosevelt Park Focus Group Results	2022
<b>1. What do people like about this neighborhood? What are the good things you have found about living in the Roosevelt Park Neighborhood?</b>	Various community and neighborhood resources (organizations, services, parks, activities)
	Walkable neighborhoods/things are close by and accessible
	Quiet/peaceful neighborhood
	Business district
	People know each other, support each other, and watch out for each other and there is a family atmosphere in the neighborhood
	Diversity
	Neighborhood schools
<b>2. What kinds of things do people in Roosevelt Park Neighborhood worry about?</b>	Safety of children crossing the street, particularly to school
	Housing (high cost, overcrowding, availability, environmental concerns such as pests, mold, and lead)
	Undocumented resident concerns (employment, fear, transportation, housing legal assistance)
	Cost of living / daily living expenses
	Employment
	Lack of transportation
<b>3. Where do people in this neighborhood go when they need health care? Are there healthcare providers available in the neighborhood?</b>	Clinical Santa Maria
	The hospital / ER / urgent care

	Cherry Street
	Exalta Health
<b>4. What keeps people from receiving the health care that they need?</b>	Cost of care/insurance
	Long wait for appointments
	Lack of transportation
	Language barriers
<b>5. What are the biggest health problems people face in the Roosevelt Park Neighborhood?</b>	Mental Health
	Diabetes
	Obesity/overweight
	Violence /domestic violence/suicide
	Nutrition for children
	Lack of preventative care
	COVID and stress connected to COVID
	Environmental health concerns (mold, lead)
<b>6. What are people's concerns with the neighborhood as a whole?</b>	Crime and feeling unsafe
	Liquor stores and concerns about public intoxication
	Traffic and pedestrian safety
	Lack of enough streetlights
	Lack of green space
	Lack of a pharmacy in the neighborhood



	Streets need repair
	The GRPD (makes people in the neighborhood feel unsafe, they don't respond, or come late)
	Concern about safety for kids both at home and at school
	Racism/discrimination
	Lack of activities for kids to do including lack of childcare centers
	Increase in the number of unhoused individuals noted in the neighborhood
	Neighborhood stigma
<b>7. When people need help, what prevents people from getting the help that they need?</b>	Lack of information about resources
	Language barriers and inability to read and/or write
<b>8. What would encourage residents to play a more active role in community improvement?</b>	Amplify resident voices
	Seeing community change/community improvement
	Support residents in playing an active role (share information about opportunities, increase opportunities, remove barriers such as transportation and childcare, offer opportunities outside of work hours)
<b>9. If you could make one wish, what would you change about living in Roosevelt Park's Neighborhood?</b>	<p>Safer Community</p> <ul style="list-style-type: none"> <li>-Subtheme: The solution to traffic safety and/or a crime is more video surveillance and /or more police presence</li> <li>-Subtheme: Solutions to increasing the safety of children crossing the street is a bridge, a crosswalk, more lights, more people to help kids cross safely</li> <li>-Subtheme: The solution to lack of safety is social support/community cohesion</li> </ul>

	More activities for kids/youth and more childcare
	Everyone can be heard/have a voice / and it drives community change -Subtheme: More door-to-door work or surveys to hear the resident voice
	More bilingual support from community / ESL classes
	More mental health resources
	Equality
	More pharmacies in the neighborhood
	More information/communication about resources