

MARISOL Mother

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MARISOL Mother

Says

Uncertainty

It's unclear when these processes are completed or if I am rejected

I repeatedly mentioned my concerns to the pediatrician- and nothing happened.

Urgency

I don't know what I need to do and when I need to do it.

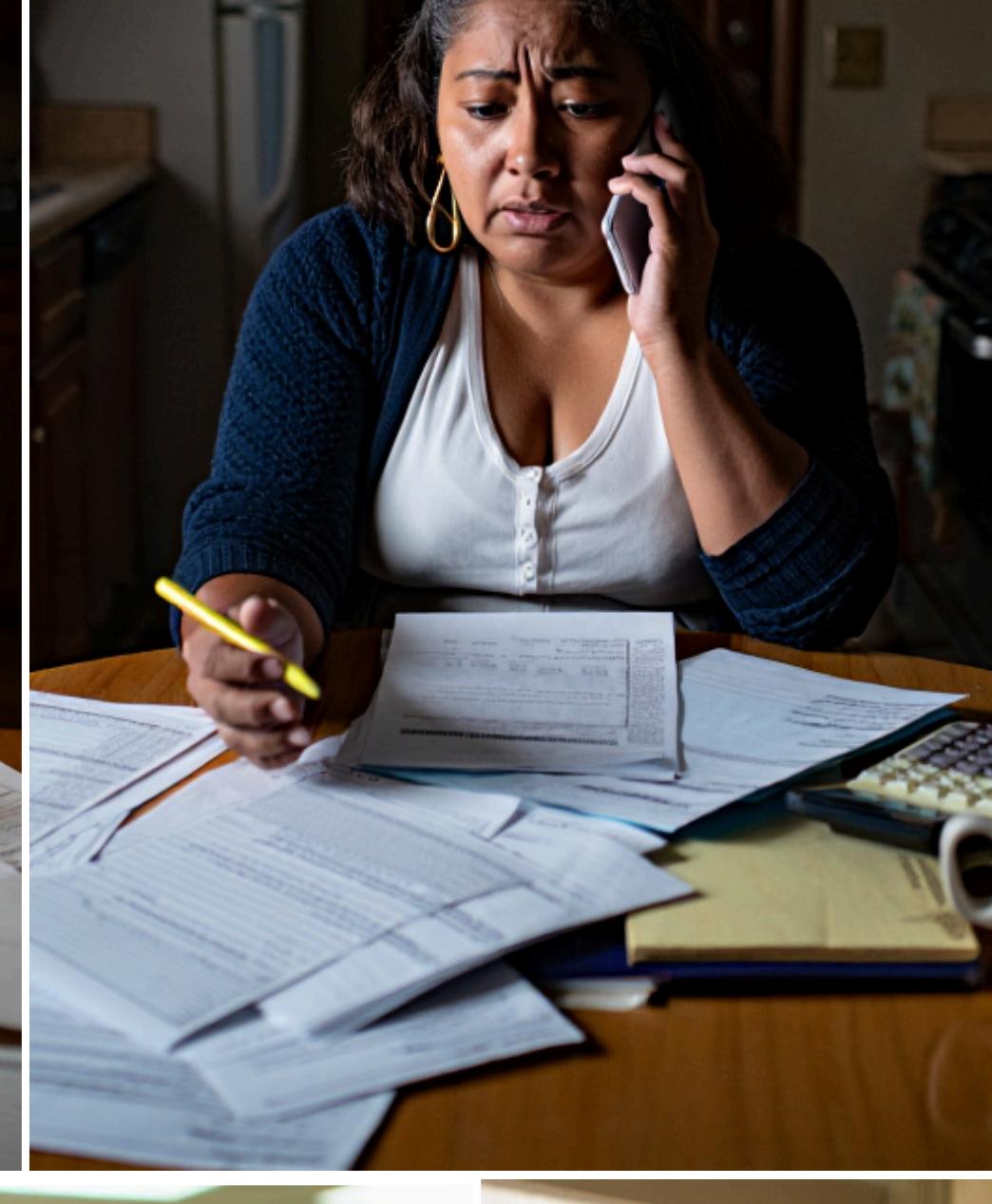
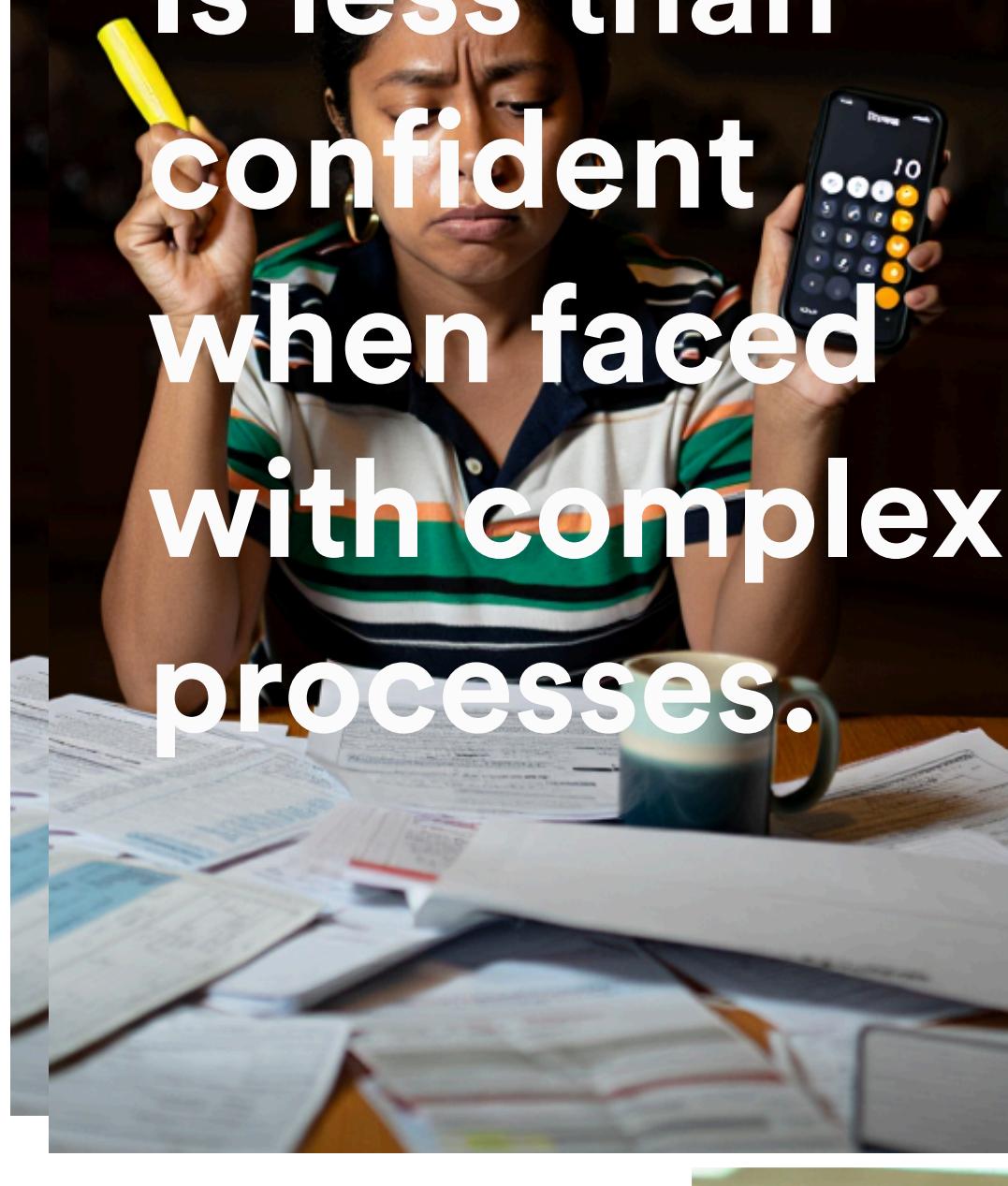
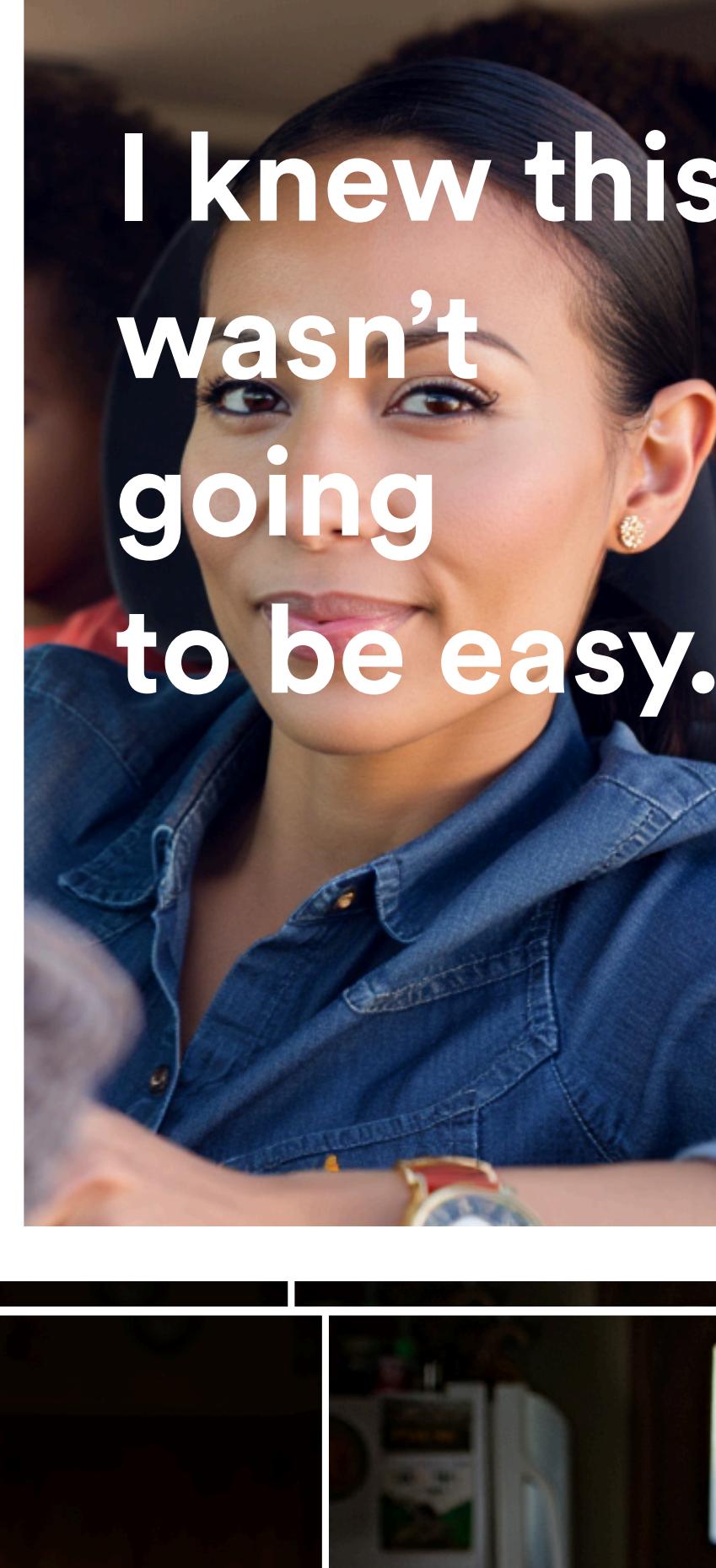
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Process

Medicaid just keeps asking me for more information.

I don't know where to start, much less where I am in the process.

What happens if my application is rejected —what do I do next?



MARISOL Mother

Does

Makes Ends Meet

Sacrifices her needs for those of others, especially her children

Doesn't make time for herself

Works multiple jobs

Takes Action

Attends meetings but does not ask questions

Remains organized: puts together a folder with all of her child's information

Navigates

Spends hours on the phone with medicaid

Often signs without knowing what she signed

MARISOL Mother

Thinks

The Goal

I want my child to have opportunities

I want to get the most out of my efforts and out of social services

I want to be able to know that the school is helping

Outcomes

I want to be able to know that the school is helping

Community

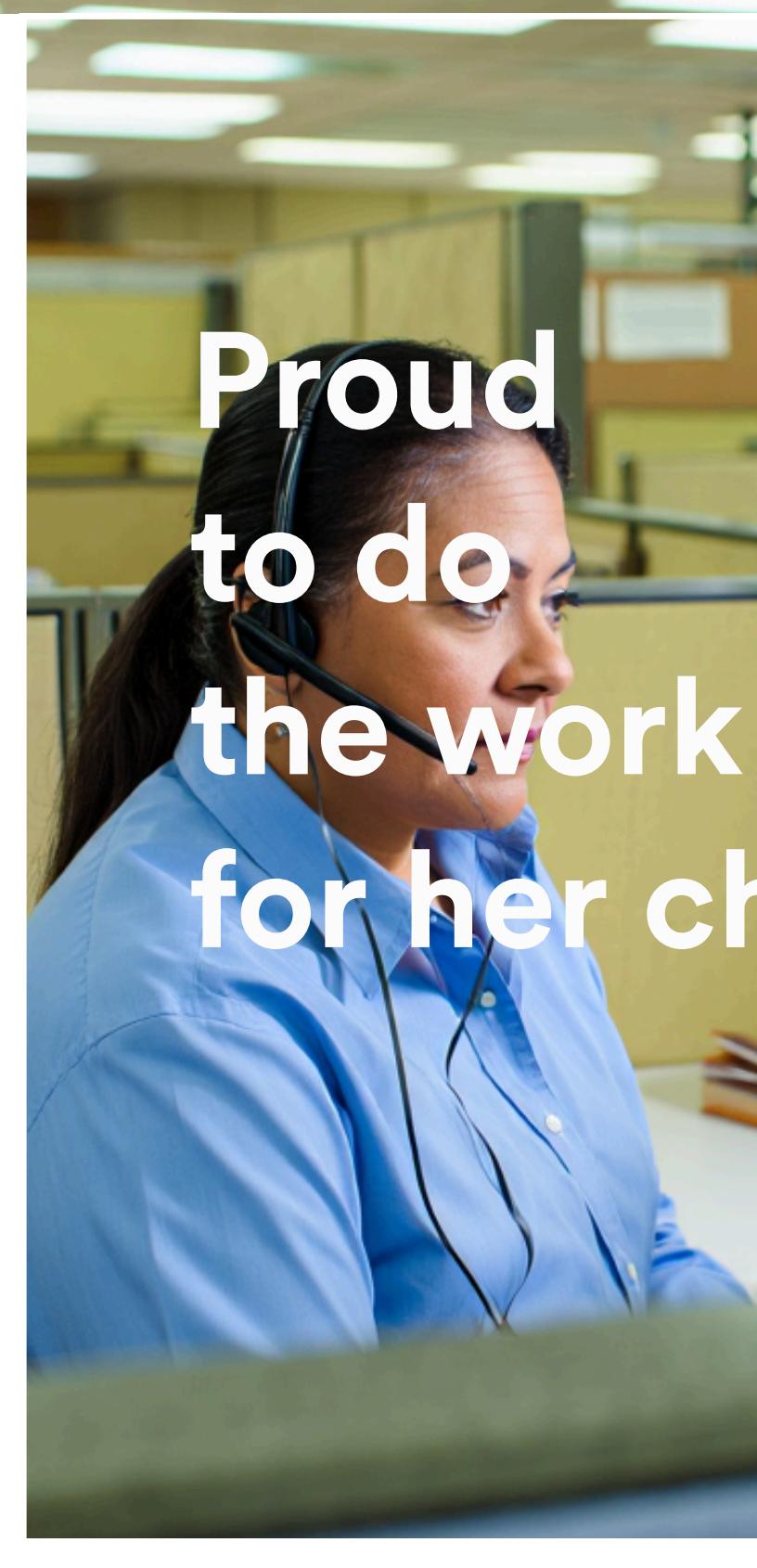
I wish I could ask for another opinion, or meet someone like me

I could use some guidance but I don't know where to go

Fear

Is applying going to highlight my immigration status

Is asking for help hurting my social status



MARISOL Mother

Feels

Self Doubt

Discouraged and Scared

Shamed by others, cares out perception

Overwhelmed

Grateful when she receives help

Powerless using complex systems

Security

Unsure if phone calls are legitimate or scammers and spammers

Feels profiled by police officers and school administrators

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