

# 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.

It's not clear when these processes are completed or I am rejected

#### Process

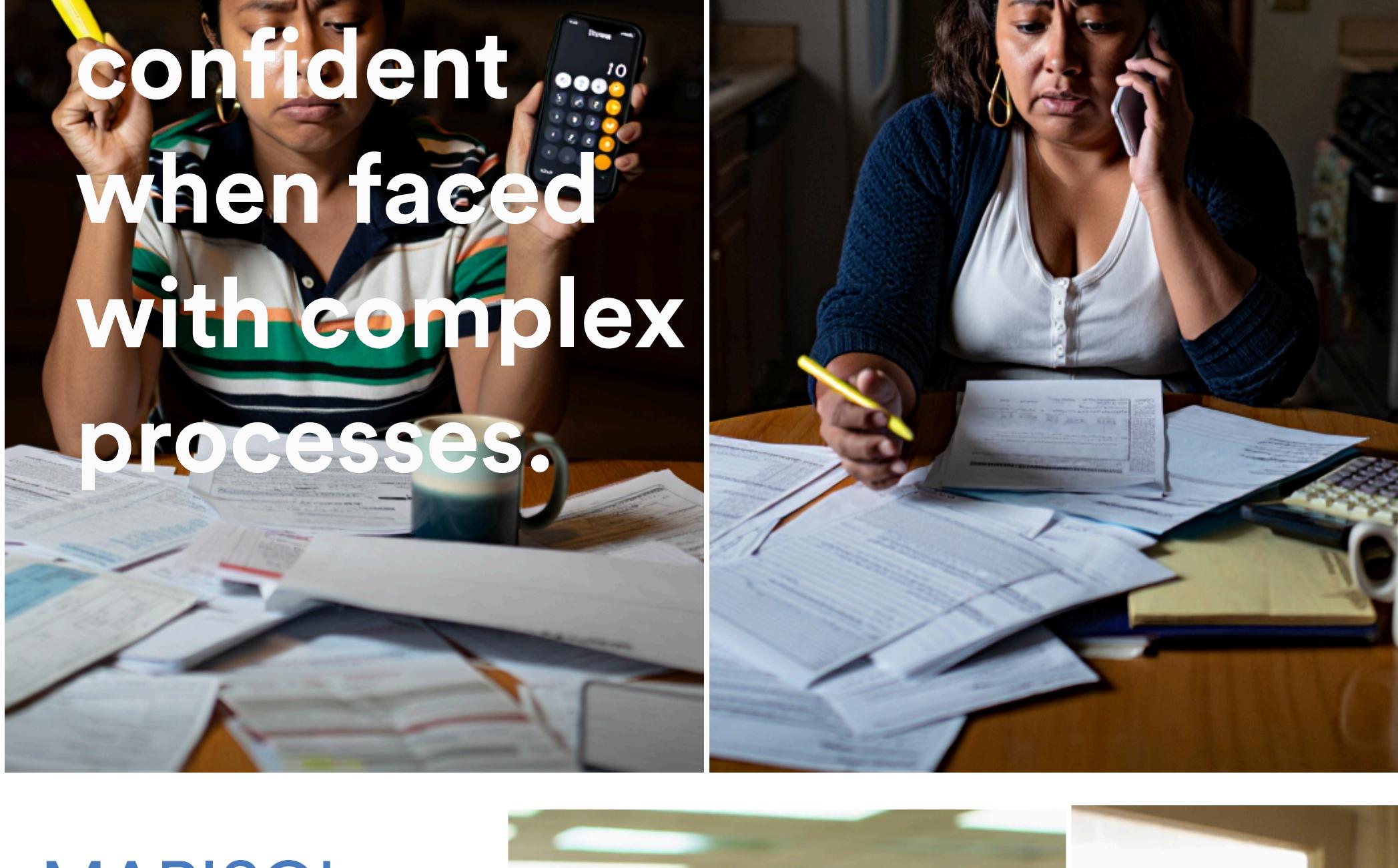
Medicaid just keeps asking me for more information.

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?



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## 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

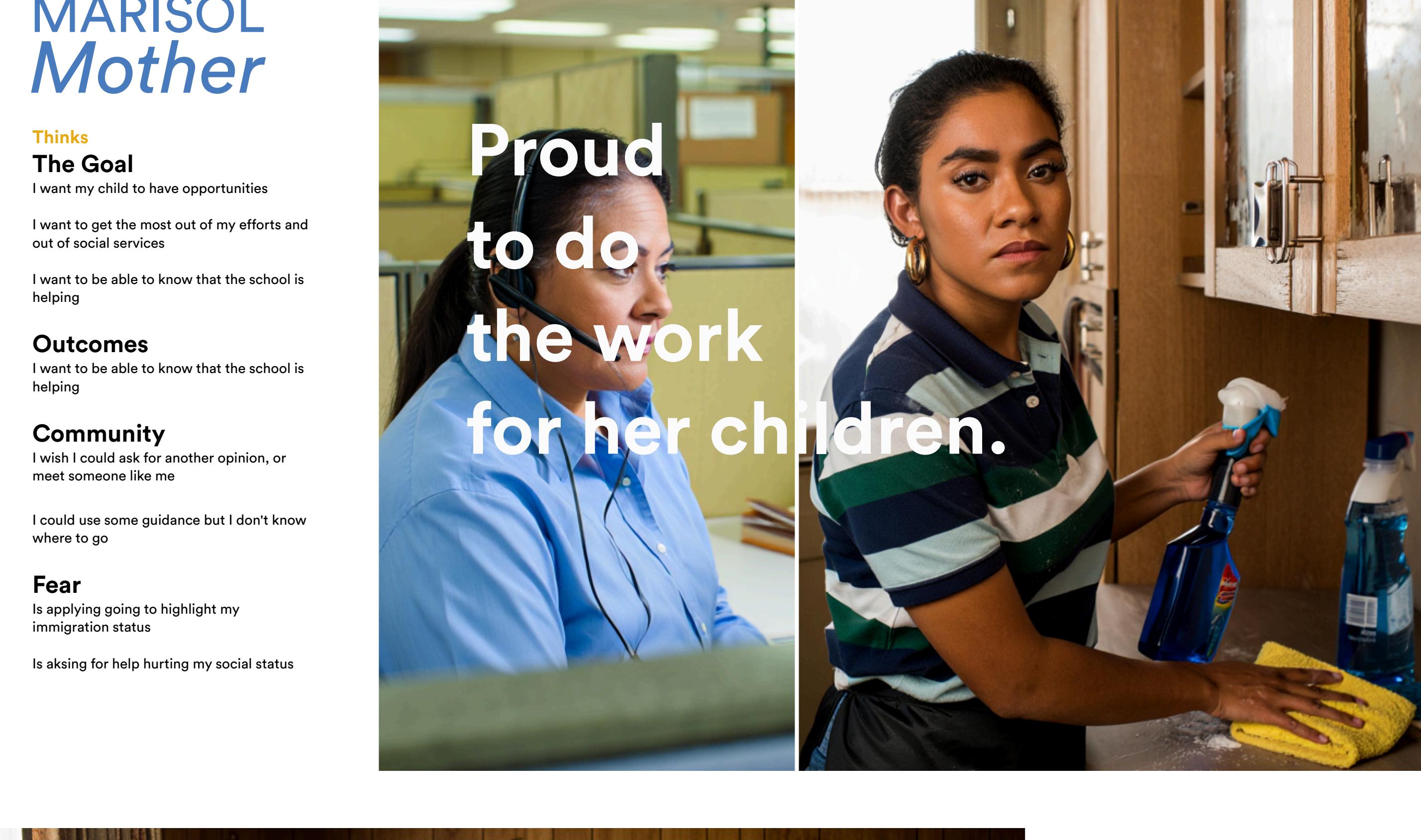
Remains organized: puts together a folder with all of her child's information

#### Navigates

Spends hours on the phone with Medicaid

Often signs without knowing what she signed

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## 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

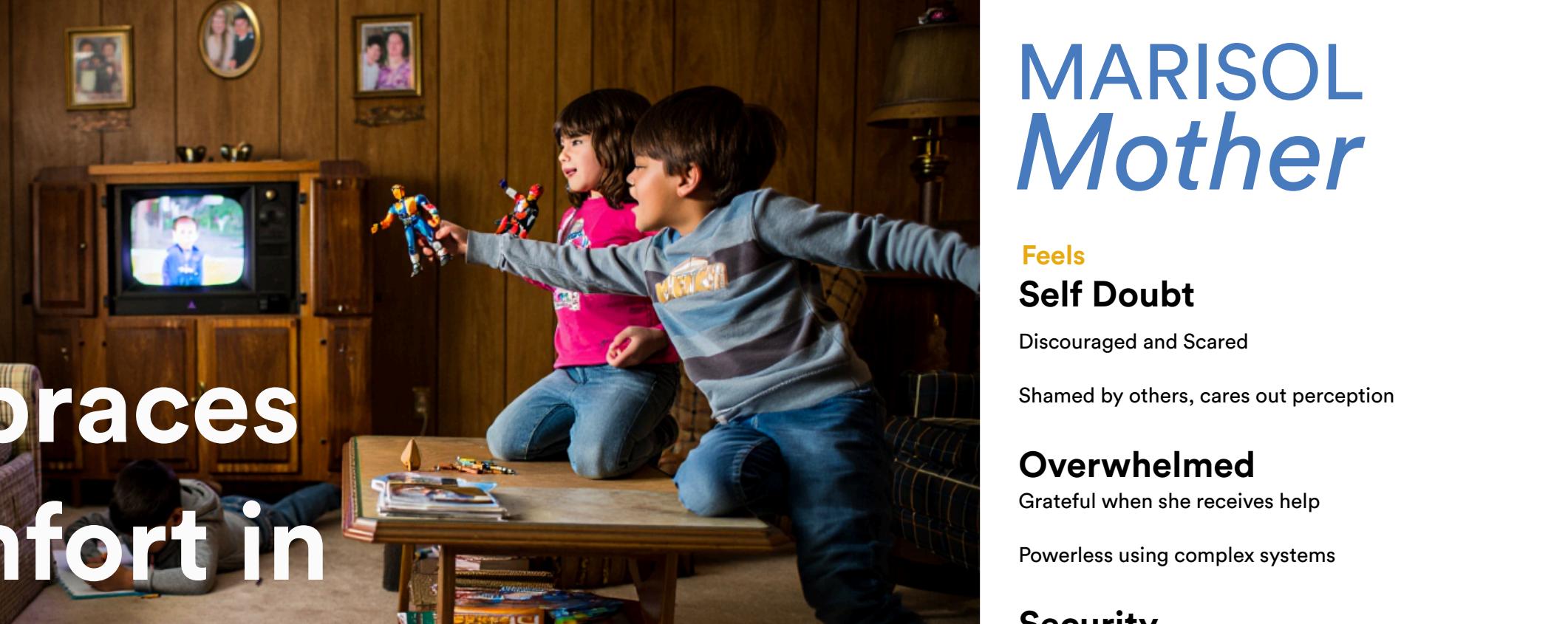
Grateful when she receives help

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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# CAMILA TEENAGER

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## CAMILA Teenager

### Says

#### Uncertainty

I don't know how to prepare for the next steps after college

I don't know how to prepare for college.

I'm not sure how financial aid works.

I want to go to school out of state but I'm worried about my mom needing my support

### The future

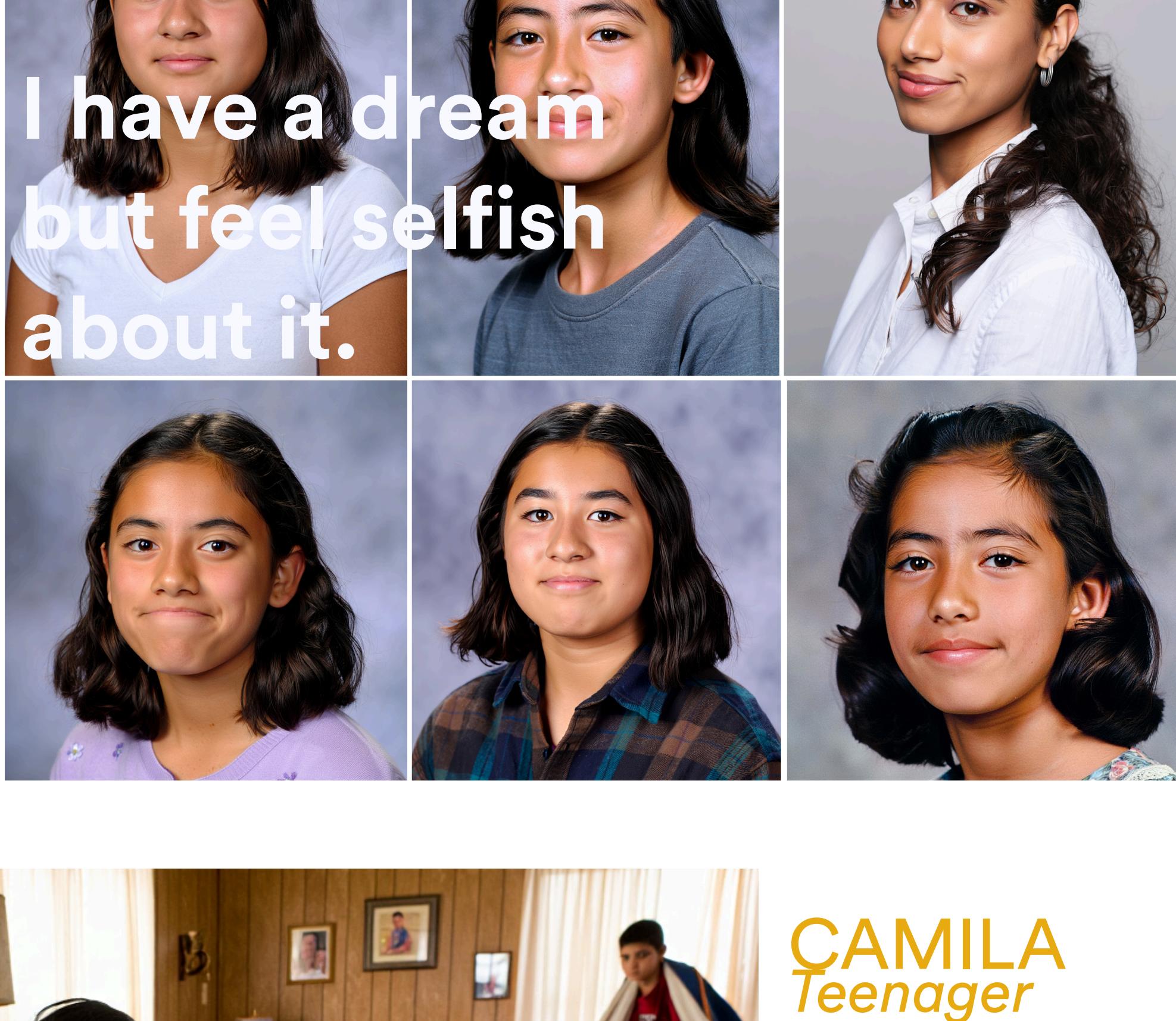
I feel lonely striving to be a college student

No one in my family has attended college before

Will there be other people like me at college?

We don't talk about college much at home.

I don't know how to prepare for the next steps after college



Juggling Home and School life is my job.

## CAMILA Teenager

### Does

#### Priorities

Family is more important than extracurriculars, even if it hurts her resume

Helps younger siblings with homework and meals

Follows the example of their mother

### Online Behavior

Not a viable option anymore

Doesn't feel safe online

Has concerns about privacy

Watches YouTube to learn about careers and majors and educational topics

### IRL Behavior

Asks for guidance.

Has established a relationship with counselors at school and in the community.

Doesn't have confidence in who to ask for what type of guidance

## CAMILA Teenager

### Thinks

#### Deportation

I'm scared that my parents will be taken away by ICE

If one of my parents is deported.. Will I have to give up my college dream?

Will the government target my family after I fill out the FAFSA?

### Guilt

My parents have lots to worry about with my siblings

I don't want to burden them with my college plans.

### Guidance

Where can I look for college scholarships?

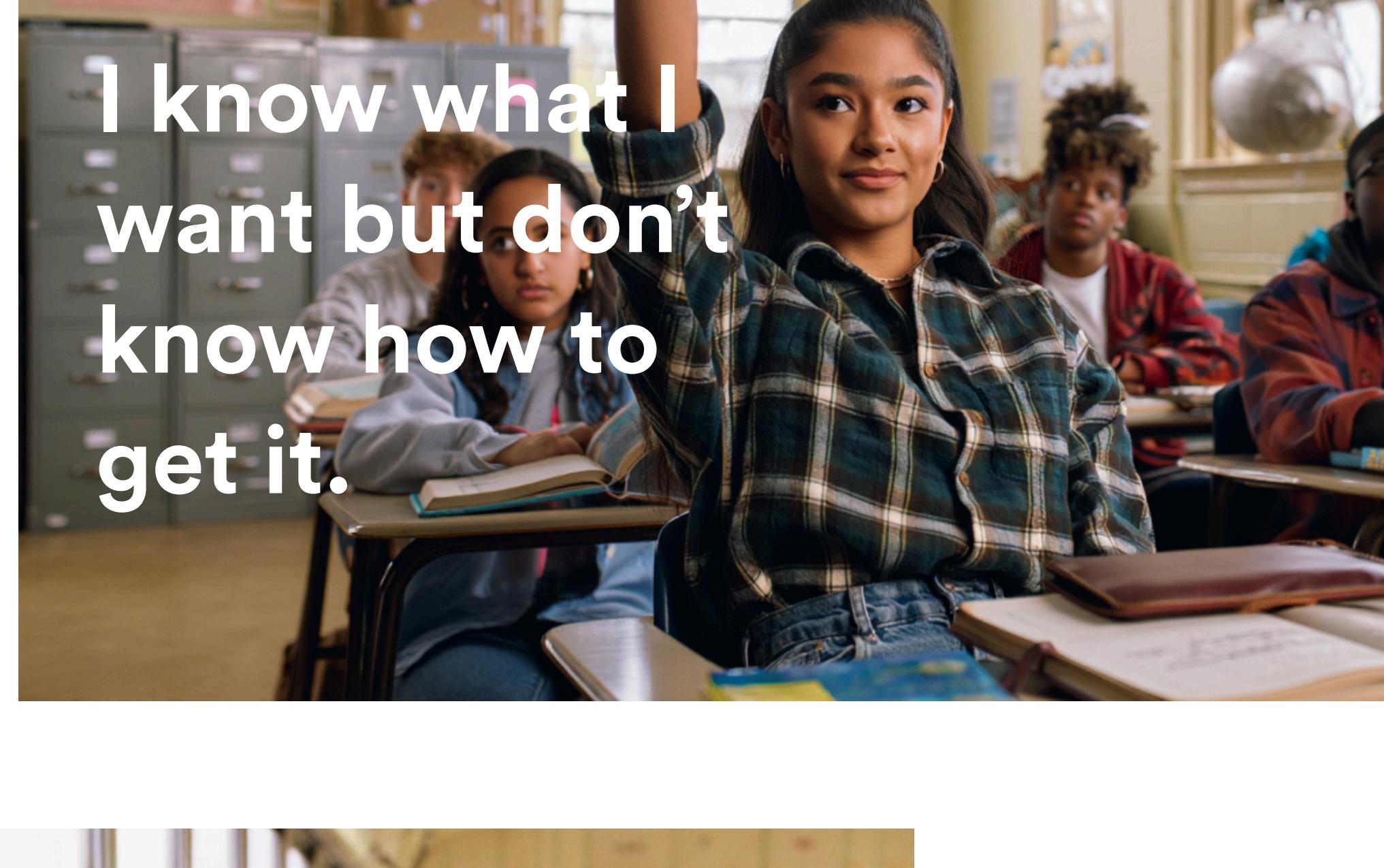
Other students have more support.

I don't know anyone who's done this before.

### Doubt

I don't want to let anyone down.

What if I can't balance everything?



I study when I can wherever I can.

## CAMILA Teenager

### Feels

#### Parents

I don't want to burden them with my plans

### Overall

It's hard to focus on school when there are some many financial issues at home.

Inspired by her mom's sacrifices.

### Support

Overwhelmed by juggling school, work, and home

Embarrassed asking for help

### Social Anxiety

I'm anxious most of the time.

Even when I'm getting support I question it.

I don't know if anyone else feels the way I do.

