



Commitment to Strengthening Trust with Our Immigrant Communities November 30 Roundtables

Executive Summary

Overview

On November 30, 2021, Arlington County Board members hosted six different virtual roundtables focused on “Strengthening trust with Arlington’s Immigrant Community.” Over 70 participants joined in an interactive online conversation throughout the day.

Three of the sessions were conducted in Spanish; and Amharic and Arabic translation services were also available for other sessions. Each session was hosted by a County Board member and facilitated by a senior Arlington County staff member.

Participants included Arlington residents who have moved here from other countries, including Peru, Guatemala, Bolivia, Paraguay, Mexico, El Salvador, Ethiopia, and other places around the World. Some participants were new to Arlington while others have lived here over 20 years. Other participants included residents who were born in the United States but concerned about their neighbors, advocates who are interested in advancing fair and equitable policies, programs and services for Arlington residents, and Non-Profit service providers who actively work with families trying to seek services.

During each session, participants were asked to reflect on four key questions:

- *How have your experiences been with Arlington County Government, including government leaders, law enforcement, or with other agencies?*
- *How has your experience been with applying for or accessing benefits or programs in Arlington (like housing, childcare, health/mental health, other)?*
- *What do you need to feel “safe” in Arlington?*
- *What are considerations for next steps; and how can we continue our engagement and communication with you on an ongoing basis?*

The following themes emerged across the sessions hosted on November 30:

Experiences with Arlington County Government, law enforcement, or other agencies

- Participants shared the difficulty in differentiating between levels of government (Federal, State, local) and sometimes between government and nongovernmental. A negative experience with one entity (sheriff, free clinic, police dept, Human services -----‘impacts perception’ for everything else).
- Interaction with County staff is not always positive, and cultural sensitivity is often lacking
- It is challenging to navigate the various services and agencies.
- Participants expressed a desire to have trust with law enforcement agencies, however, noted that negative interactions strains relationships.

Experiences accessing benefits or programs (e.g., housing, childcare, health/mental health, other)

- Challenges with accessing food and financial support, including eligibility.
- Several participants noted the financial challenges associated with high rent levels.
- Customer service and lack of cultural sensitivities was noted when trying to seek assistance.
- Language and translation was highlighted as a barrier to accessing services.
- Participants also shared their concern about the number of documents and amount of paperwork required during application for benefits.
- Accessing mental health services was specifically mentioned.
- Feelings that information about key programs and services is not easily available
- Access to transportation was also identified as a barrier to accessing services.

What it means to ‘feel safe’

- Expressed concern about being deported.
- Fear of not knowing what might happen if they would be stopped or detained by police (at any level of government).
- Concern and fear about sharing information and documentation when accessing services.
- Concern and fear about families being separated, with heightened sensitivity for children.
- Concerns about ICE, and possible interaction between local law enforcement (police, sheriff) and ICE.
- Feelings that there is lack of mutual respect and trust when interacting with government.

Opportunities for next steps and ongoing engagement/communications

- Interest in developing a trust policy
- Interest in ensuring all staff are regularly trained and familiar with trust policy. Concern that one negative experience with county staff/police who do not follow the policy will set us back in building that trust.
- Suggestion to have a senior-level County staff position that focuses on working with immigrant populations and can serve as main point of contact for newcomers to reach out to with questions/concerns/referrals.
- Interest in considering the CAPA (Communities of Arlington Protected from Abuse) policy submitted by La Colectiva to the County Board.
- Interest in having an easy to find -culturally friendly -point of entry for County services and programs.
- Interest in ensuring cultural sensitivity training for Arlington County staff, including human services and police.
- Interest in continued conversations that advance trust, relationships, and actions to support the Arlington immigrant community.
- Suggestions for utilizing trusted community leaders and partners for outreach.



Commitment to Strengthening Trust with Arlington Residents

November 30 -Virtual Roundtables

Key Themes

Experiences with Government Agencies, law enforcement, and other agencies

- I have always been helped in Arlington, but I don't know if others have had similar experiences. I hope that everyone else can get help. I'm a resident in Arlington. I'm not an immigrant, but I have neighbors and friends who are
- It's not clear at all what is a government institution, what's private, what's public. A negative experience with one entity (sheriff, free clinic, police dept, Human services -----'impacts perception' for everything else). It does appear that Immigrants do trust community and faith leaders who can help.
- Mistrust of government remains from that administration and the rhetoric – we are not “post” Trump era yet
- Arlington did a better job than other counties at tracking how many immigrants withdrew from services early on during the Trump administration
- I have lived in Arlington for 5 years. Sometimes staff are rude and harsh with us. During the Pandemic I requested help. I am a US citizen like my children, and I sent emails and called, but after a month I got a reply. Service is too slow. I was requesting SNAP assistance.
- I know that the employees of Arlington do their work, but they are TOO strict and don't provide enough information to help us find services.
- I think about the immigrants in our community that cannot read or write in English. I can, but I have friends that have asked for help. The staff will not help. We've thought about doing something to be heard—so I am thankful for these sessions to tell you about my experiences.
- I have worked with Juveniles in detention center---navigating immigration system---it's been hard to find resources for families when most want to do things the right way. Trying to guide them in the right direction has been challenging.

Interaction with Law Enforcement

- Our needs are not being met. Once, police showed up to a scene of a car accident and first asked for an SSN, when it should have been medical questions.
- Every year is coming better, to have a translator, or bilingual. I still have a little problem. I had a bad experience with police, and that leads to lack of trust. It is hard to live like this when we have a bad experience.
- While we've had several conversations with the past Chief of Police, they were unproductive. We've been raising these issues for years.
- I had an incident with police where they shared information about a complaint I made, and a neighbor confronted me about it. That's a lack of training.
- We need to keep in mind our trust with law enforcement agencies. Negative interactions can break or strain our relationships. There are abuses sometimes from law enforcement. But we WANT security from police officers. This is a delicate relationship that can be broken. If that doesn't happen, the community can panic.
- What is fundamental ---is changing interactions with law enforcement and Sheriff's department with the community. Until those interactions change, the FEAR will persist.
- *NOTE: Additional notes about interaction with ICE are noted in sections below*

Experiences Applying for and Accessing Programs and Services

Financial Assistance and Food Support

- At Sequoia, I was told that I made enough to support myself - but that was just rent. Financial assistance does not seem to factor in childcare + food + etc.
- I went once to ask for help for my children to have insurance. Unfortunately, I did not know how that worked, didn't have that information, and we didn't qualify because my husband made 20 extra dollars. It was a bad experience because my children were without insurance for six months. I wasn't given options by the social worker. I think she should have given me more information. They just told me they didn't qualify.
- I agree with what my peers have said in regards for asking the county for help. A lot of people have different experiences. Because of the pandemic I lost my job, asked for help, asked for food stamps, and I was able to get help and get a job. Now that I had to renew, they lowered the amount because I found a job. I asked why and they said because I have a job. Then I had an accident, lost my job, and yet this reduce amount remained because I get a small check from that accident. We need flexibility.
- Once I requested food stamps. I have two children. I think my income was 2000 maximum, but this doesn't consider rent, food, etc. They told me I couldn't qualify. During the pandemic immigrants continued to work and kept the economy afloat.
- During the pandemic I applied for SNAP assistance. I am a waitress. I stopped working for three months and applied for food stamps.
- I have been hearing from people that they have problems with WIC not only because it's tough to fill out the paperwork but because they receive bad treatment

Housing

- Rent increase during the pandemic has caused a lot of suffering
- Immigrants work and pay taxes and do everything else legally. Rent is high, but most jobs only pay \$10/hour, so it's hard.
- We want to make Arlington stronger. I have a lot of things, but I would like to emphasize one particularly. Accessible housing. The other is respect and empathy from county employees toward immigrants requesting help.
- Last year I asked for help with rent relief, and almost after a year I am still waiting for a response. I kept getting told I would hear back in 2 years. Minimum salaries are a joke. I must pay 1700 this month. Life is so expensive here. Rent has continued to rise. We don't want conversation, we want action.
- I have some ideas, but I want to comment that housing incident at serrano is well known, and you can say that the mice, asbestos, conditions—it was horrible. These things contribute to our people breathing in these things and putting people at risk at COVID. We need people to investigate that.
- Affordability of living in Arlington – most other things are secondary to that, because the government and policies only apply if you can stay in Arlington
- Concerned about the impact of big companies (e.g., Amazon) and making sure there is an effort to maintain affordable housing in Arlington
- During the pandemic I had a hard time accessing resources. Because I am an immigrant that does not have an American child, I could not get rent assistance. I survived by the help of others in the community. This is concerning because I pay taxes and have been working for years, but it hurt that after paying taxes into these services I could not access them.
- Rent is very high. Eligibility, for example, everyone can apply but if you don't have the capacity to pay rent—what these programs don't take into consideration is that I don't just pay for rent, I pay for food, for childcare, etc. I had food stamps services four or five years ago. I had a job that made \$12 /hour. I had an increase of 25 cents. I was told by the program worker that I had an obligation to tell the program, because it could have changed eligibility. 25 cents doesn't have a large effect. If you have kids, that is 200 dollars a week to have truly nourishing meals. Maybe people are in the process of rent assistance and they are waiting months. People are still waiting, and that rent continues to increase. If you exceed 20-25K in pay, your rent assistance decreases.

Mental Health Services

- We are interested in to do better outreach to diverse communities...particularly overcoming any stigma felt around mental health concerns. Suicide prevention included.
- Regarding emotional health, we know very well that the Hispanic community does not know very well is that refusal of service is abuse. I say this because my sister has an emotional/mental health condition and it took a long time to get her help, and it took a very long time with many documents, and in the end, I got services from another County. I'm not sure if its policy, or staff, so when the funds not being used by people—what are they doing? Where is this money going, and what are people supposedly doing? It's very unfair to be treated in a marginal way.
- You need to educate people about these programs. Mental health for example is very important. This really creates a change in the way people can react. We don't have the access

or it's not easy to get to these programs. Maybe you can create information campaigns. If someone in the county wants to go door to door to see what kind of questions we have. You can see how so many people are afraid or have anxiety problems.

Parking and Transportation

- I pay 2000 dollars a month in rent, and the parking is not good. They don't want to give us at least two spots. If they remove these spots where are we going to park our vehicles. We pay taxes, but no place to park. Like I said, we are drawn to Arlington county and we like it here, but I hope things change.
- We have some central distro for FOOD, but many cases –requires transportation. IF you don't have access to transportation---to access food, child care, healthcare.
- It's been hard to navigate the system---it's challenging to find /identify resources. Transportation has been the number one challenging issue---eligible for service, but GETTING to the SERVICE has been an obstacle

Barriers to Accessing Services

- Translation/Language
 - Another concern is that while the DMV gives out licenses, they did not have translation services. It's a barrier.
 - Some of it is a language barrier. Technology barrier. Hard to find information on the website—Even if you know English and Technology. Layer on the cultural/language barriers—makes it harder.
 - The social workers---even though they speak Spanish, they are rude and saying we have too many kids. If we have a fear of communication. If we ask for help—and they say we have to pay. We just want to see how we can survive without help
- Documentation
 - When I asked for help, I was asked for a social security card. Without this SS card, we can't access services.
 - Immigrants without papers have limitations to services, but I would like to see a change in how we are treated. I know this happens in human services and housing. The links you have right now for the community is not working. We are not connected to you. There are other groups we don't see. We want you (government) to be accessible. If we have a problem, we can call you. We don't want to be waiting for three days or a week. We want to improve all the areas of services.
 - Since I live here in Arlington, sometimes it's hard for us to get the help we need, because if we don't have the papers---they ask for a lot of information. I can understand that everything has to process. However, when you give them (the papers) –they still don't help enough.
 - When it comes to social services, I have heard parents say what whenever they need to apply to wick or snap, they must go through too many documents. And they are told that every three months they need to renew paperwork. Financial aid is made difficult because of the bureaucracy. Those programs need to be reviewed. These issues affect the immigrant community, not just the Latino community. That's why I am asking for this liaison.

- One solution is changing the forms because they are obsolete. There are too many documents, too much bureaucracy. There are things that do need to be asked for but sometimes it's too rigorous. People have jobs and don't have time to do this.
- The county should look at employment options for those w/o 'papers' (above) - because that person would have gone 'through' it like their immigrant peers
- There is miscommunication. Before we try to apply for help in schools or health. They tell us when you apply for help---there will be a 'charge'. So, we have to avoid.
- Information /Communication
 - A lot of people don't use County programs (mental health, vocational workshops, etc) because the community has problems accessing them. Also, there is going to be a new governor, and we don't know if our proposals will stop or move forward. This is something we need to know.
 - Thank you for the opportunity to express our concerns. For instance, whenever I have been to human services to apply, unfortunately the front desk workers are not warm or cordial with us. They get upset when they do not understand us. I understand that they are stressed or have a lot of work, but something must be done. I know I am not the only one facing this issue. 6 years ago, I had a car accident, and I went there to ask for help. The problem was that for 2 months I couldn't work, and it was tough for me. My son was in the university, and I didn't receive any type of help and I needed it.
 - I know the county offers vocational services in many instances, but many immigrants don't know about this. We know there are services, but people don't get the information about this. People are afraid they are going to share their personal information. Not everyone has access to this information, and don't take advantage of these vocational programs. Our community does not have access to these vocation workshops. I think this would be a great opportunity, so that people can learn and have better jobs.
 - There is confusion about where to go and how to get services. This includes public schools –welcome center helpful initially—but confusion remains when there is a problem, who to talk to about needing help in schools. Confusion extends to how to find help with housing and benefits.
 - My opinion of this is when someone goes to apply for help, if you go and ask to be it for WIC or SNAP, personally, the treatment is poor. There are many requirements asked to ensure you say no or don't qualify. When you call, they never return your call. It takes such an amount of time and you never get a response.

What it Means to Feel Safe

Trust and Respect

- I appreciate the effort to have a policy and statement, but respect and trust is important. What is needed is an asset-based approach that includes immigrants. We contribute a lot to the tax base, and you have several professionals in our community that can contribute to (policy work).
- I had an experience with some people gathering signatures, we knocked on a door of an American and he mistreated us and slammed the door on us. I can't speak English, but I understood some things. Thank god I was with others who spoke English that were able to

speak to him. I felt bad because as an immigrant we are treated the worst in the world. Because of us, Americans have good jobs. People with good jobs step all over us. We are all of value.

- Many in the Latino community work 10 hours /day. The rent is high (\$1,500) –as single mom, hard to pay—have to work long days/6 days to live with my kids. We need a little more help without judgement. We are not always seen as good people but we are good. We want to contribute and help this country
- When the County makes a really concerted effort (on housing as an example), and sends out representatives to the community, you get feedback and develop a trust level. Serrano as an example, Anne V is considered trusted staff...in the community.
- Kids suffer from different discrimination situations and should be treated with respect / equality. It affects the kids.
- I appreciate the growth of interpretation services for County Board meetings starting in 2003. In 2004, the County Manager did an evaluation of Spanish proficiency in departments and that was particularly helpful.
- Unfortunately, friends feel they have been discriminated against by other Hispanics working in County government. They've forgotten where they've come from—all the hardships and fears of deportation.
- There are many examples of ways people feel they have been mistreated by the County. This has happened for years in the county and this is not new.
- Because of the pandemic, we went through a lot and we didn't have support from the county and that's why we had to create different programs to help each other out.
- The people who work at these programs—they are just very strict and sometimes act almost annoyed. If we are looking for help it's because we need it, and mostly asking for our kids who are the future of this country.
- We want to grow up—we don't want to live off government. We are coming here for respect. I have to follow the rules/laws in this country. However, when you go to the clinic, people are rude to you—and say not nice things when you have kids, but really need the help. So we don't want to come back, because we don't want to be embarrassed. We want a better life.
- We need a people with a new mindset. There is a lot of bureaucracy in the county. There isn't that fire or drive. Community reports to us what is happening. These organizational leaders. Now I am making you aware of it. It feels like employees don't want to help. We need a quality check system. If there is a supervisor that we can call that would be great. We need inspectors, and processes to ensure there is a service quality to be delivered. But this isn't happening now, and we are talking in circles.
- Since last year I have been waiting for a reply from the County regarding rent assistance. I didn't get any notification of any kind. County employees have been rude. They should keep in mind that the salaries they have are being paid via tax dollars. Some feel like we are taking money from others, but that's not fair. We pay taxes too!
- I don't know if there is a way to complain about employees, so that others that want to work there can. The people that took risks to work, during the pandemic, were mostly immigrants. Employees have been disrespectful of human rights, first. There should be a revision of staff.
- I was treated badly in the hospital for not understanding English, and not understanding what the employee was telling me. She pushed my hand and made gestures at me.

- In school when you ask for your kids. The front desk can't help you, but they tell you to "do this" and we aren't very technologically savvy. I say they should be kinder and help us more. I would like people to be treated better.
- The DMV makes me feel horrible. We pay taxes, too, this is not something we ask for free. We are tolerating a lot of abuses, and those of you giving us this opportunity we need to see change. Now that they are giving opportunities to get our licenses, but we are concerned that the new governor coming in may remove that.

Fear and Safety Concerns

- I like Arlington a lot, but there are many hardships for immigrants. People are afraid of police mistreatment.
- My experience is that FEAR is a real factor in people's decisions NOT to seek services—benefits—housing, healthcare. FEAR is pervasive.
- There is an abuse of power by officers, who raise their voices at immigrants.
- People get scared and avoid services or otherwise help that connects them to hospitals or police because of fear of violence or deportation.
- I know of friends and family who have been stopped and been asked for papers. They didn't get a ticket, but the incident scared the children, and now that family fears using the streets of their own neighborhood. They use a different route.
- People are also afraid to call the police because they believe they will be deported. They don't want to call because they are afraid, and they go abused. Now there is an opportunity to get a driver's license, but people are worried they will be deported or stopped on the way.
- I have to go to renew my license, but even that is frightening. When you go to the DMV you see police officers, then the workers ask you for a social security card. It's frightening.
- It's hard when you live alone, and safety. Scared about police and safety. Sometimes, When you ask for help—you receive rude comments and are being judged. But we need help—so sometimes we have to take it. I like that social services---has seemed to change it ---they seem to be shifting and trying to understand. Maybe it's COVID. But afraid it will return to being rude.
- I want to have a 'normal' life. Enjoy our kids and our family. We came here to 'grow up' and have a better life. We left our country to have something better. I follow the rules/laws. But scared-afraid, because we don't speak good English. So, afraid there will be consequences if we say something. I want to speak up. I don't want to be quiet anymore.
- I had a bad experience a couple of years ago when I started living here. I was renting one room from another person. The police arrived and came into the apartment but didn't explain why they were there. I didn't do anything wrong, and did not understand, and no one explained what was happening. I am still afraid to share --on camera, because we don't know what will happen to us. We want to collaborate with people who are asking—what the community needs. But we are afraid, if there will be action towards us. I have only my kids, I don't have any other family—I don't want to risk my kids. We need help

Concerns about Deportation

- People had to 'flee' their countries and understanding that layer to making policies. Communities have been through so much trauma, and coming here to start 'new'and then deported ---puts them back at risk in their own countries

- Even if it is not happening in large numbers, each incident with law enforcement/ICE in the immigrant community has a traumatic effect in the community as a whole
- Federal immigration actions that have the appearance of initiating from the local govt – need to figure out how to clarify
- Even though I know my rights, I am afraid. Deportation and mistreatment as an immigrant are a form of emotional violence, its emotional trauma, that stays with us and our children's lives forever. The costs of detention should be spent on social services/programs; but immigrants cannot access these same services.
- There is a lack of awareness around consequences of detention
- I am joining this conversation to stop Arlington from cooperating with ICE. I have lived in this county for 24 years. I have a driver's license, but I am still worried about being stopped by the police and being sent to immigration. We live worried. If the police stop me one day, my kids will be left without their mother. We pay taxes here, but it's scary.
- I am from Guatemala. I have four children. The most important point for us fighting is that we don't want police to collaborate with ICE. That is why children want to kill themselves when their parents are deported. Human beings are human beings, and we should support each other mutually. In the eyes of god, we are all the same. We don't want Police to collaborate with ICE. People are afraid of being abused. We are getting to the point where we've hit the top. Thank you.
- Thank you for these sessions. I am echoing these points, and I am emphasizing having a policy to avoid the coordination and collaboration with ICE. This is affecting the economy and the community. It affects all levels. Idk if you know but if someone gets arrested, millions of dollars are being pocketed by private corporations—money that can be used for the community.
- The behavior of police toward immigrants. ICE. We don't want to create a battle, but opportunities for you to listen to us. If you accept and observe our recommendations, I love that.
- I would like to also support—affirmatively ending collaboration between ICE and Arlington County agencies.
- I am concerned about the interaction between ACPD and ICE. Through FOIA requests –we learned that there are policies permitting some contact. Arlington police is permitted to contact ICE in certain circumstances, even though not required through Federal/State policy.
- ACPD indicates they don't have any data. However, we know of ONE case when a resident was deported following a traffic accident.
- We had some experience with the police---10 years back, when they were looking for someone. A couple of people were undocumented and ultimately deported. Once in El Salvador, he died within a couple of months. Understanding forced migration, and immigration is important.
- Sherriff's office makes calls to ICE with an administrative detainer---when they have someone in the Jail. I have represented Arlington community members who have ended up in detention centers in Virginia. This can be prevented by adopting a policy that prohibits this type of practice.

Opportunities for Next Steps and Ongoing Communication

Education, Training, and Points of Entry

- Trusted Leaders
 - Trusted leaders in community play an important role. Trusted leaders is one way to strengthen trust—is to work through trusted leaders, not just to push information but also to have sessions like this. Best way to build trust over time in Arlington. Examples: ECDC, Latino Leaders, Faith Institutions, Mosques and others.
- Coordinated Access Point for Immigrants
 - A recommendation I have is that there should be a central person on a County-Manager level for people to reach out to, a central office of sorts connected to other departments, that can assess or connect immigrant community issues.
 - Since 2009, we have been asking for a community liaison in the police.
 - We need to have some link with the county to work directly with families. It would be great to have a main line that we can call if there is a parking issue so that person can help citizens can help us. Something to help us understand things. Sometimes we are referred to different people and its takes months to request things.
 - Maybe we need a liaison to help us. An employee that will do that work. A person that has the energy and a special heart. At least we need to try otherwise the county will continue to deal with these issues.
 - Consider having an immigrant welcome center with welcome kits that offer guidance and the kind of information that they need.
 - And having someone in the County, to advocate on behalf of immigrants, can be equipped to respond. We can do more than just offer interpretation services.
 - We need a multi-cultural office. There used to be one, along with a person doing outreach.
 - Maybe having a mailbox of letters just for the Hispanic/immigrant community would provide insight?
- Other
 - Our community is huge, not only the Latino community, though its preferred to have someone to speak Spanish. We want you to listen directly from us. We want to be heard, but we are also afraid of who will represent the community because this person won't do it correctly sometimes.
 - Training is very important. I need to express that human services are really missing training.
 - Training is needed for police
 - One thing that you can do more to make the community feel more included, a lot of people have been waiting for a long time to receive just a simple response on their requests. Maybe you can improve in that regard.
 - As an organization, we don't have a lot of funds or time, but we do what we can to share information. We create campaigns, but maybe human services can go door to door to inform people of these resources. All of you can work together because you spend millions of dollars in the budget. That's an example where you can maybe lower the budget of the police and the sheriff and persons in the county, to give this social services. Our community needs help

- Face-to-face communication is important. People depend on their friends and neighbors for information and it is not always timely or correct.
- Immigrants need a central place to go for help with finding jobs, accessing services etc.
- Offer information to newly arrived immigrants. Have electronic boards in public spaces that would be updated weekly with basic info/announcements in various languages, i.e. where they can get help/assistance with COVID vaccines and testing.

Trust Policy Considerations

- I have observed a few points to the draft trust framework that's been presented by the County Board. In the third paragraph of this summary, it should emphasize that there shouldn't be collaboration with ICE.
- Draft Framework was helpful—affirming the County's commitment to the immigrants in Arlington.
- In the Draft trust framework, when it says Arlington County doesn't control arrest or talk to someone to determine their immigration status—we should emphasize that Arlington police cannot execute immigration laws.
- Consider the specifics outlined in the Communities of Arlington Protected from Abuse (CAPA) policy submitted to the County Board from La Collectiva.
- One of the ways we can feel the support from you is to process the policy we sent to the County. We are a community, and we provide, financially, to the government. Our kids will one day be in your place, and we want them to feel welcome and equal. We have worked on this policy for more than one year. We have taken the time to go and talk to people. People are so afraid because they don't want to be deported.
- Would like to see some engagement from the County on the policy submitted by LaCollectiva consider adoption—affirmatively NOT working with ICE
- I understand that the Board wants to separate the police issue, but when we talk about trauma that's hard. Even though the number of cases of deportation isn't too large, it still matters.
- What is on the books (re ACPD coordination with ICE) is not very clear and still leaves room for discretion, which is the problem. We have presented a policy to the county (CAPA).
- I love this place, this is a great place for our children, and when you approve this policy, CAPA, this is the voice of the people that go through this stuff daily. We want you approve this policy.
- One solution is CAPA. There is a legal organization that is supporting this policy and making it possible.
- I'm here at this meeting supporting CAPA because I want the police to stop cooperating with ICE. It's affecting our community a lot.
- I'm here supporting CAPA because I am an immigrant, have been living here for 16 years, and I've heard comments by people being mistreated and detained. There was an undocumented person that went to one of our meetings and told us he wasn't doing well psychologically after he was mistreated by police.
- I want to give an opinion to see if people can help us with the CAPA program. We would really like help with that.
- I think that's a bit about how to cover the reality of what's happening in politics. It shouldn't be a problem to adopt CAPA and publicly support it.

- I am here to support CAPA so that we can feel safer, nothing like that has happened to me yet but I am supporting because I want to support other families that have gone through terrible things, so we can get your help. Blessings.
- I am supportive of CAPA. I know it will provide security—ending voluntary cooperation with ICE.
- I support the CAPA policy that would be protecting the community from ICE abuse. One of my friends had a car accident in Columbia pike and they asked him for ID. Police called immigration services and he was deported. CAPA should accept ID from any part of the world. There are people from all over here. We deserve some form of respect. We experience abuses because we are immigrants, undocumented, and that's not fair. Our children here. Many people go to work with fear of not knowing if they are coming back to work. We should unite as a community.
- I just wanted to say tonight that in VA there are 251,000 people without documents. In Arlington there are 12,000 people. This is a very important number to realize how many people are undocumented in Arlington. This policy (CAPA) we want to use to strengthen the introduction is so important.
- I want to reaffirm my support to pass CAPA policy. If you want to help Arlington communities, these are actions that can give protections to the community.

Opportunities for ongoing Communication and Dialogue

- Appreciation
 - I appreciate this meeting and would like more of them.
 - First, I will say, thank you for scheduling this meeting. I love that you care for the community, and there are things that concern us, and we are concerned about.
 - Thank you for sharing time to hear us. It is really great, to see how people like you –care about us. Huge meaning for us—because it's hard (tearful).
 - I am happy with all you are doing, and that you are listening to our neighbors.
 - I want to thank you all for these community events. I think it's a good idea to have someone that can take in the complaints, not only to listen to the complaints but to do something about it. You never find out about these real issues in the community because it never gets to you, this person could help. These issues are creating a bigger issue of lack of trust.
 - I wanted to emphasize on this, and to stress the importance of this event and the audience and the willingness to have this event.
 - Having these conversations in Spanish, we can clearly see that this is pretty good. It is so important that the language access. Even if I am bilingual, I prefer to speak in Spanish.
 - This is a platform that is very great, and I am happy with you all are doing
 - Thank you for these sessions. This is something new that we've been wishing for to have these direct connections with the government
- Ongoing Dialogue
 - It's important that this becomes more of an event, and that new voices are heard.

- I think this forum is wonderful. I think this should become more of a process rather than an event. It's very useful. I've lived 30 years in Arlington, and it's always been difficult to get people who are impacted to show up.
 - Perhaps these meetings can take place every three months so we can hear from the community of immigrants directly. It's not an issue to meet at any time of the day. Not a problem.
 - It would be good to have these meetings every 2-3 months.
 - We want people to come and talk and share their experiences, but if you have more meetings next month, than the people who are here today will tell others to come.
 - Thank you so much for organizing these sessions, and we need to have more of those. We need to find ways to help the community. We are ready to help the leaders to address this issue.
 - This type of space is pretty good, to invite community members to share their experiences and talk. Keep this going will be good to hear directly from community members.
 - This has been very informative. I have experienced positive and heard of negative experiences. I am new to the County. When I reach out and ask questions (I am new-to county), have gotten direction.
- Other
 - What would be helpful is more conversations, and policies regarding trust, or announcements -- but the action afterwards is critical, and without it, this is just frustration. Police/relevant agencies must respect that.
 - If I could add something regarding having access to services, that's what we were trying to talk about and have been working as a team. There have been many examples on how you can connect with the community. This was a good format because there were different meetings. A lot of people had to register, or they didn't want to share their personal information. This is just an example that people sometimes try to do things, but there are other issues.
 - Experience in the schools—is that ZOOM sessions between VOICE/Immigration committee with senior leadership---have gotten good participation (120-150 parents). Especially when a trusted partner hosts/promotes session.
 - I agree with others that these conversations are helpful. Appreciate commitment from County for language access.