

Minneapolis for a Lifetime: Age-Friendly Action Plan engagement and recommendations

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City of Minneapolis

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Introduction

The Minneapolis for a Lifetime senior strategic plan began as a framework to guide research, engagement, assessment of best practices and the development of action items to address the needs of our aging population. From that work, the Minneapolis for a Lifetime Age-Friendly Action Plan was developed and implemented from 2017 through 2020.



Minneapolis for a Lifetime vision statement

The City of Minneapolis strives to be a premier location for older residents and visitors offering comprehensive housing options, easy access to all places and amenities, healthy and safe environments, and opportunities for civic engagement, leisure, entertainment, and lifelong learning.



The continuing story of Minneapolis for a Lifetime

Minneapolis is continuing its efforts to address the issues that face our aging community. The Minneapolis City Council adopted the Minneapolis for a Lifetime strategic plan in 2013. This framework focused on the City's broader goal at that time, "Many people, one Minneapolis," which included attention to the needs and opportunities associated with the growing number of older adults living in Minneapolis.

In 2015, the City joined the AARP Network of Age-Friendly Communities, an affiliate of the World Health Organization's (WHO) Global Age-Friendly Cities and Communities program. The WHO defines an age-friendly city as one that "encourages active ageing by optimizing

opportunities for health, participation and security to enhance quality of life as people age. In practical terms, an age-friendly city adapts its structures and services to be accessible to and inclusive of older people with varying needs and capacities.”¹

The table below shows how the Minneapolis for a Lifetime strategic priorities align with the World Health Organization's (WHO) Age-Friendly Framework domains.

Table 1: Comparison of Age-Friendly Framework domains and Minneapolis for a Lifetime strategic priorities

WHO Age-Friendly Framework domains	Minneapolis for a Lifetime strategic priorities
Outdoor spaces and buildings	Buildings and arts and culture
Transportation	Transportation and mobility
Housing	Homes/housing options
Social participation	Socialization and lifelong learning
Respect and social inclusion	Value the contributions of older adults
Civic participation and employment	Civic engagement and business opportunities
Communication and information	City services delivered equitably
Community and health services	Health and wellness services

Combining the Minneapolis for a Lifetime framework and the World Health Organization/AARP Age-Friendly Cities and Communities Framework, the City of Minneapolis will continue to become a better place for people to grow older.

Partnerships

Minneapolis Advisory Committee on Aging

The Minneapolis Advisory Committee on Aging (ACOA) has 17 seats, 13 representing each City ward, and four members-at-large, and is staffed by the Department of Neighborhood and Community Relations. Originally established in 1974 as a 26-member Senior Citizen Advisory

¹ World Health Organization. (2007). Global Age-Friendly Cities: A Guide. Retrieved on October 15, 2016 from http://apps.who.int/iris/bitstream/10665/43755/1/9789241547307_eng.pdf.

Committee, the committee was restructured in 2015 to reflect current needs and opportunities and was tasked with a lead role in Minneapolis for a Lifetime.

ACOA was given the responsibility of providing primary oversight, monitoring and evaluation of the Minneapolis for a Lifetime Age-Friendly Action Plan. This committee is not an implementing body but identifies issues, facilitates solutions, and explores synergies between people, organizations, services and funding. The ACOA will continue to monitor the efforts of the City and its partners as well as make recommendations to further the work of the Age-Friendly Action plan. To date, The Minneapolis Advisory Committee on Aging voted November 10, 2021 to acknowledge the engagement process outlined in this report and support the resulting recommendations.

Internal partners

The original plan identified several city departments who would be instrumental in implementing the action items in the original action plan. These departments such as 311, Health, Property Services, Community Planning and Economic Development as well as others will still be involved in the next iteration of the action plan. With new recommendations, there will be the need to expand our City department partnerships.

External partners

As with internal partners, external partnerships were established through voluntary involvement, contractual agreements, and other formal and informal commitments. Our external partners include community-based organizations, community leaders, government entities and the business community. The City will continue to foster the relationships that have been established and new relationships will be necessary to address the community concerns that were voiced throughout our latest engagement efforts.

Involvement of Urban Scholars in the elder engagement project

The Neighborhood and Community Relations Department worked with the Urban Scholars program to host local college students, who developed an engagement strategy. The Urban Scholars helped to create a final report and presentation to synthesize the information gained from this engagement process for consideration by City Council.

2020: a year like no other

How COVID-19 and the killing of George Floyd are shaping Minneapolis for a Lifetime

The historic events of 2020 have profoundly affected the city, including the work of Minneapolis for a Lifetime, now and into the future.

COVID-19 hit the United States hard in early 2020. Minneapolis, along with local governments all over the state, launched into response mode, shifting huge amounts of staff time and other resources to managing the many aspects of the crisis—including the needs of older residents.

Minneapolis then became the epicenter of global outcry and protests in late May after the world watched George Floyd, a 46-year-old Black man, die in front of a neighborhood supermarket at the hands of City police after allegedly passing a counterfeit bill. Outrage at the continued deadly consequences of systemic racism boiled over in Minneapolis, the U.S., and around the world with massive widespread protests and civil unrest lasting well into the summer—with the coronavirus continuing to rage in the background.

COVID-19 continues to plague the United States and the many parts of the world. The pandemic has impacted older people more than any other age group, with eight of 10 COVID-19-related deaths being people 65 and older. In addition to being an immediate health crisis, it also has laid bare and heightened longstanding issues— racial and income disparities, widespread ageism and devaluing of older adults, the toll of social isolation, and inadequate protection of people in long-term care homes, among others.

Takeaways

Among the many takeaways of 2020, these are some of the most relevant for our age-friendly work:

- **Racial equity and inclusion:** Minneapolis' Strategic & Racial Equity Action Plan (SREAP) was developed to ensure that racial equity goals are part of all city planning and resource decisions. This will improve outcomes for all residents by systematically changing the way the City works and delivers services. We will develop the next Minneapolis for a Lifetime Action Plan using tools associated with the SREAP to ensure that racial equity is integrated into all age-friendly work going forward.
- **COVID-19 ravaged us; it also instructed us.** As the saying goes, don't waste a crisis. The pandemic created a new imperative to escalate responses to ageism and health disparities; it is also producing concrete lessons. The immediate fallout has compelled community and local government to develop rapid responses in the form of new or adapted programs and services, improved policies, and new collaborative efforts across departments and organizations. Lessons from these responses must be identified and captured to ensure we don't lose valuable learnings that emerged from the crisis.
- **Resilience:** Building resilience, especially for vulnerable older adults, or those who might become vulnerable in extreme circumstances, must be a core part of our work. Public health crises and other emergencies may be expected, such as extreme weather events, or unexpected, like the COVID-19 pandemic. Our continued age-friendly work will help fortify residents and neighborhoods against future stressors in a variety of ways—improving communications with residents and partner organizations, ensuring that older residents have safe and stable housing, and connecting more residents with

supportive services, among others.

- **Ageism:** The way we think, speak, and write about older adults matters. Negative stereotypes and discrimination based on age have real impacts on the plans, policies, and services that influence how we experience aging. The City can and should be a leader in shaping public discourse related to aging and recognizing how ageism negatively impacts all of us, especially as we grow older.

Why update the plan?

We will continue to apply many of the initial recommendations that emerged from the first iteration of the action plan, but there are several additional recommendations resulting from the input from our diverse community elders, culturally specific organizations and local research. This plan is not meant to be stagnant; it should undergo a continuous cycle of improvement.

We have finalized our five-year progress report, which can be found on the [Minneapolis for a Lifetime webpage](#). There were many successes and many lessons learned, especially in 2020 and beyond.

FIG. 1: AARP Age-Friendly Network process

Years 1-2	Plan	Assess community needs
		Develop three-year action plan
Years 3-5	Implement	Implement three-year action plan
	Evaluate	Evaluate progress
The process repeats as a cycle of continuous improvement.		

Demographics

We're aging. Here is what Minneapolis looks like.

Of residents who are 60 or older, 49,134 are white, and 14,305 are people of color. Nearly 13% speak a language other than English, and 4,851 speak English "less than very well." Minneapolis is still perceived as a young city, but one fifth of its population is now 55 or older, and more than 10 percent is 65 or older.

Likewise, the city's 65-plus population grew by an average of 4.6 percent between 2010 and 2019, which is higher than the 1.3 percent growth seen in the general population (see Figure 3). Read the [Minneapolis for a Lifetime Age-Friendly Community Profile by AARP](#) in Appendix A to learn more about how Minneapolis is aging. It's important to note that the census data by race available to us in these graphs does not show a full picture of the diversity of communities, languages and cultures present in Minneapolis.

This lack of specificity in data perpetuates disparities and leaves communities out of decisions that affect them.

FIG 2. Minneapolis population 60 and over by race

Source: 2019 ACS 5-Year Estimates Subject Tables

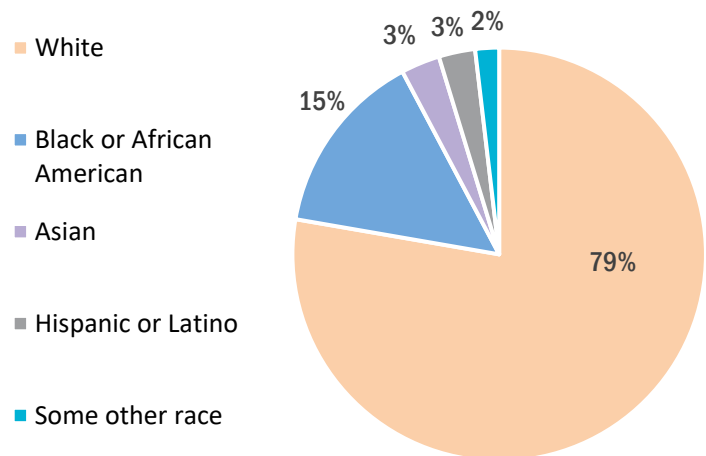
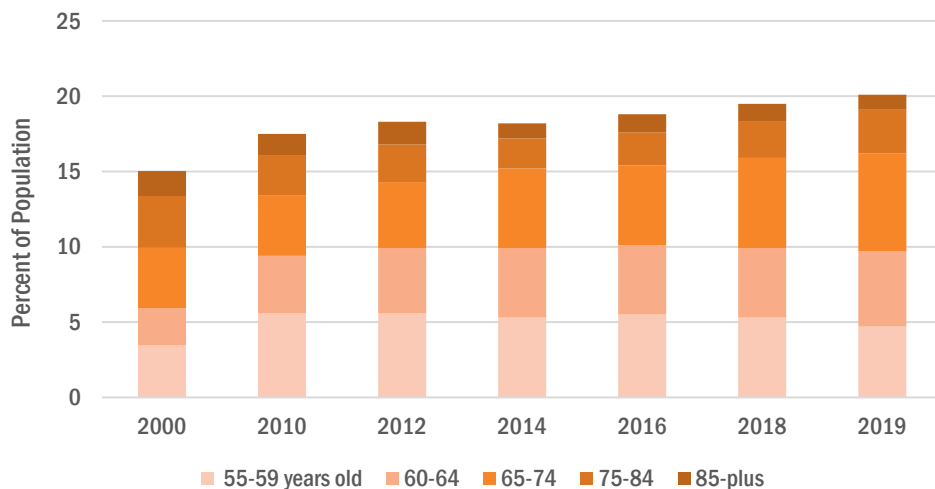


FIG. 3: Percent of Minneapolis population age 55+: 2000-2019



Our engagement efforts

This section describes how we engaged elders from various communities and what we heard back from them. You can find the executive summary on the [Minneapolis for a Lifetime webpage](#).

Who we engaged

Elders are the foundation for many communities. They are sources of wisdom, knowledge, and tradition. As such, it was essential to have direct contact with them when developing recommendations for amending the Minneapolis for A Lifetime: Age-Friendly Action Plan. Our recommendations are based on discussions, engagement sessions and surveys of elder residents of Minneapolis, especially those in historically underrepresented communities. The surveys also include input from community-based organizations that serve our target communities.

Challenges

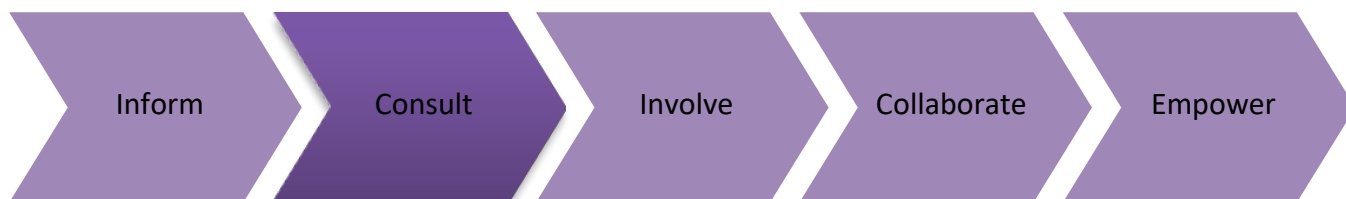
The biggest challenge during our engagement efforts was adjusting our timeline due to the pandemic. Events were cancelled or rescheduled, decisions needed to be made about virtual vs. in-person formats and safety protocols to prevent the spread of COVID-19 needed to be followed according to City of Minneapolis guidelines.

Project timeline

According to the International Association of Public Participation (IAP2)'s engagement spectrum, we engaged the community at the levels of "consult" and "involve." [View the full engagement spectrum on the IAP2 website](#).

Consult phase of engagement

According to the IAP2 engagement spectrum, during the "consult" phase of community engagement, the goal is "to obtain public feedback on analysis, alternatives and/or decisions."



Our promise to the public during the consulting phase of engagement

We will keep you informed about the goals of our engagement sessions. We will listen to and acknowledge the concerns and suggestions you share with us, and we will incorporate them

into our recommendations to City Council.

June 3 – July 30, 2021: Research and meetings with community specialists

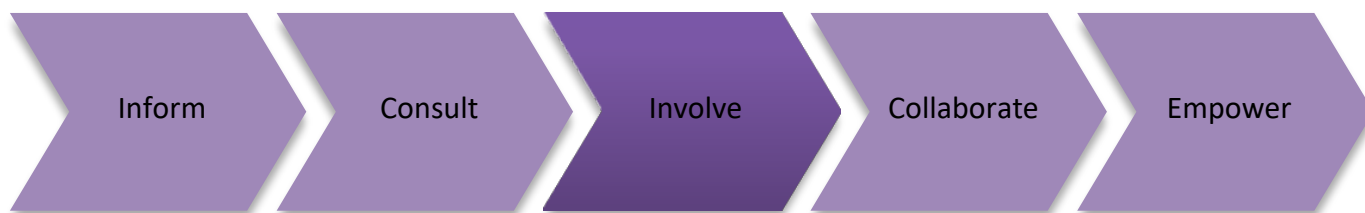
This time was used to research each community and meet with NCR community specialists. This research was used to inform our community engagement sessions. Other data sources were researched to find best practices, demographic data and reports from previous community engagement with elders from external sources.

Aug. 2 – Oct. 29, 2021: Research and meetings with elder communities and organizations

Urban Scholars spent these months engaging with community groups. Many organizations were not fully functioning due to the COVID-19 pandemic, only met once a month, or were still transitioning from remote to in-person activities. We created surveys for the elder community at large and organizations that serve elders, specifically our cultural elders. We also synthesized the information from the engagement sessions during this period.

Involve phase of engagement

According to the IAP2 engagement spectrum, during the "involve" phase of engagement, the goal is to work directly with the public to ensure that their concerns and aspirations are understood and considered.



Our promise to the public during the involving phase of engagement

We will work with you to ensure that your concerns and aspirations are directly reflected in our recommendations and provide feedback on how community inputs influenced the recommendations.

Oct. 4 – Nov. 12, 2021: Draft engagement and recommendations report and present back to community

Urban Scholars and NCR staff synthesized the information from their research, engagement sessions and other outreach efforts. This draft and subsequent recommendations were completed on Oct. 25. The documents were sent out to each community and posted on the Strategic Senior Plan webpage. Community members were encouraged to provide feedback.

Nov. 1 – 15, 2021: Finalize recommendations and presentation for leadership

Urban Scholars incorporated community feedback and finalized their report and

recommendations. Based on this report, Urban Scholars and NCR staff developed a presentation for City leadership and City Council for Nov. 15.

Nov. 15, 2021: Present to City Council

Urban Scholars and NCR gave a presentation to City Council about their engagement efforts and recommendations.

Dec. 1, 2021 – March 2022: Next steps

- Continued development of the necessary action steps with evaluative measures.
- Procurement of external and internal partnerships.
- Continue to receive community and partner feedback.
- Continued reporting back to the community.

April 1, 2022 – Sept. 2022

- Staff and Minneapolis Advisory Committee on Aging identify internal and external partners.
- Identify measurable action steps in response to recommendations.
- Finalize the updated Minneapolis for a Lifetime: Age-Friendly Action Plan.
- Deliver updated plan to City Council by the end of the year.

Our process

The City held engagement sessions and one-on-one conversations with the various elder communities in Minneapolis. We also used virtual and digital mediums to reach as many people as possible.

Engagement sessions

These meetings were essential to gauge a broader perspective of what Minneapolis elders need, while also considering the unique issues that impact specific communities. In the safest way possible, we met community where they were at and engaged them how they wanted to be engaged.

In our engagement of Minneapolis elders, we intentionally focused on the LGBTQIA+, African American, American Indian, Southeast Asian, East African and Latino communities. Engagement sessions were held through virtual mediums when in-person gatherings were not possible. We held six meetings during community events and at existing regular gatherings through community-based organizations. Each meeting had about 10-25 participants and had interpreters present to facilitate communication. In total, we interacted with 110 people. COVID-19 protocols including masks, social distancing and sanitizing were followed at in-person interactions.

Elders were asked questions relating to their experiences living and aging in Minneapolis. Examples of questions include:

- “What do you enjoy about living in the city of Minneapolis?”
- “What do you dislike about living in Minneapolis?”
- “Do you feel valued within your own community? Within the city?”
- “What role do you think the City should have in addressing the issue(s) your community faces?”

Many elders shared similar thoughts and sentiments about topics such as housing, safety, health and wellness. They also shared varying issues of particular importance to their respective communities.

Surveys and conversations with community-based organizations

Two surveys were created: one that targeted culturally specific elder-serving organizations and another that was aimed towards elders who live in Minneapolis.

Conversations with community-based organizations and survey

The first survey provided a starting-off point to learn about the issues that elders face by indicating the kinds of programs and services that different organizations prioritize. Questions included:

- “What services do you provide to your community of elders?”
- “What are the biggest challenges facing the community you serve?”.

Thirteen organizations took the survey. We met with five more organizations for online conversations. This engagement strategy allowed us to make important connections with elder-serving organizations.

Survey of residents

The second survey was directed towards elders themselves. The survey allowed us to engage elders of all backgrounds when the pandemic made in-person engagement challenging.

Although many elders have technological barriers to access online surveys, 59 elders were still able to participate and shared their thoughts. The survey collected answers to questions that were similar to those we posed at in-person sessions. Questions included:

- “What do you like/dislike about living in Minneapolis?”
- “How do you feel about the current neighborhood you reside in? Would you move to another neighborhood/city if you could?”
- “What are the biggest day-to-day challenges you face in your life?”
- “Are there certain issues within Minneapolis/your neighborhood that you feel the City

should better address?”

Identifying themes

After concluding our initial community engagement efforts, staff categorized the responses from the community conversations, one-on-ones and survey responses into common themes, such as housing, public safety and transportation. These themes are in line with the priorities of the Minneapolis for a Lifetime Age-Friendly Action Plan and AARP’s Age-Friendly Framework domains found on page 3 of this report. The process highlighted concern that are common across all communities such as public safety. However, each of our diverse elder communities brought up their own unique issues and proposed solutions.

Staff further broke down feedback from elders according to each community. This fluid process allowed us to make recommendations that reflect all of our elder communities.

There are several recommendations that emerged from our engagement efforts that are not present in the current action plan. An internal, multi-department assessment will vet these new recommendations. During this assessment phase, leadership will consider the feasibility of adding said recommendations to the next iteration of the City’s age-friendly action plan.

The assessment will also review the current age-friendly plan’s action items to decide if they are still relevant and if they should be should be updated or removed.

Please see the appendices for documentation of each conversation and community input.

Report back to community

At this stage, we sent out our raw notes and summary along with proposed recommendations for feedback from community. We went back to each community asking, “did we get it right?” The community-based organizations that we partnered with sent the documents out in newsletters and email lists. We offered translated versions and physical copies of the documents and posted them on the Senior Strategic Plan webpage. We encouraged feedback and as we continue the process of creating measurable action steps to support the recommendations, we will continue to receive ongoing input from community and stakeholders through a variety of engagement methods.

At this stage, we sent out our notes and summary along with proposed recommendations for feedback from community. We went back to each community asking, “did we get it right?” We asked the community-based organizations that we partnered with to send these documents out in newsletters and email lists and posted them on the Senior Strategic Plan webpage. We offered translated versions and physical copies of the documents upon request.

We encourage feedback from community and stakeholders as we create measurable action steps for the next iteration of the Minneapolis for a Lifetime Age-Friendly Action Plan. We will continue to receive input through a variety of engagement methods until the final draft of the

updated plan goes before our City Council for approval.

Engagement summary with recommendations

LGBTQIA+ community

The elders from the LGBTQIA+ community were generally content about their experiences in Minneapolis, but many shared strong sentiments about the lack of a community center for elders. Some felt that a facility specific to LGBTQIA+ elders was very essential and would provide elders the ability to connect with the outside world and encourage them to remain active.

LGBTQIA+ community pandemic impact

In the LGBTQIA+ community, the pandemic brought to light a feeling of disconnectedness and isolation. For those who already struggled with connectedness the pandemic exacerbated the issue. Mental wellbeing and the need for physical activity were brought up as well.

LGBTQIA+ community recommendations

- Continue efforts to explore creating a community center with both virtual and in-person options for activities.
- Develop more cohesive partnerships with Minneapolis Community Education and the Minneapolis Park Board to provide tailored programming such as LGBTQIA+ discussion series and LGBTQIA+ specific activities like law clinics, etc.

African American community

Many African American elders shared strong feelings about the disconnect between the older and younger generations. Some elders believe this disconnect could be the cause for the escalated violence and crime in Minneapolis, particularly in the North Side of the city, where many of these elders are located. Most of these elders shared that moving to another city was not in their plans unless the current crime trends continued.

These elders also expressed a desire and need for a community center, one that could facilitate the contact between elders and youths. Particularly among this community, there were elderly ex-convicts who had been released from lengthy sentences and were attempting to re-enter society. They faced especially complicated challenges, such as finding stable housing and getting a job that would allow them to support themselves. While there are programs available for these elders, many felt they were undeserving of receiving any aid.

African American community pandemic impact

Very similar to the LGBTQIA+ community, the African American community also expressed that the pandemic brought more isolation and a feeling of disconnectedness from community and

family. This was especially true for those who disclosed they already struggle with connectedness. Mental wellbeing and staying active were also mentioned.

African American community recommendations

- Work to expand the “Living Well at Home” block nurse program into North Minneapolis.
- Work with City of Minneapolis Employment and Training to bring skill building programs aimed at the older adult learner.
- Work with the Minneapolis Park and Recreation Board and Minneapolis Community Education to bring intergenerational programming to North Minneapolis and specific parts of South Minneapolis. This also would include outdoor exercise equipment for adults. Examples:
 - [The Best Equipment for Senior Fitness](#)
 - [Sport Equipment for Active Aging](#)

American Indian community

American Indian elders shared a similar sentiment of fear and disillusionment, specifically around the topics of safety and housing. Many of the elders that spoke to us, shared that they were currently homeless or in rehabilitation, with many participating in programs to address these issues. Most of these elders were aware of programs available to them. They also felt that their community’s relationship with the City of Minneapolis was a barrier that impacted the value and importance of their community.

Among the homeless elders that shared with us, many noted that their only options available were staying with family or finding cheap temporary living arrangements such as motels and Air B&Bs. In general, American Indian elders know of services available to them and they enjoy the atmosphere of their community but wish that there was more importance and regard placed on their community. Many wish to have better representation in City leadership.

American Indian community pandemic impact

In the case of many American Indian elders, those that were hanging on by a thread inevitably were unable to access the services they relied on and/or maintain proper housing and as a result they had to resort to motels, Air B&B’s, or even temporary stays with family and friends. Homeless encampments have become a last resort for a few, but this is not a permanent or sustainable solution. These shelters and their services throughout Minneapolis are still poorly equipped to handle the unique needs of elderly homeless such as chronic pain management, medication distribution, special diets, etc. and more shelters who have cultural agility are needed. This community also struggles to navigate confusing and “thick” bureaucracies to access resources and lacks access to technology and the knowledge of to use it.

American Indian community recommendations

- Work with City of Minneapolis Employment and Training to bring skill building programs

aimed at the older adult learner.

- Pilot a program like the Senior High-Rise Health and Wellness Program implemented by the City of Minneapolis Health Department at Homeward Bound or a similar shelter.

Southeast Asian community

The Southeast Asian elder dialogue was held in a spiritual center on the edge of Maplewood with interpreters for staff. The main issue for these elders is the lack of a funeral home in Minneapolis that not only accommodates their needs but is affordable. Currently, the cost of a funeral for the Southeast Asian community is around \$25,000 or more. Because of lack of funeral homes, the wait time to bury a loved one can take up to three months.

They also felt that a cultural center that emphasizes art and history are important to this community. The Southeast Asian community resources are largely located in Saint Paul. Many of the elders shared positive experiences about Saint Paul, and they felt that this city provided them better resources and aid in a way that made them feel cared for and valued. Particularly, business owners feel that Minneapolis does not provide them with the necessary support, so all businesses remain in Saint Paul. One elder shared that they avoid Minneapolis because it is not safe; even during the day it is still a risky area.

Many elders shared that they would like to be able to come to Minneapolis for resources and amenities, but for this to happen there would have to be resources and programs to attract the community. Like the African American elders, these elders also shared fears about a disconnect between the older generations and the newer ones, and many elders hope that they can connect with youth to keep their culture alive. This community wants to form bonds with the City of Minneapolis, but they need Minneapolis to establish and maintain partnerships.

Southeast Asian community pandemic impact

The Southeast Asian community shared a very pressing issue that has impacted their people especially during the pandemic. In the Hmong and Lao tradition, there are special ceremonies for laying their deceased to rest. There are no funeral homes in Minneapolis and very few throughout the Twin Cities to accommodate this community, and as a result many have had to pay astronomical amounts of money to keep with tradition. This has put many families in debt, and this has consequently caused that debt to be passed down through generations. The Southeast Asian community needs proper funeral homes to be a priority, so that they may keep within tradition and not be taken advantage of when going through the hardship of laying a loved one to rest.

Southeast Asian community recommendations

- Connect community leaders to the City of Minneapolis Community Planning and Economic Development Department to problem solve the lack of funeral homes in Minneapolis.
- Explore a site that not only accommodates the needs of the Southeast Asian funeral but

also might serve as a community space for elders to gather and a cultural center/museum.

East African community

The East African community included both Oromo and Somali elders. The meeting with this community was held in person with interpreters present to facilitate communication. These elders particularly shared their fears about lack of safety both in their neighborhoods and in their homes. A great majority of these elders live in apartments, particularly in the Cedar-Riverside area near Southeast Minneapolis. During our Oromo elder meeting, many elders shared that there is a significant lack of security, both in the buildings they reside in and in the streets surrounding their neighborhood. One elder shared that crime has drastically escalated to the point where it occurs in plain daylight and that elders are the most vulnerable. They all shared sentiments of fear and stress.

Most of the elders live in subsidized housing and rely on SSI (Supplemental Security Income) as their main source of income. The elders have also had trouble contacting building management to address issues with their living arrangements, such as a mice infestation that has impacted many of their homes.

The Somali elders also shared similar experiences and sentiments during their meeting, echoing concerns about safety and violence. One Somali elder shared that when an unknown person attempted to enter their home, they called the police, but they never showed up. Because of the unique housing that many of these elders reside in, they feel that they are most vulnerable to crime and have not received adequate resources to help. These elders expressed fear of their youth as well as concern about the rise in addiction and crime perpetuated by the youth.

East African community pandemic impact

In the Oromo and Somali communities, many elders that receive SSI benefits have had difficulty accessing and receiving said benefits. One elder shared that he was unable to access his SSI benefits, and his wife is unable to work due to injury. They have no income to support themselves. Meanwhile, he is being pressured to pay his rent and cannot seem to get the necessary help from Hennepin County. Whenever he has tried to call their offices or the property management, he has experienced very long wait times and little or no assistance because one office or another is closed. There is also difficulty communicating with customer service because there are no interpreters available. His case highlights the lack of services available to elders as well as the lack of action taken to correct those problems. As a result, he has had to rely on community volunteers but still cannot resolve his issues.

The elders of this community would like to have language services readily available as well as a resource they can quickly reach out to that is specific to their community. They also need assistance to navigate government and other resources that require detailed applications.

East African community recommendations

- Most East African elders live in multi-unit buildings in Minneapolis. These elders have raised a multitude of concerns that impact their health and wellbeing. The East African engagement specialist and the aging engagement specialist in NCR will work with several City departments and external groups such as the Minneapolis Highrise Representative Council to address the issues the elders have raised about housing and safety.
- Work with the City of Minneapolis Office of Immigrant and Refugee Affairs, Hennepin County and their partners to help Minneapolis immigrant and refugee elder communities navigate the legalese of immigration status.
- Advisory Committee on Aging supports an increase in resources, including but not limited to funding of these services for immigrant and refugee elders in the East African and other communities.

Latino community

The meeting with the Latino community was the only session that was held virtually, there was an interpreter present to aid in communication.

Many of the elders in this community shared concerns about safety. One elder shared that she lived in the Loring Park apartments and had witnessed firsthand the changes in the environment. She detailed the absence of security in the building and the lack of police intervention. These factors resulted in non-residents having access to the buildings and creating an unsafe environment. Consequently, residents have had to take matters into their own hands to take care of themselves. Another elder residing in South Minneapolis shared that one of her nieces had been attacked on her way to work, and she worries that she might be next as she could be considered an easier target.

Many of the elders in the Latino community shared that they truly enjoyed spending time at the Tyrone Guzman Center before the COVID-19 pandemic, and many of them plan to attend in-person programming when possible, but most of them agreed that it is difficult to access reliable transportation. One elder shared that her family would no longer be able to take her, so she would have to use public transportation, which is concerning to her for safety reasons. Another elder shared that while he generally enjoys using Metro Mobility, the service is far from perfect and is often late or inconsistent. These elders felt that the City could provide a better transportation service or solution for Minneapolis elders.

This group of elders also shared that they would like to have more resources available to them. Many elders agreed that the City should aid elders financially and provide more health programs and initiatives to low-income residents. Another elder brought up the language barrier and the difficulty accessing voter material. She wished to better understand the proposed measures on the ballot in her own language. While this community makes great use of the resources available to them, they would like to see Minneapolis make greater efforts to connect with all elders and provide more accessible services and programs.

Latino community pandemic impact

Some of the elders from the Latino community shared their issues with accessing services and resources due to their legal status. Many elders have temporary residency or permits to reside in Minnesota, and their access to benefits is limited. For this reason, they must rely on the few benefits they are granted. One elder shared that she was a TPS (Temporary Protected Status) recipient and was able to remain in Minnesota and receive health benefits because of this protection. Earlier in 2020 she had been told that she would not have to renew her TPS registration and was later told she had lost her temporary status and with it, her health benefits. She has been receiving help to resolve her case, but in the meantime, she has had to deprioritize her health and went as far as canceling an eye surgery and ignoring a lump because she could not afford healthcare. This elder, along with many others, agree that there should be a resource or contact they can reach out to so that they can get the proper help with legal processes and similar services.

Latino community recommendations

- Work with the City of Minneapolis Office of Immigrant and Refugee Affairs, Hennepin County and their partners to help elder communities with citizenship and navigating immigration legalese.
- Advisory Committee on Aging supports an increase in resources, including but not limited to funding of these services for immigrant and refugee elders in the Latino and other communities.

Community-based organizations survey summary

18 community-based organizations participated: 13 in a survey and five in video conferences.

- Most organizations shared the issue of limited capacity to serve elders and find them the resources they need.
- Organizations that serve limited and non-English speaking elders also talked about the challenges their elders have due to language barriers when trying to solve problems on their own.
- Many elders don't have access to technology or don't know how to use it for their needs like online doctor visits or medication reviews.

Resident survey summary

59 people responded to this survey.

Survey participants were able to share as much or as little as they wished. There was a great variety of answers and concerns.

- Many respondents shared that elders generally enjoy Minneapolis, and if possible, they would like to remain in the city as they age.

- Elders also shared their experiences with transportation services such as bussing. Many felt that buses were not completely safe and that the current layout of many streets made it difficult to access both buses and parking spaces.
- Many elders shared a desire to have more programming available to them, and some suggested that City parks and facilities could be used for these purposes.
- While many seniors stated they are mostly independent, they realize they require or soon will require more supportive services. They would like to see more City services for elderly residents.
- One of the greatest concerns is about safety. Many elders shared that it had become a bigger problem for them and a factor to consider when leaving their homes. They realize the crime rate has escalated and has negatively impacted many neighborhoods and parts of the city. This response was often correlated with feelings towards current City leaders, who elders didn't believe were suited to continue serving in their positions or lacked the ability to lead in times of crisis.
- Elders also feel that their voices have been ignored or that they have not been given appropriate opportunities to give input or get information because the City relies on technology and virtual communications.

New priority areas

The current action plan will continue supporting the majority of the broad action items as they relate to affordable/accessible housing, transportation and health and wellness for all our elders. Now, there are two proposed new priority areas to be added to the action plan. They are “resiliency” and “respect”.

Across each community, elders expressed challenges in these two priority areas. These challenges include shifting to a more virtual world and feeling disconnected from the youth in their community. The addition of these two new priority areas and subsequent recommended action steps are a direct result of our engagement efforts.

Resiliency

In no particular order, the recommended action items are as follows:

1. Create a pilot program in 2022 to address the digital divide. This includes not only providing access and the necessary technology, but also ensuring that people know how to use the equipment.
2. In the City's update to emergency preparedness plans, classify older adults as a priority population for immediate interventions.
3. Provide technical assistance to elder-serving organizations about emergency preparedness planning.
4. Develop alternative communication plans that don't rely on elders accessing technology. This is incredibly important in limited and non-English speaking communities.
5. Work with the City of Minneapolis and the Office of Violence Prevention and their

stakeholders to develop public safety policy, response and communication specific to our elder populations. Continue to include diverse elder voices in public safety engagement work.

6. Work with Minneapolis neighborhood organizations on a “connecting with your community elders” project – an outreach effort to reduce isolation, especially in a time of crisis.
7. Establish a stronger partnership with the Hennepin County Multi-Cultural Team and community-based organizations that serve limited/non-English speaking elders.
8. Work with the Senior Linkage Line to improve capacity and expand their multi-cultural services and abilities.
9. Work with Metro Transit to problem solve public transportation access, including language barriers and safety concerns for our elder communities.

Respect

In no particular order, the recommended action items are as follows:

1. Ensure that community engagement initiatives, in addition to engaging each community, specifically engage elders as a unique group within each community.
2. Ensure that the way City engagement findings are reported back to the community also works for the elder community.
3. Pilot a project with schools that uses the wisdom of elders as a learning opportunity. One example program is [“About Elder’s Wisdom, Children’s Song.”](#)
4. Develop a campaign that celebrates our community elders using #WeAreMpls and #MinneapolUS as models.
5. Develop a system that allows elders and the organizations that serve them to have “2-way communication” with the City. This includes digital mediums as well as other ways for elders and elder-serving organizations to share thoughts, concerns, needs and ideas with the City and allows the City to respond quickly to them.

Conclusion

Over 180 conversations and connections with elders and elder-serving organizations were made during this engagement effort. This surpassed the engagement efforts of the first iteration of the Minneapolis for a Lifetime: Age-Friendly Action Plan by over 26%.

The impact of the coronavirus pandemic has highlighted some of the disparities present in the support provided to elder communities in Minneapolis. Various elders noted that they have limited mobility and depend on outside resources or services to get around Minneapolis. Daily tasks became much more challenging and inaccessible during lockdown because many elders were not able to access the same services or mobility options they previously relied on. The civil unrest and slow recovery that followed the murder of George Floyd exacerbated already challenging times for our elders.

Minneapolis elders generally enjoy the city, with many of them stating that the parks and trails are a favorite feature. However, a lot of our elders expressed great fear and disillusion with the recent rise in crime and violence and the general state of the city.

Our participating elder communities asked that the City acknowledge that all elders need to be given the respect and importance they deserve. As one of the most impacted groups in the ongoing pandemic, it is important that elders feel valued and safe in their communities and homes. Elder voices must be lifted up and respected.

As the City continues to plan programming, policy and built space, an aging lens needs to be incorporated into all facets of City operations. As we continuously improve in our efforts to be an age-friendly city, we will work with community elders, elder-serving organizations, City departments and leadership to ensure that Minneapolis is a safe and supportive place for older adults to live, work and play.

Acknowledgements

We thank all of our partners and community elders for their participation in this engagement effort. Thanks to them, we exceeded our previous engagement efforts from the first iteration of the Minneapolis for a Lifetime: Age-friendly Action Plan by almost 26% in participation.

Urban Scholars

This engagement effort would not have been possible without the creativity, hard-work and thoughtful analysis of City of Minneapolis Urban Scholars Gabriela Velez-Alvarado and Jessica Herbst.

Neighborhood and Community Relations

The City's Neighborhood and Community Relations cultural engagement team's insight was instrumental to the success of the project. The NCR community specialists connected the elder engagement team with community partners and events and helped the elder engagement team to overcome the barriers that the COVID-19 pandemic presented.

Minneapolis Advisory Committee on Aging

We thank all members of our Minneapolis Advisory Committee on Aging, past and current, for their commitment and many contributions.

Appendix A - Minneapolis age-friendly community profile

QUICK LOOK AT THE COMMUNITY

- **Location:** Twin Cities metro, Hennepin County, southeastern Minnesota
- **Context:** Urban
- **Population:** 420,324¹ (up from 379,631 in 2010)
 - **Percent 55 and over:** 20% (up from 17.5% in 2010)

Minneapolis is Minnesota's largest city and, along with Saint Paul, the core of a metropolitan area with 3 million people. While Minneapolis is collectively younger than many of its neighbors, it, too, is growing older—and less White. The city's overall population grew by an average of 1.3% percent between 2010 and 2019, while its 65-plus population grew 4.6% during that period. Further, more than 20% of residents ages 60-plus are people of color.

Minneapolis is known for its many lakes, arts and culture, progressive politics, and, more recently, racial divides and disparities. However, the City is heavily focused on efforts to promote equity, racial justice, and healing.

INITIATIVE ORIGINS AND STATUS

Minneapolis was the first Minnesota city to join the age-friendly network, in 2015. This was a natural step for the city, which in 2013 had launched Minneapolis for a Lifetime—similar in focus and scope to AARP's age-friendly program, which has served as an overlay to the initiative.

Minneapolis developed its three-year age-friendly action plan with leadership from its Advisory Council on Aging (ACOA) and the Department of Neighborhood and Community Relations (NCR). The action plan centered on Housing, Transportation and Health & Wellness and was implemented from 2017-2019. Minneapolis is completing its progress report on that work and has begun community engagement, with a special focus on diverse elders, that will guide the initiative moving forward.

INITIATIVE STRUCTURE

NCR leads Minneapolis for a Lifetime in partnership with the ACOA, which includes representatives from every City ward. Additional City departments—including Community Planning & Economic Development, Health, 311, and Transportation—also are engaged in Minneapolis for a Lifetime and have been closely involved with key age-friendly achievements.

Staffing: Minneapolis for a Lifetime is staffed by Christina Kendrick, Senior Community Specialist in NCR. Kendrick's position was created in part to help establish and manage the initiative; she also staffs the ACOA.

Funding for the initiative: The City supports staff time for this work, but there is no other dedicated funding for Minneapolis for a Lifetime. AARP Minnesota has provided occasional project-specific financial support.

Minnesota Age-Friendly Community Profiles highlight members of the AARP Network of Age-Friendly States and Communities and help showcase the innovative and impactful work being done across the state.

Age-friendly communities are places that enable all residents to be engaged, connected, and included across the lifespan.

The age-friendly network includes more than 550 U.S. members, all of which have committed to taking steps to become age-friendly places using the network's framework as a guide.

The movement is driven by demographic shifts toward an older world, as well as the knowledge that where we live determines how we experience aging as much or more than our individual choices.

Learn more at
www.aarp.org/age-friendly.

¹ Demographic data from the US Census Bureau, 2019 and 2010 American Community Survey 5-year estimates

DOMAIN HIGHLIGHTS

COMMUNITY SUPPORT & HEALTH SERVICES:

- **Committed funding for older adult services.** In 2019, Minneapolis City Council increased the amount of its support for older adult services, and in 2020 it changed how the funding is allocated, budgeting it as ongoing support rather than being reconsidered each year.
- **Healthy living programs for public-housing residents.** The Minneapolis Health Department launched a healthy living program for older residents within several Minneapolis Public Housing high-rises. By the start of 2020, 42 high-rises were involved with close to 5,500 residents participating.

HOUSING: New ordinances allow for more housing choices. The City now allows for Accessory Dwelling Units (ADUs)—such as backyard or above-garage apartments—that will help create more housing options and price points in a city where housing is in demand.

TRANSPORTATION: Safer streets for all. The City adopted a Complete Streets policy that will prioritize walking, biking, and public transit (in that order) ahead of motor vehicles when making transportation decisions. It also joined the International Vision Zero network with a goal of eliminating traffic and pedestrian deaths, which disproportionately affect older people. Similarly, Minneapolis City Council took a big step in 2020 by lowering speed limits throughout the city.

KEYS TO SUCCESS

- **City Council and mayoral support for age-friendly planning and policies** has helped bring older adult concerns more squarely into the decision-making process. The City's age-friendly action plan was used to help make the case for key decisions, such as the increased, ongoing funding for older adult services described above.
- **Strong partnerships** with, for example, AARP Minnesota, which has helped both the City and AARP advance livable communities' goals, and Block Nurse Programs across the city, which helped mobilize rapid, coordinated responses for older residents during COVID-19.

CHALLENGES

- **Sustaining attention to aging** in a city that is youth-centric and faces complex, high-profile challenges.

WHAT'S AHEAD

- **Going deeper with engagement of diverse elders and the LGBTQ community**, which takes time but is critical to understanding and responding to needs and priorities across different cultural communities.
- **Applying lessons from COVID-19** to age-friendly work going forward—related to what is needed for effective emergency response; risks posed by ageism and health disparities; and the importance of strong partnerships.

MORE INFORMATION

Contact: Christina Kendrick, City of Minneapolis | christina.kendrick@minneapolismn.gov, 612-673-3952

Resources: [Minneapolis for a Lifetime: Age-Friendly Action Plan \(2015-2018\)](#)

“At first blush it might seem like senior issues are one narrow slice of community life ...but in reality, aging is everything.”

-- Jeremy Schroeder,
Minneapolis City
Councilmember, Ward 11

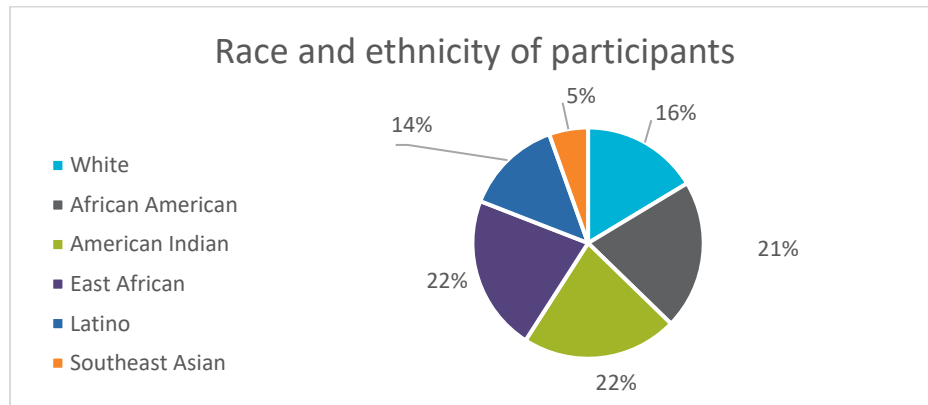


*The City lowered speed limit on most residential streets to 20mph.
Image: City of Minneapolis*

Appendix B - Race and ethnicity of engagement participants

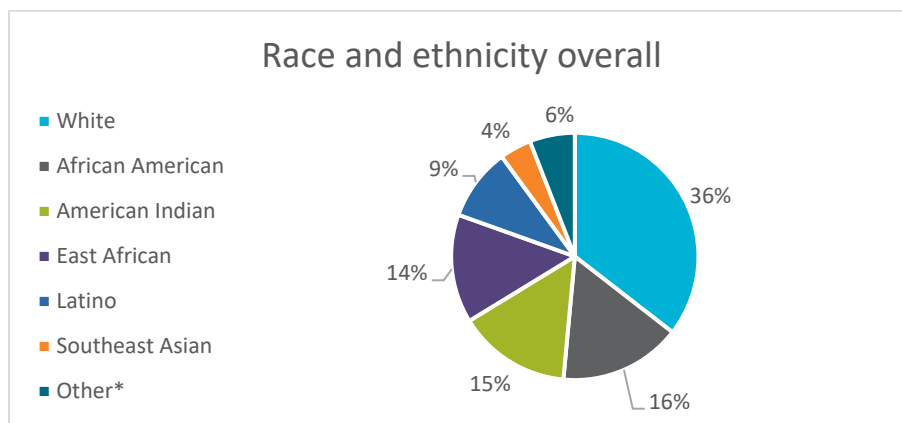
Race and ethnicity of engagement sessions

Race and ethnicity of the 110 participants of engagement sessions and one-on-one discussions.



Race and ethnicity of all engaged

The race and ethnicity breakdown of all 169 community survey and direct engagement participants.

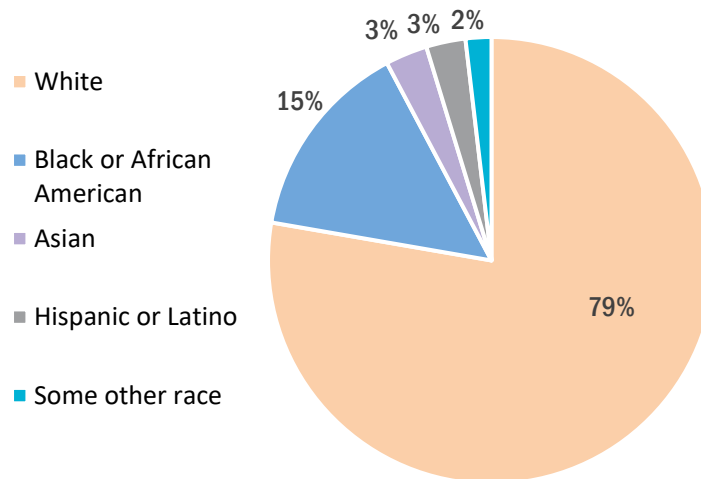


*Includes individuals who in the survey used multiple identifiers. The margin of error was slight enough to justify. Race/ethnicity included in "other" is not included in other demographic categories. Participants all self-identified.

Race and ethnicity of population of older adults in Minneapolis

FIG 2. Minneapolis population 60 and over by race

Source: 2019 ACS 5-Year Estimates Subject Tables



Appendix C - Comments from engagement forums and one-on-one conversations

Detailed below are the comments collected from the Neighborhood and Community Relations Department's multiple engagement sessions and one-on-one conversations. We asked:

- “What do you like or don’t like about being an elder in Minneapolis?”
- “What do you want the City to know?”

The African American and American Indian elders participated in one-on-ones. The other engagement sessions were held as an open forum dialogue where the elders shared with NCR what they wanted the City to know. They even drew off each other’s comments and had dialogue with each other which was also captured in the notes.

The elders shared with us their concerns, their fears, their hopes, and their experiences. Due to the open nature of our conversations, the elders shared openly and didn’t hold back. What was clear is they wanted to be helpful, give the City information that they thought the City should know and should consider addressing. Most importantly, they wanted to be heard.

The breakdown of the conversations below contains both direct quotes and summaries of the open forum conversations.

One-on-one conversations

African American community one-on-ones at Urban League’s Family Day

This was an outdoor event hosted in North Minneapolis, elders and older adults were invited to sit with us for a brief conversation. These sessions had 25 participants.

- “I Moved from Crystal in 1961. I am a retired officer and I have worked in schools. I have seen the complications and impacts of homelessness in schools (On the surrounding grounds and how students respond to it). I now work in Hawthorn (Dangerous Neighborhood). The 2nd most dangerous is E. Phillips - Crime rate is impacting schools. I feel that homelessness is still a persistent issue and remains unresolved. Can’t we have permanent structures to aid homeless & reduce homeless camps? The resources are there but there aren’t enough, especially housing and transportation.”
- “I have been here since 2016. Moved from Lovett, Texas this past spring. I felt Minneapolis was taking COVID more serious and found that there’s higher wages in MN. I don’t like that parking is complicated to find in Minneapolis. I think the parks & City are beautiful – so well-kept and organized. I now work for affordable housing and feels very strongly affordable housing and the lack of availability to people from low income families. Organizations, especially over North (or that serve the North side community), could do better in their efforts to reach out to the community. It always seems that

people who most need resources are the last to receive them.”

- “I moved from Chicago & have lived in MN for 33 years. I used to be able to sleep w/ doors unlocked but now there’s a constant fear of being robbed or assaulted in the streets and even in my own home. I think that changes in parenting has become the root of current issues with escalating violence. Access to guns is far too easy. Defunding police department is a big concern – we need them. Minneapolis police and staff need to be in community more – it would build better and stronger relationships. There should be more rigid laws in place for firearms. I think that outreach to schools could interrupt the cycle of violence.”
- “Race matters! Particularly for trying to get employment. It worsens as POC, particularly black people get older.”
- “The parks are OK. When people come together, there’s a sense of community but there should be more togetherness and bonds throughout the community. I am very concerned about violence. And Northside is always so dirty. I have considered moving out of Minneapolis due to current events (violence, riots, etc.). I go to YMCA to get out, where there are some programs offered to the elderly.”
- “I used to appreciate the quality of living in Minneapolis, but it has gotten out of hand. I would say that the decline started about 10 years ago. There is also a decline in quality of our welfare system. Seniors work all their lives & can’t access the services they need. There should be services available for ALL seniors regardless of their situation. I enjoy my neighbors and neighborhood (49th down to 52nd). I think that more officers would help address violence – we need to replace police with National Guard.”
- “I feel that in general, the employment in Minneapolis is good but in the past, wages were better. The violence is from people who aren’t from here. The people in MN jails aren’t from here and I think this is reflective of the violence issues throughout Minneapolis. In general, I enjoy Minneapolis, but the area could be better. For example, there’s too much homelessness and not enough being done about it. There is both a criminal and health pandemic. We need mental health partnerships and they need to be on the ground. We need to allocate the proper resources for these things, and we need better leaders.”
- “I have lived in MN for over 30 years, but originally I am from Chicago. I enjoy the parks, beaches, diversity, block clubs and businesses. I am very concerned about the recent rise in crime. There’s a lack of affordable housing and limited programming for elders. Also, there are little-to-no opportunities for adults/elders to connect with youth. There is such a lack of communication w/ grassroot organizations. Sadly, the neighborhood has changed. I am very fearful of violence and the City hasn’t done enough about it. We need more social work programs in the police. Again, Minneapolis hasn’t done enough! There needs to be more funding for programs that aren’t punitive. We also need to look at how the Blue line will impact N side. The City needs to communicate these changes

and potential impacts on community.”

- “I enjoy events in the summer. I feel that they bring the community together. Today, if I could, I would move out of my current neighborhood. There is too much violence. It needs to be addressed.”
- “I moved to Minneapolis in 1985. I enjoyed that Minneapolis was laid back, but now it has gotten out of control. We need to start in our own neighborhoods; therefore the city would have a limited role to play. I think there needs to be more programs especially housing for ex-felons. I don’t know of any programs for ex-felons. That’s why the City and organizations must work together to provide the best services to community. Also, youth and elders need more interaction. I guess now for now I feel safe in my neighborhood but at one point I wanted to move away because there’s too much violence.”
- “I moved to Minneapolis from Chicago and I have been here now for 30 years. I have seen a lot of changes in Minneapolis over past 30 years. Today, I am concerned for my safety. There are so many guns so now I am locking doors – this wasn’t a need in the past. We shouldn’t defund the police. Our communities need authority.”
- “Most of my issues are ones that matter with aging. I can’t find employment and it’s because of my age and race. Race issues are exacerbated with age. There’s no affordable housing. The poor have no chance of thriving, although that’s the same everywhere.”
- “I have lived in Minneapolis since 2003. I enjoy diversity in Minneapolis but today that feels like it’s not enough. BIPOC issues are not addressed in North Minneapolis. The constant gunshots must stop. The City needs to address gun violence. There really aren’t services available to elders – I know of one called “Mother’s Love”. There should be a rec center for youth in North Minneapolis and elders can go there too. We need more funding directed toward youth and elder services.”
- “I grew up in North Minneapolis. I am very concerned about all the shootings. I think there are good youth services out there, but we should have more focus/funding put into community centers in North. I think there should be more programs connecting elders and youth.”
- “I have lived in North Minneapolis for 50 years. I have no knowledge of what elder services are available because I don’t need them. I go to my neighbors or my sons for help. I am very concerned about crime. There are drug dealers moving onto my block. And the driving - people are speeding and disobeying traffic laws. I think the City should have more traffic control and for sure efforts to ensure that the murder numbers go down. We also need less street noise and more activities for children. This would make mine and others quality of life much better. I really like living in an integrated community.”

- “I like living close to services I use. However, it’s hard to access them with public transportation. They are never on time. And it’s gotten dangerous to ride. There is no downtown anymore. So many small businesses have closed and what’s open is too expensive. There is also no affordable housing. Why do they continue to build these huge expensive apartments when we need affordable housing. There is no housing that’s affordable for people with mental health and other health issues. The City should start partnering with these large corporations to provide services to underserved communities. Older adults also need appropriate schooling and training so they can work. The kids should also be encouraged to do technical schools. I do use some services but there isn’t much out there. We need more mental health services like well checks. The City needs to do something about the violence too.”
- “I live in a pretty secluded area in South Minneapolis for the last 37 years (Hiawatha Lake). I can get to anything I need or want, and I can get services too. I really have no complaints.”
- “I live in North Minneapolis. I like it here and I think Minneapolis is overall a pretty easy going place to live. Now though I am very concerned about safety especially with all the shootings.”
- “There’s so much crime and there’s not enough police - but we also need to hold our police accountable. I don’t feel safe. I like the bike trails especially since it’s hard to drive around in my car and there’s no parking. West Broadway is a mess and terrible with crime. We also need to take care of our older buildings. I think the suburbs seem so much safer. Here it’s too much development and too dense - it really has a loss of neighborhood feelings. The landlords are out of state and that’s a problem. We for sure need to keep the farmer’s market. We also need more trees, but the parks are great.”
- “There’s such a high cost of healthcare. We need resources and we need to be able to access information from the City a lot better. You need to do something about that. Housing is OK, it’s good. I do feel safe but it’s really hard over the winter especially with snow removal. I’m considering leaving in the winter.”
- “As I age, I feel different. Being older can be an advantage but there’s no real respect for elders. The sense of family is gone. Still I had to support my kids and so I worked as long as I could and actually worked for the police department. There’s so much disrespect for women and people don’t value knowledge we have. We need to lift up the voices of older adults. I feel safe but there are plenty of areas around North Minneapolis that are really not and women, especially older women are more vulnerable. We need to learn how to practice being safe, especially walking - like give helpful tips. When I go downtown it’s really hard to get around. Seniors are hesitant since the unrest to go anywhere, especially downtown. There’s nothing to go downtown for anymore - it’s not appealing nor easy for seniors in downtown. We need to help seniors stay in their home and help for seniors to navigate systems and resources. The City should offer more ways

to reduce living expenses. We should bring back well checks for seniors and bring back an ombudsman. It would be nice to connect across community like with more community events and even elder events.”

- “There’s not enough services especially for middle income people. Resources want to take everything once you’re in a home and your kids get nothing. Middle income housing is needed, you know Texas housing is split between government entities. Metro Mobility is OK but their scheduling is tough and needs to be worked out. There’s nothing to go downtown for so I don’t go. We also need a property tax break. Taxes for 65 and older should be reduced. The parking is terrible around the whole city and housing needs to be more affordable. Safety really depends on where you’re at and where you live.”
- “Senior services are closed everywhere because of COVID, like heritage park Senior Center. We need a place. There’s also no money for mental health especially for older adults. We need affordable housing for seniors that is safe and low income. There should be a community navigator for seniors. The parks are a great place for older people. Metro Transit is also good but we need to expand to have more access, especially for those who struggle with mobility.”
- “Minneapolis isn’t that bad - there’s lots of things for older people and you can get the help you need if you know how to look for it. Crime is really bad especially with our kids and it’s not safe. The younger generation needs to be supervised right and they need to respect older adults. They scare seniors. Kids don’t respect anyone regardless of age though. The housing isn’t affordable and we need to stop the gentrification and there’s too much density. Where are you going to park during the day? There’s nothing downtown anymore so I don’t go there. Instead I go to the mall of America. It also feels that places in south Minneapolis are lacking now too.”
- “I like Minneapolis. I’m in recovery and I come and go, but this place is good for me for recovery. It’s hard to stay employed though and housing is hard, especially subsidized. There’s lots of stuff offered to seniors but I have no friends or family. Hopefully I think it’ll be easy to make friends. I think it’s easy to get around the city, but the violence is so bad. I don’t feel safe there’s gunfire all the time. I think law-enforcement is needed but bad cops need to go! All in all I like it here.”

American Indian community one-on-ones at Four Sisters Farmer’s Market

These comments come from one-on-one conversations with community members at the farmers market located at Pow Wow Grounds on Franklin Ave. These sessions had 25 participants.

- “Shakopee Mdewakanton Sioux tribe could be better integrated w/ other communities – they could help out with the resources we need. This area is not safe either. Lots of gunfire. I like Aldi, but we need more options that are easy to get to. The bus is not safe anymore.

Why can't the City do something for the homeless? It's the City's responsibility to take care of this situation."

- "I am from metro area. I like our community, it's very welcoming. I like my home. I feel so bad for those who are homeless. They need to get help. There needs to be treatment programs available. I know of program, "Upward Bound" that houses homeless people. I think Native ppl are being pushed into one side/corner in Minneapolis. Now I would move out of my neighborhood if I could because there's too much violence. I see a good amount of youth programs, but there is a lack of free/low-cost programing for elders. In general, there are resources for this community, but I feel my community lacks recognition."
- "I enjoy the resources and programs available to my community. I am able to travel to cities like Bloomington, Fridley, etc. on public transportation. The homeless encampment isn't working, there are people who can't/won't get into programs and they aren't receiving the proper resources/support. City should take more immersive role in dealing with homeless people. One possible idea could be to occupy the warehouses in North Loop. The City needs to intervene in very active/dangerous parts of the city. The Park on 18th & 3rd Ave near the Dollar Store is very dangerous and it is meant to be a place for children and families to enjoy."
- "I think there is so much dangerous activity. There's so much crime and violence. Where are the police? They are absent. The ineffective leadership has severely impacted the city in such a negative way. The current rates of violence could become a future problem that the city won't recover from. The social-political climate has changed. I previously enjoyed the socio-economic environment in Minneapolis but now... The City needs more direct communication with constituents. The City also needs to make access to programs easier. When politics are a priority over progress, this creates a problem. In general, I enjoy the city but it's hard to remain positive."
- "I like my home. However, I am very unhappy with the chaos and evil around us. I have my housing through "Upward Bound". I came from Montana and was able to find a place to live from them. As I get older, it's getting harder to take care of myself. Access to doctors is difficult. I suffer from COPD and heart disease. I am tired of the tent cities and constant drug use/addiction that persists in those encampments. I spent time in penitentiary, so I understand the difficulty people have with drugs and a life of crime."
- "I have been here in Minneapolis for over 30 years. I like the parks. The city is so loud, especially my neighborhood. Violence is also an issue. Dealing with homeless people is another problem. It's because there is lack of affordable housing. I am looking at leaving Minneapolis but would consider staying or moving back to the city if there were more resources available."
- "I'm originally from South Dakota and have been living in Minneapolis for 36+ years. It's been difficult to overlook the police brutality, mistreatment of people and inappropriate interactions between police and public. Another issue is the housing market is bad, and the

pandemic has made it worse. I am homeless now. It's the lack of income that caused me to lose my housing. So, I now try to stay in hotels, Air B&Bs and living with family. It's not ideal but better than a shelter. Currently I am staying in Dinkytown, but the violence there has made it hard for me to go out. I used to live in Phillips neighborhood. I used to sit in front yard with family and enjoy a more social environment but that can't happen in Minneapolis now. The City needs to play a more active role in providing affordable housing. Safe transportation is no longer. Lastly, I think that there should be more youth programs."

- "I lived in Minneapolis until I was 3, then moved back in my 30s. I lived in an Air B&B for some time. It worked for what it was. I really enjoy being around my community and having people nearby. But now, with the consistent violence and gunshots, it's harder to be out. And I can't go out at night. It's harder to get things done. Even in daylight there are gunshots – every day. There needs to be more representation of diverse communities in all buildings – even the expensive ones. People are living in survival mode. I think that having Native representatives, like an Indian Mayor would be good. We need a position with actual power for American Indians. "
- "Moved to United States about 20 years ago from Canada. I like the schools for the kids. I also really enjoy our neighborhood, like the markets that pop up. I would say I currently feels safe, but I am very concerned about the increased violence. I also don't trust the police. I typically take bus as my main transportation. It's an okay service. For sure, the City needs to take a more active role to make the city safer."
- "I was born and raised in Minnesota. I hear constant gunshots. We need to focus on youth. That would help with the gun violence. I do like that there seem to be more programs for the kids. I know of senior programs too like "Meals on Wheels". I use them often. I think that elders should interact more with youth, that there should be some kind of opportunity for them to exchange experiences. There is a lack of respect for older people and that needs to change."
- "Minneapolis is wonderful! There is lots of access, even on fixed income. We both drive but there's a lot of traffic especially on the freeway. I think public transportation is really good too. My problem is the taxes are really high. We are on a fixed income. Thank goodness the mortgage is paid. We rely on kids and grandkids for help. We also rely on VA benefits and if we have to rely on that for different housing we could but my wife doesn't want to. I'm a Veteran and a former federal employee so I have good benefits from there. I truly don't feel safe and city council needs to stay out of public safety."
- "For me, employment for older adults is needed especially for folks with little education. The education that's available is not made for older adults. I still drive, but drivers are crazy now and not obeying traffic laws and the overall safety of my community is really bad."
- "I'm a homeless person and there's no help for elderly. I'm currently staying at a shelter and they are helping me. The shelter is really good - they're called "Homeward Bound". I feel very safe there even though it's men and women."

- “Driving is horrible because of the bike lanes. There’s also lack of parking and those bump outs are causing traffic congestion! Aren’t we supposed to be focusing on environmental stuff, but we’re still sitting in our cars because of all this stupid stuff. Crime is awful too! I feel “safe” only because I’m getting used to it - which is inappropriate. Housing costs for older adults are terrible, not affordable. The community has changed a lot. People are tired of crime and despair and now the bars are coming back in the community and it’s running down the neighborhood. I am getting services - I am at Homeward Bound shelter. They are really good and treat me good.”
- “Minneapolis is usually good but I feel that our elderly are getting ignored right now by the City. Information is no longer in large print and our elders don’t use or access the Internet easy. There’s no services for elders, including people with dementia. The city is not a safe spot for older adults. Many elders are taken advantage of especially our minority elders. It’s scary out there because there’s no support for our older adults due to COVID.”
- “I’m not happy with the transportation study that was done. It came across like the City was blaming victims instead of finding out who is driving these cars. Franklin is very dangerous for pedestrians. How do you study who is driving? We also need more services for elders, but they are possibly not out there. Affordable housing is a desperate need and I really want to address the homelessness issue. No matter what, it needs to be addressed. It seems that everybody points the finger at each other (meaning government) but in the end it really is the City’s responsibility to figure this stuff out. There is also food insecurity, especially for older adults. Why isn’t the city helping agencies to do their part and stick behind their motto of “you’re as healthy as your community” philosophy. Police is the City’s responsibility too and we need to get the council to quit holding the city hostage. You can’t defund the police. You should have asked all of community before this went down. Quit operating on the opinion of a few people. The system is not built for minority elders and it seems like the City’s position is just to “be happy with what you get community” because the resources are not distributed equally.”
- “It’s not safe. I am afraid to walk around. Most of our elders are scared because they feel so vulnerable and most elders around here walk. Housing is not affordable or the condition of the housing is terrible. Resources for native elders are there, but not sure about other community elders. Computers are a “no”! We need better ways to get information. COVID stopped a lot of services and access to food is now limited. The City needs to address elder abuse too because family is abusing the elders. Why is there no outreach for this?”
- “I’m a North Minneapolis native and I am not safe, especially with all the gun violence. Elders are vulnerable. The city needs to address the violence and the drug use. We’re all tired of it. Affordable housing is gone and prices are too expensive. Why is the City abandoning the community? Decisions of leaders is damaging community. We don’t need more density. There’s lots of problems with where the City is heading and the City needs to get a clue! Where is the compromise, like bike lanes vs. parking. We need police. The City

has no plan. Train our police to address bad cops and illuminate the union. There needs to be elimination of white supremacy within the police.”

- “There’s no affordable housing and I can’t afford much on a fixed income. Transportation system is good, but I’m not sure how to access metro mobility and don’t know how to use them. I feel safe but the drug use is out of control in our area.”
- “There’s no supportive services and I feel very isolated. My family doesn’t stop over or help me. Seniors are in need, so a home visits and/or phone calls should be done especially as you get older and sick. We need to have a service to do that because people need to connect with each other instead of on the phone or computer. The City has a terrible relationship with minority communities so they don’t talk to community. We also shouldn’t have all these resources for immigrants and refugees because you can’t even support our native community. There’s also too many cell phone towers and I don’t trust the vaccine. We need to have more community patrols and a grandparent program for people who are isolated.”
- “I live on the northside and it’s being gentrified so bad. Transportation is good but that light rail is terrible and I’m afraid to ride it. There’s a lot of hatred in my community for cops, probably because cops are still doing violent stuff like excessive force - I see it all the time. There’s tons of gunfire so it’s not safe to walk around in my neighborhood. Overall, I feel good about getting older Minneapolis but there’s really no affordable housing. I would rather live in Minneapolis than St. Paul. One of the things that are great are the parks.”
- “I just moved from Minneapolis because of the violence. Saint Paul is not as violent. I do not feel safe especially at night in Minneapolis. Older people are not respected and are often mistreated and even homeless. We need to start valuing our older adults.”
- “We need to get the votes in to get the council out. It’s not safe and kids are getting killed and there’s nothing being done. I’m concerned about safety and the lack of response by police. We need police. I live alone and I’m scared. Transportation is good but road construction is not! The community needs a safety group that gets to know their community and where the elderly are.”
- “Our native culture needs to be respected. Resources need to be customized for native people and elders. The City needs to make an effort to reach out and assist us with accessing grants and other resources. The city doesn’t listen to us and uses a one size fits all approach. When I speak I don’t feel heard and I am not safe when I speak up. Who makes the decision about public safety anyways? It shouldn’t be whatever they (City Council) want. Council doesn’t give straight answers, they’re not transparent and it’s insulting to us. We need resources along the bus routes. Many of us don’t drive. There’s also no employment for elders, especially elders who have history and no degrees/education. It doesn’t feel that the City really wants to hear your voices.”

- “We need to respect her elders more and learn from elders. I was using metro mobility and it’s not good. We also should have a senior center or drop-in center. We need in-home visiting for socially isolated elders - even a phone call. We also need access to healthy meals and more exercise programs for elders like discounted memberships.”

Community open forums

These forums were “circle” group conversations, with the Latino community being virtual using Zoom. We found that for virtual community conversations, either facilitated by NCR or organizations that communicate virtually with elders using the Zoom platform. Most elders had dialogue with each other, even when it was a virtual conversation, and we captured those conversations in the notes below. Some comments are duplicative. We decided to leave this as such to emphasize the level of importance that “topic” had in each group conversation.

Southeast Asian community forum

The next conversation was held with the Southeast Asian community. There was a smaller group of elders gathered for this in-person conversation. This session had six participants who were leaders from Southeast Asian organizations. This is the typical structure for engagement with elders.

- These elders expressed a need for funeral homes that are affordable for low income community members.
- Most Hmong are poor - children borrow money to pay for the funerals and then are in debt and then consequently pass down their debt.
- They would like to have a history museum and art center to represent the community.
- A Hmong Elder center is also important to this community.
- There’s no support in Minneapolis for businesses that’s why all the businesses are in St. Paul because Saint Paul helps and cares for the community.
- Minneapolis is not safe for elders – elders prefer to not go to Minneapolis as they fear for their safety.
- Hmong and other SE Asian want to grow in Minneapolis but as of now everyone can see Saint Paul is better than Minneapolis, as there is a lack of programming and resources available to SE Asian elders.
- This is the first time they feel Minneapolis has really come to the elders to hear their voice; they would like to build on that relationship.

LGBTQIA+ community forum

This session had 15 participants.

The conversation with the LGBTQIA+ community was hosted by Little Brothers, Friends of the Elderly, at their monthly meeting. This conversation was held with a group setting, where elders

commented as much or as little as they desired.

- Individuals in LGBTQ+ community cannot afford “conventional” housing.
- Housing that is available is marketed as “affordable” but is too pricey for low-income elders.
- Elders of this community have worked in nonprofits and have dedicated their lives to social services, social issues, etc.
- Many wish for housing to be accessible, and LGBTQ+ friendly.
- Density of city is a concern.
- Property tax has “shot up”.
- Not enough street or free parking.
- Want to have a space of their own, a Community Center for LGBTQ+.
- Many feel that George Floyd square is very important to the sense of community & brings hope.
- Many expressed concerns for the Minneapolis Parks and Rec board, they feel its ineffective providing programming for older adults.
- They love the parks – this was a strong sentiment.
- Feelings of distrust with public safety, many (if not all) feel that the current efforts are not enough.
- Current approach to addressing policing is also concerning. Cops must be held accountable, but we still need law enforcement.
- Seniors feel they can’t leave the house after a certain time.
- They feel most at risk/vulnerable due to their age.
- There needs to be better street maintenance – you need to consider the harsh winters
- City needs to ensure clean streets to facilitate travel and that pedestrians can access bus stops. Places of concern are Franklin to Cedar and Bloomington Ave. Referred to as the “ugly area”.
- City doesn’t effectively clean this area and it is a problem for pedestrians
- Minnehaha Ave was rebuilt for Buses only, no street parking, why?

East African community forums

The conversation with the East African community of elders was split between the Somali and Oromo elders. This was another in-person session, with multiple community members sharing their stories. These sessions had 24 participants (equally split between Somali and Oromo speakers).

Oromo elders

- They enjoy the neighborhood generally but feels that elders are targeted by thieves and muggers.

- Shared that there was recently a shooting nearby.
- People from this neighborhood/community are the ones causing issues.
- In building complexes there are drugs and alcohol that are being consumed in plain sight during the day (in stairwells). And building security doesn't provide much protection.
- Police presence is scarce in the neighborhood.
- "As elders, we don't feel secure."
- Women and children are targets as well (muggers will take anything they think is of value).
- People are constantly robbed as they do simple things such as getting into their cars.
- The security in buildings is severely lacking.
- Quality of living is also an issue; buildings are infected with mice and the owners/building management don't do anything to truly address the issue.
- Property management will also use the cost of extermination and cleaning as a threat to raise rent (that's why they don't do it).
- Since COVID lockdown, building offices have been closed and this has created a barrier for elders to communicate their issues and voice their concerns.
- The language barrier also makes this process so much harder.
- "I agree with what's been said".
- Lack of follow-up with the issues they face, makes their problems worse.
- Issues with public benefits.
- "Unable to access my SSI benefits, meanwhile my wife is unable to work due to injury and we have no income to support us. Meanwhile, I am being pressured to pay my rent and can't get help from Hennepin County, whenever I have tried to call their offices I experience very long wait times."
- Other elders agreed with this.
- There is little to no assistance because one office or another is closed.
- There is an inability to communicate with someone because there are no translators or simply calls being disconnected.

Somali elders

- Very concerned with safety.
- Many stated there should be more police, but a reform in place to ensure that they do their jobs properly.
- Some elder expressed they feel that they must take justice into their own hands.
- Community faces issues with housing.
- Elders and newcomers particularly need more help with accessing services.
- Elders rely on help for their basic needs, the resources are (mostly) there, but there isn't enough.
- Many elders agreed that they'd like to have more people that speak their language to

facilitate communication with service providers. T

- The language barrier is so impactful, that when elders receive medical attention and get a prescription, they cannot understand the directions for taking their medicine, so they are unsure of dosages and potential side effects.
- They live in public housing and subsidized housing where there is no security. Strangers can enter the building and potentially cause harm or danger. For example, homeless people come into the building in the wintertime.
- Somali teenagers are the ones causing trouble, hurting the community and themselves.
- Crime occurs in broad daylight, and they believe the City and state should take more action against troublesome youth.
- An elder shared a story about a recent experience. There is a small alley behind/between apartment buildings F & E. This elder woke up to find someone knocking on the door and throwing small rocks. They called the police, but they never showed up to investigate. This elder shared that police used to consistently patrol the area, but they don't come around as often.

Latino community forum

The session with the Latino Elders was held virtually over zoom, facilitated by Centro Tyrone Guzman. The elders shared as much or as little as they desired. This session had 15 elders and staff.

- "I live in the Loring Park Apartments. Ever since George Floyd's death, the environment has drastically changed."
- People who aren't from the area have gotten access to apartment buildings.
- There is no police intervention and no building security. Because of this, residents feel they have to take care of themselves.
- Another elder from South Minneapolis shared with us that one of her nieces was attacked by a group of young males.
- Centro Tyrone Guzman has been a positive experience for the elders on the call.
- They enjoy going to Centro T. Guzman and before the pandemic elders would have more transportation options, but now those options have either changed or eliminated.
- Trouble accessing immigration resources.
- A TPS Recipient, who is "always consistent" with her renewal received conflicting information from the INS telling her renewal wasn't necessary. Sometime later she went to present herself with that letter and she was told it wasn't valid. She was told that records indicated she had unlawfully left the country. She's currently trying to resolve this problem but has had some issues with accessing the INS, resources to help her navigate systems and now has lost her benefits because she has lost her legal status (Medical, SSI, etc.). this has also caused her to forgo important medical procedures.
- Several elders discussed issues with accessing legal and other resources needed to maintain immigration status.

- There is no resources for those who don't qualify for benefits.
- State of MN has provided minimal resources such as a cane for one person.
- Centro provides some health care but much more is needed.
- Metro Mobility is not a perfect service, it often shows up late and sometimes not at all.
- Language barriers makes daily tasks difficult.
- Generally, feel respected.
- More engagement with the City: would like more outings, such as a tour to visit different parts of the city.
- Elders really enjoy the help from Centro T. Guzman.
- Centro has provided them with a lot of resources
 - Dance classes
 - Exercise programs
- Would like more outing programs available to elders.
- City should help/aid elders financially. Provide more health programs and initiatives.
- Startled by all the people on the street and fears it could be something serious in the future.
- Would like more police presence.
- Would like more financial help w/ public services.
- Would like more accessible voting material, wishes to understand more about the representatives and what their campaign is about.

Appendix D - Elder-serving organization survey responses

Questions 1-4

Response number	Name of Organization	Check all that apply: Which community of elders do you serve?	What services do you provide to this community of elders?	What are the biggest challenges facing the community you serve?
1	Clues	Latino/Hispanic	zoom meetings, take them to the store, to the clinic, to the pharmacy. we also provide them with face to face appointment and we deliver food.	documentation and the english barrier
2	MN Elder Justice Center	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+, Deaf/Blind	Resources and referrals pertaining to abuse	Safely accessing people for support--having their concerns heard accurately, be believed, and helped to enact relief and safety
3	Office of Immigrant and Refugee Affairs	Asian, Latino/Hispanic, African Immigrant	connect people to legal resources, identify community organizations that offer additional support services	isolation, access to food and health care
4	Hennepin County Office of Multi-Cultural Services	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+, Immigrant and refugee populations	We provide navigation assistance, advocacy, direct service, forms assistance, immigration information/assistance, etc. in more than 20 languages	Education, lack of English language skills, inability to understand the complexities of our systems and programs, isolation
5	Volunteers of America MN/WI	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+	General in person social services to low income elderly and disabled individuals	A large percentage of clients don't use the internet or have difficulty using it.

Response number	Name of Organization	Check all that apply: Which community of elders do you serve?	What services do you provide to this community of elders?	What are the biggest challenges facing the community you serve?
6	Volunteers of America MN/WI	African American, American Indian, Asian, Latino/Hispanic, White, LGTBQIA+, Somali, Oromo, Ethiopian	Community Health Workers (CHW) Dementia training and services Estate and Elder Law Supportive Services (both in community and within Minneapolis Public Housing) Housing Stabilization Congregate Meals / Home Delivered Meals Retired Senior Volunteer Program Subsidized Housing Guardianship, Care Management, Supported Decision Making	There is not enough funding to support the need within the community. A typical non-profit challenge is the ability to operate with a lean staff which presents challenges in pursuit of new initiatives. In cultural communities, there is a general distrust of corporations which presents challenges with overall health and wellness. Violence within the city of Minneapolis and a general fear of that violence.
7	Volunteers of America - MN	African American, American Indian, Asian, Latino/Hispanic, White, LGTBQIA+, Hmong and East Africans	Culturally Responsive Caregiver Support Older Adult Community connections Dementia Service Access Assistance Coaching and Counseling Support groups Health and Wellness classes Spiritual Health Classes Juniper - Live Well Series Cultural Community Connections - Community expert voices Mobile Medical Clinic - attending community health fairs Cancer Survivor resources	Many older adults choose to continue living in their homes and in the community they feel connected to. It's called "Aging in Place." The resources to support older adults to remain independent are becoming restricted and limited.
8	VOA MNWI	African American, American Indian, Asian, Latino/Hispanic, White, LGTBQIA+, any	free, phone-based (also email, virtual meetings) information, advice, recommendations, referral regarding Guardianship and alternatives including Supported Decision Making to individuals, families, communities and professionals: Guardianship Information Line. Also, some capacity for direct social work: assessment of care and decision-making needs, facilitation of supports such as Guardianship, Health Care Directives, POA, Rep Payee, Supported Decision Making Agreements, etc. Also, virtual and in-person training on these subjects for professional (and some community) audiences	lack of access to affordable, efficient, accessible transportation. For those who can't privately pay for care management/consultation, county case managers who are supposed to help connect to services, provide support and advocacy are too often overworked/too big of caseloads, too much turnover when CMs are contracted, vs County employees.

Response number	Name of Organization	Check all that apply: Which community of elders do you serve?	What services do you provide to this community of elders?	What are the biggest challenges facing the community you serve?
9	VOLUNTEERS OF AMERICA-MN/WI	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+, African, many communities	We provide on-site social services to all residents who reside in Minneapolis Public Housing highrises.	English is not the first language of almost 1/2 of the residents. Communication between providers and residents is a barrier - ex. providers require on-line communication and many residents don't own a computer or have internet access.
10	Volunteers of America	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+, African	Social services, community health	health disparities, low income,
11	Volunteers of America MN	African American, American Indian, Latino/Hispanic, White, LGBTQIA+	Supports in public housing - to sustain their housing, prevent eviction and homelessness, help people navigate community programs & financial benefit programs, etc.	Lack of access to community organizations. They don't have internet or computer skills so people have become isolated in the pandemic. Also a general lack of social activities for elders & senior populations with mental health and physical health barriers.
12	All Elders United for Justice	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+	Relationship building, advocacy and organizing	Isolation, lack of access to key services, lack of capacity to have a voice in decision-making about services.
13	Volunteers of America MN	African American, American Indian, Asian, Latino/Hispanic, White, LGBTQIA+	Meals for a donation- or if unable to make a donation we do not turn people away	Food insecurity, health issues, safe housing, having enough money to live month to month

Questions 5-7

Response number	What are the biggest challenges your organization faces when providing services to your elders?	What services are currently lacking and/or insufficient for your elder community?	What role do you think the city should have in serving your elder community?
1	some dont have medical insurance nor transportation	transportation and more programs so they dont feel so isolated	provide more services for our undocumented elders
2	systems and services gaps	guardianship/conservatorship complaint/relief from abuse, accountability for fiduciary communication/honoring the wishes of elder	connecting services in a holistic and intervening relationship--being a point of validation and concern for those in abusive housing situations.
3	identifying ways to effectively connect with elders	access to culturally appropriate food, health care including mental health supports, transportation, navigator assistance	community navigators, stronger partnerships with organizations that are already serving this community
4	Lack of resources to reach/engage other populations such as Korean, Chinese (Mandarin and Cantonese), Liberian, etc.	Additional food supports, transportation, easy access to interpretation/language assistance, waivers (depending on immigration status), etc.	I think the City has some great programs and presents opportunities that are not always coordinated with the county and vice versa. It would be nice to partner more closely and align priorities. Hennepin County recently completed work in this area.
5	Safe transportation, shortage of homecare workers, shortage of low cost housing, computer illiteracy (most bureaucratic systems are now accessed by the internet; even more so since covid	safe transportation, homecare, neighborhood safety.	provide safer transportation options, make the neighborhoods safer
6	Funding, both grant and sustainable funding for programs. Having our staff in areas where there is brazen violence during the day.	Mental Health support, the pandemic has exacerbated mental health challenges.	DO NOT defund the police, we need police in the community to build a better bridge, to stop the violence that continues to escalate. Ensure there are diverse cultures serving the community.
7	As a nonprofit - there is a continual need for funding sources to keep up with the inequities of underrepresented communities of color.		Legislative support for In-home Paid Caregiver Services. Respite Care Services. Home Repair Services. In home Mental Health Services. A community senior linkage line - Reaching out to older adults to check in and say, "we are here to support you"

Response number	What are the biggest challenges your organization faces when providing services to your elders?	What services are currently lacking and/or insufficient for your elder community?	What role do you think the city should have in serving your elder community?
8	Ongoing, reliable budget to secure and retain staff (rather than chasing dollars through grants and contracts)		It was so helpful when the City had a social worker on staff, and also hosted a Senior Center (not the best word anymore). So many Centers have closed due to lack of funding: would be great if City sponsored these, along with social worker, throughout the region
9	Bureaucracy and paperwork. Lack of resources to assist new residents who were formerly homeless (furniture, supplies, etc.). Lack of mental health resources (many residents have a mental illness and many are undiagnosed and untreated). We are understaffed due to funding (less than 18 FTE staff working in over 40 locations, providing service to over 5000 residents).	Mental health and transportation. Mobile post offices (people can buy stamps, send packages, buy money orders). Increased internet services. More accessible ESL classes.	The City has made an effort at reducing the curbs at street intersections which is good. In the winter I have witnessed many bus stops and curbs that have gone unshoveled and are inaccessible if someone was in a wheelchair. Increased consideration of the elder community when looking at any city project - "How will this impact elders?". Making any existing City services more accessible - parks/recreation, garden spaces, etc. Increased safety around MPHA properties where many vulnerable people live. Many are in neighborhoods where crime is increasing.
10	Not enough coverage, we need more employees,	need more community health workers and social workers	The city should provide more resources and pay for community health workers
11	Not enough funding to provide all the support that people need	Socialization options.	Implementing programs for seniors who are homebound or lack transportation to socialize, get involved in their communities, develop a greater sense of purpose and connection.
12	Lack of funding and capacity	Lack of staff to connect with elders	Providing more opportunities for elders to be heard.

Response number	What are the biggest challenges your organization faces when providing services to your elders?	What services are currently lacking and/or insufficient for your elder community?	What role do you think the city should have in serving your elder community?
13	Funding for this program has not grown in many years- trying to stretch what we have to serve those in need	It seems like the very poor get subsidized housing, meals, free health insurance. It's the next levels up that struggle because they have limited money and few free services	We already use the kitchens and dining areas of MPHA -for that we are grateful. I think if the City of Minneapolis could advertise the services we provide somehow that would be helpful. I used to have a good contact at MPHA that could coordinate with building managers so we could get meals to the right people but that dept was eliminated. She was a liason between clients and services in the high rises.

Appendix E - Elder resident survey responses

Questions 1-5

Response number	What do you like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you enjoy when you visit.)	What do you not like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you don't like when you visit.)	How do you feel about the current neighborhood you reside in? Would you move to another neighborhood/city if you could?	What are some of the biggest day-to-day challenges you face in your life? (This can be a general answer, no specifics required.)	Do you feel valued within your community? Within Minneapolis?
1	Parks, green space, lakes, Mississippi River, bicycle routes.	Violent crimes and inability of public officials to deal with crimes.	I like it for its diversity but not for its level of economic poverty.	Insecurity about finding suitable and affordable healthcare.	Yes within my small community. No within the larger Minneapolis.
2	My friends and neighbors, my neighborhood, my house and garden.	The public transportation. Many of the zoning decisions.	I do not want to move to another neighborhood despite the fact that decisions of the mayor and city council and planners are detrimental to my to neighborhood livability	The public transit. The destruction of neighborhood amenities. the decisions makers listen to the developers and ignore the options of the residents who are affected by these projects.	yes in my community. NO IN MINNEAPOLIS!
3	City of neighborhoods! Live in Marcy Holmes. Easy access to Groceries, restaurants & movies.	City emphasis on bike lanes making parking difficult for Seniors!	Have lived in town house in Marcy-Holmes for 43 years. Hope to age in place.	Experiencing increased physical Mobility problems. Worry about Falling!	Have been a community activist in my neighborhood for over 40 years.

Response number	What do you like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you enjoy when you visit.)	What do you not like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you don't like when you visit.)	How do you feel about the current neighborhood you reside in? Would you move to another neighborhood/city if you could?	What are some of the biggest day-to-day challenges you face in your life? (This can be a general answer, no specifics required.)	Do you feel valued within your community? Within Minneapolis?
4	Grew up here! Have lived in 55414 for most of my adult life. Feel like its liberal traditions make it pleasantly liveable for the most part.	That there are populations within the city that do not receive the benefits that me and my white neighbors receive,	I just moved to senior living five blocks from the house we sold...in the same zip code.	Financial...senior living can actually be expensive. Partner is aging and becoming immobile.	As an educated, professional, white woman, I haven't had to deal with not being valued in my community/Minneapolis.
5	Vibrant Arts scene, Lakes and Parks, access to quality retail and wholesale, abundant clean water	The city does not enforce its ordinances, poor inspection dept., pro-development to the exclusion of individual home owners [read transfer of wealth out of the neighborhoods, militarized policing; unequal attention to neighborhoods	Como is under assault with tear downs and the building of rooming houses; the Neighborhood is now predominately owned by absentee landlords with the attendant poor maintenance of the existing housing, trash, and transient renters that are not invested in the neighborhood.	None	Not really
6	Parks, walking trails, grocery near by ,easy to use bus	Wish we had better shopping on the mall. Wish it were safer to go to the mall and the few stores that are there.	Love my neighborhood. Not interested in moving ca	Can't think of any big challenges other than wish we could get rid of the virus and have a more enjoyable life style.no	Not sure I understand this question. My family and friends value me very much.at t
7	Wonderful		Great	Knees are not as strong as they used to be.	Ok

Response number	What do you like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you enjoy when you visit.)	What do you not like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you don't like when you visit.)	How do you feel about the current neighborhood you reside in? Would you move to another neighborhood/city if you could?	What are some of the biggest day-to-day challenges you face in your life? (This can be a general answer, no specifics required.)	Do you feel valued within your community? Within Minneapolis?
8	Classical music performances, cultural events, lakes, parks	Traffic, road construction	I live in Southeast Minneapolis which is the most urban place I've ever lived. I like it but I'm 80 so even if I didn't I'm not going to move.	My biggest challenges are bodily aches and pains. I still drive but I don't know how much longer I will be able to do that so getting around will be a challenge.	I live in an independent senior living facility and I do feel valued here.
9	Hennepin	St. Paul	The current community service is not bad.	Access to medical care is a bit difficult.	Yes, community is valued.
10	I love the people, the proximity to the Mississippi River and parks, the U of MN, the weather, and the arts. I love the way people here pitch in to help and are interested in civic engagement.	I am embarrassed by our police department, I dislike the economic and racial disparities, our transportation systems is a mess when we can't get children to and from school safely and people feel like they have a right to drive everywhere without following basic safety rules.	I live in Prospect Park, and would not like to move. I love being near the U, access to both downtown Minneapolis and St. Paul and within walking distance of the river. Great area for public transit, culture, nature.	Caring for ailing family members, preparing for climate change, dangerous streets for anyone not in a personal vehicle, growing incivility and hyperpartisanship dividing communities	Sometimes
11	The parks and activities	All the shooting carjacking killing of young kids	Yes	Remembering not to go down certain blocks and to be home before dark	Sometimes

Response number	What do you like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you enjoy when you visit.)	What do you not like about living in Minneapolis? (If you do not live in Minneapolis, you could mention parts of the city you don't like when you visit.)	How do you feel about the current neighborhood you reside in? Would you move to another neighborhood/city if you could?	What are some of the biggest day-to-day challenges you face in your life? (This can be a general answer, no specifics required.)	Do you feel valued within your community? Within Minneapolis?
12	Living in a nice community that watches out for elders, but I am concerned about a more younger 30+ something group who appear to not really care about elders getting in their " jogging ways"	It is still with a "white only" perspective yet progressive mindset...they cancel each other out.	I like my neighborhood overall, dont plan to move any time soon...been hear for 47 years	Just getting to know neighbors, their children and the changing of guard with younger residents,	very much so, but I think the new normal has changed a lot of what people value anymore.
13	Proximity to parks, enterainment, relative safety in my neighborhood.	I have felt that as a property owner I have been targeted by city inspectors for little to no reason. for example the grass not being cut when we have had a prolonged episode of rain.	I feel relatively safe in my neighborhood. I would only move if it accessibility in and out of my house becomes difficult or I am unable to reasonably manage shovelying the snow.	At this time, not much, however as I age, I would be concerned about my ability to address major maintance on my home like my roof. These are things that I plan for, but sometimes the best laid plans can be disrupted.	Yes. Not so much in Minneapolis.

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14	park access, diversity, arts scene , sidewalks and lots of trees, park recreation centers	communities that appear in disrepair. sense of lack of safety in some areas, the increase in crime reports	love my neighborhood but worry about the increase in crime and the rising cost of property taxes. I could never afford to purchase in this area now.	safety concerns, increase traffic with new apartment buildings being built/ streets crowded with more parked cars that do not offer parking for tenants.	Yes, I feel it is easy for the city to address our concerns and make us happy BUT the city really needs to concentrate on some of the communities that are less stable and economically challenged.
15	I like having diverse and interesting people around me. In suburbs and rural towns I was very lonely.	cement and paving	Love Powderhorn and living on the park	Physical pain and reduced energy level due to ageing	Yes, I am a honored elder in several groups.
16	Lots of opportunity to learn about other cultures, museums	Many stores are only in suburbs, so have to drive distances	I like the neighborhood I live in but too many apartment buildings, I could walk to pharmacy and bank, they have been sold for apartment buildings	none	yes, we have have council member who listens to us
17	Public transit. Urban living. Ethnic variety.	Traffic and the pollution it creates.	It is acceptable except for the rising attitudes of privilege.	Street congestion due to commuter parking.	No.

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18	Living in a city as opposed to living in a suburb	The rampant crime and lack of safety.	I live mutt block and used to live my neighborhood, now it's too dangerous. I'd consider moving.	Cost of healthcare. Feeling unsafe.	Yes.
19	Somewhat progressive governance.	Unchecked police authority	I have lived in the same house in the Standish neighborhood for 36 years and I do not intend to move.	Public transportation	Yes.
20	Cultural activities. Mass transit (when not COVID) Walking paths. Gardens. Parks. Lakes. Fabulous library.	Uptick in crime. Disregard for the environment in city / park decisions	We love this neighborhood. Walkable. Services we use. Restaurants. Train. Lake. Library. Beauty.	Currently mostly COVID related issues. We're still distancing and masking because our grandchildren are not vaccinated. So no mass transit.	Hmmmm. I'm old. Young people don't see me.
21	Easy access to stores and medical facilities	Gun violence and crime in general	Block ok. Area varies. I would not move to another area in Minneapolis. I would move out.	Lawn mowing and shoveling	No.
22	Diversity	Homelessness and police violence and corruption	I love it and I would not move.	Financial Mobility, especially in winter	Yes

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23	Parks, restaurants, access to grocery and medical facilities	Crime, feeling unsafe at night	Love my neighbors, used to love my neighborhood but since George Floyd's murder it's been a little uncomfortable	Snow shoveling and yard care	Unknown
24	The city/town living, infrastructure, parks, accessibility.	City Council, politics, anti law enforcement demagoguery, obsession with identity politics.	I reside in Powderhorn and have for years. I would not move .	I really do not have any challenges presently	I feel very valued.
25	My neighborhood and community-lots going on all the time.	Too much street construction. Not enough parking in commercial areas	No	Quality of life, especially traffic and street crimes like robbery.	I believe I am frequently discounted because I am a retired senior.
26	It's very queer friendly. I love the lakes, rivers, arts community	Too much violence. Too many sirens and noise in general. Disfunctional police dept.	I basically like my neighborhood, powderhorn. We wanted to move to St Paul but there was no housing we could afford	My wife doesn't feel safe in our neighborhood	Yes

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27	The amount of greenery, plants, access to lakes and parks, as well as biking trails.	Police Brutality. I fear for my neighbors when I hear police sirens or see a police officer talking to someone. This is top of my list of problems with Minneapolis. I also do not like that the recycling bins at public areas, such as bus stations, are emptied into trash containers and therefore not recycled. I do not think this is the workers' fault, but most likely the managers. The sewer grates should have guards to stop trash from flowing into the lakes/rivers.	I love my neighborhood. I purposely stayed in the area when my lease expired in May of 2021.	Depression and social anxiety, which increased when the pandemic hit. I am having a hard time re-learning how to connect with others.	I feel like South Minneapolis is a welcoming community, with neighbors willing to work together.
28	The city feels like a connected series of small towns each with its own personality.	Noise - traffic, airplanes, sirens (especially after May 2020)	I love living in Powderhorn Park. I might move to another neighborhood and it would depend on the type of housing and where I am in my life.	Controlling my Type I diabetes, physical mobility.	Perhaps

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29	I live one block south of Powderhorn Park. I have a garden. My immediate neighborhood is both quiet and lively, the park and boulevard trees make this a shady and visually interesting neighborhood for my day-to-day life. The houses are older and varied, i love having alley access for our garage. I LOVE all the parks and the fact that they continue to exist, despite the building and development on the blocks surrounding around the parks. I grew up in south Mpls. I understand that some people want to ban motor vehicles on Minnehaha Boulevard. However, as a child one of the pleasures of riding in my mother's car around south Mpls (for errands, shopping, etc.) was driving along Minnehaha Blvd and looking at the trees and creek in every season.	Worrying about home break-ins and street crimes (never happened to me but I read about them on Next Door). 35W and other freeways splitting up neighborhoods. Airport noise. Worrying about getting packages stolen from my front steps. Lake Street taking such a long time to rebuild. Most of the suburbs are dreary in their sameness, large lawns, McMansions, the (understandable) dependence on cars, the lack of diversity, most chain stores, having downtown constantly torn up by new construction. I wish there was some incentive for builders to add on to or remodel structures instead of ripping older houses and buildings down to build more McMansions. I rarely visit north Mpls but when I drive through I like what I see—I wish there were more desirable destinations (museums, theatres, restaurants). I am white and I wish neighborhoods were less homogenous. Housing prices.	As you can see from my answers to the “What do you like” question, I like where I live (south of Powderhorn Park), but there is more (motorized traffic than I would like. I think I might like living in Longfellow (less traffic). I like the human diversity of my neighborhood and I think Longfellow is mostly white,	I would like more places that I could walk to—I hate being so dependent on my car for necessities (medical care, groceries, etc.).	Yes yes

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30	Culture, beauty, River, growing diversity, natural beauty	Winter sidewalks icy & unshoveled ... City does a lousy job of pedestrian safety	Mixed feelings. Safe, central location. Insane development cutting down trees. Severe loss of canopy. canopy. Housing must incorporate space for trees.	Transportation	?
31	It is a beautiful city in many areas. The drive along the river and the many lakes for all to use for recreational purposes. It is a relatively clean city and there are excellent options for art museums and theaters including those of a scientific option.	I think the school system is very mixed and is in need of serious attention.	Excellent for us.		

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32	Diverse population, city parks, neighborhood businesses, arts and cultural communities	Too many guns, not enough social support services	I love where I live, I have no desire to live elsewhere.	I'm retired, on a very limited income. More programs to help seniors to maintain & improve their homes, particularly around energy efficiency would be great. Services to help with yard work & exterior projects. Community senior health programs. If these already exist, they should be easier to find	Not really. I'm quite isolated.
33	I like easy access to work, church, school, stores, cultural activities, public transportation...	crime, sometimes noise and neighbor's backyard fires	Up until last year I would say it is a wonderful neighborhood. After the crime rate went up we got closer as a block and more distrustful of the outsiders who were breaking into cars, houses, and garages. A handful of our neighbors bailed. I want to stay put if the crime rate doesn't keep rising.	No concerns now but wonder about future access to groceries as I age in place and if the current stores board up as I saw happen temporarily last year.	Yes and no, depending on the issue. My whole comfort of living here the last 30 years was challenged by the violence of last year.

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34	I like the variety of arts and cultural venues and good restaurants, The parks and lakes are beautiful and an asset for the residents	The graffiti that tarnishes neighborhoods. The crime and lack of feeling safe to walk in some neighborhoods. the corruption of neighborhood organization and the lack of accountability of city council members.	I did move to another neighborhood this year. After 28 years in one neighborhood I was glad to leave it behind. It was so dysfunctional and could not engage or inform residents of what was going on.	Ability to get my errands done. Learning to live with cancer and the treatment.	Yes within my senior independent living building.
35	The parks, good neighbors.	The rising crime rate. Not feeling safe in some areas.	Love it here. Been here over 50 years. Invested in my community and neighbors	Loneliness	Yes within my neighborhood- not sure about larger community
36		Not enough police. Homeless/Drug User Encampments. Incompetent City Council members.	I have lived here 49 years and will never move.	Getting old, my body is getting slower and weaker.	yes, but not enough.
37	Enjoy my neighbors; I used to feel safer overall in South Minneapolis & the City in general	Lack of civility, skills & leadership amongst city council. Powderhorn Nine did more to destroy City post civil unrest post George Floyd's egregious loss of life.	Depending on nov 2021 election, i May look at moving, which will be a financial hardship	CRIME city wide & continuous homicides of children, lack of crime prevention specialist for overall safety info.	I used to.
38	Parks and theater	Increasing crime rate	Ok but would like more store and restaurants	Traffic and lack of parking in area	No

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39	lots of parks, convenient bussing and light rail, coop groceries, people	expensive, segregated, bad drivers, humidity	I love SE Mpls but do not like the high proportion of renters/students here. Home ownership is dwindling.	taking care of my health during covid / gyms are not safe	somewhat
40	It has been my home over 45 years-- the longest time in my life.	Increasing bad crime rates.	not safe -Yes in different region in Minneapolis in the same Ward.	To survive in the Recombinant drug induced severe systemic adverse reaction-- The FDA should block/limit drug companies' wrong recombinant drug development to reduce the human sufferings in their money oriented wrong insensitive motivation.	yes.
41	Transit. I have no car. Ability to walk/bus where I need to go.	Street people downtown.	Happy enough.	Idiots with phones running stop signs and lights on the streets. Being a pedestrian seems more and more dangerous. Bicycles are no better, but somewhat less deadly.	Not especially. Elected reps are unresponsive, and very slow. They like my taxes, but not my opinion/ideas.

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42	I live close to the parkway and I love the way it meanders from one end of town to the other. The homes and gardens are beautiful to look at. There is a huge assortment of restaurants, cultural events and activities.	Now, in the past two years, the state of our city government is deplorable. I don't feel safe walking alone down the streets and parkways I used to walk with a normal sense of watching. The crime against person and property prohibits me from going alone anywhere. The traffic and gun violence is totally out of control. I hear gunshots nightly. Once when I was working from home, a co-worker asked me about the sudden noise in the back ground and I casually said it was gunshots. I'm going to retire at the end of 2022 and plan to move out of Minneapolis and Hennepin County. The city government has done nothing in the past four years. I want an RT like mayor back in office again. The taxes I pay don't reflect that the basic needs of the city are being addressed. Why is so much attention going to entertainment sites and redoing Minnehaha Parkway when it has provided a pleasant meandering ride that shows off the best parts of Minneapolis. money needs to go to the north side to improve housing	I like my neighborhood. I wouldn't want to move except for the noise from the airport. From 3:30 to 5:30 daily a plane goes over my back yard every 90 seconds - I timed it a couple years ago. I knew it when I moved into the community and I accept it It is somewhat of a joke to all of us.	Crime and traffic.	I feel valued by the people I know and the neighborhood. The kids are friendly. I feel valued by the local merchants and have developed relationships with some of the staff. I do not feel valued by the city council and I don't feel the city values its citizens. There is no enthusiasm from the people who work for the city.

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		<p>and safety and jobs. It is unacceptable that children are being shot and killed. Instead of fiddling with the speed limit and not enforcing it, put some teeth into the wealth inequality of the two sides of Minneapolis. I am fortunate to live in south Minneapolis and i feel sick when I think about the north side and how financial and criminal perpetrators are allowed to take financial advantage of people who can't get a break. Downtown has never been inviting. All the apartment buildings and very few park spaces make downtown unliveable. I won't go downtown anymore due to the lack of parking. Taking the bus is dangerous and as a person with difficulties walking distances, I would be a perp's target. Minneapolis wasn't like this when I moved here in 1985. The city council has been ineffectual the past four years and I don't feel we have been represented as citizens by this council. The council needs to be reorganized and the mayor needs to have their power back.</p>			

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43	I appreciate the accessibility related to busing and biking. The order and organization of groups in the city is impressive.	Having lived in many other cities in the world, Minneapolis is a place the works toward community enhancement and resolution of issues that affect its residents.	I am content in my neighborhood and do not find it restrictive or negligent.	I have very few complaints and having lived for over seventy years on the planet, I would say that the challenge at the moment is to move past fear and find the courage to resolve fears and anxieties that cause increased sickness and proclivity to disease.	The value of people who have gained wisdom as they age is a global blind spot. The wisdom that is gained by those who seek it is sadly wasted due to a lack of insight by the general population. Ancestral knowledge is of prime importance but is not given value due to the divergence and separation caused by patterns of interference in our systems of communication.
44	Parks, trails, close to all facilities.	Crime, disrespect, noise.	Feel great about our neighborhood. Would not move to another part of the city.	There appears to be less options for privacy.	Not particularly.
45	The lakes, parks and good transportation system.	Radical city council, rising crime, beggars along the interstate ramps, homeless tent cities in the parks, congested city streets, limited / lack of downtown street parking.	Yes, would love to move to another city if I could as Minneapolis is going downhill very quickly.	Aging.	No to both.

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46	Like my neighborhood and walkability to services and retail	Speeding traffic on neighborhood streets and air traffic noise	We like our neighborhood. Plan to relocate eventually to St Paul to be closer to family as we age.	Icy sidewalks	Somewhat
47	The arts/music scene; active neighborhood organizations; progressive democratic movements; active LGBTQIA communities; easy to navigate city; possibility of equitable movements for BIPOC and queer people/communities, lots more than I can think of right now.	High crime almost everywhere; seemingly low priorities for those of us living in North Minneapolis, i.e., bad internet, last to receive infrastructure improvements, compared to South/NE Minneapolis; systemic and structural racism in all levels of government and access to needed services. Again, much more than I can think of right now.	I love my present neighborhood in Jordan, but I'm concerned about the changes needed in our law enforcement and other government related entities. If I could afford it, there are other places in the Twin Cities that I would consider moving to.	Post-COVID-19 crisis: Keeping my home; getting help with paying down my water/garbage bill; being able to make needed improvements on my home before I get too old; continued affordable dental, mental health services and healthcare; I'm still working, but at a lower pay than in the past - I'm worried about being forced out of my home. Lots more.	Yes, most of the time. I'm pretty extroverted and vocal about my needs. There are times when I feel invisible though.
48	Being able to walk to businesses close to my home in Lowry Hill East. The friendly people.	So far so good.	I wish people would take care of their lawns a little better.	None at the moment.	Not applicable as I have just moved here.

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49	Walkability. Vibrancy. Interesting places to go and things to see.	Nothing really, except current increased violent crime. Hopefully even that will be transitory.	Love it. Love my downtown condo. No reason to move.	Just general issues of aging, but I feel well supported in Mpls	Yes to both.
50	variety of weather	inconsistent delivery of my daily newspaper	Current is good	the deteriorating conditon of my house	Yes
51	Diversity of people, recycle and garbage pickup program, until this past year the lack of crime in my neighborhood	Teardown of homes to build apartment buildings, attempt to eliminate cars from the city including removing street parking where there isn't enough off street parking (especially in commercial areas), in general not liking what the city council and Mayor are trying to do to the city.	I love my current neighborhood and do not wish to move.	As a senior citizen, just being a senior citizen	I don't need to feel valued

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52	Many parks, lakes, the Mississippi River and walking trails. Also, a mostly progressive social environment with many social services available.	Concerned about rising crime. Also, about the lack of affordable housing which is forcing people into homelessness giving rise to homeless encampments.	Love living in NE Minneapolis. Our St. Anthony West (STAWNO) neighborhood, is progressive, relatively safe and is very walkable to stores, restaurants and services.	Although we live in a very walkable neighborhood I am aware and concerned about irresponsible driving behavior by some (many?) of speeding, driving while texting, running stop signs and red lights which creates unsafe situations for walkers, especially elderly.	yes
53	The parks, the abundance of art & music, the population diversity, the variety of restaurants.	The hike in crime, and the polarization over how to deal with it. The destruction of old, beautiful, well-crafted buildings and the proliferation of new, huge, ugly, cheaply-made buildings. The sense that City Hall doesn't care what citizens want; they listen only to developers.	I love my neighborhood; however, it doesn't feel safe any more. I could move, but my ties here are deep, and I'm getting the impression that it's not safe anywhere, especially for older people.	Keeping a positive attitude; the whole world seems to be out of whack. Fighting the desire to continuously self-isolate. Maintaining the energy to keep up with ordinary day-to-day tasks.	Yes; however, younger generations don't share the values of my generation. They tend to dismiss our concerns and suggestions as irrelevant, with platitudes and insincere thank-yous. This is happening at all levels, from neighborhoods to City Hall: experience doesn't count any more, it's all about "re-imagining."

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54	Parks, greenery, MIA, U of MN, the river, my neighborhood: Seward	Inequity in housing and education and justice. Homelessness not dealt with. Police not trained to serve and protect.	I like my neighborhood and will stay here BUT the unrest has damaged it and there is now too much trouble with guns, thievery, and cars racing in the streets.	The restrictions of COVID. Getting around without a car. Getting help with yard work and repairs.	Generally yes, in my neighborhood. Don't know about the city.
55	Availability of parks, cycling, walking paths, lakes, good transportation, quality educational opportunities.	Increasing crime rate	My current neighborhood (Bryn Mawr) has been and is currently a very nice, community oriented neighborhood. I do have a concern regarding how close crime is occurring in relation to the neighborhood...ie. 1 to 5 miles away	Being able to function totally independently.	Yes
56	Lakes, river, parks	bad roads	Current neighborhood is ok.	No challenges.	Yes
57	City amenities like theater and dining. Neighbors and their differences.	People who abuse the rights of others - bad drivers, noisy neighbors, minor crime.	It's a pretty good neighborhood - about as mixed as they come.	Challenges of aging in general.	Yes, and yes...although the second "yes" is waning.

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58	my neighborhood is clean and safe. arts are available. public transportation is available and reliable. parks are all over the place. we're close to the north woods and lakes.	crime is rising, even in my heaven of NE Mpls	I hope to die in NE Mpls but I do like a few other neighborhoods, i.e., Mac-Groveland, Loring Park, Linden Hills.	pain and minor disability keep me home more than i would like.	I feel valued by my tenants and neighbors.
59	I moved here from Illinois 47 years ago and thought it was a beautiful city, with amenities like theater, music and walking trails all within easy reach. I still think that, although I think the city today also is troubled and I'm not sure I have confidence in current leadership to make its way through those troubles.	Paying for parking if you shop or entertain yourself downtown, in Uptown or in other busy areas.	I feel very, very lucky to Linden Hills, but it's likely that I won't be able to stay here as long as I like because housing is so expensive.	Some physical decline, some worry about finances.	In my community, yes. In the city, no.

Questions 6-8

Response number	What services are currently lacking and/or insufficient for you or your community?	Are there certain issues within Minneapolis/your neighborhood that you feel the City should better address?	What role do you think the City should have in serving your community?	Are there any elder-serving organizations are you familiar with? What do you like and/or dislike about them? (For example, CLUES, LittleBrothers, SEWA-AIFW, etc.)	Is there anything else you would like to share or have the City consider?
1	Healthcare services, advice, and consultation.	Snow removal in the winter. Activities for seniors, especially in the winter.	Security, crime prevention, health and economic support to poor and needy populations.	Americorps-RSVP and LSS. I like their ability to organize volunteers and to provide services for needy populations.	Please educate all of us about the need for mental care and how to interact with persons who are mentally disabled.
2	public transportation. The light rail stops are too far between. It is ok if you only want to go to downtown Mpls or St.Paul. The 16A bus was much more convenient and much safer.	The ill conceived latest zoning code. The continuing attempts to destroy Glendale Homes.	Good policy making includes listening and hearing the opinions of the people who have to live with those policies. Even when there is a public hearing it is often obvious that the decisions were already made before the hearing.	Yes, Southeast Seniors.	Yes, but it is difficult to believe that anyone is listening.
3	More senior living facilities! Want to stay in the city & not have move to suburbia!	Emphasis on biking focuses on very small part of city population!	More financial support to neighborhood organizations so They can better address issues Unique to each neighborhood	Very impressed with SE seniors & the services they provide. Again need more financial support! Need to support organizations active in neighborhoods as they are in Tune with needs!	Willing to dialogue with you Christina about senior concerns!

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4	Affordable senior living with a continuum of care. Senior living which will be HUD eligible if my money doesn't last.	With increasing density comes increasing crime at the same time there is less funding for crime prevention.	Depends on who "the city" is. So many conflicts between the role of mayor and the roles of the Council. Feels like the needs of the people Are ignored for the politics.	SE Seniors tried its best, but hasn't the funding to be properly effective.	I wish there was someone watching over the rent increases in privately owned rental operations. Our rent increased 5% 5 months after we moved in (on a month to month lease.)
5	Better 311 service on issues, responsive city council, competent and well trained police force,	See above	It should be an active partner and a more proactive partner on livability issues	SE Seniors	Direction of the city is flawed... the new 2040 plan will NOT create more affordable housing.
6	At this time I can not think of any. Maybe the limited shopping down on the mall.	No continue	Continue to provide services as they have been doing.	No	No
7	None	No	?	No, I live at the Pillars. There are a lot of activities and good food.	
8	Transportation	Low income housing, the police situation, homeless people, low cost in-home care for seniors and people with disabilities	The city should take the lead in bringing together businesses, nonprofit organizations and local citizens to search for solutions	Nokomis Heathy Seniors and Southeast Seniors are doing a lot to help the elderly.	

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			to come up with solutions for these issues		
9	More mental health support.	Effectively reduce crime rate.	Fully support community service.	No	None
10	Safe transportation for people not in personal vehicles, police not stepping up to their responsibilities and seeing themselves as above the law.	Public safety, affordable housing, supporting schools	providing access to safety, environmental stewardship, health care, housing, education, recreation, and civic contribution. It should offer places for everyone to contribute their talents	SE Seniors-- I like how they work intergenerationally and locally	
11	Things for seniors to do safe places for seniors to go to	Call Jack and shooting killing of Children and adults	Having meetings with people in the community finding out what they would like and what they dislike	Since Covid I'm not sure what they have	More programs for children

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12	I have seen most services provided in our community. These services come and go like street patrols, side walks that are constructed to accomodate wheelchair accessibility...unfortunately a lot of mom and pop shops have not survived Rona..Corona Virus that is///	What is going to happen to 38th street and chicago as the George Floyd moment is being realiagned? etc.	continue to listen, provide listening sessions, talking circles and places where community memebbers can share their imput, voices and feedback. Andrea Jenkins Ward 8th is doing a great job, but we can use more input...Momma Shelias restaurant was a great place to hold community meetings...	I am not familiar with any of the above listed...only first call for help 211 or 311 and some churches, but most places go with appointment only due to Rona..CORONA Virus that is	no but keep doing these surveys..a good way to keep the voice of the communities engaged if they choose to let their voice be heard through the surveys. THANK YOU

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13	Having adequate safe, accessible housing that allows for continued involvement in the community.	how the police treats the residents of the city. Are the employees in the city , residents of the city?	Ensuring that it maximizes it's relationship with other agencies and the county to provide wrap around supports and services that are efficient and are not duplicative for the seniors in the community. In other words. beaware of what is available , engage communitites to learn what is important to their unique needs and not assume that you know.	North East Neighborhood Services is a great resource for seniors in North East and North Mpls. http://www.esns.org	

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14	we need dedicated senior spaces in the community - isolation for older adults can lead to health problems and make independent living harder. Why not have MPBD partner with community groups that support seniors (like Healthy Seniors, Mpls Community Ed) and allow access to selected buildings around the city where regular weekly activities could occur/	traffic - too many speeding cars, security - people are nervous about leaving cars outside garages because of the catalytic converter thefts.	ensure timely services - garbage, tree trimming , street cleaning and provide and maintain areas for recreation and gathering - parks, ensure clear communication - meetings, newsletters, consider that many citizens do not have access to email or twitter - it takes longer to gather their input and concerns but if you want a clear image of the problems in a community you need to reach everyone.		
15	The lovely park right in front of my home has almost no activities for seneors	Help with household tasks and repairs that are hard to tackle by myself	It largely ignores seniors even though they are the larges demographic, vote most often, pay property taxes at a high rate and contribute in many areas.	Very little in my neighborhood	

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16	being able to walk to services, pharmacy, bank and grocery store	no	was great when we had NRP each community decided what was important and worked on	we have SE Seniors	no
17	safe public transit and affordable groceries.	Public safety	Strong focus on quality of living issues for residents as opposed to the rights of business!	No	Stop putting business / commercial development needs ahead of the needs of long-term, owner-occupied residential property owners.
18	Safety. We need more police people that belong to our community, and that are well trained.	Safety. Drug dealing happens in front of my eyes and I don't live in north Minneapolis, live in south.	What I said before about police, and whatever you can do about our broken healthcare system.	I'm in the process of becoming a volunteer to help elderly people. I've been mostly in contact with two organizations, Jewish Family Services and another one I can't remember the name of.	No,
19	Viewing public safety as solely a policing issue. It is not. It is a big issue that should be met with a comprehensive city response.	Public transportation	Affordable housing and health care for all residents	I am not familiar with any organizations	No

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20		Environment. Less cement. More nature. Better sustainability-solar. Grasses. Water. Etc.	Maybe neighborhood meetings in various places. Including where I live Nokomis Square		I like the idea of focusing on elders. As we walk the neighborhood we notice some properties that are in need of help, perhaps some due to aging of the resident. It's important for everyone to keep up the housing stock. There used to be inspections and perhaps those could happen again with help for those who need it. Again. Environmental reviews for everything the city does. Safety for bikers and walkers.
21	Nothing that I can think of	Increase in crime	A comprehensive plan to address crime issues and homelessness.	Not familiar.	No.
22	Affordable housing Safety from police brutality Free movement for wheelchair users in winter	Police brutality Affordable housing Municipal snow removal for freedom of movement for disabled people Gentrification Homelessness	Providing services without race or class bias Keeping people in mind before large corporations Enabling transportation and homes for all	Senior Linkage Line-- they are very helpful	add disability to your demographic collection on these forms. The fact that you didn't even have one on a survey for elders speaks volumes about how we are prioritized.

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23	Repair persons, they're all booked. Inexpensive and timely mobility transportation	Policing and homelessness	Taking care of those unable to care for themselves	Not familiar	Restructure police not remove
24	More law enforcement.	Crime, addiction, homelessness	A moderate role	No	No
25	Home repair assistance, affordable home ownership, and lots of homeless people in my area who need a place to live.	Yes-police racism and police reform; homelessness; helping families buy homes, not just be renters their whole lives as the 2040 plan assumes.	Definitely police reform, including non police crisis prevention staff; help for the ever increasing homeless population in SMpls; more activities for youth.	They often treat seniors very paternalistically, as if we are children.	I really appreciate our garbage system. The city needs more genuine input from the neighborhood groups.
26	safety patrols, housing!!!	Housing!!!! Safety but not through policing	keeping the infrastructure functional, providing housing that is really affordable.	I don't know about these. I don't use elder services	Did I mention that housing issues are critical!!!?

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27	Mental health services. An organization which responds to calls from citizens without the use of force or weaponry.	Police Brutality and other issues within the police force.	Help fight environmental destruction, fight discrimination in the workplace and in public areas, provide for the low-income and homeless and help them get out of poverty. The city could also do more to eliminate animal cruelty, by making it easier to report cases, and then punish those who are convicted.		
28	Opportunities to meet new citizens.	Poverty, housing, substance abuse, loneliness.	Regulate food, water and air. Make walkways and motorways safer. Provide celebratory events.	I know so little about any of these organizations.	Please do not fall for the latest fad or trend in governing. Look at what works elsewhere.
29	More frequent and reliable public transportation	I am sorry, but I have run out of time. (I wish I could back to this survey later.)		No, but I need to get on this!	Yes, but no more time (I need to shop for dinner)

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30	Safe winter sidewalks to walk & corners to cross.	?	Again, winter sidewalk safety.	No	No
31					The city council is a big disappointment.
32					

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33	Except for enough police officers, and not enough budgeted to keep up with routine maintenance, such as sidewalk replacement, I'm still pleased and impressed with the services we receive (especially compared to my friends in St. Paul).	Well, yes, the growing crime rate and fireworks or gunshots we've been hearing in our neighborhood in south Mpls. the last 1.5 years. I feel much more solidarity with the north side now, although they've had it much worse for a longer time. I long for the days when catalytic converter thefts and the occasional garage break-ins or unlocked cars riffled through were our biggest problems.	Major role in providing safety, public transportation, safety net for basic needs, dealing with homelessness... We're all in it together and we do better when we all do better.	So far I've been on the supporting end of elder-serving organizations, not on the receiving end, so I haven't had a need to inform myself on what's available in my part of town. I've heard mainly good things about every group.	Thank you for trying to get feedback and consider what more can be done. On a minor note, I find it ironic that this survey has such odd shading, lighting, and graying out of the questions and boxes. My eyes aren't too bad yet with one cataract, but I had to focus on the screen for this in a way I never have had to for "regular" online surveys I've taken. The size of the font is nice but this whole shading, gray box, and fading thing is odd, particularly for an elder audience. But thanks for reaching out. I do appreciate that we do try to care for each other in Mpls.
34	transportation to doctor appts.	affordable senior housing is a concern. there is very little. Some is unsafe. Need more Senior buildings with services.	Provide information of services for seniors. Improve transportation services.	not really familiar with many SE Seniors was a good Organization that helped Seniors. I do not know if there are any in my new neighborhood.	Get the homeless encampments off the streets, parks and neighborhoods.

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35	More police presence,	Enforce alley cleanup, housing and yard inspections, rising crime. Elders not feeling shopping and walking.	Be better listeners. Don't make major decisions without community input.	We are currently using the VA Day Program. I have heard of others but haven't needed services.	I'm envious of suburban communities that have senior citizen centers for card or game playing, meals and socialization just for seniors in a safe and comfortable environment.
36	Police officers, Postal offices, senior centers,	Lack of police presence. Encampments. Trash removal. Graffiti.	The City needs to direct its attention to safety, ie police and fire departments. Utilities. Internet availability. Immunization requirements.	they are not in my neighborhood	STOP putting in bike lanes, elders seldom use them. Get rid of the bike lanes we have, again, elders seldom use them. The City is requiring neighborhoods to have "equitable engagement", but the City does not represent equitable engagement on the Council or in the departments. NCR is an example. Quit preaching and start doing.

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37	Lack of crime prevention specialist city wide; unsafe at LRT stations; roads are poorly maintained; 38th St still unopened creating waste of gas resources to travel.	Crime skyrocketing & lack of crime prevention supportive staff; need Elder Ombudsman program with staff continuity; increased funding to Healthy Seniors Project & similar groups.	Have an Elder Ombudsman	Healthy Seniors & Little Brothers are invaluable! Provide emotional support for those of living alone, some health care support	Bring back crime prevention specialists-moving them to NCR cut the staffing numbers in half or less than that. Bring back an Ombudsman office. City needs to be transparent with illusive Innovation Team-a think tank that has only caused more problems than created any sustainable functional structures.
38	Coffee shop or place where neighbors would see each other	Increase the number of police in the city so my friends would feel safer	Hire staff to carry out needs of community	Not familiar enough to respond	No
39	we need a more convenient grocery in SE Mpls. We need more programs for affordable home ownership.	behavioral health response / public safety without threat of violence	support public health and safety without violence	Southeast Seniors but I don't know much about them	In the push for density, let's not neglect home ownership, because it is a wealth building investment. In my neighborhood the 2040 plan has led to bulldozed houses and less opportunity for single family starter homes. New developments are not designed for home owners.

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40	The crime rate skyrocketing, especially with lethal weapon use and needed to be controlled- Gun ownership should be controlled if any individual cannot control themselves. It's not the human right if anyone kills others.	Wealthy rental Property owners' misbehavior hurts neighborhood that city officials/police officers control the wrongdoings and up-to-date rental property maintenance for the rental property, otherwise, they are the hurting people by not doing their maintenance to make ordinary neighbors miserable; in addition, police help them, not control their destructive maintenance, including robbery acts but police reports to not help the victims' loss hurting further.	Control wrongdoings regardless of rich white men to protect all equally.	I was repetitively victimized by the white rich property owners but I could not find anyone help, especially total loss of my rental storage items--lost my lifetime work stored at the rental storage while gone for my work-linked injured backbone surgery but the owner and his workers illegally lock out my storage space took all my valuable items before letting me in-- I reported to the police but not even a single item recovered with the all known thieves-- the officer arrives at the scene yelled at me and never contacted me when he discovered me as the minority woman-- I searched for help for 1 1/2 years but no one, even a single legal team was not available in the known thieves in this law-bound country. Even the property owner's friend lawyer	I made my report to the mayor in July 2020 and asked to share with the police chief and also reported to the state attorney general as well but not even a single response received from anyone and completely ignored-- this is the community we live--just miserable, though I still love our city Minneapolis. leexx154@umn.edu JY

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				<p>contacted me pretend he would help me and then once they got what they wanted to know whether other authority is involved in helping my side, they closed doors completely not to talk to me even once.</p>	

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41	Consideration for walkers.	See above. Parking will become a huge issue, in spite of the current drive for density.	Thinking even a couple of years into the future would help.		This density focus is causing many problems in recovering from the riots. "My way or the highway" zoning didn't work 20-40 years ago, and still won't.

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42	Sufficient and effective police department and community centers for kids and teens, people who like working for the city, listening and being open to the citizens of Minneapolis. Taking care of the basics before going on to an expensive project that is geared to a small population. Telling the truth and transparency. Really asking for input from the citizens and having adequate time for citizens to be heard and work with the council. Yeah for the Samuels who were able to be heard. Too back they needed an attorney.	Crime and traffic. Leaving what is working alone and address the real needs of the blatant inequality in the city.	I would love to see working groups of citizens and officials that aren't skewed by outside influences and imported \$\$\$\$\$\$ that influences what is done. I have heard so many seniors who are afraid of what is happening in the city and swear they won't go downtown or other places they can't take a car. Seniors have paid a lot in taxes over the years and we are ignored.	I am a social worker and therapist and very familiar with the services. I'm not impressed with how they are structured and interact with each other. If there was less paperwork and more attention paid to how people connect and relate to each other we might do better. Most of us are totally burned out by paperwork that no one looks at anyway, or the paperwork is put on a shelf and forgotten. There is too much competition between programs. They need to complement each other and not duplicate services. Hennepin County (I realize that it is not Minneapolis) has resources that the city can use. Mental health providers in the county aren't sufficiently trained or supervised. and have very little impact on clients when they are seen once a month and then	The city of Minneapolis is a mess. It was a mess before COVID. I haven't been happy with the council members for years. It feels like it is all politicized and the tax money is what is important. I am tired of paying high taxes for a poorly run council and city. The answer is always raise the taxes. That is another reason I am moving out of Minneapolis and Hennepin County when I retire. I can't afford to live in my house if I am no longer working. But I feel I am getting nothing for the money I pay. I also want to see city officials and employees live in the city of Minneapolis. There is no investment for a functional city or safe city if you can leave the problems at the end of the day. I have to say that this is the only place I

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				<p>passed to a different provider and they don't talk to each other. Have community programs for the elderly. I still work and I can't find a place to do aqua aerobics or senior classes anymore. I don't need meals on wheels because I am still part of the community at 71 years old and still contributing to it.</p>	<p>have ever lived that didn't require police officers to live in the city. How did that happen?!!!!</p>

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43	The need for events where people can come to tables and have conversations is sorely lacking. When there is an intention to share information and exchange knowledge the conversation is rich with solutions to problems.	Connection and intentional community building with diversity of age, gender and ethnicity in informal and weekly settings would go a long way toward reducing anxiety and tribalism.	Our city has a wonderful system of government that can facilitate neighborhood gatherings and use current accessible funding to ameliorate some of the alienation felt by citizens.	There is a huge difference between aging and elder-services. The expectation of frailty and cognitive dysfunction leaves many older adults in marginalized status in the community when in fact they are brimming with information and knowledge that can lead to solutions for problems when they are given PR as influencers.	Using a simple process that prepares everyone at the table to hear and be heard is indicated. The Four Agreements is a little book with four things that have an amazing impact on communication: 1) Be impeccable with your words, 2) Don't Make assumptions, 3) Don't take things personally, 4) Do the best you can every day.... Those four practices prepare for the Fifth Agreement: Listen Skeptically.
44	It took 10 days for my neighbor to get her outsized trash picked up. You know that's important, don't you?	There are too many blatant traffic violations such as racing and bump cars. This leads to wholesale violation of the legal code.	Safety for everyone first. Then the usual public services such as trash pickup, permits. Just do the regular jobs right and do not get too fancy.	Honestly, I don't care to hang around most people my age. They talk too much about their health complaints. We're all going to die sometime, right?	Consider those with disabilities in your process and procedures. It seems to take an act of congress to get a wheelchair cut on a sidewalk. You should allow those with disability permits to park on bicycle lanes.

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45	Need more drive-thru services / establishments.	CRIME, CRIME and CRIME.	Keeping it safe with an adequately staffed police force.	AARP.	DO NOT defund the police -- instead add more of them and give them the respect they deserve.
46	Senior center or other gathering places. Two centers have closed!	No affordable senior housing with services	Listen and respond to senior needs. Most seniors move to the suburbs to access senior housing with services	Extremely disappointed skyway And Southwest senior centers closed and have not been replaced. Services are not available in all neighborhoods.	

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47	assistance with city utility services; confidence in law enforcement/protection; that political people keep their promises; I am afraid of those who seek to bring fascist, racist/white supremacist, homophobic, authoritarian, anti-democratic power into this country.	High crime, especially random shootings and break-ins; better, affordable high-speed internet access to the North side; continued challenging of racist behavior in law enforcement.	I moved to Minneapolis in the 80's because I was impressed by the connections between the city and the neighborhoods. And back then, law enforcement officers, teachers and others were encouraged to live in the neighborhood that they worked in. I'd like to see that return. Among other things.	I'm a former social worker(B.A./B.S.W and L.S.W.) and current community activist. I was part of a group of LGBTQ people who served on an elder caregivers group led by Wilder Foundation that met with Lt. Gov. during Gov. Dayton's administration. I have been active with Rainbow Health, and, as a former Hennepin County employee, I was active in several focus groups on elder issues at the county level. I left Hennepin County before COVID-19 hit, after 8+ years at NPHWC. I am very disappointed at how the county has changed - seemingly moving more towards supporting the conservative, right-leaning way of treating county employees - especially during the COVID-19 crisis.	

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48	None come to mind.	The lawn	Improving public transportation	I'm not familiar yet.	No
49	None really. Maybe a little more neighborhood retail would be nice.	We are obviously a VERY diverse city - racially, ethnically, and economically. I would love it if there were more opportunities for residents to connect across those divides and get to know each other and our disparate needs and issues better. Otherwise we risk just getting Balkanized.	Whatever or can do or incent others to do is fine with me.	Not familiar.	Nope.
50	none are lacking	better defiition of setbacks; under the 2040 plan it seems that building requirements for new structures in existing neighborhoods are subjective; as if anything goes	predictability	Southeast Seniors helps seniors stay in their houses; this has disadvantages because seniors do not consistently maintain their properties an as they deteriorate they are likely to be razed and replaced with uses not always confirming to the neighborhood	I favor a strong mayor organization for the city, for better accountability; currently, the council has too much authority, causing conflict between departments

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51	Can't think of any	Increased crime. And we don't need a totally new system of enforcement without a specific plan. We DO need a serious overhaul of the system that's in place - police procedures and courts.	Don't have an answer	Longfellow Elders.	No
52	Not enough pedestrian safe walking crossings at many street intersections. Not enough enforcement of sidewalk snow removal.	Homeless encampments which forces people to live in dangerous and unsanitary conditions.	A strong role in utilizing tax dollars to keep Minneapolis a progressive, safe and beautiful city.	I am familiar with several and while I laud their efforts it might be a time to review their services to see if there is over duplication as well as opportunities to combine and better coordinate efforts.	Not at this time
53	Safe public transportation, public green space (it's getting gobbled up by developers), adequate pedestrian-scale lighting, City-provided sidewalk snow removal for seniors.	Police reform, without politics. Working with, not competing with, Hennepin County, to address mental illness, substance abuse, homelessness, unemployment. Snow removal. Pedestrian-scale street lighting.	Listening. Connecting. Collaborating. Supporting.	I actually can't think of any with which I'm familiar. Apparently I haven't yet fully accepted my "senior status" and/or prefer the company of all ages.	Consider enforcement of laws pertaining to illegal fireworks. This summer has been hell because of them.

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54	Programs and activities for young people. Programs and activities that creates opportunities for people of different ages, cultures, and languages to work together. Classes in conversational Somali and Oromo to break down the language differences.	Tell us what a new public safety department will look like. Involve the community in planning and shaping it. Retrain the Police to protect and serve.	They are currently providing guidance to our neighborhood organization that is going through a leadership crisis. I have been grateful for this.	Longfellow Seniors	Thanks for asking. Creation of a youth corp that takes on cleanup, gardening, house painting, animal care duties in their neighborhoods. Give them creative outlets like painting a wall, making art projects, field trips to farms , etc. Give them a sense of being important and useful..
55	Nothing specific at this time	Crime	Providing supportive services for the elderly.	Nothing specific at this time	No thank you
56	Free public transportation.	Police	Prevention	Meals on Wheels good.	
57	Most city services - beyond recycling and trash pickup - are non-existent or invisible - or take too long. Parks - which were once a vibrant part - have gone mostly dark.	Policing in general	They need to do things that are difficult for us to do ourselves - things that are more easily done with economies of scale and can work city-wide.	No	no

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58	Can't think of any.	lack of adherence to traffic laws is horrid but I don't know how to fix it. Everyone feels so entitled to their own agenda these days.	keep us safe and provide dependable infrastructure	East-side neighborhood house offers many services to elderly. Mpls Community Ed offers classes for seniors. Many of the city parks offer lunch and activities to seniors	We must support a well-trained police force that is not quick to use guns.
59	public transportation just isn't what it should be. As the city eliminates more and more parking and squeezes city streets with often empty bike lanes, the options for seniors to get from one place to another--to a doctor's appointment, for example--keep dwindling. At age 73, with two artificial hips, I am not suddenly going to start pedaling my way across the city. Especially not in the middle of winter.	My neighborhood is a relatively prosperous and lucky place.	As the city focuses more and more on equity, it appears that equity only applies to racial groups, not to seniors, not to people of any color on the lower end of the economic scale. It's a very limited reading of what equity might be.	No.	