

Governor's Council on an Age-Friendly Minnesota (E.O. 19-38) Preliminary Recommendations

Catalyze age-friendly work at the local level, engaging with and empowering older adults, local constituents, elected officials, and other stakeholders to create change in every community.

Date of Publication:

August 14, 2020

Mn.gov/dhs/age-friendly-mn





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Letter from Council Chair

August 12, 2020

Governor Walz,

Thank you for your leadership and foresight to seek the Age Friendly designation for the State of Minnesota. Despite the challenges presented by the Covid-19 pandemic, it has been the council's privilege to tirelessly work to meet the goals identified in executive order 19-38. In fact the pandemic accentuated the importance of supporting older Minnesotans.

The efforts of the age-friendly council proudly embodied the One Minnesota vision "ensuring that everyone has an opportunity to thrive." Moreover, the age-friendly council acknowledged language from the Executive Order (19-38) that stated, "*Promote equity and make progress toward equitable outcomes by examining programs, policies, and practices to ensure that they address disparities experienced by older adults in Greater Minnesota, older adults of color, and indigenous older adults.*" With those established qualities, the age-friendly council keenly understood policies for older people meet at the intersection of ageism and racism.

Beginning the first half of 2020, the age-friendly council invited experts to listen and understand the needs of older Minnesotans. Through the presentations along with our own expertise the age-friendly council, balanced between policies that work for older people and recognition of policies that fall short. Given how acute the pandemic is for older Minnesotans the age-friendly council acknowledged the opportunity to build recommendations through that unique lens.

The summation of our work is the attached report with important recommendations to help all older Minnesotans. Chief among the recommendations is a permanent role of an age-friendly council with an appointed leader. Also key to the success are resources to support the recommendations to ensure critical needs of older Minnesotans are met. Our state is in an unprecedented time and it is critical to maintain momentum. Fortunately the age-friendly council has energy and wants to ensure the needs of older adults are met and the path to do so is strive to make Minnesota an age-friendly state. We thank you for the opportunity to perform this rewarding and much needed work to benefit all Minnesotans.

Respectfully,



Sherrie Pugh

Chair

Executive Summary

On December 11, 2019, Governor Tim Walz signed Executive Order 19-38 challenging Minnesota to research opportunities and overcome barriers to become an age-friendly state. An age-friendly state is one that engages older people and understands that to be age-friendly, a community must consider the social, economic, and environmental and lifestyle factors that influence health and aging for everyone.

Through the Executive Order a governor appointed age-friendly council was formed to develop an action plan with recommendations for the state to become age-friendly. As informed by the Executive Order the council was charged to elevate the voices of older Minnesotans, reinforce collaboration and coordination between state agencies and promote opportunities through public-private partnerships. The council also assessed and examined programs, policies and services for older Minnesotans.

Recommendation 1: Support efforts for the State of Minnesota to enroll in the WHO/AARP Network of Age-Friendly States and Communities.

Recommendation 2: Champion diversity, equity, and inclusion in all age-friendly work at the outset of all issues.

Recommendation 3: Provide resources and support to local communities to adopt age-friendly policies, plans, and practices.

Recommendation 4: Create a sustainable, ongoing infrastructure within the administration to support Age-Friendly Minnesota work.

Recommendation 5: Support the development of a framework and/or analytical tool that State agencies can use to analyze their policies and programs through an age-friendly lens—both an initial evaluation and ongoing analysis.

Recommendation 6: Establish a repository of resources to inform the Age-Friendly Minnesota process post-enrollment for policymakers, the public, and professionals in the world of aging

Recommendation 7: Add emergency preparedness as a unique domain in Age-Friendly Minnesota's ongoing work.

Recommendation 8: Develop a plan to integrate age-friendly work into the legislature and relevant committees.

This preliminary report due to the governor on August 15, 2020 will be followed up by a final report due to the Governor with final recommendations on December 31, 2020. Full-text of these preliminary recommendations is at <https://mn.gov/dhs/age-friendly-mn/>.

Governor's Council for an Age-Friendly Minnesota

The make-up of the council is comprised of nine state agencies and six governor appointed stakeholders. In addition to the formal members, the council got input from state agencies not on the council, and many organizations, other community groups, and members of the public.

- **Minnesota Board on Aging (MBA)** - Sherrie Pugh (Chair of Age-Friendly Council)
- **Minnesota Department of Health (MDH)**- Debra Burns and Mary Manning
- **Minnesota Department of Veterans Affairs (MDVA)** - Nicole Peine, Douglas Hughes and Simone Hogan
- **Minnesota Department of Employment and Economic Development (DEED)** - Lorrie Janatopoulos
- **Minnesota Housing Finance Agency (MHFA)** - Ryan Baumtrog and John Patterson
- **Minnesota Department of Commerce (COMM)** - Martin Fleischhacker
- **Minnesota Department of Transportation (DOT)** - Victoria Nill
- **Metropolitan Council (Met Council)** - Susan Vento
- **Minnesota Department of Human Services (DHS)** - Daniel Pollock
- **Council Members from other places:**
 - Anthony Taylor, St. Paul
 - Rajeane Moone, Woodbury
 - Jocelyn Ancheta, St. Paul
 - Debra Howze, St. Paul
 - Dian Lopez, Alexandria
 - Faron Jackson Sr., Cass Lake

What did we do?

Beginning in February 2020 the Governor's Council on an Age-Friendly Minnesota hosted intentional virtual meetings and working sessions to gather information and develop recommendations outlined in this report. The breadth of the meetings ranged from an overview by AARP about the tenets of an age-friendly state, presentations by AARP designated age-friendly cities and communities, public testimony, and expert testimony. Through each meeting the council gained an understanding of current efforts being done with older Minnesotans, and through each meeting and working session the committee drafted important recommendations for the governor.

Introduction to Age Friendly

In 2006 the World Health Organization (WHO) created a network, the Age-Friendly Cities and Communities, to prepare the world for the rapidly aging society. Its framework includes eight domains of livability that impact older adults and can be used to help a community gauge, organize, and prioritize how to become a livable community. Continuing the effort by WHO,

AARP created the Network of Age-Friendly States and Communities in the United States. The AARP network is an affiliate of the WHO's Age-Friendly Cities and Communities initiative.

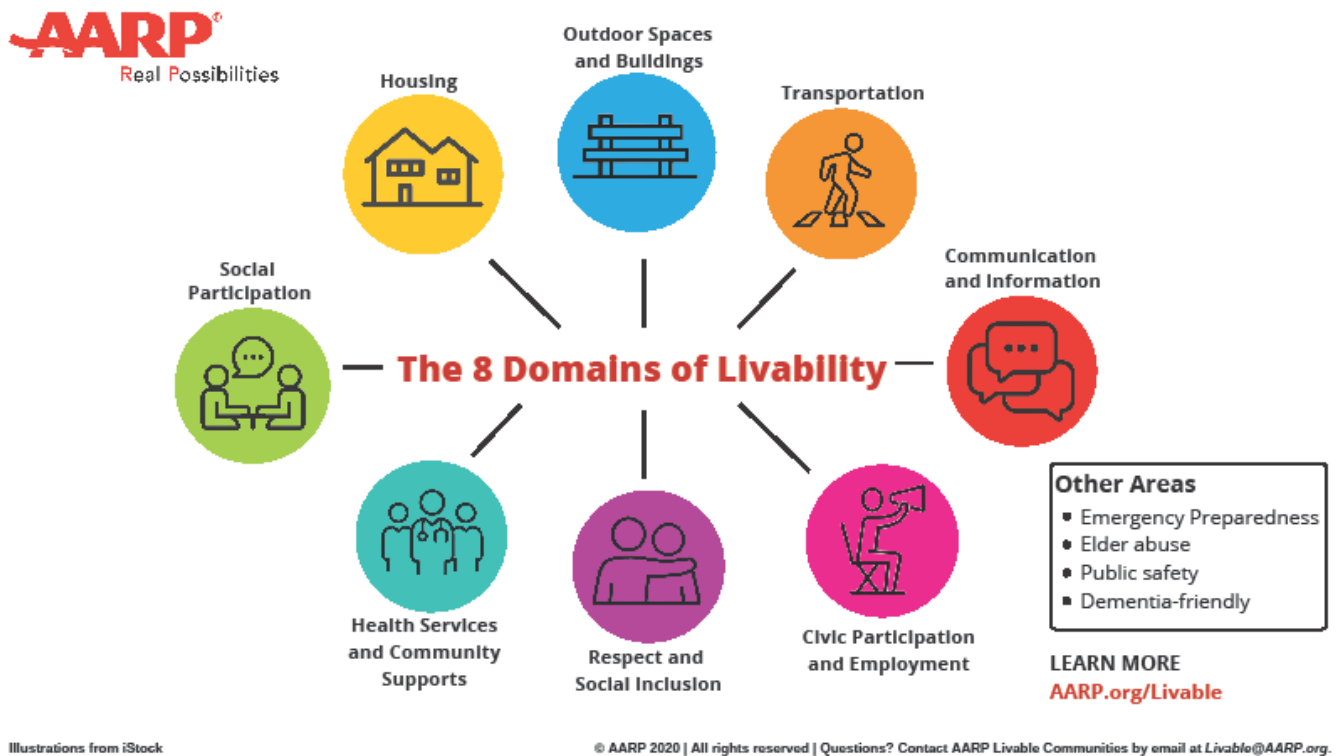


Figure 1 Graphic with a circle for each area - outdoor spaces, transportation, communication, civic participation, respect, health services, social participation, housing. Plus areas of emergency preparedness, elder abuse, public safety, and dementia-friendly.

Outdoor Spaces and Buildings: Green spaces, safe streets, sidewalks, outdoor seating and accessible buildings are used and enjoyed by people of all ages.

Housing: Housing is accessible and designed or modified to age in the community with affordable housing options for varying life stages.

Transportation: Recognizing the geographic needs in the state, transportation in Minnesota will be safe, reliable, and easy-to-use, including accessible and affordable public transit.

Civic Participation and Employment: Older Minnesotans will continue to work for pay, volunteer their skills, and be actively engaged in community life.

Respect and Social Inclusion: Everyone feels valued. The wisdom and experience of older adults is considered with intergenerational and multicultural options, with a goal to eliminate ageism.

Social Participation: To combat isolation, there will be opportunities for older adults to engage in the life of their community with accessible and affordable activities that are meaningful, engaging and safe.

Communication and Information: Communities support the dissemination of and access to information in a variety of ways.

Community and Health Services: All people have access to affordable health care and community services that help them live safely and with dignity

The 8 Domains of Livability framework is used by many of the towns, cities, counties and states enrolled in the AARP Network of Age-Friendly States and Communities to plan their work to be more livable for people of all ages. Learn more at <https://www.aarp.org/livable-communities/network-age-friendly-communities/info-2016/8-domains-of-livability-introduction.html>

2020 AARP Age-Friendly Community Survey

Beginning May 14, 2020, AARP Minnesota fielded an online survey intended to gain insights statewide from residents about how communities are supporting older adults currently; and what those communities and the State of Minnesota will need to do to tackle the challenges and opportunities of an aging population. With community input a necessary step of creating a more age friendly community as outlined by the AARP/WHO Age Friendly Community five-year “cycle of continuous improvement”, the survey is intended to be one of many inputs as the Governor’s Council forms initial recommendations but more importantly as the work moves forward and as the effort begins to focus on the eight domains of livability.

AARP Minnesota along with members of the Governor’s Council on an Age Friendly Minnesota and a variety of community partners helped publicize and distribute the survey across Minnesota to seek participation by MN residents. The MN Department of Human Services through the MN Board on Aging and with financial support of AARP MN also leveraged the skills of cultural navigators to seek participation from the Hmong, Somali, and Spanish speaking communities in MN.

The survey closed officially on August 3, 2020 with 2,055 completed surveys in English, 60 in Hmong, 61 in Somali, and 45 in Spanish for a total of 2,221 completed surveys. There were also more than 600 surveys that were partially completed.

AARP will be providing a baseline analysis of survey results which will be posted at www.aarp.org/mn by August 26, 2020 along with additional analysis and deliverables that will be available by late September, 2020. That additional analysis will also be posted and available at www.aarp.org/mn.

AARP Network of Age-Friendly States and Communities States and Territories

AT A GLANCE



NAFSC-States and
US Territories-2020-1

What have we learned so far?

Minnesota agencies are already working together for the good of older Minnesotans.

A key component of an age-friendly quality is collaboration. The following illustration shows some of those ways that state agencies work together. The Governor's Council on an Age-Friendly Minnesota will help agencies to work together even more. Details on Age Friendly strategies state agencies cooperate can be seen on the [video from May 27 2020](#).

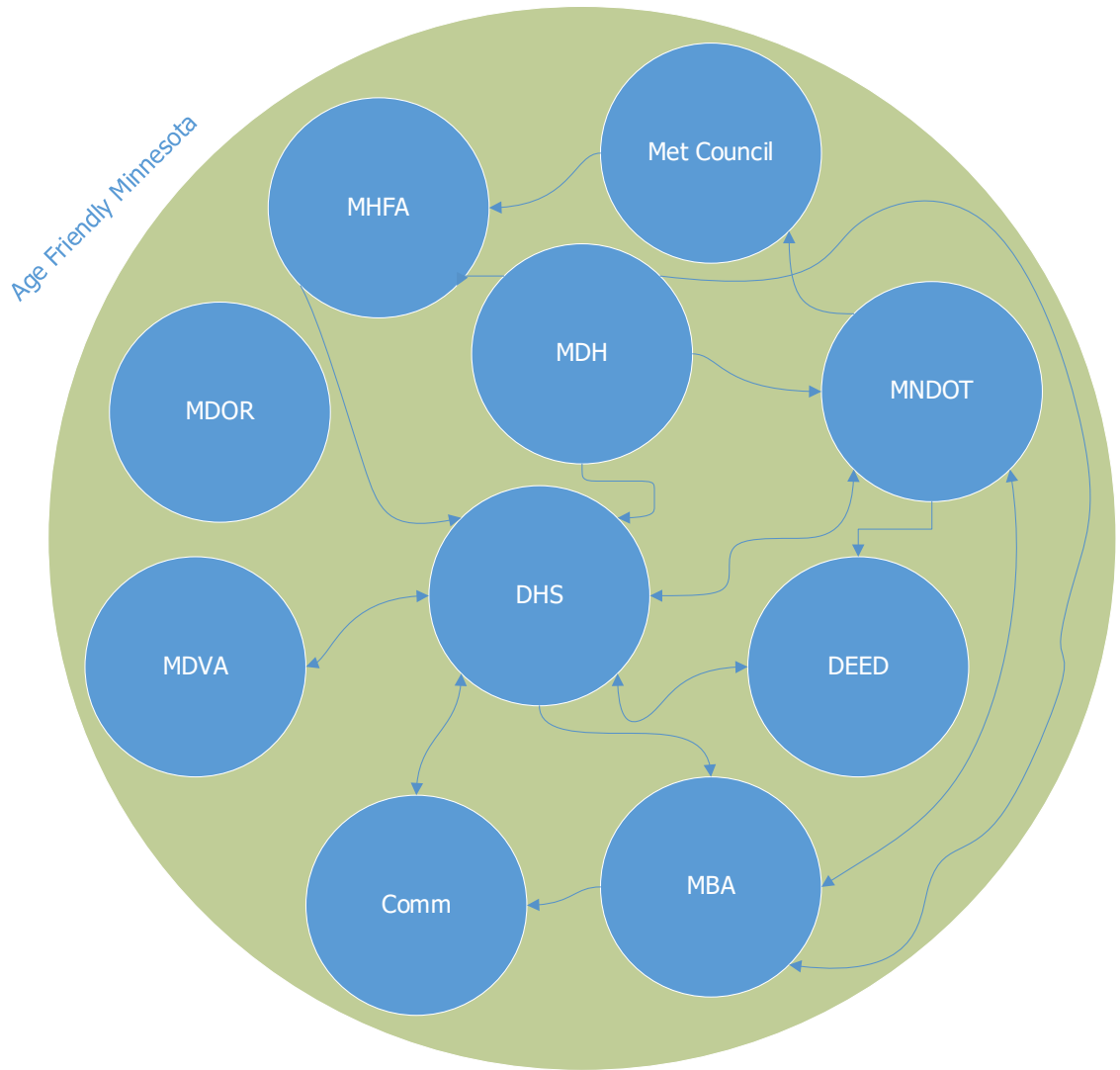


Figure 2 Diagram showing collaborations between Minnesota departments regarding age friendly programs. The circle is arranged so that arrows are easy to follow. Departments with large number of connections are in the center or near the other departments with which they collaborate. The difficulty of placing circles speaks to how well departments are working together already.

Examples of current Inter-agency collaborations:

Energy assistance – Department of Commerce – Department of Human Services – MN Board on Aging

Transit Link between senior facilities and services – Met Council – MNDOT

CareerForce job for seniors location partners – Department of Employment and Economic Development – Department of Veterans Affairs – Department of Human Services

Seniors remaining at home and making home accessible – Department of Revenue (Property Tax Deferral) – Housing (rehabilitation loans) – Commerce (weatherization assistance)

Mental health support – Veterans Affairs – Human Services

Telemedicine – DEED (expand broadband access) – Health (access to care) – Commerce (telecommunication programs) – Human Services (distribution of telephone devices)

Protection from financial fraud – Board on Aging (SMB) – Commerce (Senior SAFE) – Human Services (Adult Protection)

Interagency Council on Homelessness (COVID-19 and seniors experiencing homelessness) – Housing – Revenue – Human Services

Safety in group housing – Veterans Affairs – Ombudsman for Long Term Care (MBA)

More programs are found in agency presentations to the Council:

Metropolitan Council https://mn.gov/dhs/assets/Metropolitan-Council-age-friendly_tcm1053-434039.pdf

Minnesota Housing https://mn.gov/dhs/assets/MHFA-age-friendly_tcm1053-434042.pdf

Minnesota Department of Transportation https://mn.gov/dhs/assets/MnDOT-age-friendly_tcm1053-434043.pdf

Minnesota Department of Employment and Economic Development https://mn.gov/dhs/assets/DEED-age-friendly_tcm1053-434031.pdf

Minnesota Board on Aging https://mn.gov/dhs/assets/MBA-age-friendly-presentation_tcm1053-434037.pdf

Minnesota Department of Commerce https://mn.gov/dhs/assets/COMM-age-friendly_tcm1053-434032.pdf

Minnesota Department of Veterans Affairs https://mn.gov/dhs/assets/MDVA-age-friendly-veterans-affairs_tcm1053-434038.pdf

Minnesota Department of Revenue https://mn.gov/dhs/assets/DOR-age-friendly_tcm1053-434034.pdf

Minnesota Department of Human Services https://mn.gov/dhs/assets/DHS-age-friendly_tcm1053-434033.pdf

Ombudsman for Long Term Care https://mn.gov/dhs/assets/OOOLTC-age-friendly_tcm1053-434044.pdf

Minnesota Department of Health https://mn.gov/dhs/assets/MDH-age-friendly-presentation_tcm1053-439414.pdf

Words we use help make our state age-friendly

Rather than work from a deficit the age-friendly council approached their work through the opportunity to build on solid existing structures and acknowledge gaps for older adults. With the COVID-19 pandemic and its rise in ageism and ageist speech, the Council invited The Frameworks Institute to teach us about *Applying Reframed Language to Counteract Ageism*. The presentation showed us how the words we use and way we talk about people makes a difference in how we treat ageism and elder issues. One major idea of the presentation was on moving away from “us versus them” and moving towards phrases that reframe issues in a way that shows how issues are connected. To see the presentation, go to the [video from May 27 2020](#). Below are ideas and examples of reframing:

Choices in what we say and how people think/feel/act:

Before

“Most of us will have a few unpleasant days of aches and fever. But for the elderly neighbor down the street or for our grandparents in nursing homes, it's a different story. Seniors, as well as the disabled, are vulnerable to severe disease. For their sakes, we need to make sacrifices.”

After

“This virus is highly contagious and people could be spreading it without realizing. When we all stay home today, we see fewer new cases tomorrow. By keeping our physical distance, we slow the spread. This protects people in our communities who are most at risk and the availability of the lifesaving health care we all depend on.”

People in Minnesota come from many backgrounds and experiences

In addition to ageism, members of the Council and comments from the public noted the need for equity for all people, including older adults who:

- are low-income
- identify as indigenous American Indian
- identify as Black, African-American, Asian, Latinx
- identify as lesbian, gay, bisexual, transgender, and/or queer (LGBTQ)
- are new immigrants and/or refugees
- have limited English proficiency
- live in rural areas
- are veterans
- have disabilities.

What needs to be done to carry this forward? – Council Recommendations

The Council's first draft of action plan and legislative recommendations are being delivered to the Governor by August 15, 2020. The final action plan and recommendations for moving forward with legislation related to age-friendly policies will be sent to the Governor by December 31, 2021.

Highlights of public comments

Public comments were solicited on the Age-Friendly recommendations developed by the Council prior to being submitted to the Governor. Public comments are compiled in Appendix 6.

Conclusion

This preliminary report will serve to inform the permanent council on the data gathered and how that shaped the recommendations. Further exploration is needed on various recommendations to develop an action plan. The Age-Friendly Council conducted their work in an unprecedented pandemic and that provided a unique lens to inform this work. The intensity spotlight on the effects of deep-seated ageism and racism on older Minnesotans further exemplifies the need to do this work with urgency.

Age-Friendly MN is about making critical investments that will help older adults live healthier and more fulfilling lives as they age in place, and continue to contribute in myriad ways to making MN a better place to grow up and grow old. Minnesotans deserve to live in towns and cities where they are respected and included, that are free of barriers based on a person's age, and where they are recognized for what they have done and added to our state. Every city, town, and culture with more people over 65 bears an impact. People of all ages should feel they and their families can live good lives as they grow old.

The Age-Friendly Council has developed recommendations in the midst of the COVID 19 pandemic. This experience has highlighted the need for emergency preparedness as a unique and 9th domain of livability.

Next Steps:

1. Provide the Council with analytics of the 2020 AARP Survey as one of the tools to inform the work of the permanent Age-Friendly council.
2. Participate in an informational hearing during the Fall 2020 legislative session.
3. Convene the Council as needed to and work with the Office of the Governor to advocate for the resources for sustainable and long-term Age-Friendly efforts.

Acknowledgements

The overwhelming enthusiasm and cross-sector collaboration of state agency partners and community members appointed by the Governor to lead the preliminary efforts for an Age-Friendly MN has been key to the success of this work during a pandemic. The Governor's Council for Age-Friendly MN greatly appreciates the time, effort, and expertise of all community members who participated in the recommendations and report development. The Council would also like to acknowledge the support, expertise and resources offered by AARP MN. Special thanks to staff of the Minnesota Board on Aging, MN Department of Human Services and Consultants for handling tech support, group logistics, meeting facilitation and report writing.

Supporting documentation - Appendices

Appendix 1: Council Meetings and Topics

The Council's work process consisted of one public meeting and one council work session per month. The meetings spanned from February through August, with the kickoff meeting occurring on February 26 and the final meeting occurring on August 12. All of the meeting materials, recorded sessions, agendas, and presentations can be accessed at:

<https://mn.gov/dhs/age-friendly-mn/>. Condensed agendas and descriptions for each meeting are below:

February 26th 2020 –Introductory remarks were made by Lieutenant Governor Peggy Flanagan along with welcome remarks by DHS Commissioner Jodi Harpstead. Presentations were given on Demographic Change in Minnesota, Overview of Age Friendly, and a requirements gathering facilitation session was performed called the Identifying Priorities Exercise. The output of the exercise was a data driven list of priorities that supported the development of the recommendations for the Governor's Office. For the exercise, council members were asked to answer three questions:

1. (Given the details on the role of the Council) How would you prioritize the work of this Council (for the next 7 meetings)?
2. What are some topics you would like to hear to better inform your efforts?
3. How do you propose bringing the voices of stakeholders who are currently not at the table?

The raw data from the spreadsheet is included in this document as [Appendix 2](#). The recorded session can be viewed on YouTube at the following link:

<https://www.youtube.com/watch?v=HwqGejt5mWs&feature=youtu.be>

March 25th 2020 – Representative Todd Lippert provided introductory comments and Northfield Mayor Rhonda Pownell welcomed the council and participants to the meeting. The City of Northfield provided a detailed presentation on their age friendly efforts titled *Creating an Age-Friendly Northfield*. The Council then presented the first draft of their recommendations and reviewed consolidated data from their priorities exercise from the previous meeting. Public testimony was presented by Lifesprk president Joel Theisen. The recorded session can be viewed on YouTube at the following link:

<https://www.youtube.com/watch?v=iaanl7t36TI&feature=youtu.be>

April 22nd 2020 – Mayor Mark Steffenson of Maple Grove provided a welcome followed by introductory Remarks by Maple Grove City Administrator Heidi Nelson. The City of Maple Grove provided a detailed presentation on their age friendly efforts titled *Creating an Age-Friendly Maple Grove*. The council then presented its second draft of recommendations. Public

testimony was provided by Josh Ney of the Alzheimer's Association. Public testimony was also provided by Dr. Jim Pacala and Teresa Schicker, of Minnesota Northstar Geriatric Workforce Enhancement Program (GWEP). The recorded session can be viewed on YouTube at the following link: <https://www.youtube.com/watch?v=DkBc2AL2M04&feature=youtu.be>

May 27th 2020 – Call to order and opening comments by Sherrie Pugh, Chair of Governor's Council on an Age-Friendly Minnesota. Moira O'Neil of the FrameWorks Institute presented on the topic of *Reframing Aging*. The concept of reframing aging is outlined in a [proceeding section](#) of this document. Nine council members then presented on their existing age friendly programs and how they collaborate with other state agencies in delivering those age friendly programs. [Figure 2](#) above is a high level visual depiction of existing cross sectional age friendly efforts among agencies. Public testimony was provided by Tom Hyder of the Minnesota Gerontological Society and Cheryl Hennen from the Office of Ombudsman for Long-Term Care. The recorded session can be viewed at: https://www.youtube.com/watch?v=tGc7PoGl_u4&feature=youtu.be

June 24th 2020 – The main presentation for the meeting was the panel discussion by Hennepin and Olmsted County that have joined the Age Friendly Network (Hennepin joined in 12/2019 and Olmsted joined in 01/2019). Both entities are in planning stages. Jim Mara & Jernell Walker are leading a multi-department team from Hennepin County with a focus on a disparity reduction plan utilizing AARP domain framework tailored to Hennepin County needs. Dave Beal & Commissioner Greg Wright offered the pluralistic effort between both public and private sectors as well as municipal and county level government collaboration. Among other partnerships, Olmsted Co. is working to involve Mayo Clinic and Olmsted Medical Group staff to provide input in the age-friendly process. Each effort indicated that would benefit from planning support from a statewide age-friendly council. Will Phillips, Director AARP Minnesota, reported on survey results received so far. Two legislators passed the link along to constituents. Council members provided updates on their survey outreach efforts. Nasra Aden, Somali Elder Outreach, said that she had to interpret the translation as the words didn't express concepts familiar to Somalis in Minnesota. Also, as a result of feedback the needs are different based on demographics - urban/rural, new immigrant/refugee, etc. Aden did a comprehensive outreach to various types of demographic groups. Giannina Posner, Latinx Elder Outreach, also spoke about the difficulties of the translation, using terms not familiar in Latinx culture, such as moving out of state or volunteering. Also some question should have had the N/A option. Both Aden and Posner expressed that the pandemic was their largest challenge, as they had to shift from face-to-face interviews to telephone. Deb Howze, Age-Friendly Council member, spoke on personal care attendants (PCAs)/caregiving. PCAs allow people to age in place at home, and seniors need more help navigating systems to be able to stay at home in their communities. PCA has historically not been valued. There is a shortage of PCAs due to low-pay and lack of benefits, though the union is working for improvements. The lack of PCAs prevents more seniors from aging in place and remaining engaged in their communities. The recorded session can be viewed at: <https://youtu.be/IP2XNrltByo>

August 12th 2020 – The Council the recommendations incorporating changes based on public comments. A few edits were made and the Council voted to accept the final amended version of the recommendations. Three agencies presented on COVID-19 Response for At-Risk Populations. The Council heard from Daniel Pollock, Assistant Commissioner DHS and Working Group Co-Chair, DHS, Lisa Bayley, Deputy Assistant Commissioner DHS & Food Security Task Force, and Michelle Larson, Director Health Regulation Division, MDH, & Long-Term Care Task Force. The Council also heard public testimony from Adam Suomala, Executive Director, MN Leadership Council on Aging, Dr. Brandon Verdoorn, Brandon M.D., Associate Director, Mayo Clinic Geriatric Fellows program, and Susan Mezzenga, Chair, MN Board on Aging. Each public testimony emphasized the need for the Council to push for action now, not wait until a better time. Presentations and a link to video are published at <https://www.youtube.com/watch?v=ACf284Rp9nE>

Appendix 2: Prioritization Exercise Data



AgeFriendlyPrioritizationExerciseData.xlsx

Appendix 3: Context of Age-friendly MN in national and international efforts.

World Health Organization – a Global Approach to Age Friendliness

Populations around the world are rapidly ageing. Aging presents both challenges and opportunities. It will increase demand for primary health care and long-term care, require a larger and better trained workforce and intensify the need for environments to be made more age-friendly. Yet, these investments can enable the many contributions of older people – whether it be within their family, to their local community (e.g. as volunteers or within the formal or informal workforce) or to society more broadly.

Societies that adapt to this changing demographic and invest in *Healthy Ageing* can enable individuals to live both longer and healthier lives and for societies to reap the dividends.

The *Decade of Healthy Ageing (2020-2030)* is an opportunity to bring together governments, civil society, international agencies, professionals, academia, the media, and the private sector for ten years of concerted, catalytic and collaborative action to improve the lives of older people, their families, and the communities in which they live.

Many cities and towns are already taking steps to be more age-friendly. The website, Age-Friendly World, <https://extranet.who.int/agefriendlyworld/> helps in this work with a one-stop-shop on age-friendly action at the local level.

AARP Network of Age Friendly States and Communities

The AARP Network of Age-Friendly States and Communities is the United States affiliate of the World Health Organization Global Network for Age-Friendly Cities and Communities, an international effort launched in 2006 to help cities prepare for rapid population aging and the parallel trend of urbanization.

AARP's participation in the program advances efforts to help people live easily and comfortably in their homes and communities as they age. AARP's presence encourages older adults to take a more active role in their communities and have their voices heard. Initiatives focus on areas such as housing, caregiving, community engagement, volunteering, social inclusion and combating isolation among older citizens.

AARP works with local officials and partner organizations around the country to identify communities for membership in the age-friendly network. AARP facilitates the community's enrollment and guides its representatives through the network's implementation and assessment process. For more information, refer to booklet [AARP Network of Age-Friendly States and Communities, AARP D19860.](#)

Appendix 4: Reframing

Ideas for reframing aging and ageism:

What to do:

- Bring a solution when you can
- Explain how it works
- Tone matters: don't forget the urgent part of the equation

Example:

Before - *"Older people are at the center of the COVID crisis and are disproportionately impacted by the disease."*

After - *"Because older people are disproportionately impacted by the disease, states are planning community actions to reduce exposures to the virus."*

1. Think carefully about how you're positioning groups:
 - "Vulnerable" = otherizes and reifies stereotypes
 - "Saviors and victims" = stigmatizes zero sum demands sacrifice
 - "Worthiness" = invites evaluation of deservingness

What to do:

- Interconnection as strength
- Responsibility to all
- Connect with common experiences
- Everyone stepping up/doing the right thing (not sacrificing/saving)
- Advance principle of targeted universalism not "vulnerable groups"

2. Explanation is power:
 - "Do what we say" = rejection and disengagement
 - "See how this works..." = solutions support efficacy and engagement

What to do:

- Explain why problems exist
- Show what actions/solutions do

Example:

Before - *"Ageism in our healthcare system has always been a problem and it is becoming a crisis during this pandemic."*

After - *"Under stressful conditions, healthcare providers are likely to make snap decisions about people solely based on their age that will determine the quality of care they receive. We need to make sure our standards of care do not discriminate on the basis of age."*

3. More information is available at www.reframingaging.org

Appendix 5: Letters of Support and feedback

Minnesota Leadership Council on Aging



MNLCOA
Age-Friendly MN LO

Alzheimers Association



Alzheimer's
Association Age-Frie

AARP



8.7.20 AARP AF MN
ltr..pdf

MN Board on Aging



LoS_MBA.pdf

Appendix 6: Public comments in response to draft recommendations

The Governor's Council on an Age-Friendly Minnesota sought strategy suggestions for consideration for possible inclusion in the action plan. Notice of Public Comment period for the recommendations developed by the Governor's Council for an Age-Friendly MN ran July 13, 2020 - July 31, 2020.

In addition, Chair Sherrie Pugh convened a discussion of recommendations with cultural navigators from across the State. Comments from that session is also included in the attached public input.

On July 31st 2020, the Age Friendly team conducted a working session for cultural experts with specific expertise in the aging work space. Approximately 22 cultural experts from across the state participated in the working session and provided valuable feedback on the Age Friendly recommendations and the Age Friendly effort. Some of the work session participants also submitted detailed feedback utilizing the template/form from the Age Friendly website. That feedback has been incorporated into the larger public feedback tracking spreadsheet. Below are themes in feedback from the meeting:

Themes
Tribal Inclusion
Understand Cultures
Use Bold Terms
Plan for Recognition of Non Nursing Home (at home) Care
Insurance Regulation
Definitions
Addressing European Concepts in Existing Policies
Cultural Training for Hospitals, Clinics, and Care Providers
Gaps in Service
Work With Schools

De-identified comments arranged by recommendation number and comment section.



AF_Deidentified_Public_Comments_Rep

Appendix 7: Assessment tool from other organizations, rewrite for age-friendly.



checklists20152019.docx

found at

<https://www.health.state.mn.us/communities/practice/assessplan/lph/downloads.html>



Age-Friendly MA
Action Plan - January

found at <https://www.mass.gov/doc/age-friendly-ma-draft-action-plan-january-2019/download>



Hennepin County
HiAP Toolkit 2019 v2