

2023 COMMUNITY ASSESSMENT RESULTS





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ACKNOWLEDGEMENTS

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INDIVIDUALS

We would like to thank Jess Langer, for leading the project, administering the survey, analyzing the data, and compiling it into this report and Lori Kangas-Olson, for her guidance, expertise, and constructive feedback throughout the entire process of this project.

TEAMS

We would like to thank the Arrowhead Area Agency on Aging’s Development Team for their contributions, perspectives, and feedback throughout the planning process of this project.

FUNDING SOURCES

Thank you to the generous support of St. Louis County Public Health and the Administration for Community Living. This project would not have been possible without their financial assistance and calls to action surrounding COVID-19 recovery and public health workforce.

ORGANIZATIONAL SUPPORT

We would like to thank the Arrowhead Regional Development Commission and the Regional Transportation Coordinating Council for their contributions, expertise, and feedback on the Transportation section of the survey.

SURVEY RESPONDENTS

Lastly, we would like to extend a heartfelt thank you to each and every survey respondent who took time out of their day to respond thoughtfully to our survey questions.

The completion of this report was truly a collaborative effort, and we are sincerely thankful for the support and contributions of each individual and organization mentioned above.



INTRODUCTION

In the years following the COVID-19 pandemic, everyday life has changed. Prolonged periods spent in quarantine and the impact of losing family and friends have caused many folks to reconsider their values and priorities. Consequently, transitioning back to a pre-pandemic state of existence has been challenging for many and was exacerbated by organizations facing staffing shortages, a change in available services, and access to services and assistance.

Understanding this shift, the Arrowhead Area Agency on Aging felt it was important to measure St. Louis County residents' current attitudes on, access to, and barriers from accessing information and assistance, transportation, healthcare, physical & mental wellness, respite care as a caregiver, and entering and staying in the workforce. Utilizing grant funding from St. Louis County Public Health and the Administration for Community Living, a survey of 44 questions was created. Targeted geographic areas were determined using the HUD index, and we heard from over 270 St. Louis County residents in 2023. We hope the results can be used to inform decisions, goals, and priorities for local stakeholders and partners as well as internally.





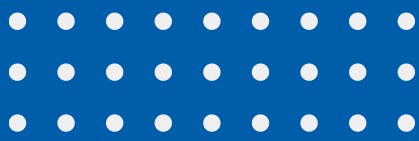
ABOUT THE ARROWHEAD AREA AGENCY ON AGING

The Arrowhead Regional Development Commission is designated by the Minnesota Board on Aging as the Area Agency on Aging for the Planning and Service Area under the authority of Title III of the Older Americans Act. The Arrowhead Area Agency on Aging (AAAA) is committed to helping older adults maintain their highest level of independence.

Area Agencies on Aging (AAAs) are regional organizations that provide the services, supports and information for just about everything that older adults and their families could need. Minnesota has seven AAAs across the state that are the local connections to older Minnesotans and the community support they need as they age.

The Arrowhead Area Agency on Aging's Planning and Service Area (PSAs) as designated by the Minnesota Board on Aging includes the counties: Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, and St. Louis.





RESEARCH METHODOLOGY

QUANTITATIVE RESEARCH

Using the SurveyMonkey software, a survey was created with 44 total questions, 7 topic areas, and included 6 self-disclosure demographic questions. The survey was administered through both electronic and traditional hard-copy formats. No questions were required, but respondents were encouraged to share as much as they were comfortable with. Respondents were required to be over the age of 18 but were not discriminated against based on any other identifying factors. The demographic questions were utilized to segment and analyze the results.

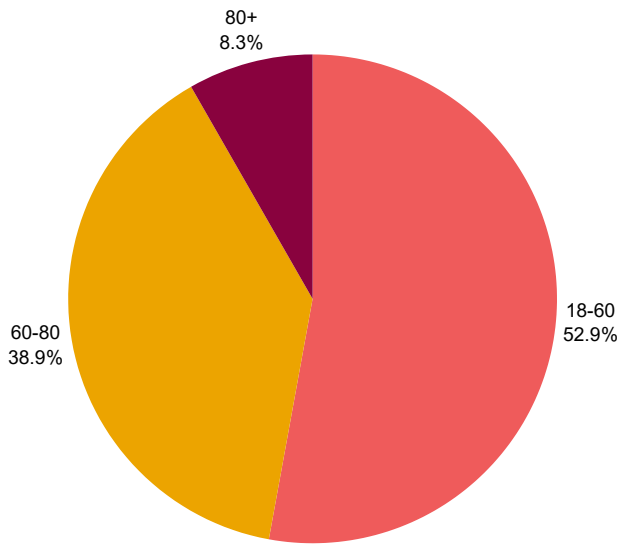
To incentivize participation, \$10 gift cards to Erbert's and Gerbert's and Subway were given out at outreach events. In total, 10 outreach events were attended in Virginia, MN, and Duluth, MN. In an effort to gather more responses from Northern St. Louis County residents (Aurora, Floodwood, Hibbing, Hoyt Lakes, Mountain Iron, & Virginia) an Every Door Direct Mail (EDDM) campaign was conducted and an entry into a giveaway for 10 \$50 Amazon gift cards were offered as incentive for participation in the survey. This led to a total of 284 combined responses.



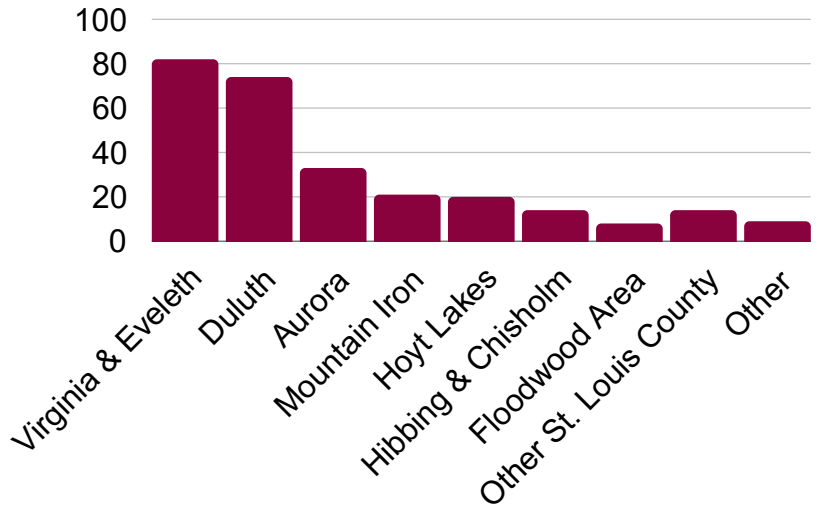
DEMOGRAPHICS

Total Responses: 284

Q1. AGE*



Q2. ZIP CODE



Q3. BIPOC

Q4. LGBTQIA2S+

Q5. LIVES WITH A DISABILITY

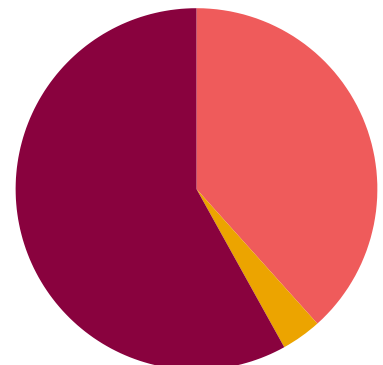
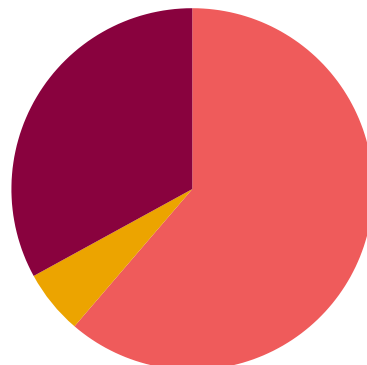
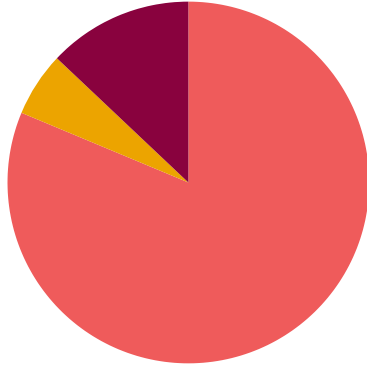
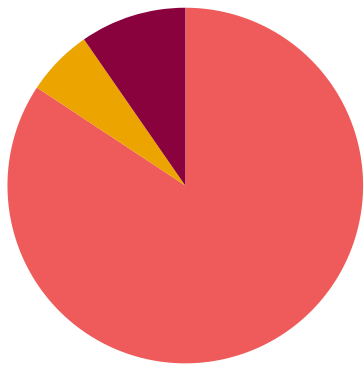
Q6. LIVES WITH A CHRONIC CONDITION

■ No ■ Prefer not to say ■ Yes

■ No ■ Prefer not to say ■ Yes

■ No ■ Prefer not to say ■ Yes

■ No ■ Prefer not to say ■ Yes



No: 84.3%

Prefer not to say: 6.1%

Yes: 9.6%

No: 81.3%

Prefer not to say: 5.8%

Yes: 12.9%

No: 61.3%

Prefer not to say: 5.7%

Yes: 33%

No: 38.4%

Prefer not to say: 3.6%

Yes: 58.1%

**Only 162/284 responses collected age range data. The EDDM survey was amended from "Are you 18+? (Options: yes, no)" to "What is your age? (Options: Under 18, 18-60, 60-80, 80+)"*



INFORMATION AND ASSISTANCE

Awareness of resources, accessing services, and affording services and programs are an important part of living a healthy, meaningful life. Services like the Minnesota Senior LinkAge Line and United Way 211 can help community members navigate the vast landscape of resources and programs available in an efficient and personalized manner.

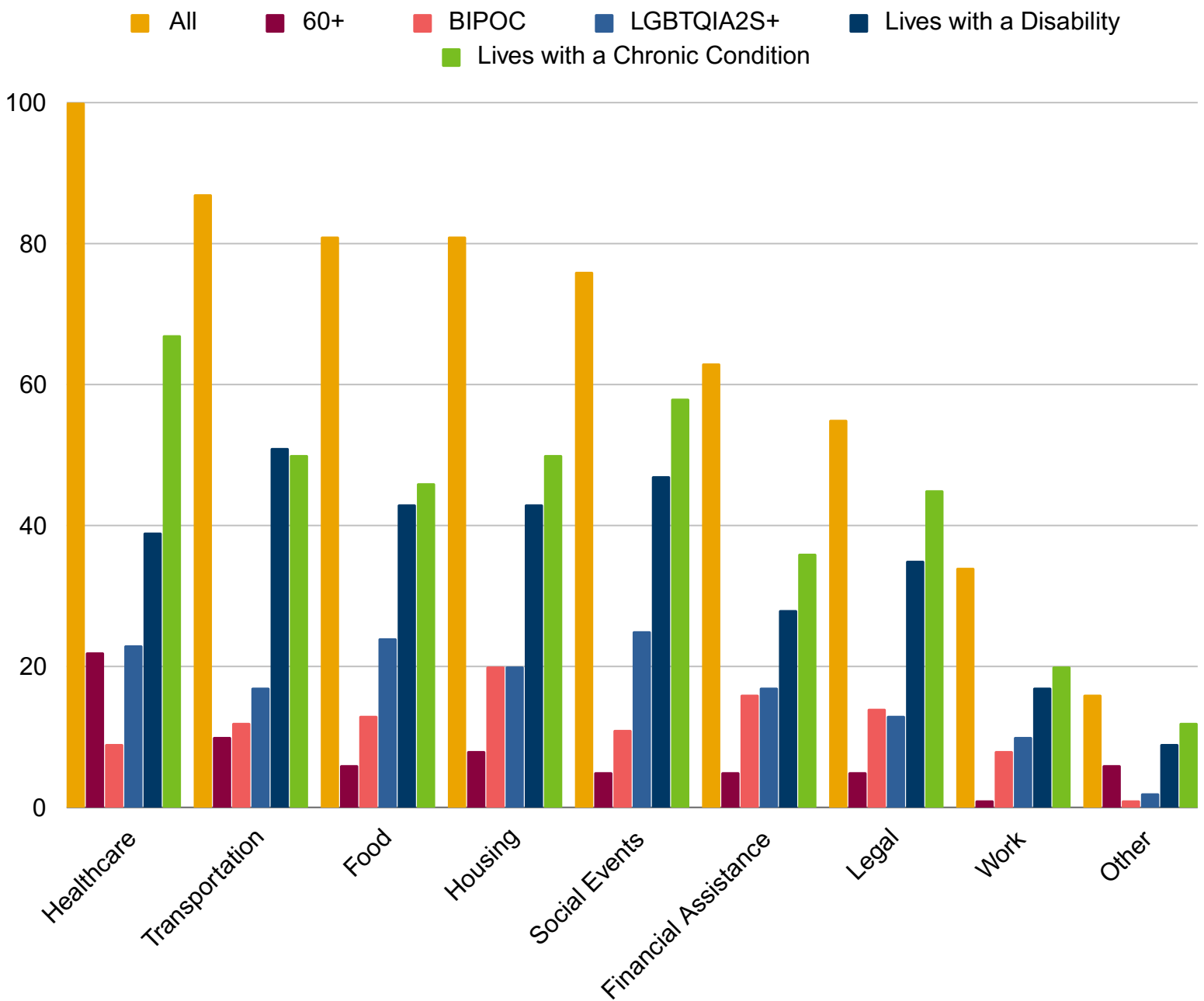
SURVEY FINDINGS

The AAAA's Post-Pandemic Community Assessment asked questions to determine which topic areas folks most needed assistance in accessing or navigating, which services they are aware of, and how likely they would be to use one of the services listed. Other questions were asked to understand if community members have ever felt stigmatized or judged when seeking help and how that has, or has not, impacted their willingness to seek help.

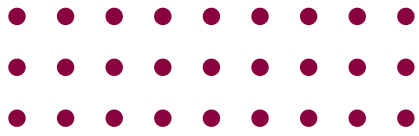


INFORMATION AND ASSISTANCE

Q7. Have you ever faced difficulty accessing or navigating resources or programs for the following (Select all that apply)?*



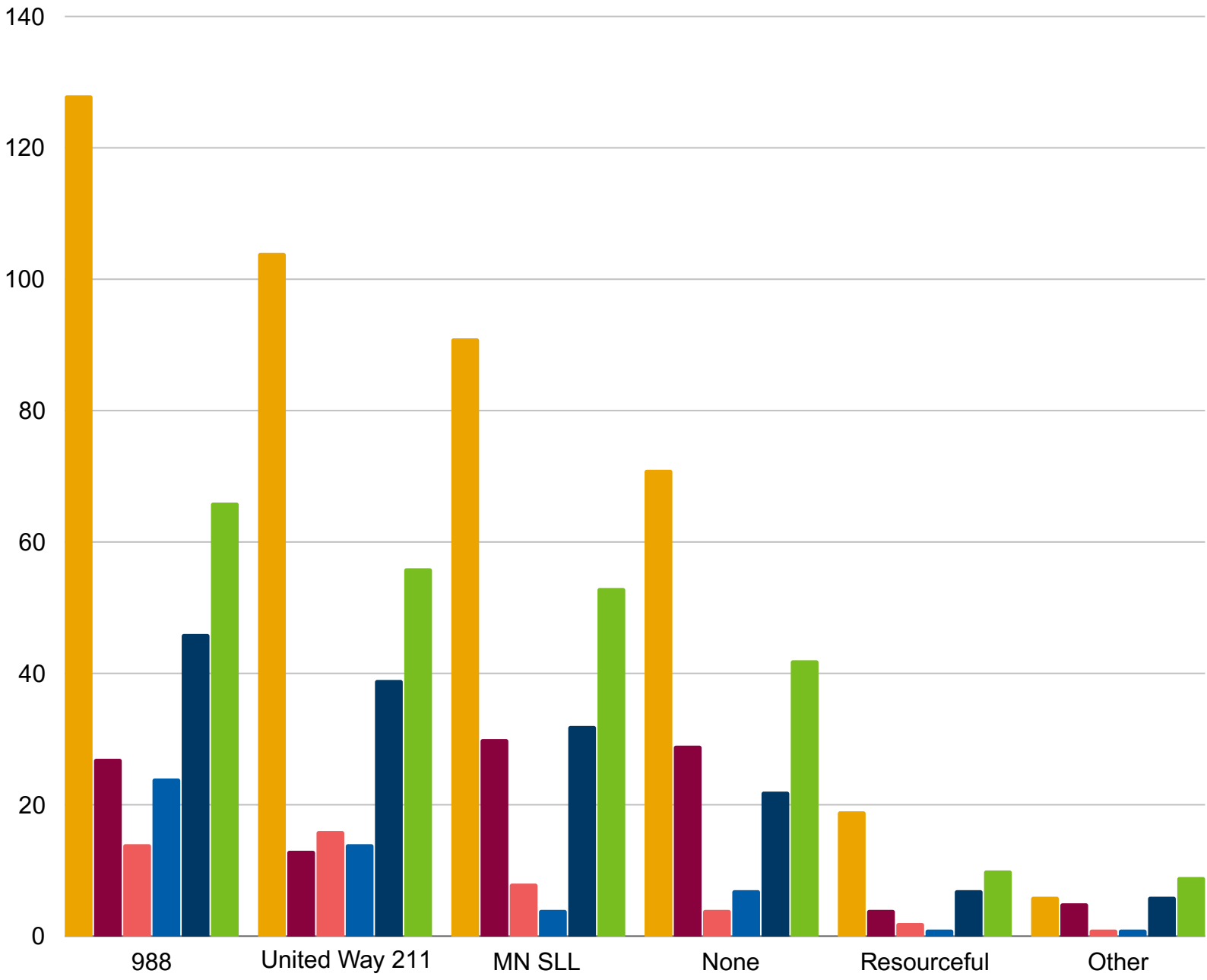
*"Other" responses are included in the Appendix on page 52



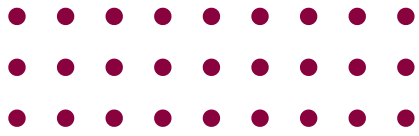
INFORMATION AND ASSISTANCE

Q8. Are you aware of any of these services (Select all that apply)?*

- All
- 60+
- BIPOC
- LGBTQIA2S+
- Lives with a Disability
- Lives with a Chronic Condition

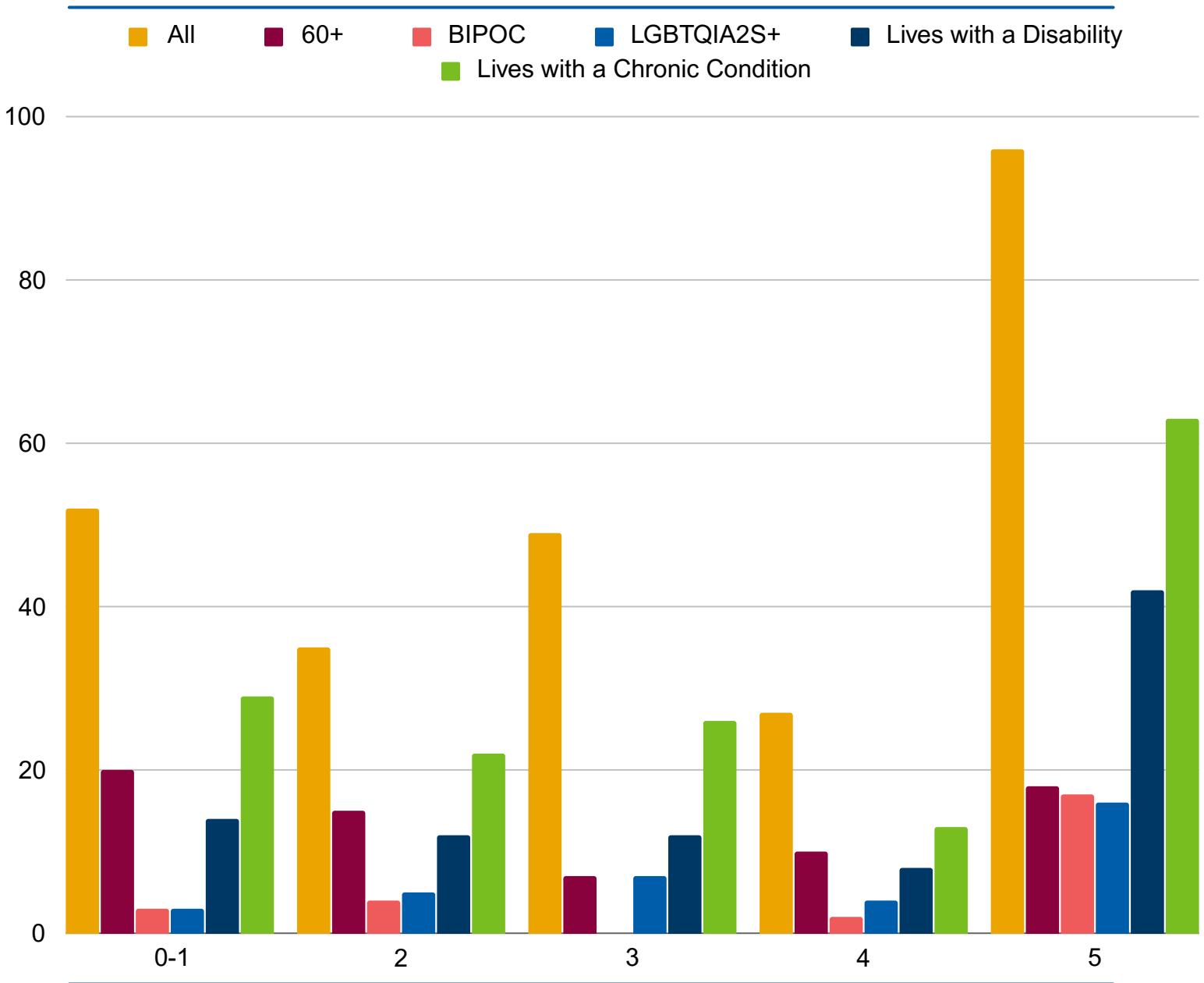


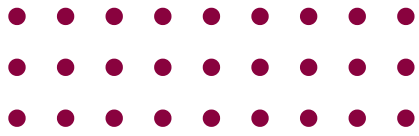
*"Other" responses are included in the Appendix on page 52



INFORMATION AND ASSISTANCE

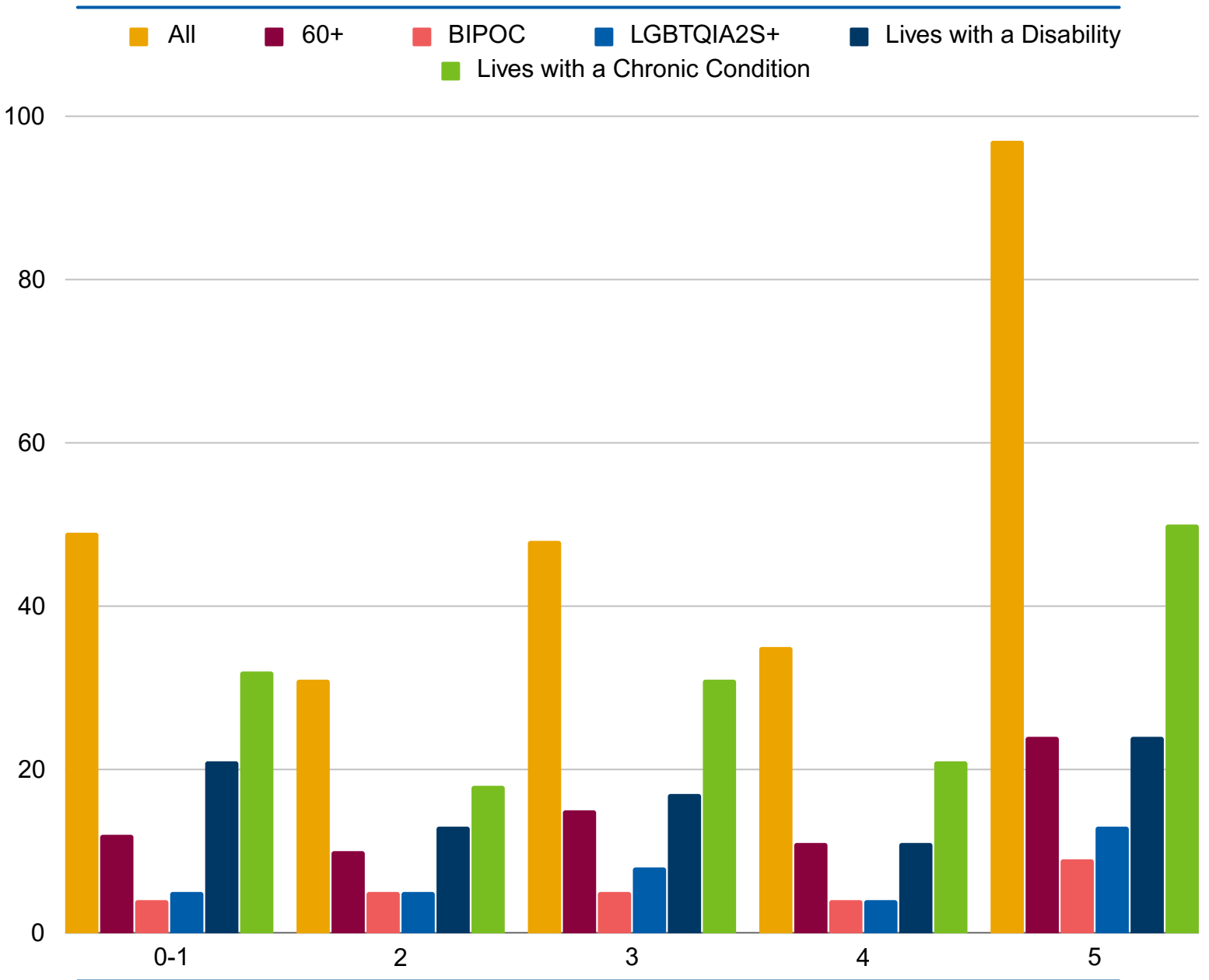
Q9. On a scale of 1-5, how likely would you be to use one of the services listed in the previous question if you needed to access resources or programs? (0-1 Not Likely, 5 Very Likely)

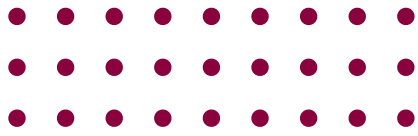




INFORMATION AND ASSISTANCE

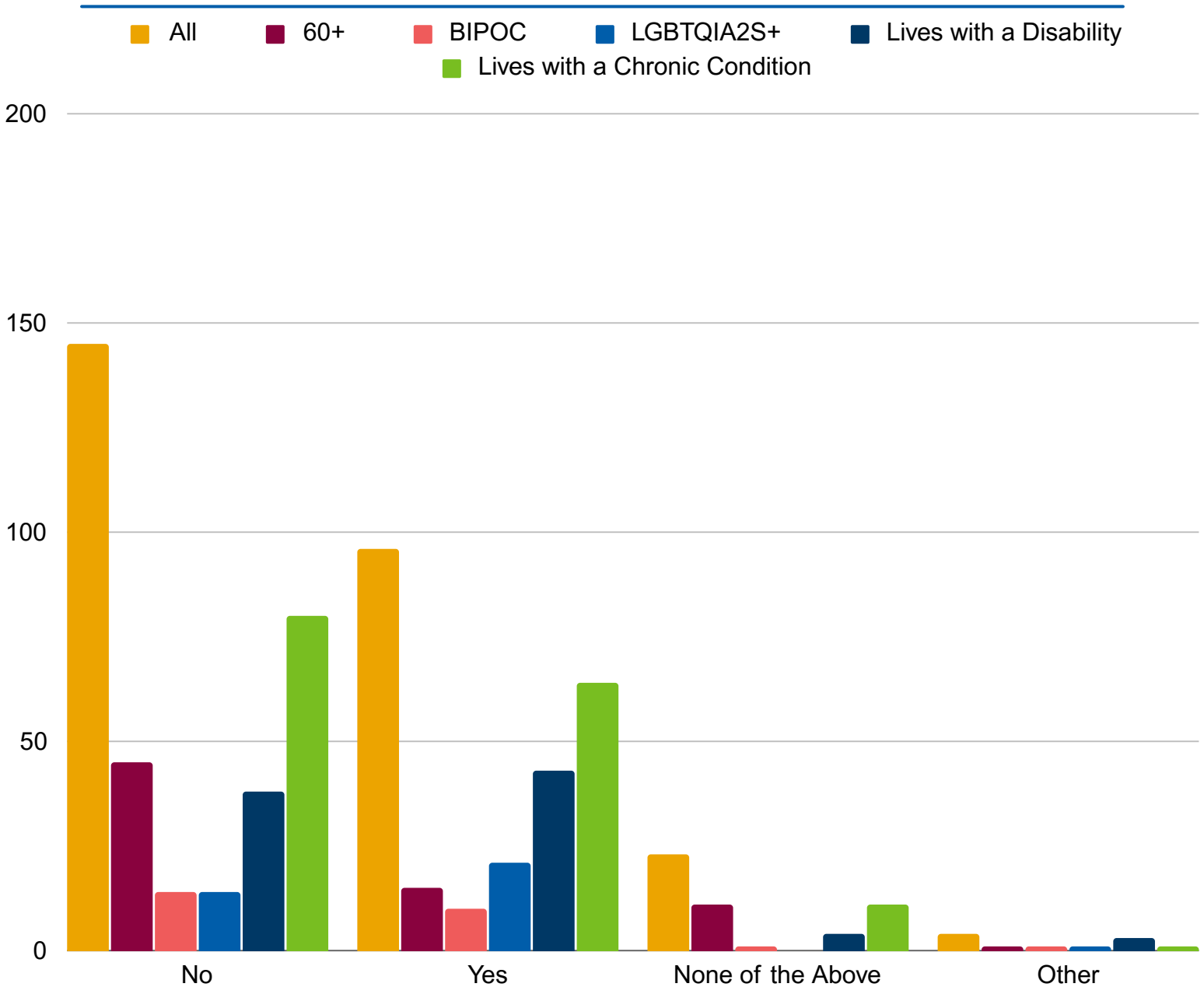
Q10. On a scale of 1-5, how confident are you in navigating these resources on your own without the assistance of a service like Minnesota Senior LinkAge Line? (0-1 Not Likely, 5 Very Likely)





INFORMATION AND ASSISTANCE

Q11. Have you ever felt stigmatized or judged when seeking help or accessing resources?*

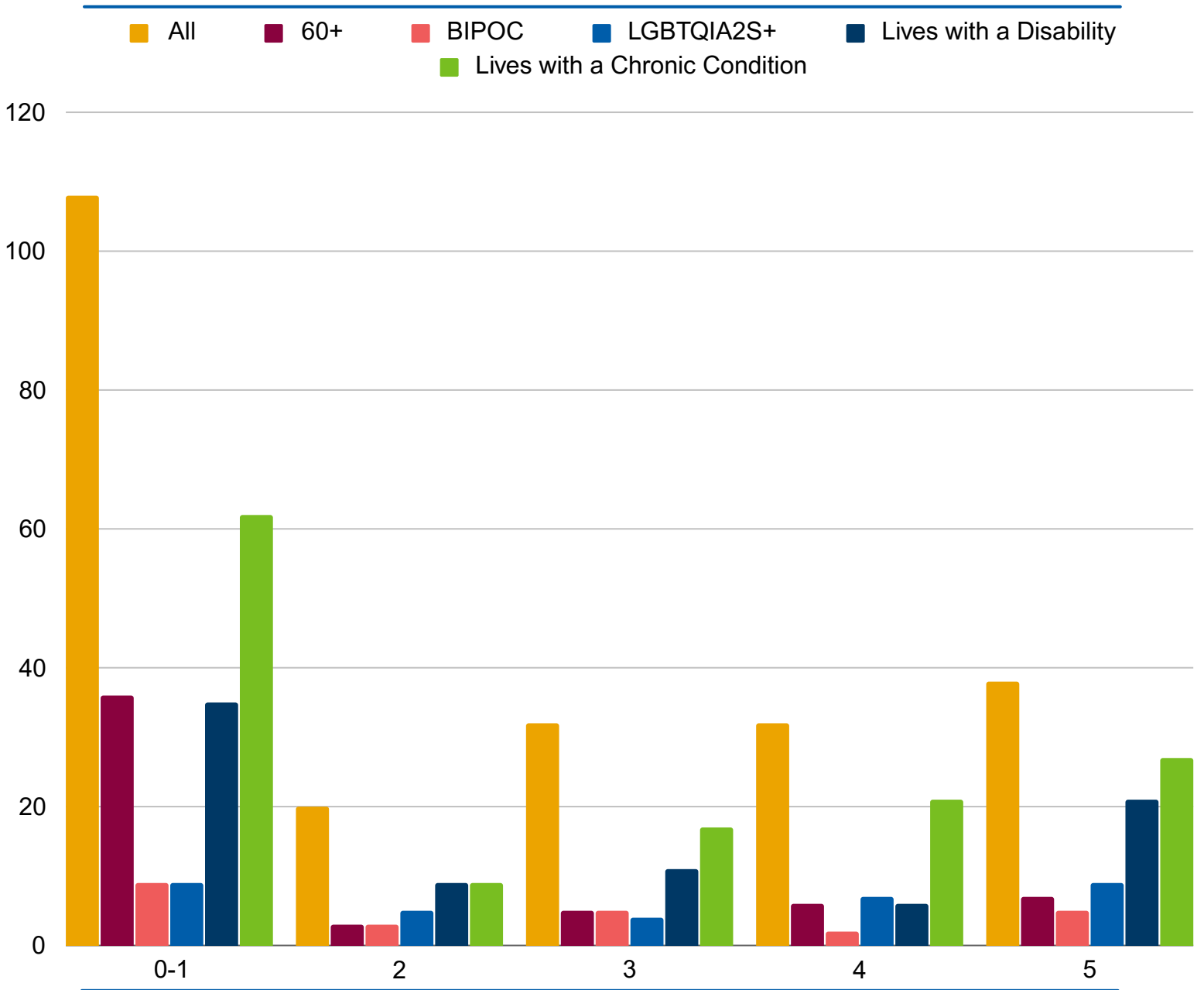


*"Other" responses are included in the Appendix on page 53



INFORMATION AND ASSISTANCE

Q12. On a scale of 1-5, how has this impacted your willingness to seek help? (0-1 Not Likely, 5 Very Likely)





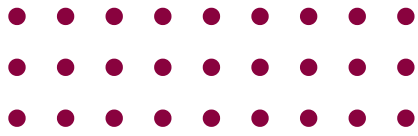
TRANSPORTATION

Navigating scheduling platforms, utilizing volunteer-based transportation, and the affordability and availability of services are key topics to explore in regards to the utility of public transportation. “Transportation is a crucial contributor to health: It directly shapes the social and physical environments in myriad ways and determines the types of places where people can live, learn, work, and play in their everyday live” (The Intersection of Health and Transportation: A Planning Framework for MnDOT | Center for Transportation Studies, n.d.).

SURVEY FINDINGS

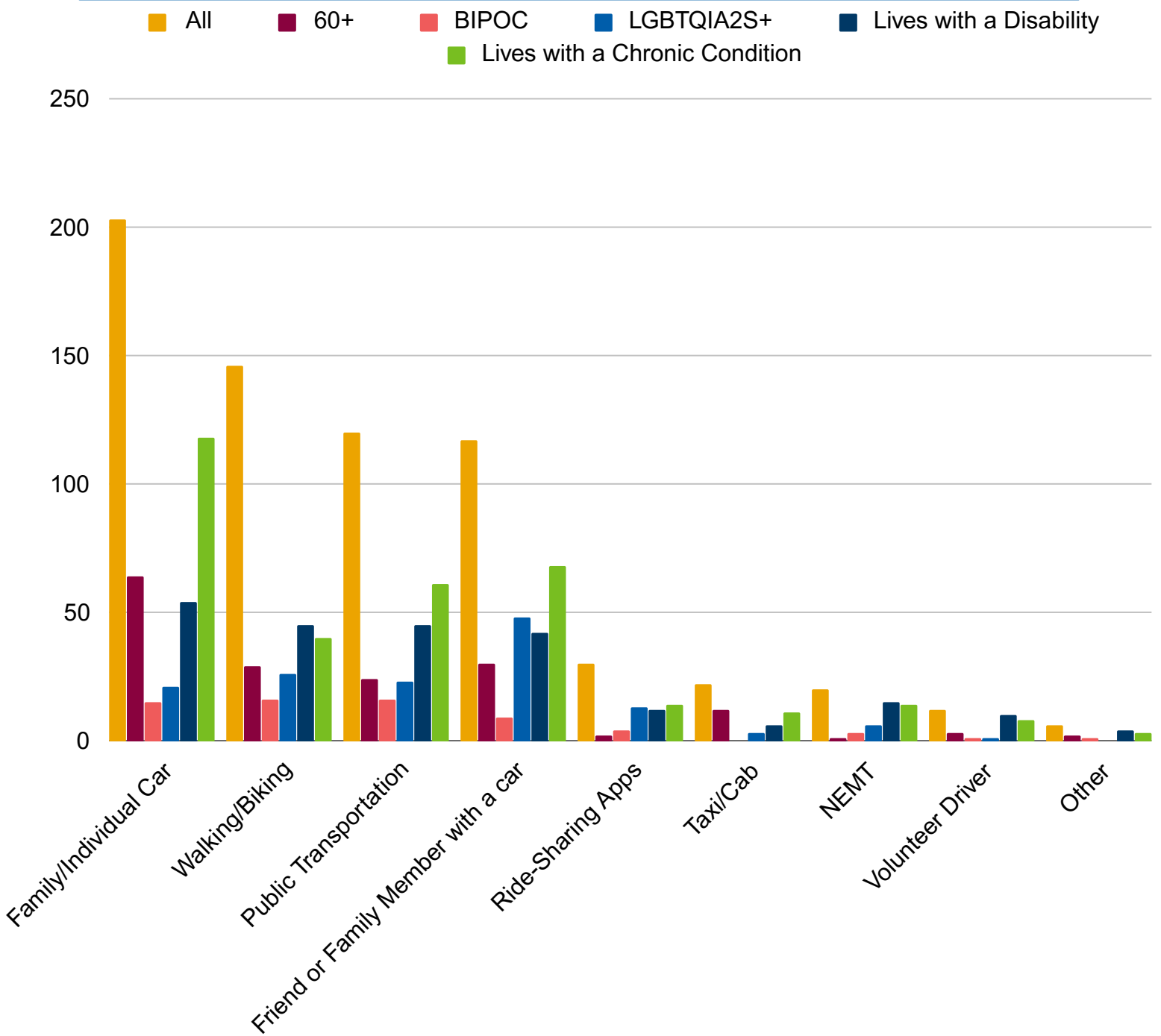
The AAAA’s Post-Pandemic Community Assessment asked questions to determine what types of transportation community members currently have access to and what barriers they encounter when they rely on others for transportation, use public transportation or utilize volunteer-based transportation options. Other questions inquired about difficulties navigating apps or websites, interest in the addition or expansion of transportation options in their community, and what improvements could be made to transportation services in their community to better meet their needs.



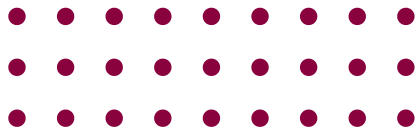


TRANSPORTATION

Q13. What types of transportation do you currently have access to?
(Select all that apply)*

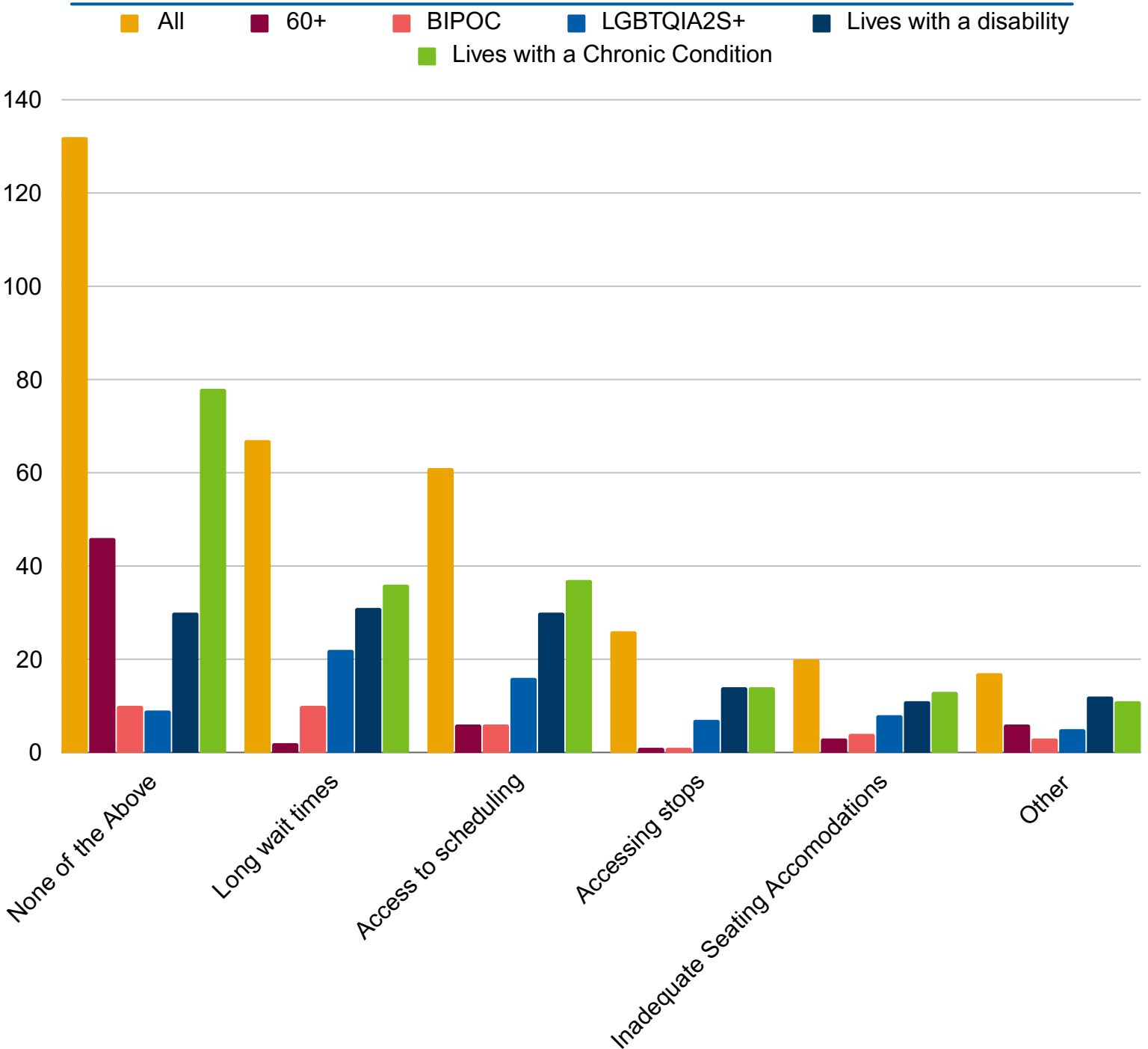


*"Other" responses are included in the Appendix on page 53



TRANSPORTATION

Q14. When you rely on others for transportation, do you encounter any of these barriers (Select all that apply)?*

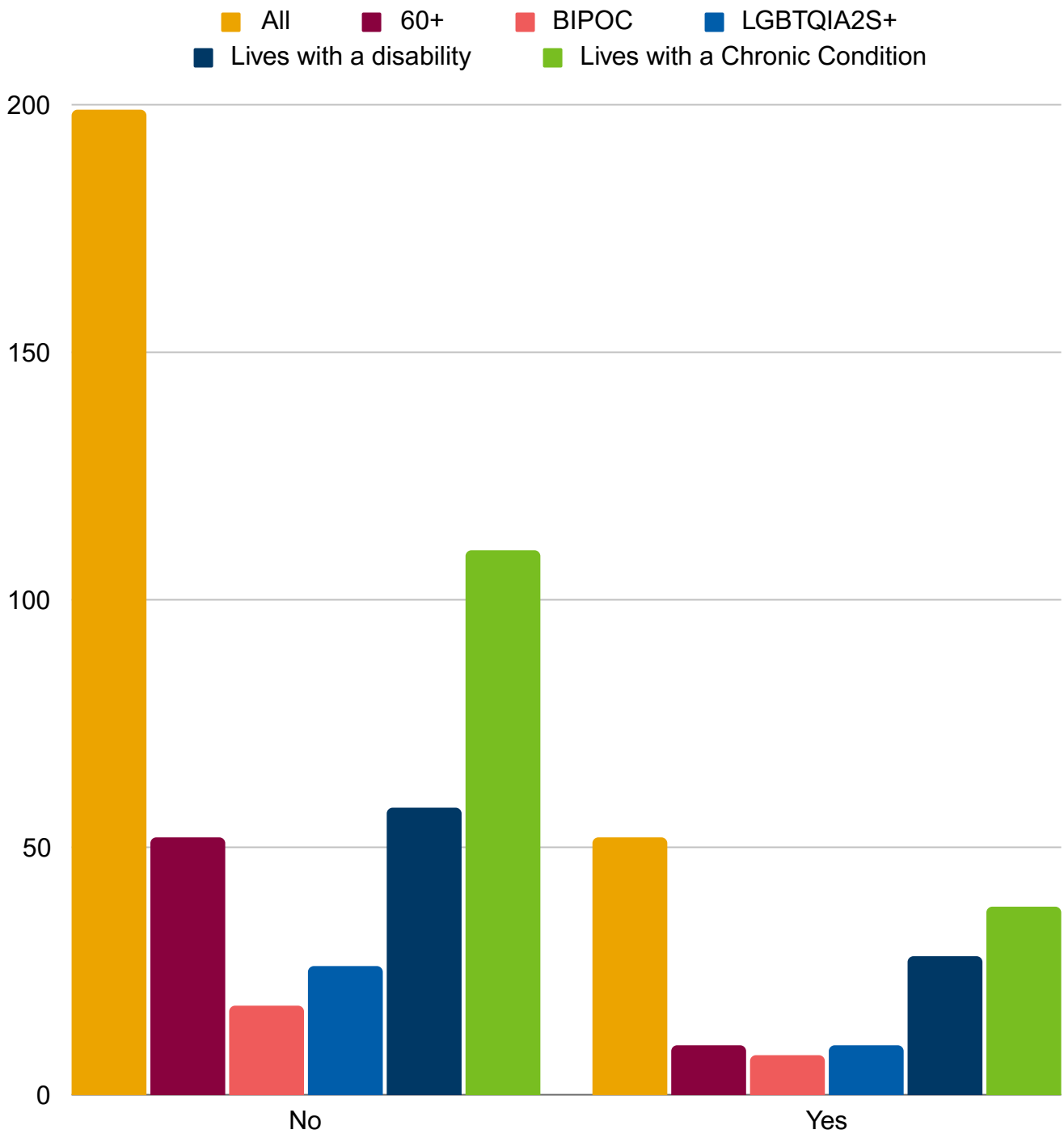


*"Other" responses are included in the Appendix on page 53 & 54



TRANSPORTATION

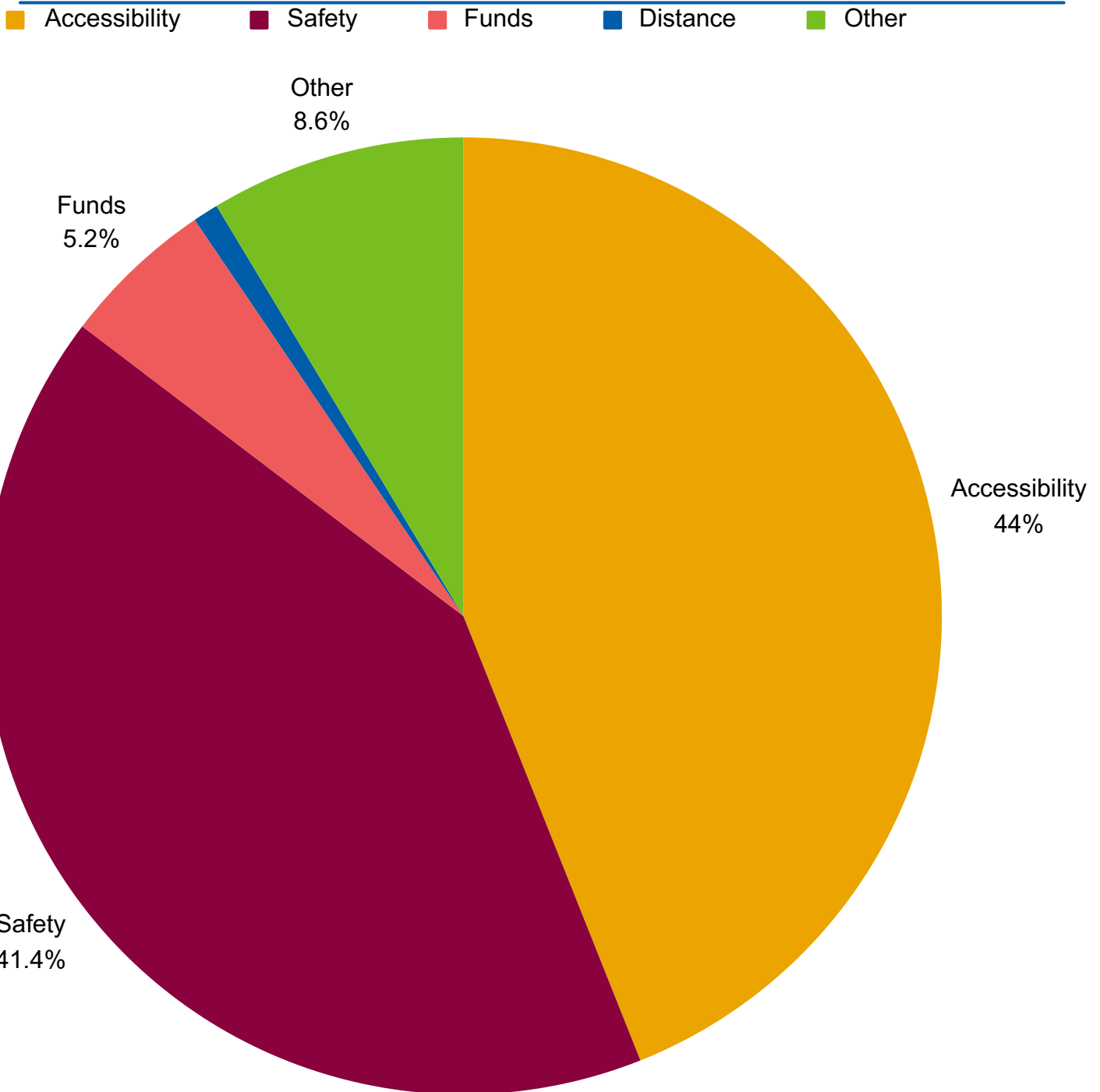
Q15. Have you ever encountered any barriers when trying to use public transportation or volunteer-based transportation options?



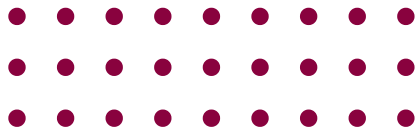


TRANSPORTATION

Q16. If you answered yes to the previous question, please tell us about what barriers you encountered in the box below.**

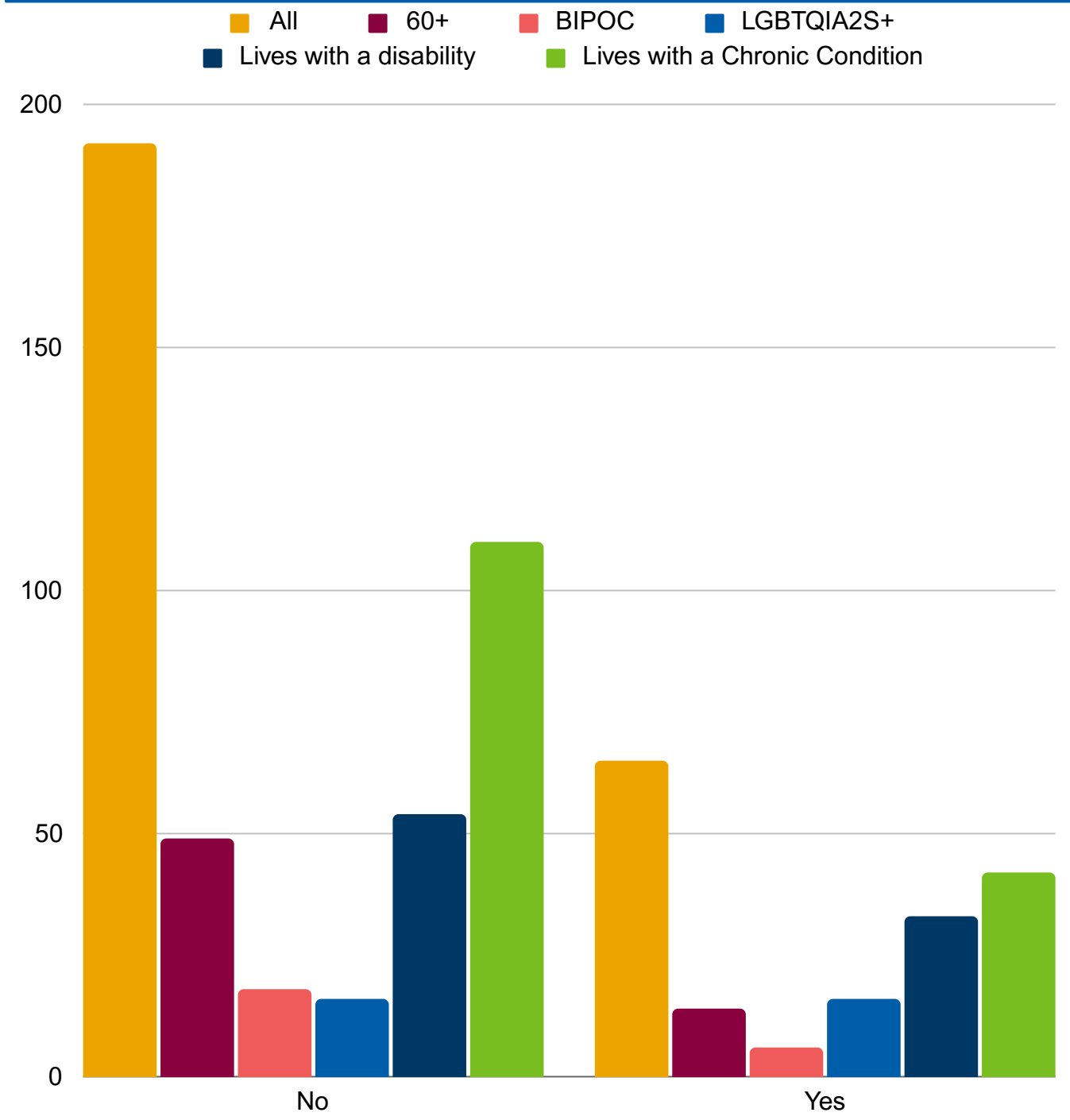


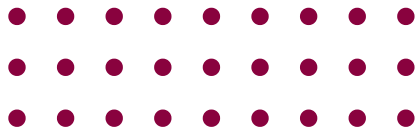
*Short answers were grouped by topic *All responses are included in the Appendix on page 54 & 55



TRANSPORTATION

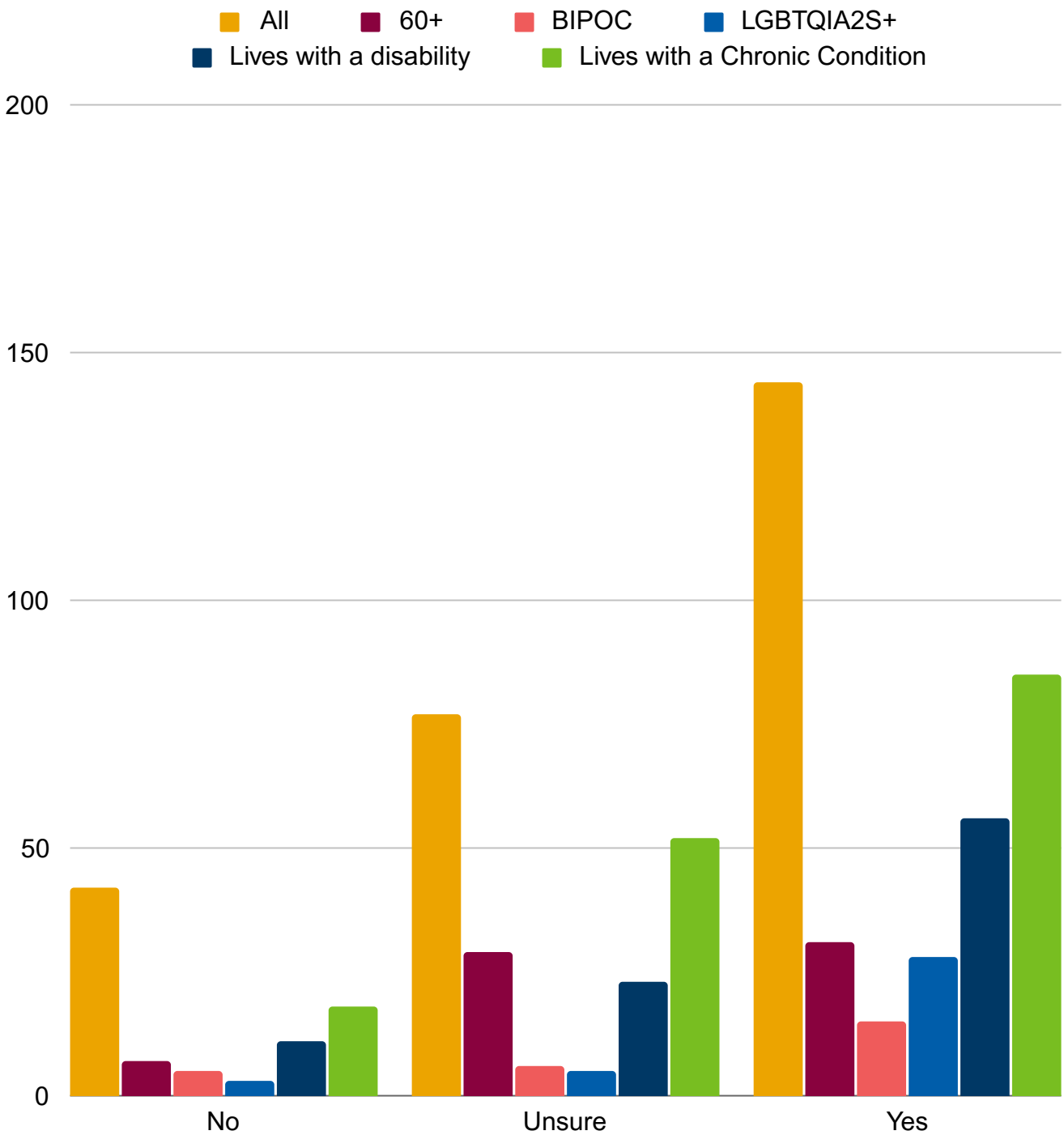
Q17. Have you ever had difficulty navigating transportation apps or websites, or accessing information about transportation services?





TRANSPORTATION

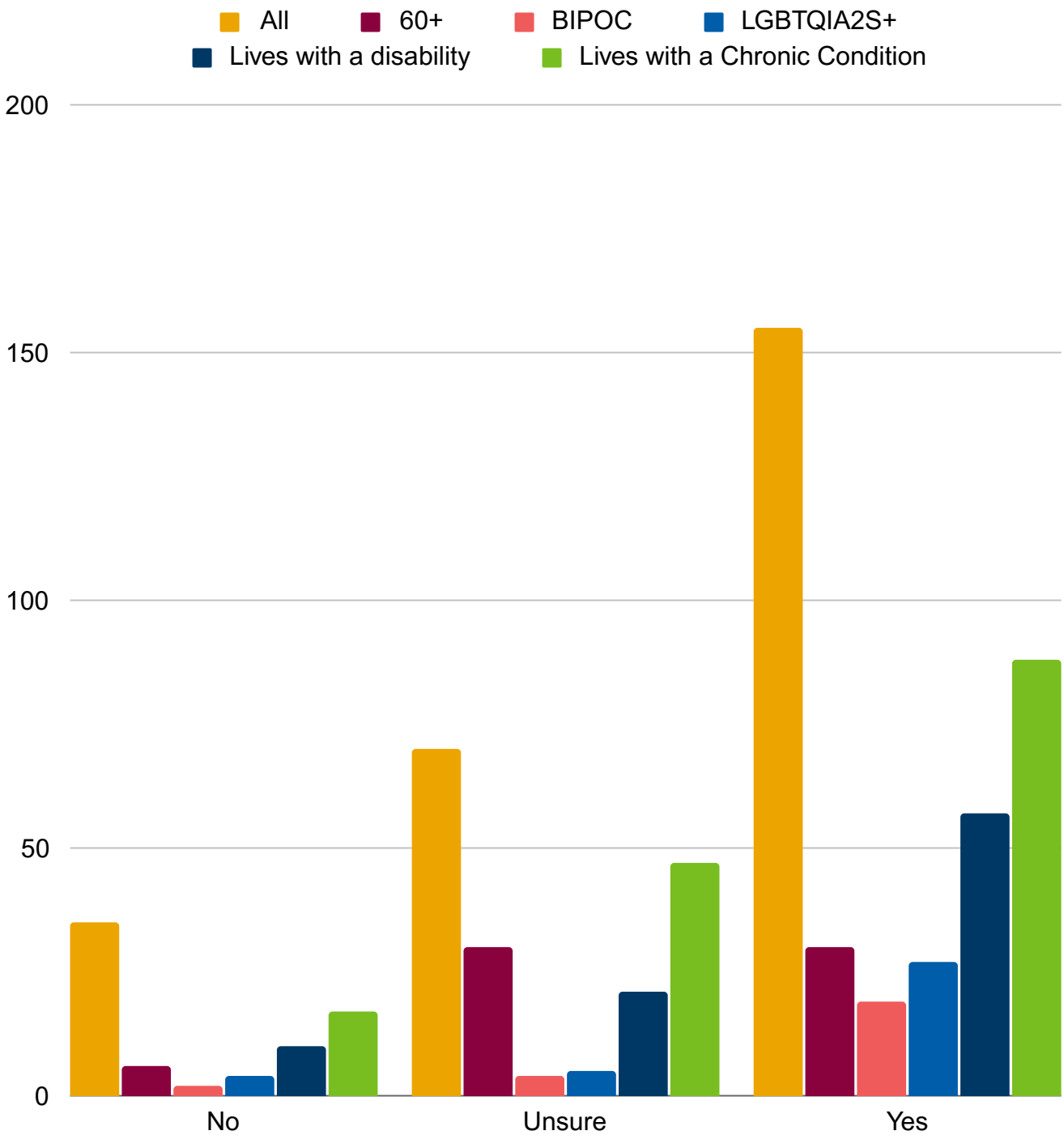
Q18. *Would you be interested in having additional transportation options in your community?*

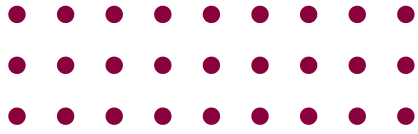




TRANSPORTATION

Q19. *Would you be interested in the expansion of current transportation options in your community?*

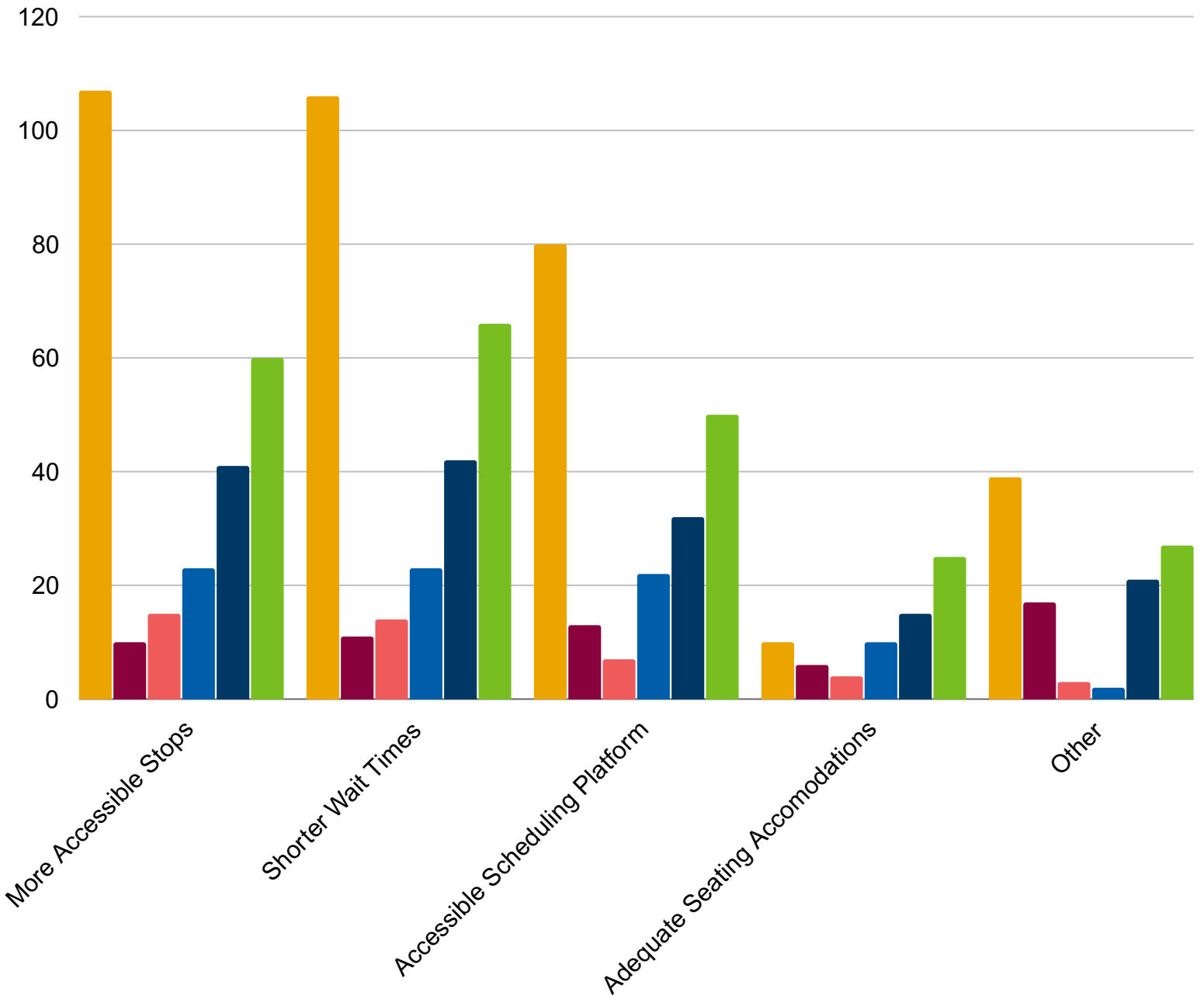




TRANSPORTATION

Q20. What improvements could be made to transportation services in your community to better meet your needs (Select all that apply)?*

Legend: All (Yellow), 60+ (Maroon), BIPOC (Pink), LGBTQIA2S+ (Blue), Lives with a disability (Dark Blue), Lives with a Chronic Condition (Green)



**"Other" responses are included in the Appendix on page 55 & 56



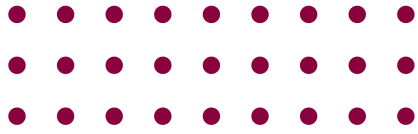
CAREGIVING/RESPIRE

Most of us have been or will find ourselves in the role of a caregiver at some point in our lives, caring for a loved one, family member, neighbor, or friend. While this role can be meaningful and fulfilling, it can also be quite challenging especially when combined with the responsibilities of a full time job, child care, financial stress, and/or meeting one's own needs. According to the Alzheimer's Association, "Everyone needs a break. Respite care provides caregivers a temporary rest from caregiving, while the person living with Alzheimer's continues to receive care in a safe environment. Using respite services can support and strengthen your ability to be a caregiver" (Respite Care, n.d.).



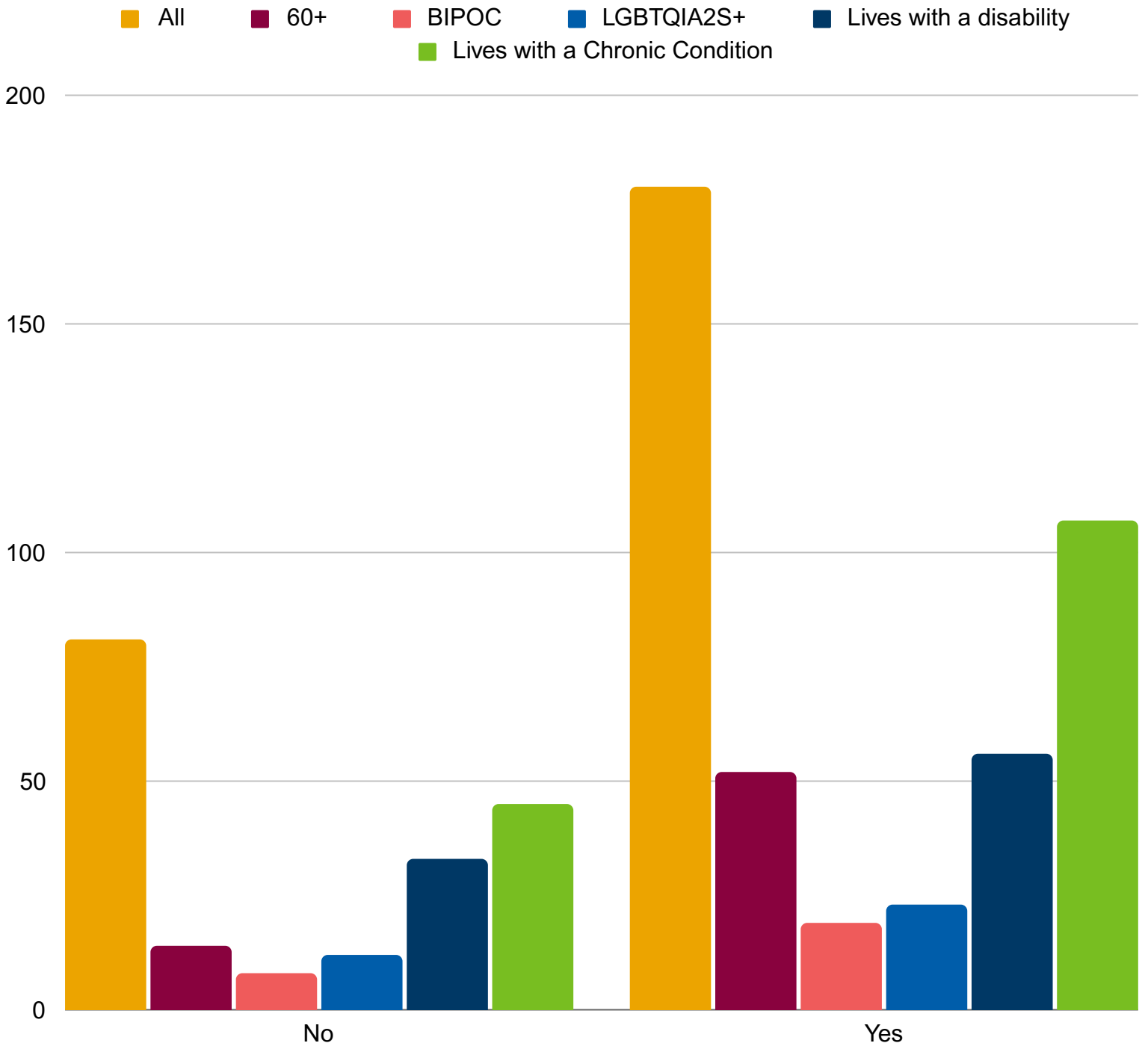
SURVEY FINDINGS

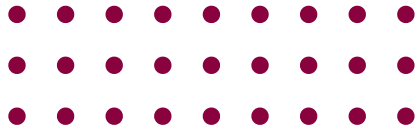
The AAAA's Post-Pandemic Community Assessment first asked questions to determine which respondents identified as caregivers, then analyzed the subsequent questions in this section for only those that identified as a caregiver. Awareness of respite care or adult day services, attempts to access respite care, challenges faced when accessing respite care, inability to participate in social activities or to take time for oneself due to caregiving responsibilities and options to increase access to respite care were investigated.



CAREGIVING/RESPIRE

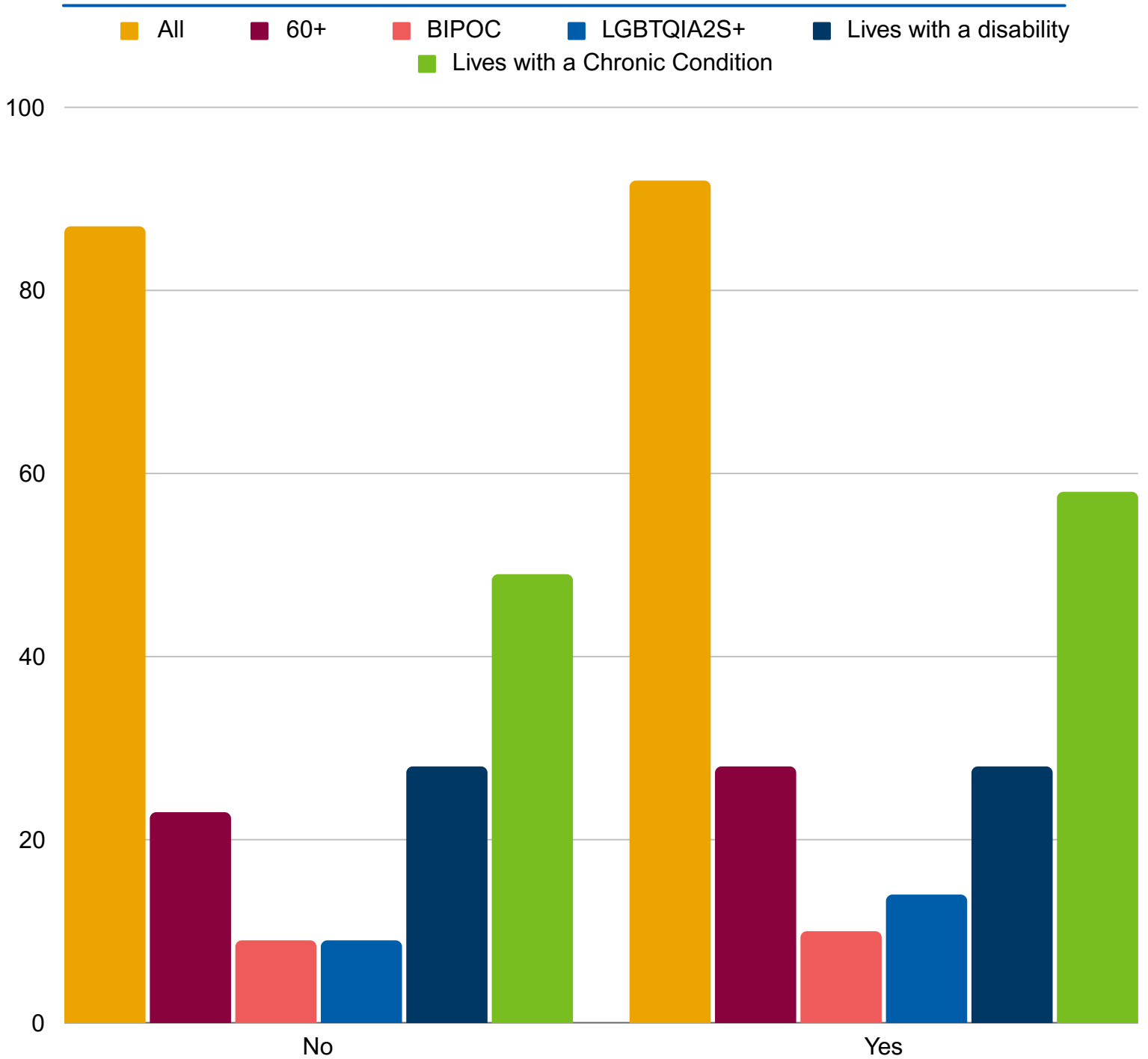
21. Do you currently, or have you in the past, provide(d) help for a neighbor or family member?



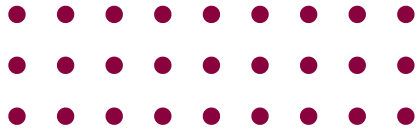


CAREGIVING/RESPITE

Q22. Does/Did someone else paid or unpaid come in to help care for a loved one or neighbor?*

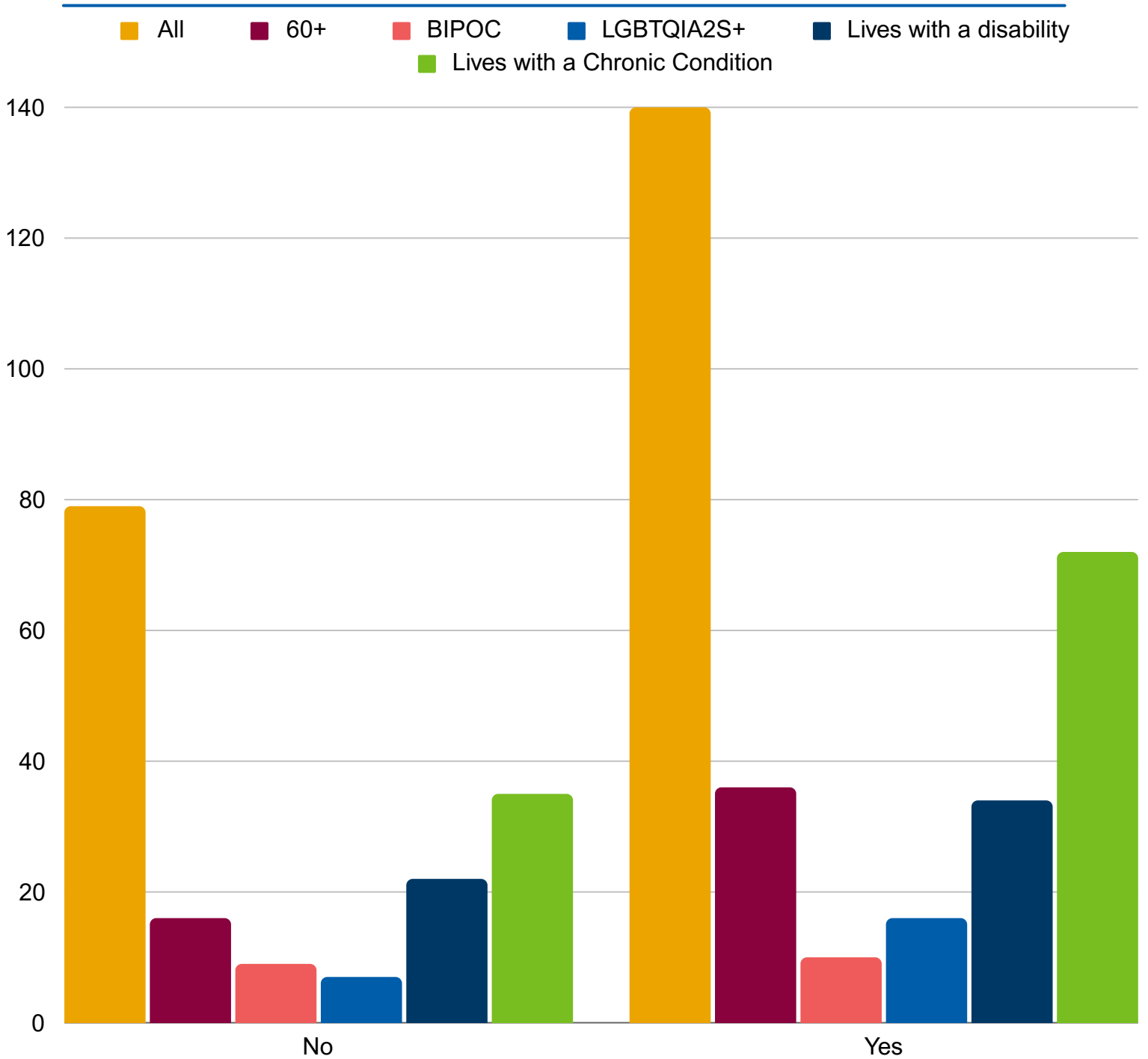


*Answers are from those who answered "Yes" to question 22 only.



CAREGIVING/RESPITE

Q23. Have you ever heard of respite care for caregivers or adult day services for care receivers?*

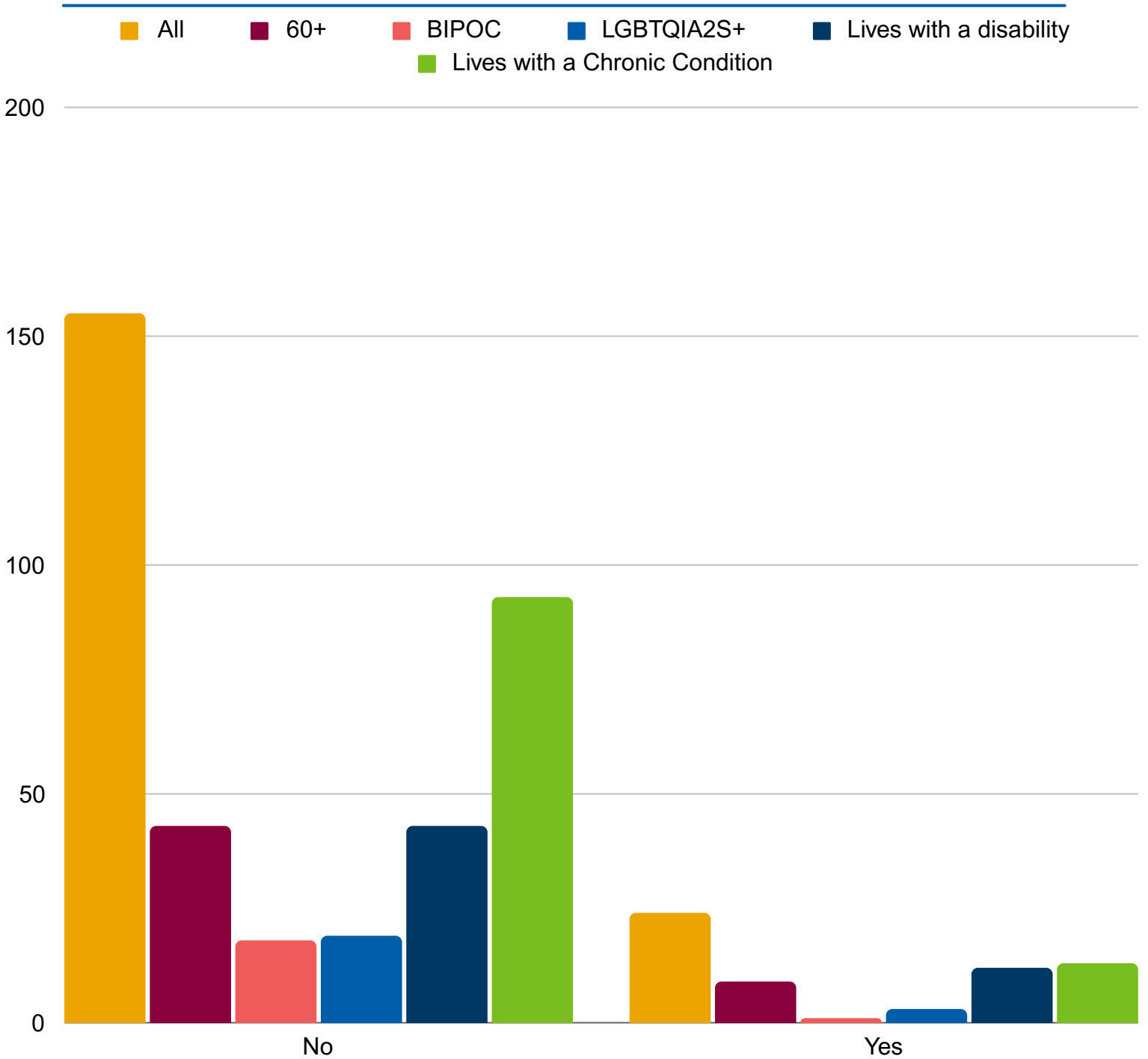


*Answers are from those who answered "Yes" to question 22 only.

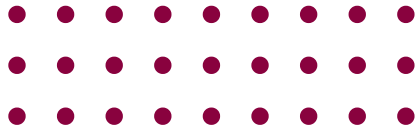


CAREGIVING/RESPITE

Q24. Have you ever tried to access respite care for yourself as a caregiver?*

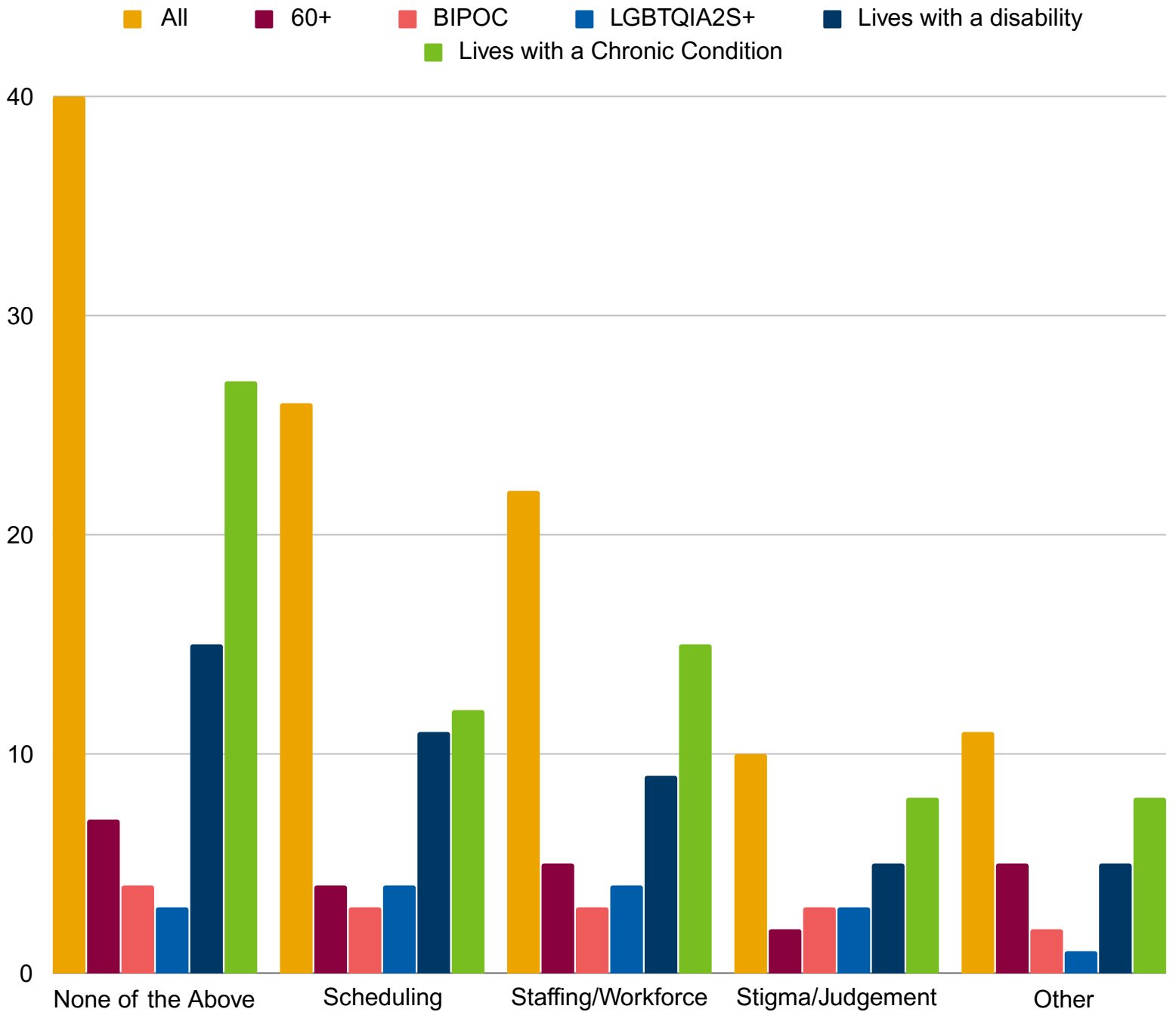


*Answers are from those who answered "Yes" to question 22 only.

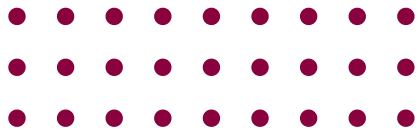


CAREGIVING/RESPITE

Q25. If you answered "yes" to the previous question, what were some of the challenges you faced (if any) (Select all that apply)?**



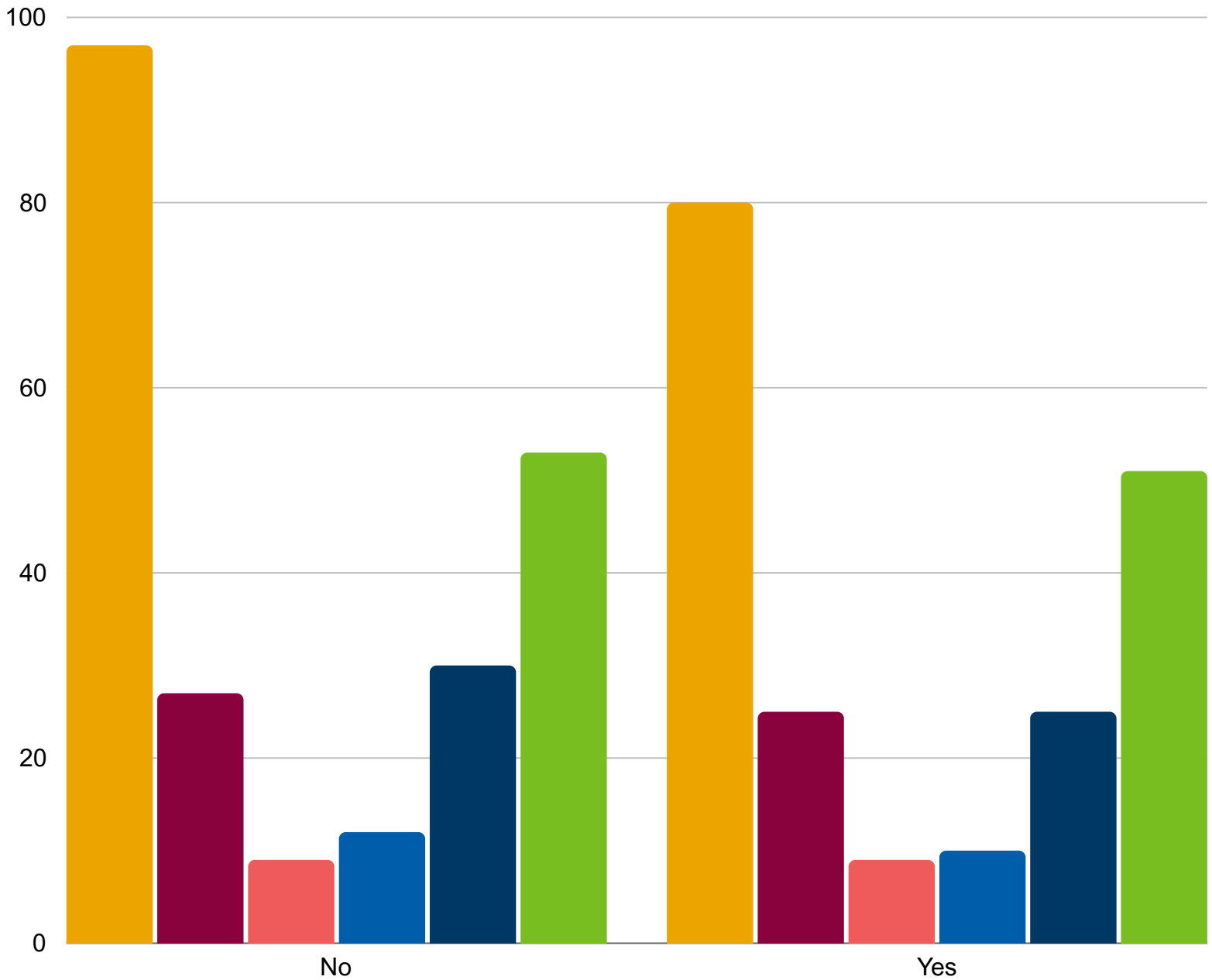
*Answers are from those who answered "Yes" to question 22 only. **"Other" responses are included in the Appendix on page 56 & 57



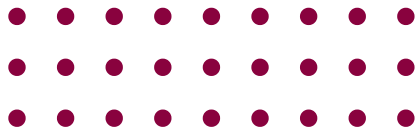
CAREGIVING/RESPITE

Q26. Were you ever unable to participate in social activities or to take time for yourself due to your caregiving responsibilities?*

Legend: All (Yellow), 60+ (Maroon), BIPOC (Red), LGBTQIA2S+ (Blue), Lives with a disability (Dark Blue), Lives with a Chronic Condition (Green)



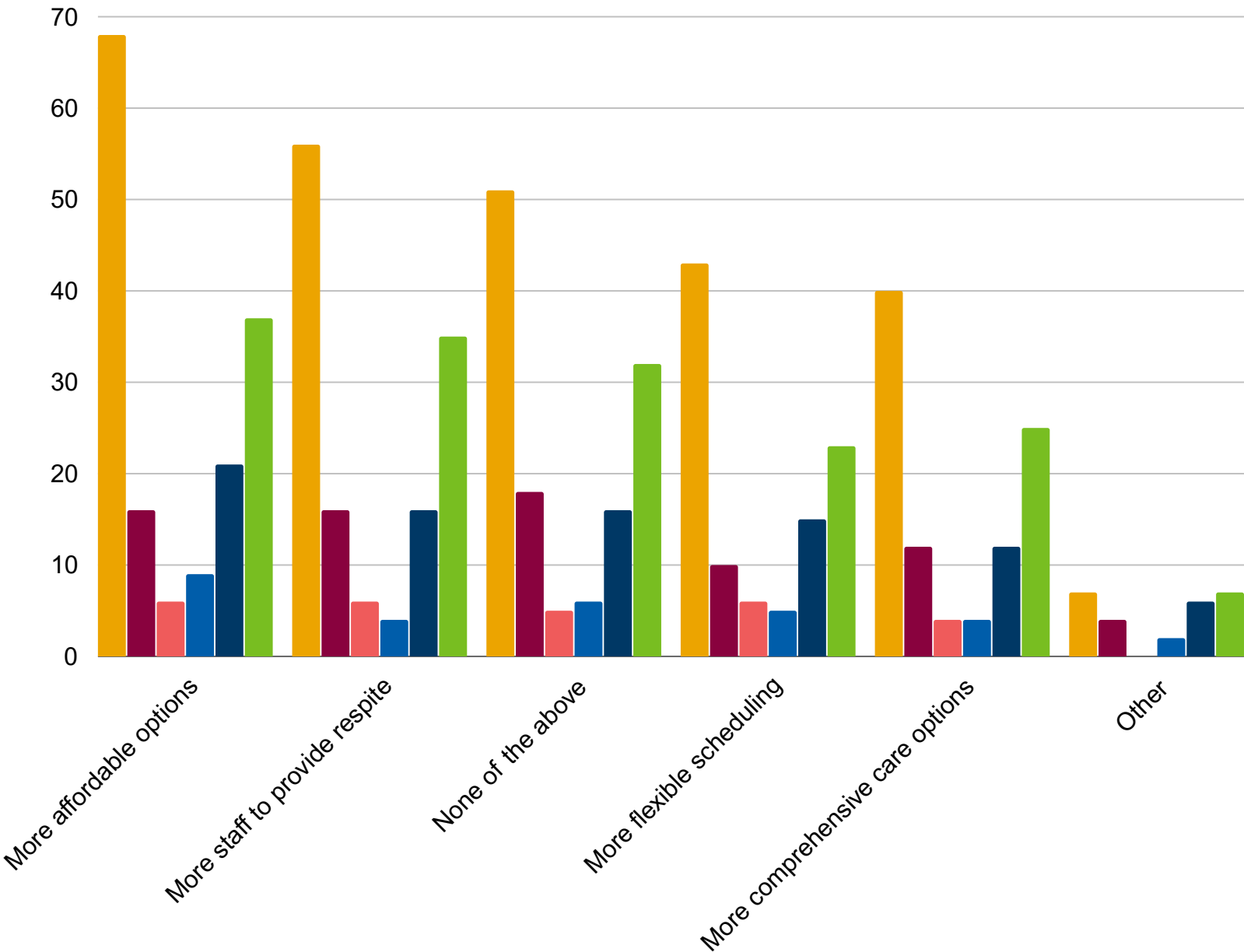
*Answers are from those who answered "Yes" to question 22 only.



CAREGIVING/RESPITE

Q27. Which of these options would make it easier for you to access respite care as a caregiver (select all that apply)?**

■ All
 ■ 60+
 ■ BIPOC
 ■ LGBTQIA2S+
 ■ Lives with a disability
■ Lives with a Chronic Condition



***Answers are from those who answered “Yes” to question 22 only. **“Other” responses are included in the Appendix on page 57*



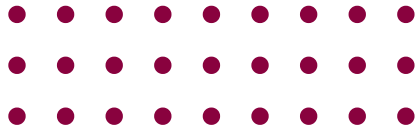
WORKFORCE

The pandemic affected many facets of everyday life. Not spared from these changes, the workforce adapted in a multitude of ways. From sorting workers as “essential” and “nonessential”, to the transition to remote work, to the influx of early retirements, to the layoffs of many workers. The workforce as well as workers’ values, beliefs, priorities, and preferences transformed as a result of the pandemic. “People with steady employment are less likely to live in poverty and more likely to be healthy, but many people have trouble finding and keeping a job. People with disabilities, injuries, or conditions like arthritis may be especially limited in their ability to work” (Economic Stability - Healthy People 2030 | Health.gov, n.d.).

SURVEY FINDINGS

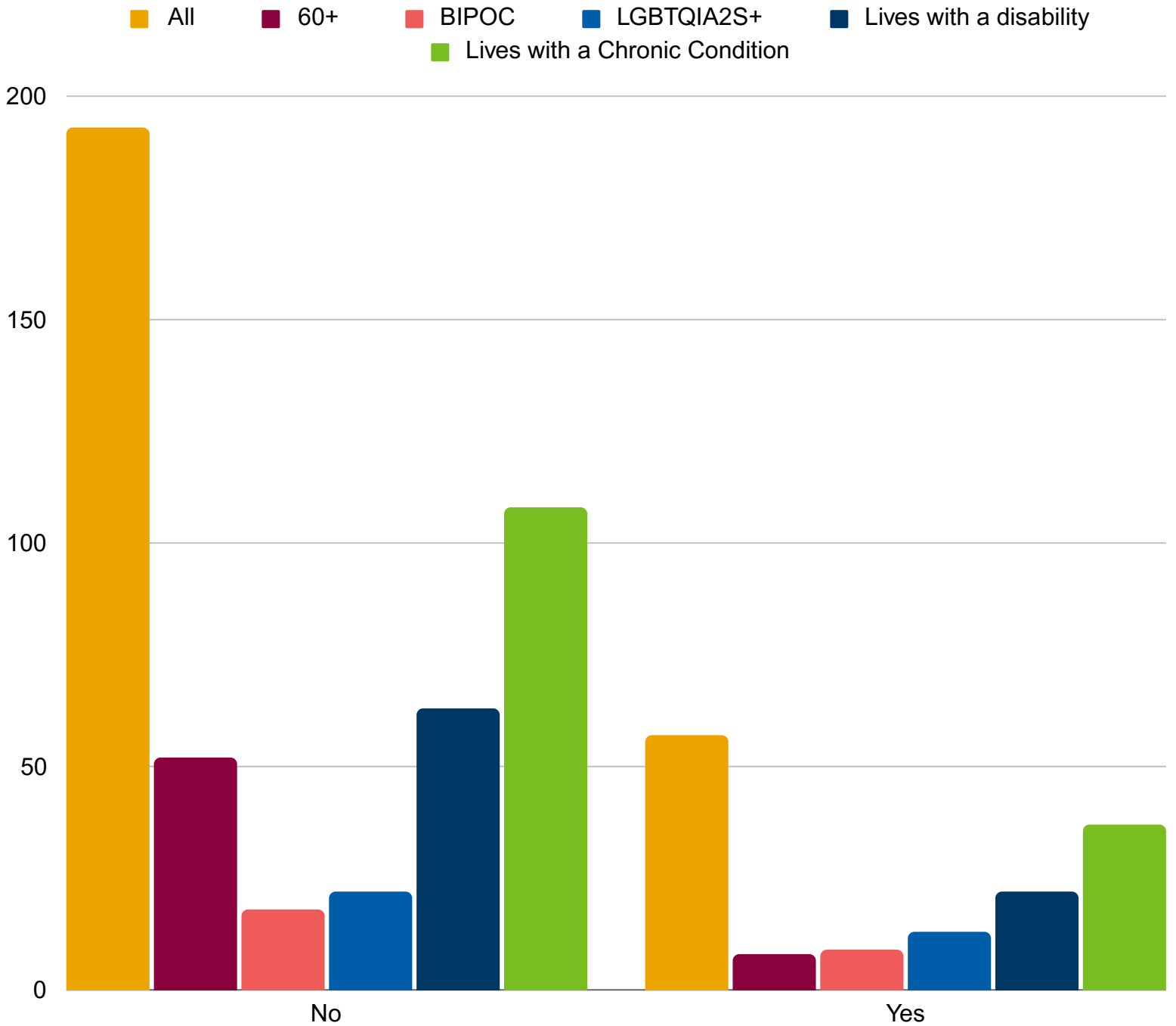
The AAAA Post-Pandemic Community Assessment asked questions about age discrimination and bias when applying for a job or seeking advancement in a career, what challenges are faced when looking for work or staying employed, if any health issues have impacted ability to work or advance a career, and what steps employers or policymakers could take to help address barriers to workforce participation and advancement for older adults.

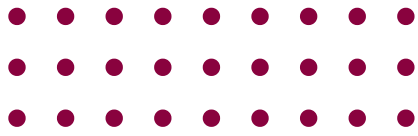




WORKFORCE

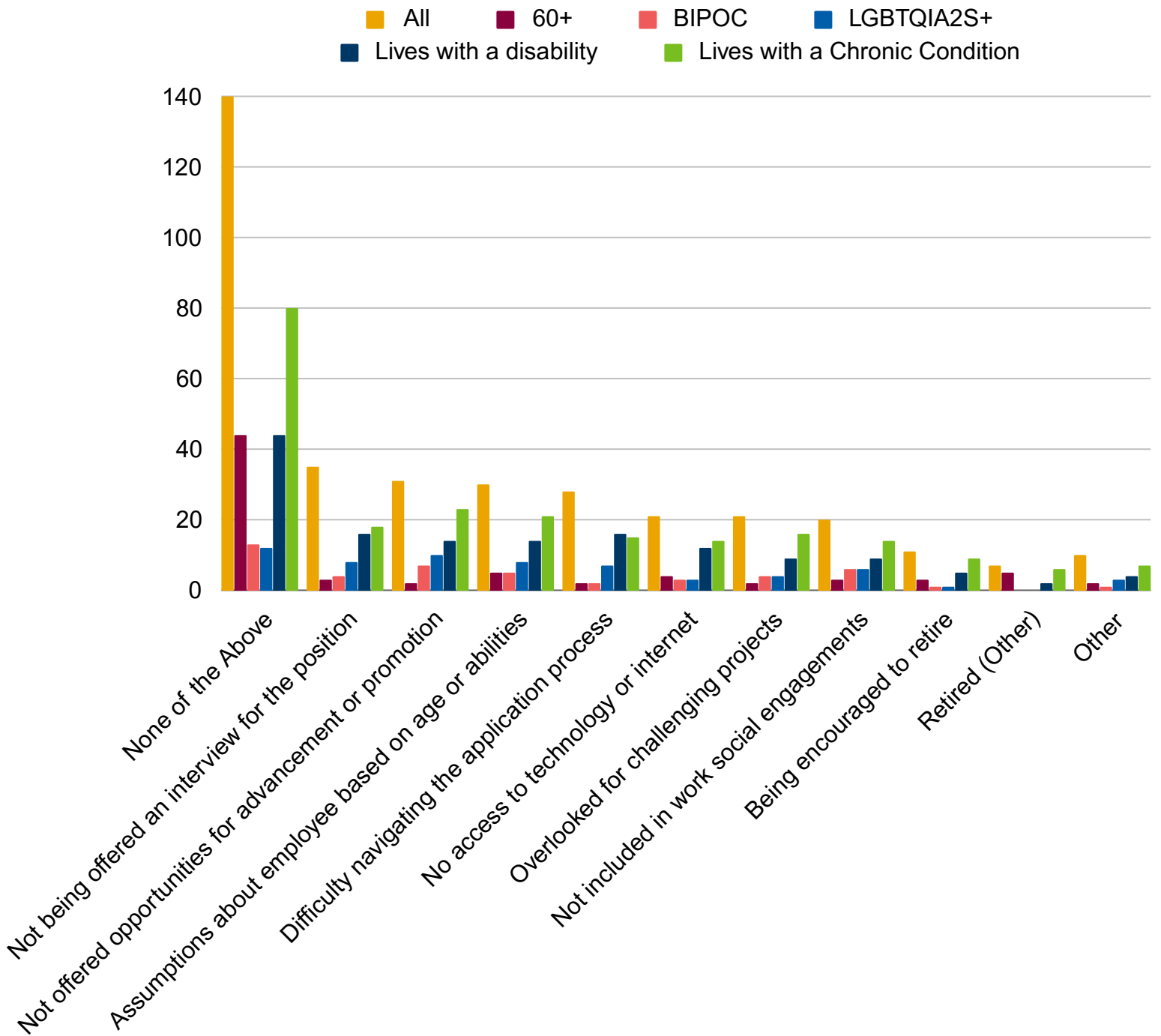
Q28. *Have you experienced age discrimination or bias when applying for jobs or seeking advancement in your career?*



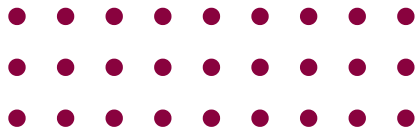


WORKFORCE

Q29. Do you face any of these challenges when looking for work or staying employed (Select all that apply)?*

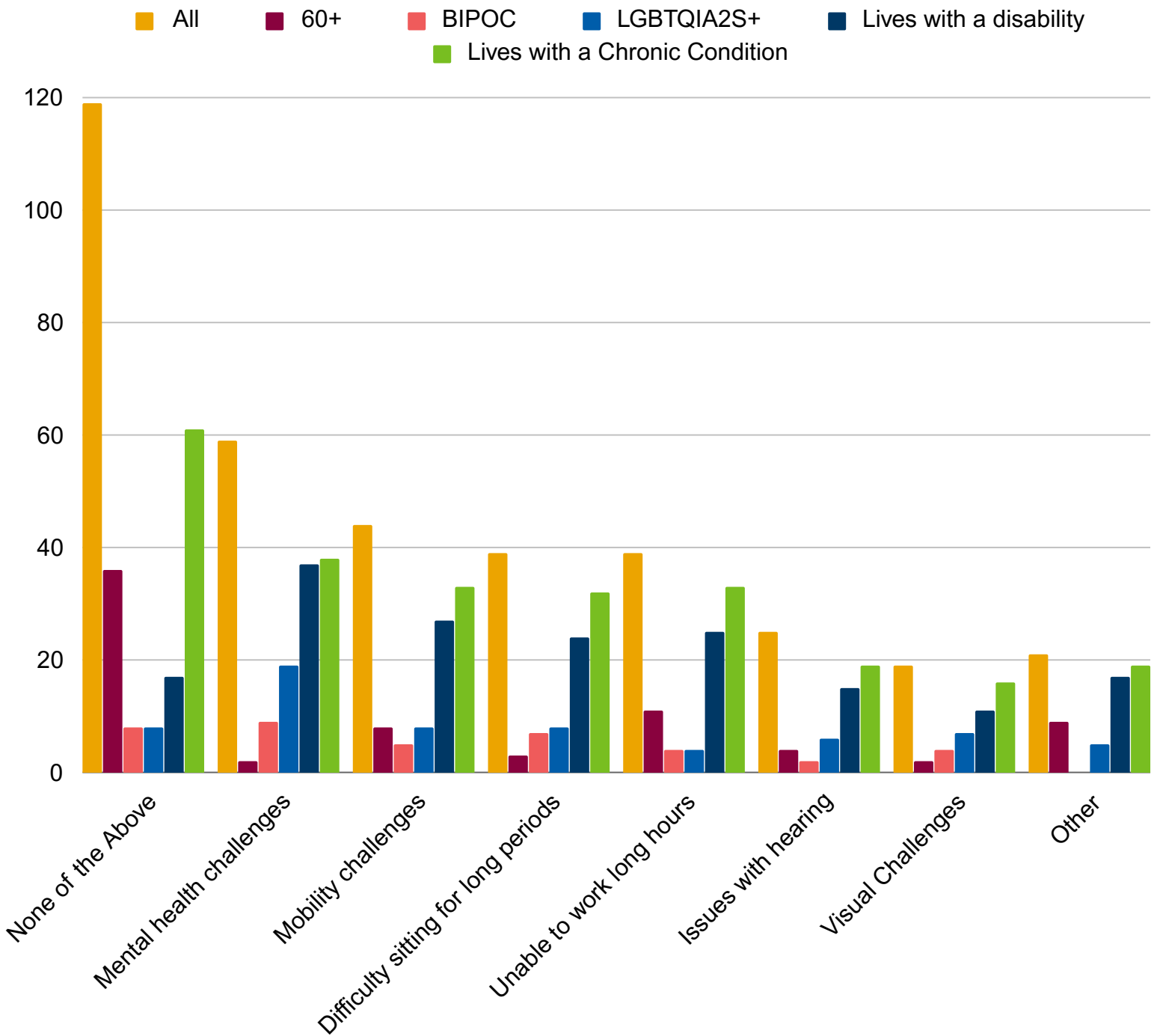


*"Other" responses are included in the Appendix on page 57 & 58

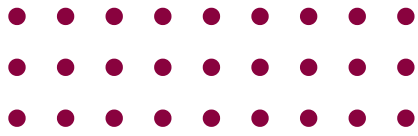


WORKFORCE

Q30. If any, what health issues have impacted your ability to work or advance in your career?*

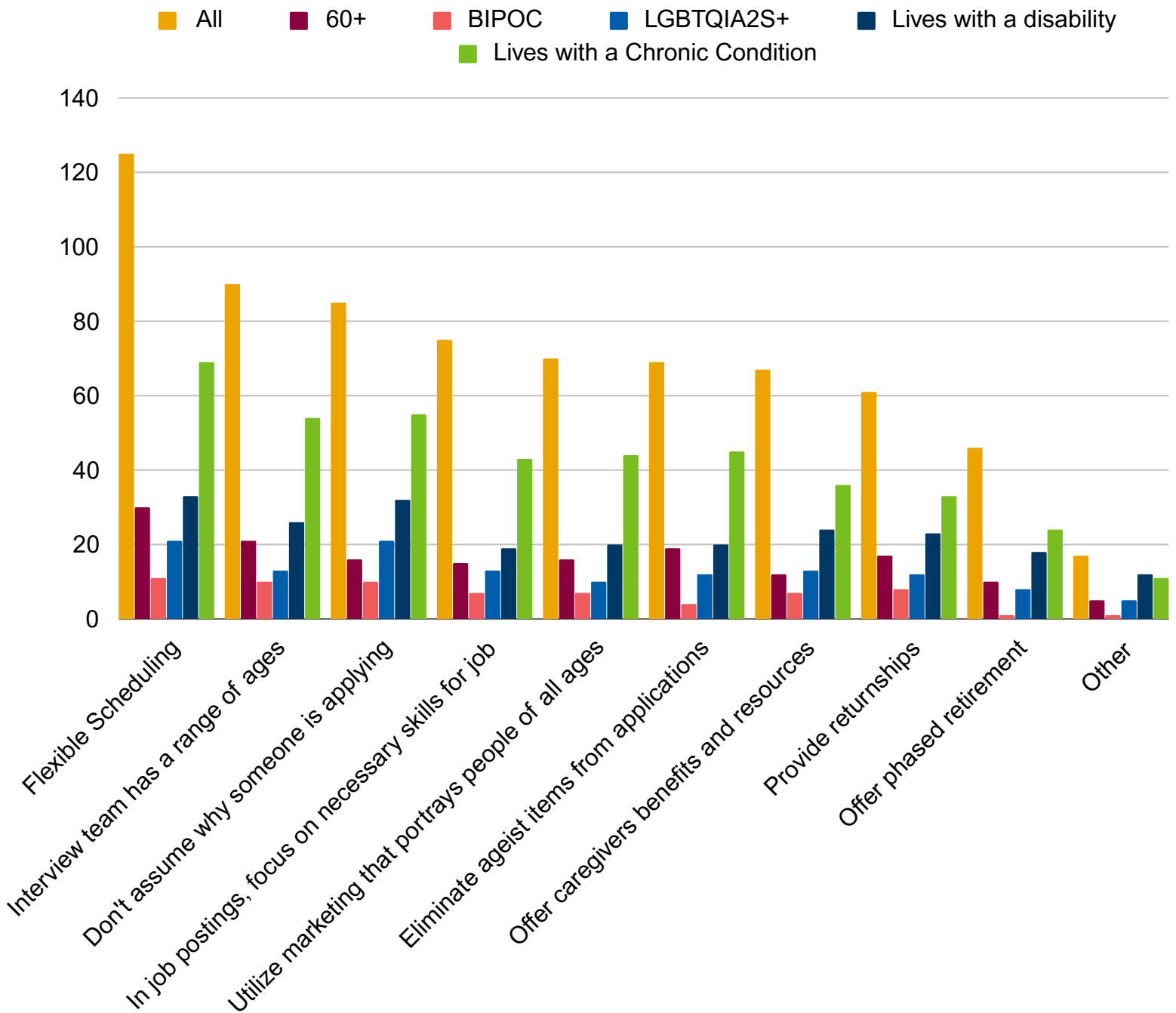


*"Other" responses are included in the Appendix on page 58 & 59



WORKFORCE

Q31. In your opinion, what steps could employers or policymakers take to help address barriers to workforce participation and advancement for older adults?*



*"Other" responses are included in the Appendix on page 59 & 60



HEALTHCARE

Accessing healthcare, autonomy over decisions made, and having someone designated to make medical decisions in the event that you are not able to are important values to patients.

“Sometimes people don’t get recommended health care services, like cancer screenings, because they don’t have a primary care provider. Other times, it’s because they live too far away from health care providers who offer them. Interventions to increase access to health care professionals and improve communication — in person or remotely — can help more people get the care they need” (Health Care Access and Quality - Healthy People 2030 | Health.gov, n.d.).

SURVEY FINDINGS

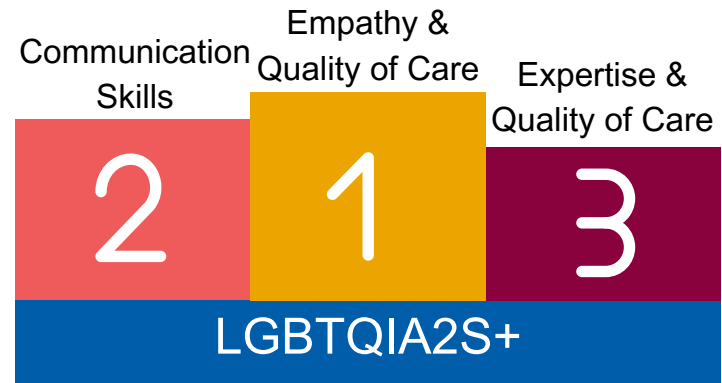
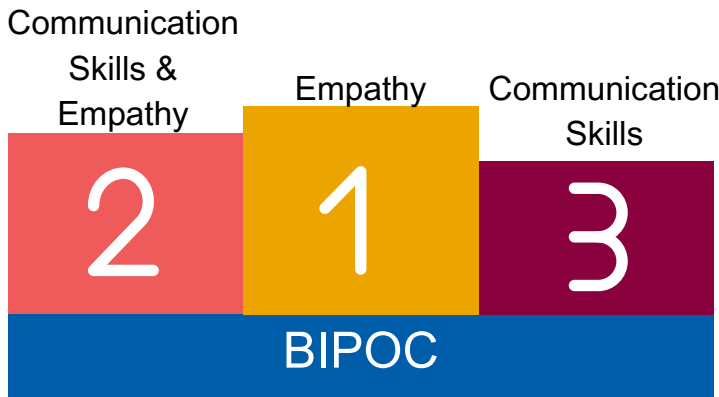
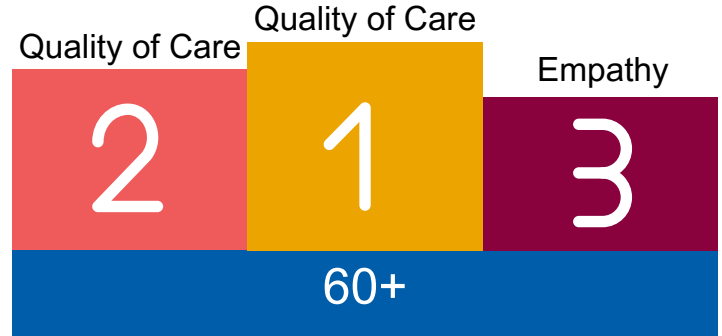
The AAAA Post-Pandemic Community Assessment asked questions about what qualities respondents most value in a healthcare provider, if they have someone designated to make medical decisions in the event that they are not able to, if they feel their primary care physician understands their concerns and needs, and how important it is to them to have a say in their healthcare decisions such as choose treatment options or being involved in the care planning process.





HEALTHCARE

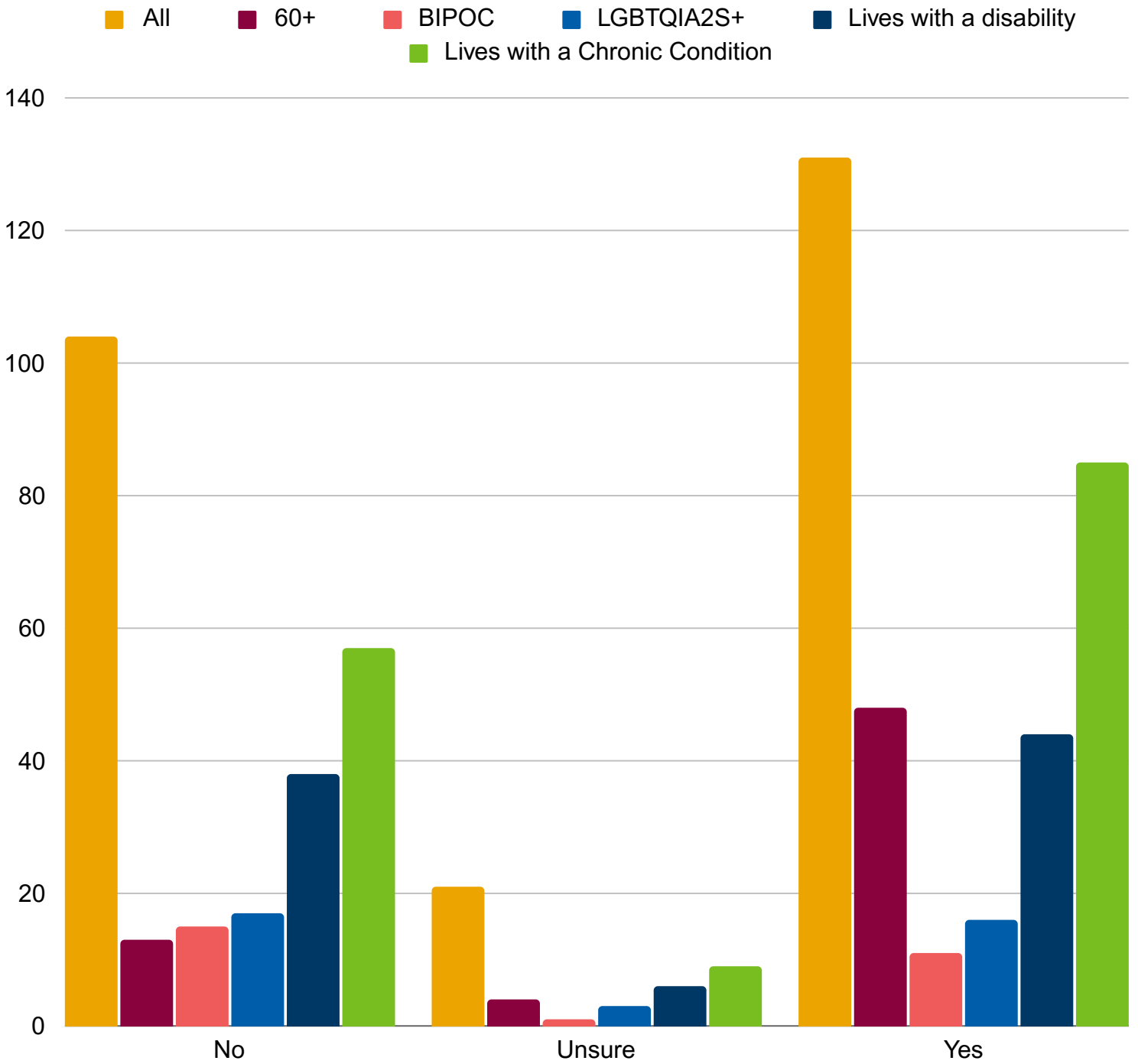
Q32. In rank order, what qualities do you value most in a healthcare provider? (Top 3)

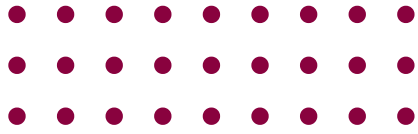




HEALTHCARE

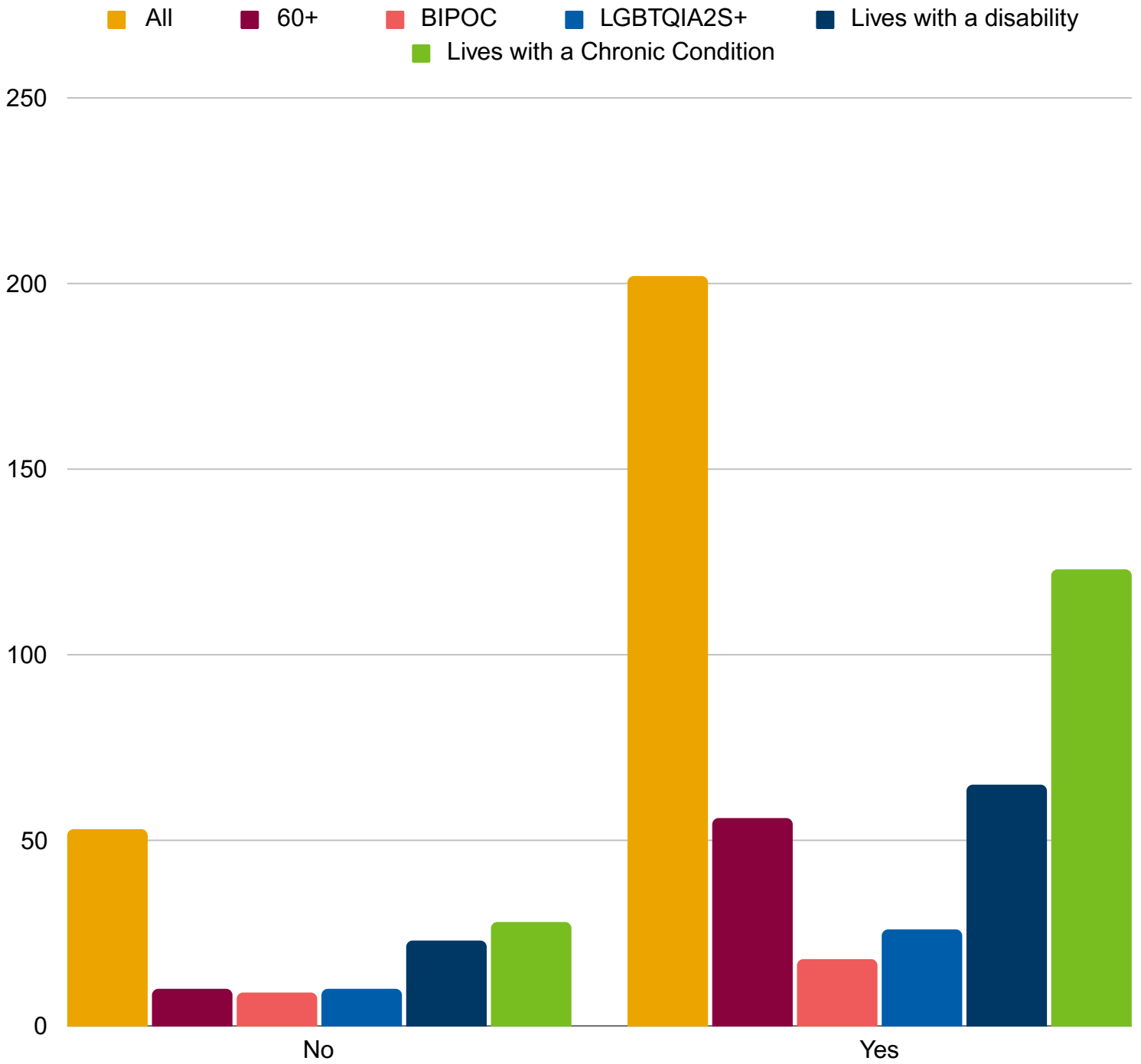
Q33. Do you have someone designated to make medical decisions in the event that you are not able to?

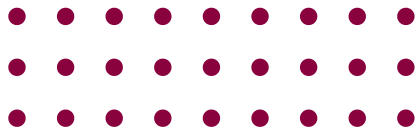




HEALTHCARE

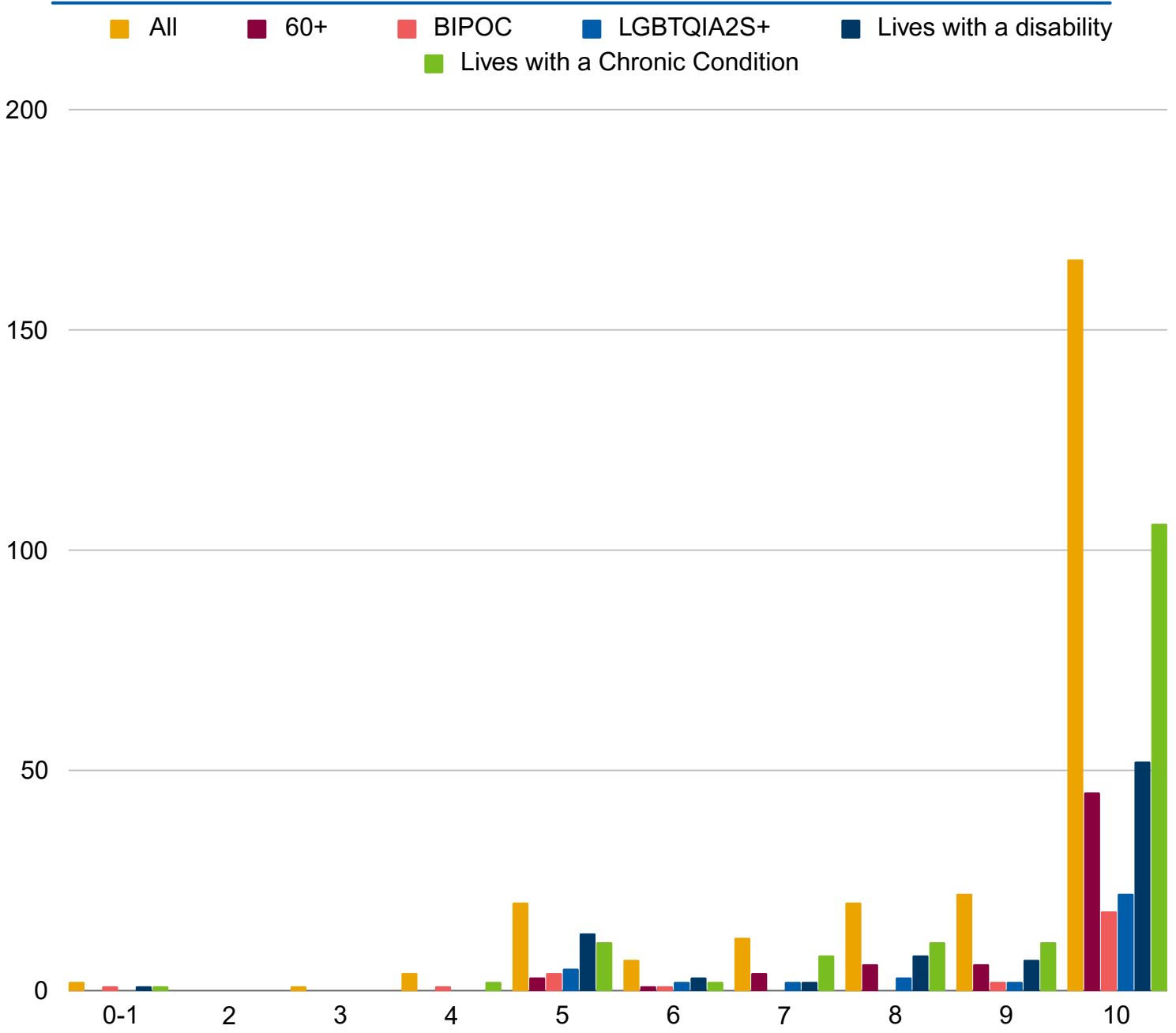
Q34. Do you feel that your primary care physician understands your concerns and needs?





HEALTHCARE

Q35. On a scale of 1-10, how important is it to you to have a say in your healthcare decisions, such as choosing treatment options or being involved in the care planning process? (0-1 Not at all Important, 10 Very Important)





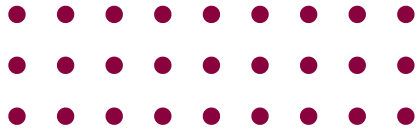
MENTAL WELLBEING

Mental wellbeing can be comprised of a few of the 8 Dimensions of Wellness. In particular, the social dimension can have a great impact on mental wellbeing. According to the U.S. Surgeon General, Dr. Vivek Murthy and the Social Connection Priority report, “Among older adults, chronic loneliness and social isolation can increase the risk of developing dementia by approximately 50%” (Lazzari C, Rabottini M., 2021).



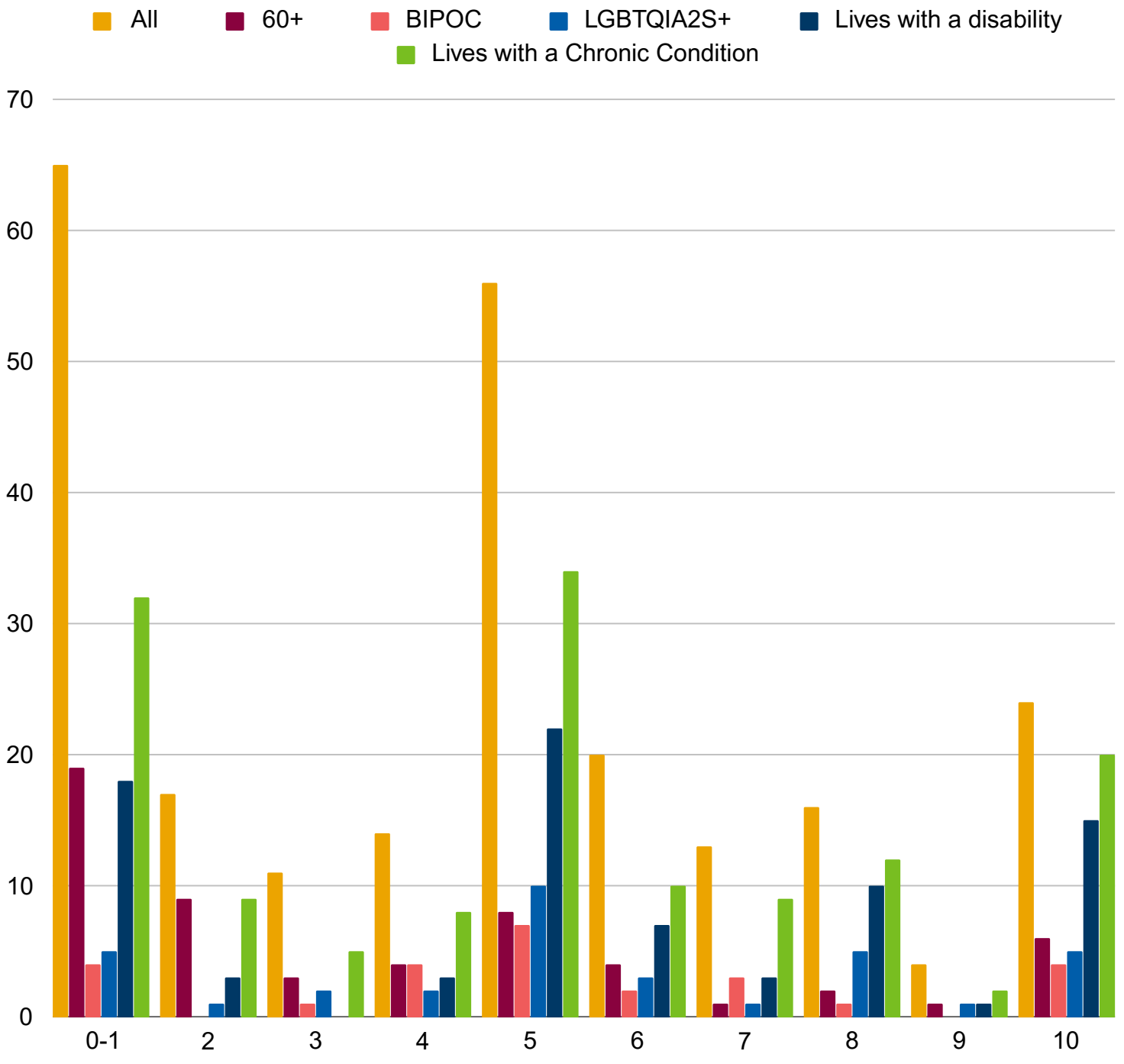
SURVEY FINDINGS

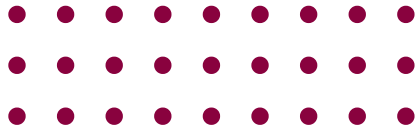
The AAAA Post-Pandemic Community Assessment asked questions to determine how often respondents feel lonely, isolated, or disconnected from others, what challenges they face in making or keeping social connections, if they are involved in groups or organizations in their communities, and if they would be interested in learning more about using technology to access classes, connect to family, use telehealth, volunteer, etc.



MENTAL WELLBEING

Q36. On a scale of 1-10, how often do you feel lonely, isolated, or disconnected from others? (0-1 Not Often, 10 Very Often)

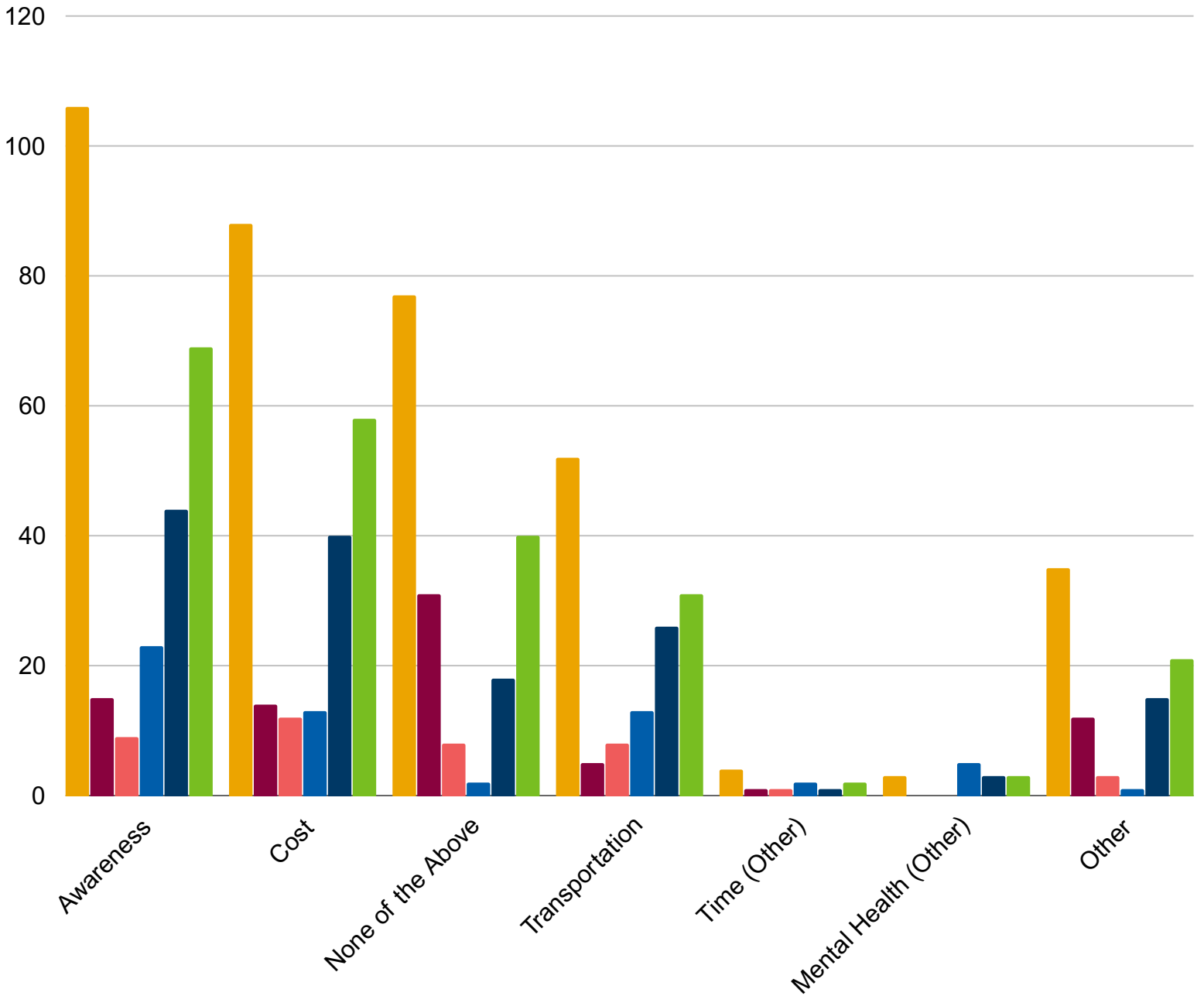




MENTAL WELLBEING

Q37. What challenges, if any, do you face making or keeping social connections (select all that apply)?*

Legend: All (Yellow), 60+ (Purple), BIPOC (Pink), LGBTQIA2S+ (Blue), Lives with a disability (Dark Blue), Lives with a Chronic Condition (Green)

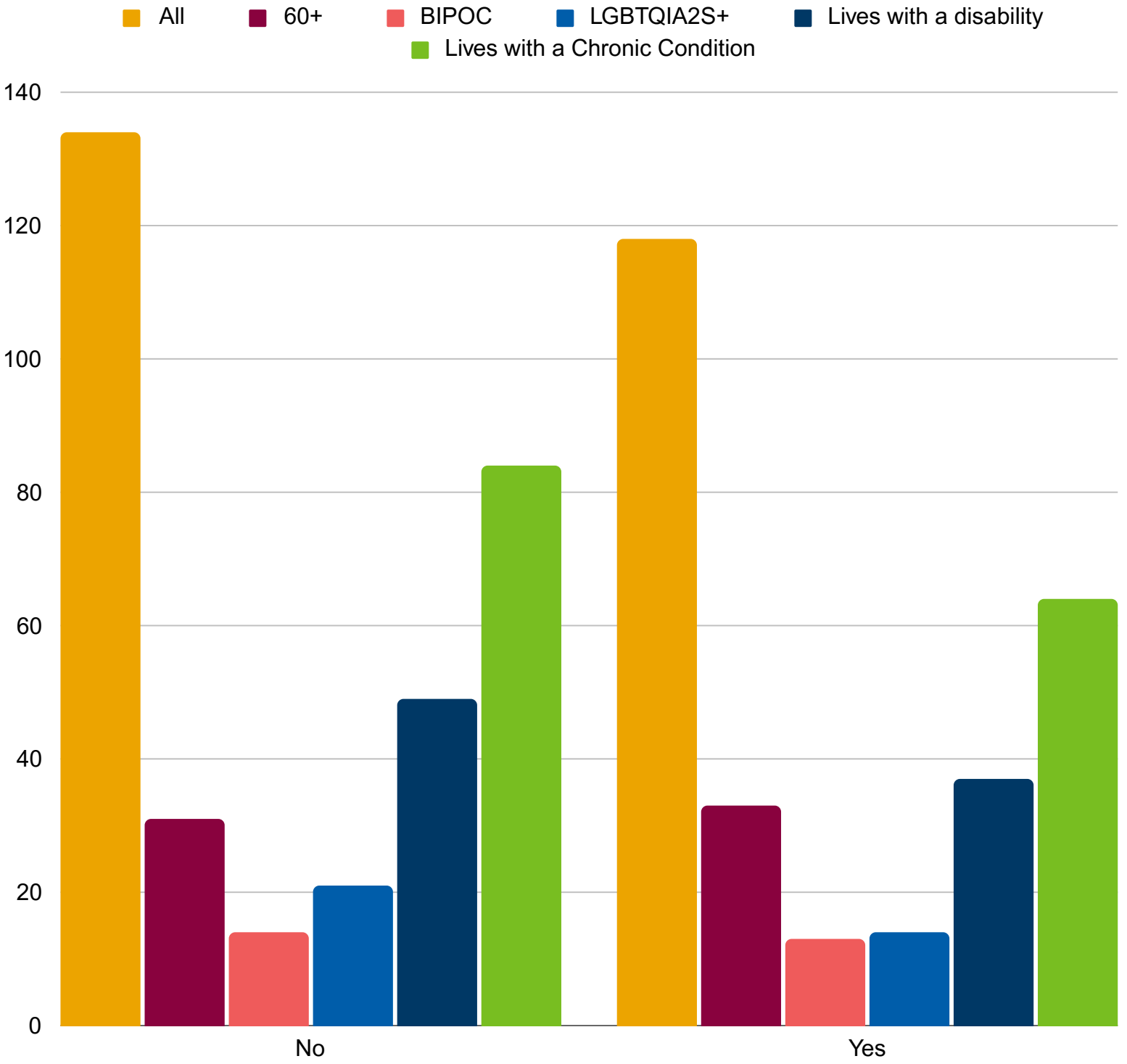


*"Other" responses are included in the Appendix on page 60 & 61



MENTAL WELLBEING

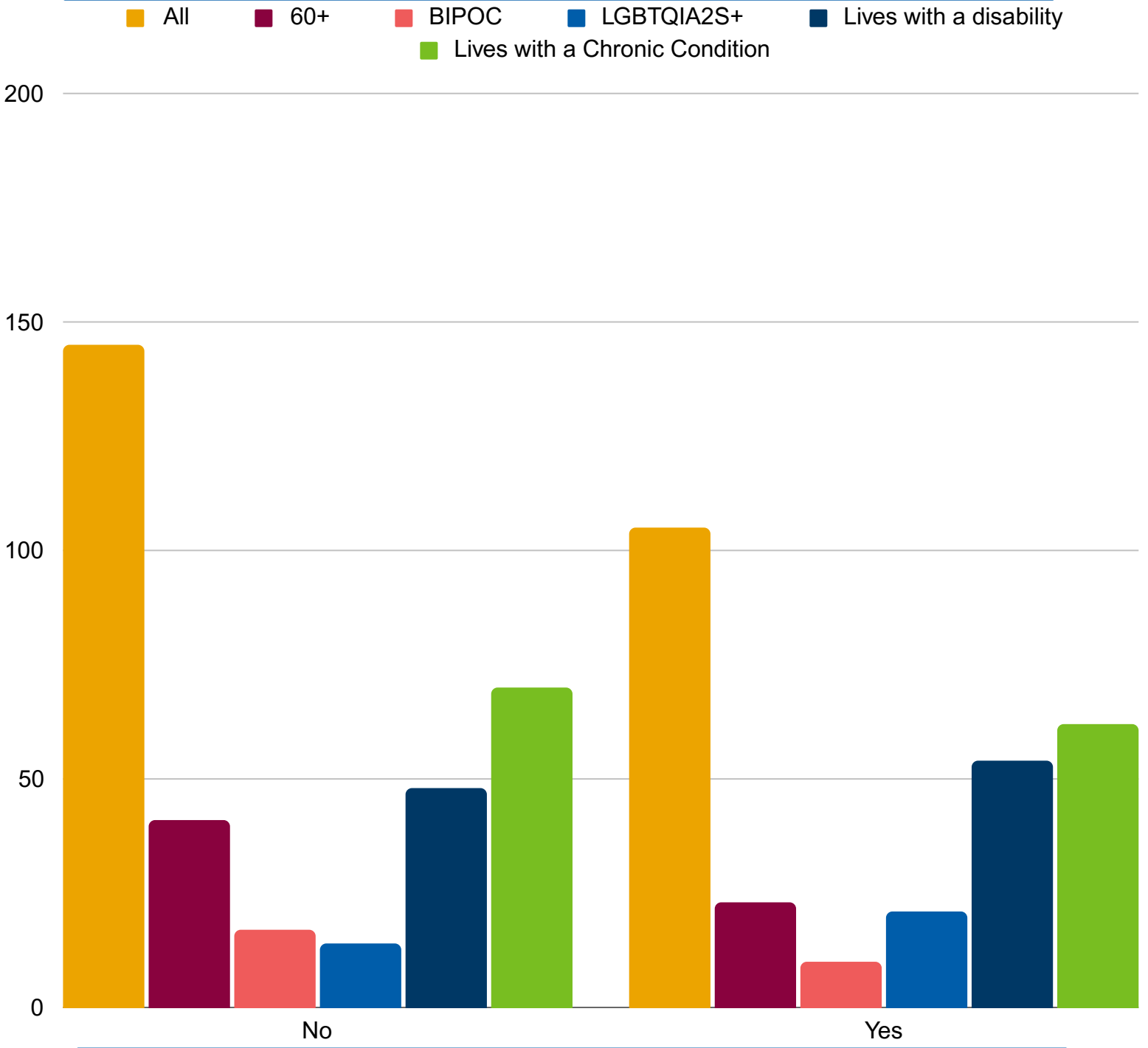
Q38. Are you involved in groups or organizations in your community?





MENTAL WELLBEING

Q39. *Would you be interested in learning more about using technology to access classes, connect to family, use telehealth, volunteer, etc.?*





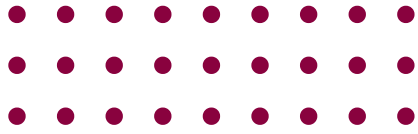
PHYSICAL WELLNESS

Physical wellness is another important dimension of the 8 Dimensions of Wellness. Access to, affordability of, and awareness of opportunities for St. Louis County residents are the most prevalent barriers to maintaining their physical wellness. Physical wellness can include elements such as exercise, disease and disease prevention, and nutrition. Having adequate resources available to access these elements of physical wellness can be critical to overall health.

SURVEY FINDINGS

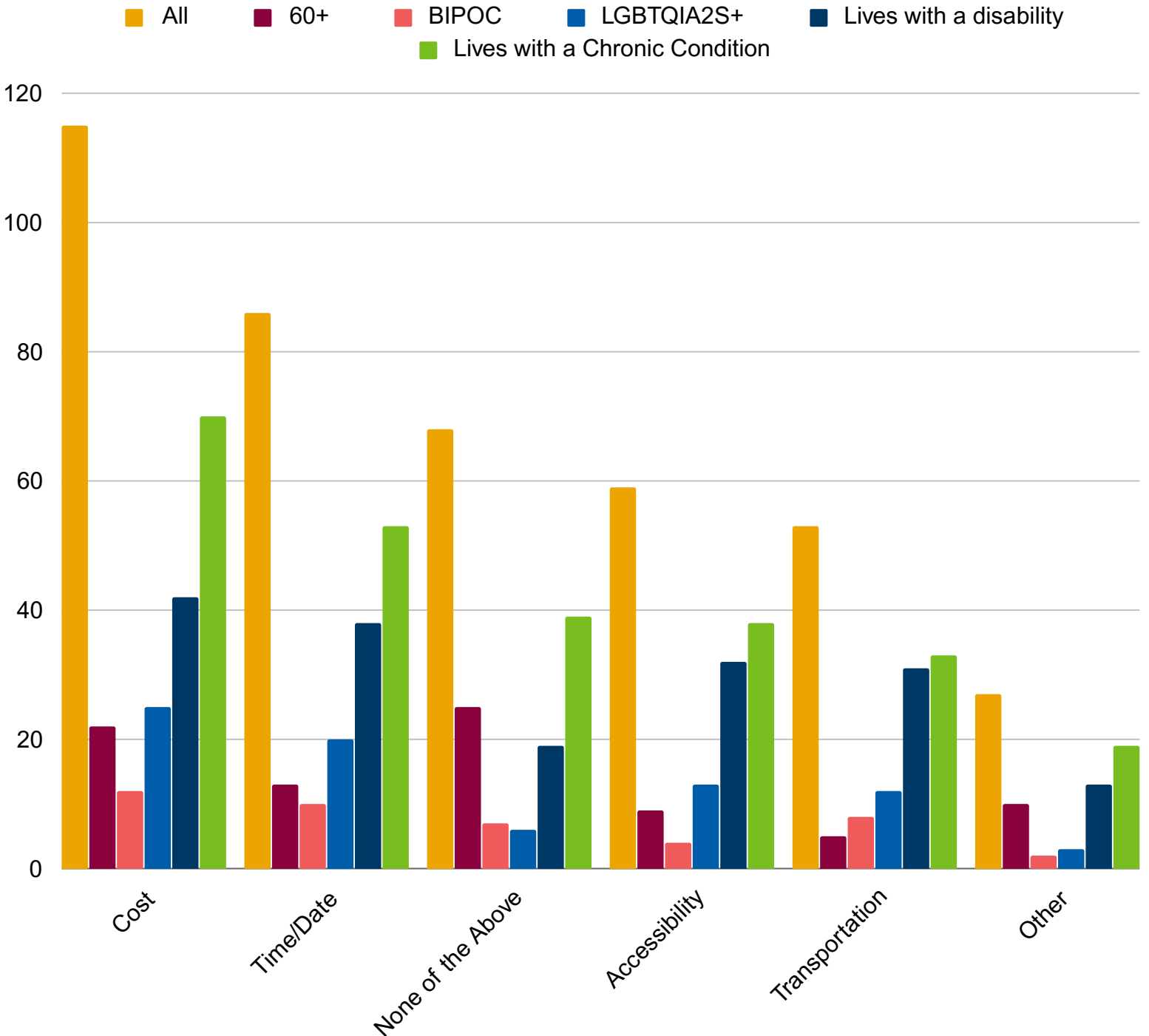
The AAAA Post-Pandemic Community Assessment asked questions to discover what some of the biggest challenges respondents face when prioritizing their health and wellbeing, which health/wellness classes they would be most likely to attend, what resources or supports they currently have access to that helps them maintain their physical and/or mental wellbeing, what barriers prevent them from reaching their health and wellness goals, and how their community or healthcare providers could better support them in achieving and maintaining good health and wellness.



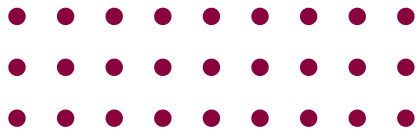


PHYSICAL WELLNESS

Q40. What are some of the biggest challenges you face when prioritizing your health and wellbeing?*

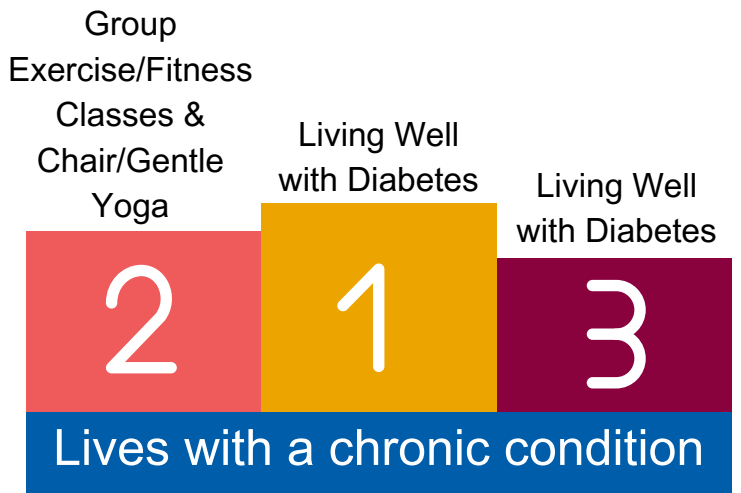
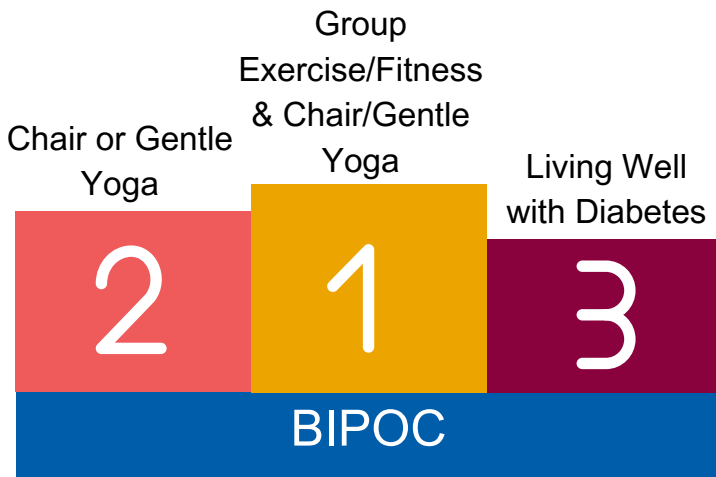
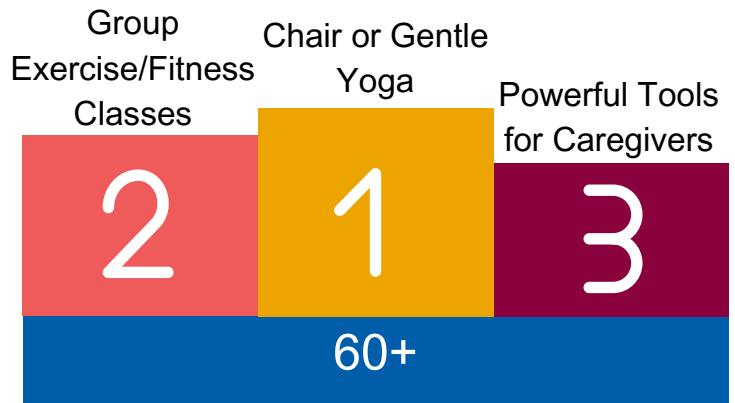


*"Other" responses are included in the Appendix on page 61 & 62



PHYSICAL WELLNESS

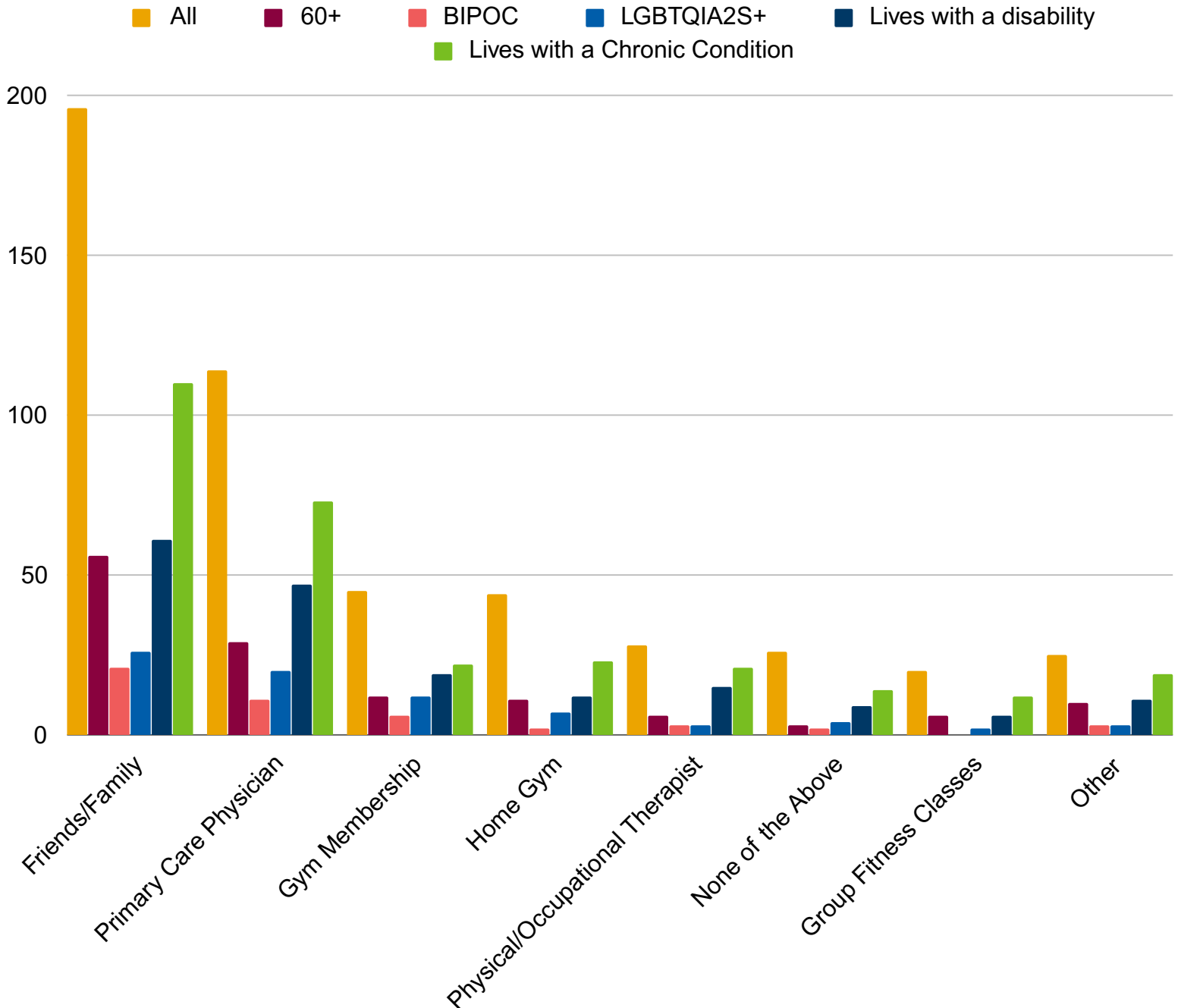
Q41. In rank order, which health/wellness class would you be the most likely to attend? (Top 3)



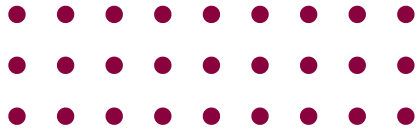


PHYSICAL WELLNESS

Q42. What resources or support do you currently have access to that helps you maintain your physical and/or mental wellbeing (Select all that apply)?*

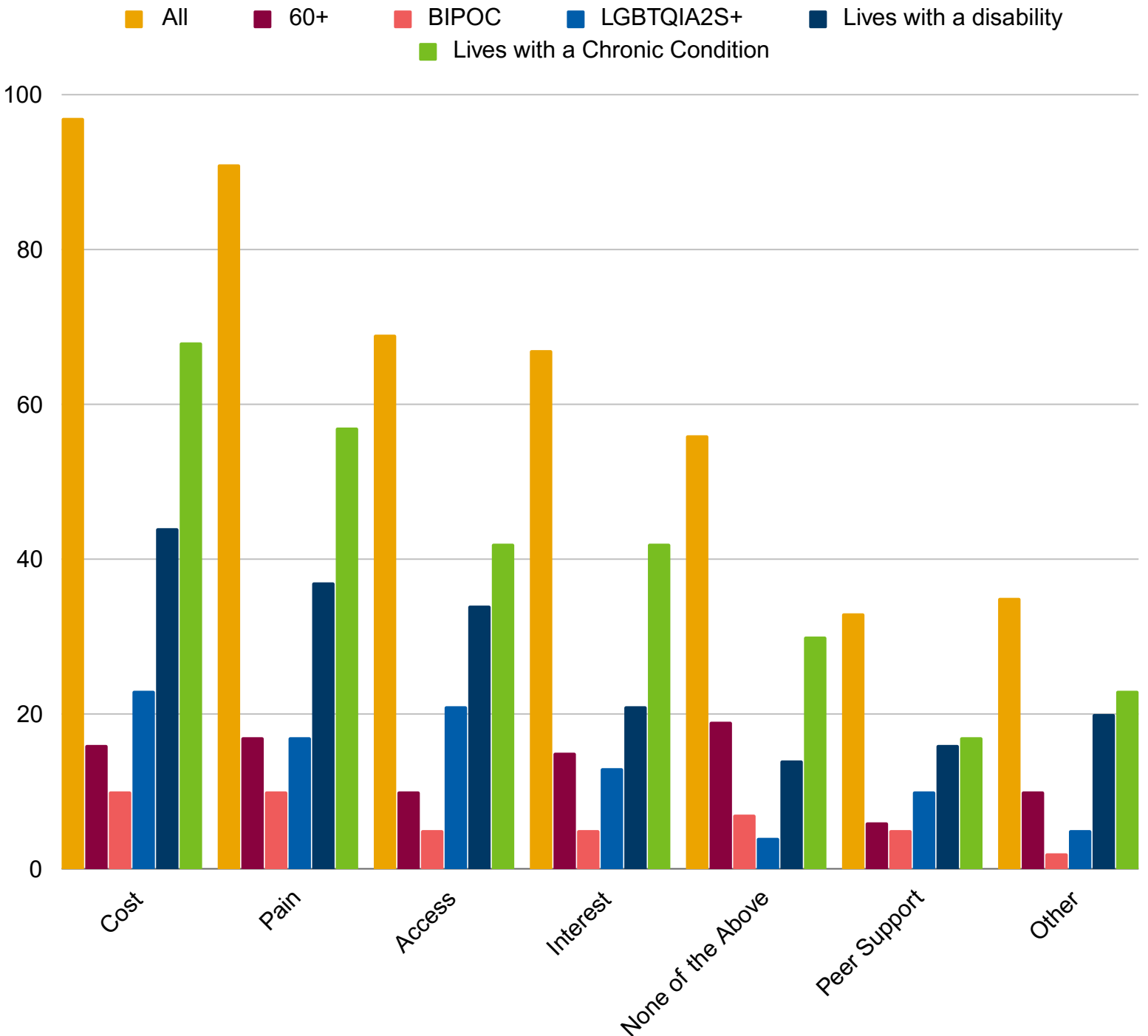


*"Other" responses are included in the Appendix on page 63 & 64

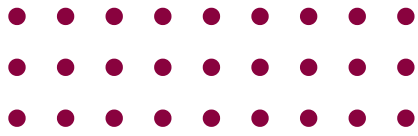


PHYSICAL WELLNESS

Q43. What barriers, if any, prevent you from reaching your health and wellness goals (Select all that apply)?*

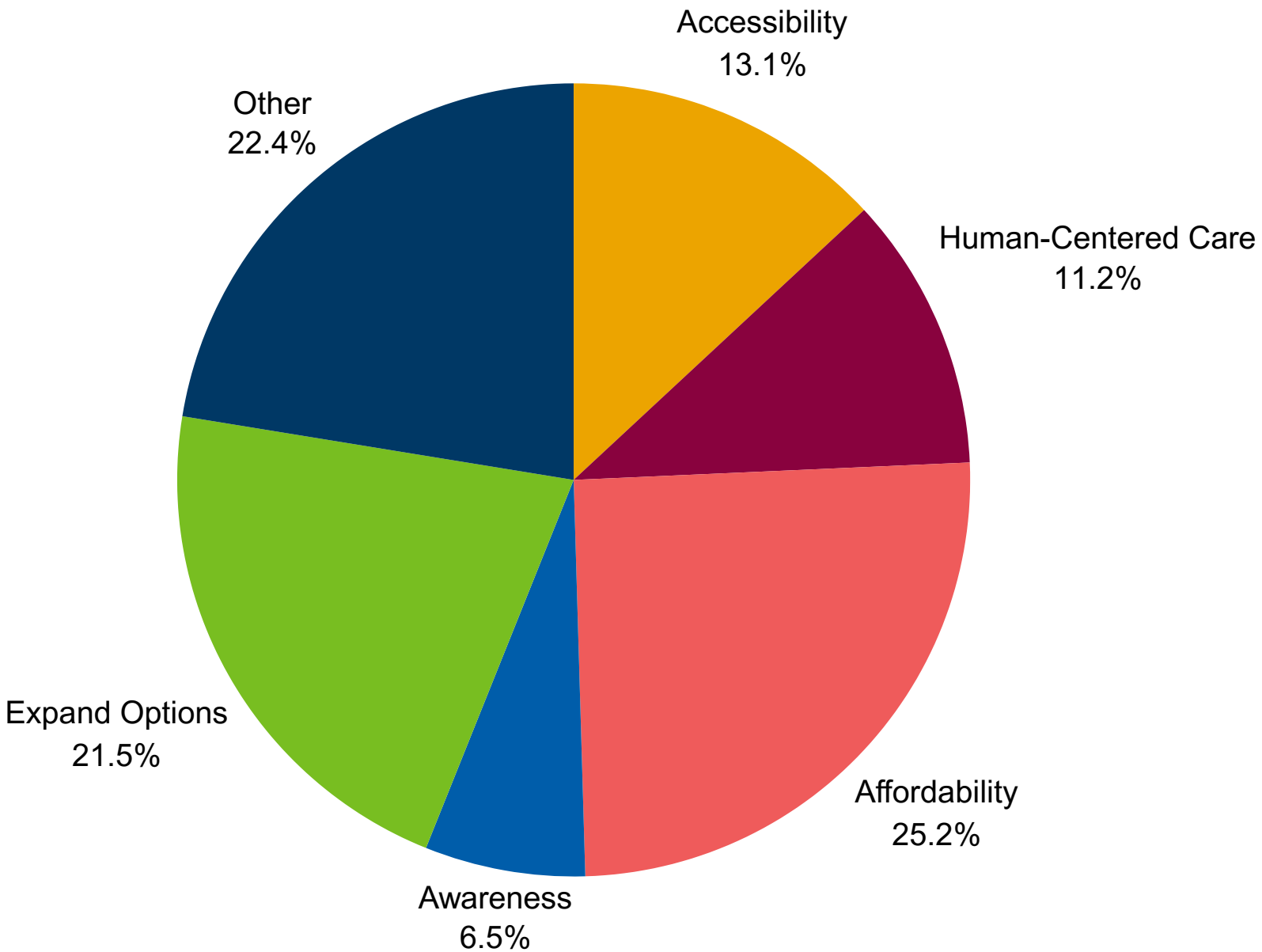


*"Other" responses are included in the Appendix on page 64 & 65



PHYSICAL WELLNESS

Q44. How could your community or healthcare providers better support you in achieving and maintaining good health and wellness?*



*Short answers were grouped by topic *All responses are included in the Appendix on page 65-67



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Economic Stability - Healthy People 2030 | Health.gov. (n.d.).

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Health Care Access and Quality - Healthy People 2030 | Health.gov. (n.d.).

<https://health.gov/healthypeople/objectives-and-data/browse-objectives/health-care-access-and-quality>

The intersection of health and transportation: A planning framework for MnDOT | Center for Transportation Studies. (n.d.). <https://www.cts.umn.edu/news/2022/may/health>

Lazzari, C., & Rabottini, M. (2021). COVID-19, loneliness, social isolation and risk of dementia in older people: a systematic review and meta-analysis of the relevant literature. *International Journal of Psychiatry in Clinical Practice*, 26(2), 196–207.

<https://doi.org/10.1080/13651501.2021.1959616>

Respite care. (n.d.). *Alzheimer's Disease and Dementia*. <https://www.alz.org/help-support/caregiving/care-options/respice-care>



APPENDIX

“OTHER” RESPONSES

Q7 “Other” responses:

- **ALL:** no (3), none (2), some businesses (2), Covid testing during 2020, difficulty repelling left-wing wacko progressives intrusion in my normal way of living, family difficulties, more resources more staff in areas that are needed, no issues, PCA services and also mail & packages, recovery, specifically dental, to Duluth hospitals from the range - there isn't any!!!; no relatives or friends - you are screwed!
- **60+:** Difficulty repelling left-wing wackos progressives intrusion in my normal way of living, family difficulties, no, no issues, none, to Duluth hospitals from the range - there isn't any!!!; no relatives or friends - you are screwed!
- **BIPOC:** Difficulty repelling left-wing wacko progressives intrusion in my normal way of living.
- **LGBTQIA2S+:** Some businesses
- **Lives with a disability:** Some businesses (2), Covid testing during 2020, difficulty repelling left-wing wacko progressives intrusion in my normal way of living, family difficulties, no, PCA services and also mail & packages, specifically dental, to Duluth hospitals from the range - there isn't any!!!; no relatives or friends - you are screwed!
- **Lives with a chronic condition:** No (2), Some businesses (2), Covid testing during 2020, difficulty repelling left-wing wacko progressives intrusion in my normal way of living, family difficulties, no issues, none, PCA services and also mail & packages, specifically dental, to Duluth hospitals from the range - there isn't any!!!; no relatives or friends - you are screwed!

Q8 “Other” responses:

- **ALL:** AEOA (3), ElderCircle, Food Shelf, Last time I called them [MN SLL] - nobody answered!, no, Salvation Army, St. Louis. Co. Health Dept., the arc
- **60+:** AEOA (2), Food shelf, Last time I called them [MN SLL] - nobody answered!, St. Louis. Co. Health Dept.
- **BIPOC:** No
- **LGBTQIA2S+:** The arc
- **Lives with a disability:** AEOA, food shelf, Last time I called them [MN SLL] - nobody answered!, Salvation Army, St. Louis. Co. Health Dept., the arc
- **Lives with a chronic condition:** AEOA (3), Food shelf, Last time I called them [MN SLL] - nobody answered!, no, Salvation Army, St. Louis. Co. Health Dept., the arc



APPENDIX

“OTHER” RESPONSES

Q11 “Other” responses:

- **ALL:** Left-wing wacko Judges appointed by left-wing wacko Governors or Presidents, Never have I used any of the resources, I’ve never asked, Because I have an invisible disability, people tend to assume I am more capable or less in need of assistance than I am
- **60+:** Left-wing wacko Judges appointed by left-wing wacko Governors or Presidents
- **BIPOC:** Left-wing wacko Judges appointed by left-wing wacko Governors or Presidents
- **LGBTQIA2S+:** Because I have an invisible disability, people tend to assume I am more capable or less in need of assistance than I am
- **Lives with a disability:** Because I have an invisible disability, people tend to assume I am more capable or less in need of assistance than I am, Left-wing wacko Judges appointed by left-wing wacko Governors or Presidents, Never have I used any of the resources
- **Lives with a chronic condition:** Left-wing wacko Judges appointed by left-wing wacko Governors or Presidents

Q13 “Other” responses:

- **ALL:** 4-wheeler, gasoline engine only car and truck, not enough money for bus or ride-sharing apps, personal driver, used Arrowhead Transit once, my vehicle
- **60+:** gasoline engine only car and truck, nonemergency medical transportation, used Arrowhead Transit once
- **BIPOC:** gasoline engine only car and truck
- **Lives with a disability:** gasoline engine only car and truck, not enough money for bus or ride-sharing apps, personal driver, used Arrowhead Transit once
- **Lives with a chronic condition:** gasoline engine only car and truck, personal driver, used Arrowhead Transit once

Q14 “Other” responses:

- **ALL:** AEOA has unrealistic schedules, Joe Biden and Tim Walz, I am unaware that I would have access to NEMT if a friend could not drive me to/from medical appointments that need someone to drive me, I don’t rely on others for transportation, I have very bad anxiety on bus, I have never used the resources, money, no \$ to help w/ gas etc., no arrowhead transit in Proctor, not rely on others at this time, others in a rush to be done, others schedule limits, reliability, scheduling limitations due to not enough service drivers (because the service companies don’t pay drivers a livable wage), some places don’t have transportation access, the bus can be a bit unreliable but I am pretty patient, won’t let me take service dog



APPENDIX

“OTHER” RESPONSES

Q14 “Other” responses (CONT.):

- **60+:** AEOA has unrealistic schedules, Joe Biden and Tim Walz, I am unaware that I would have access to NEMT if a friend could not drive me to/from medical appointments that need someone to drive me, I don’t rely on others for transportation, never used the resources, not rely on others at this time
- **BIPOC:** Joe Biden and Tim Walz, money, no \$ to help w/ gas etc.
- **LGBTQIA2S+:** money, no \$ to help w/ gas etc., others schedule limits, scheduling limitations due to not enough service drivers (because the service companies don’t pay drivers a livable wage), some places don’t have transportation access
- **Lives with a disability:** AEOA has unrealistic schedules, Joe Biden and Tim Walz, I have very bad anxiety on the bus, money, never used the resources, no \$ to help w/ gas etc., no Arrowhead Transit in Proctor, reliability, scheduling limitations due to not enough service drivers because the service companies don’t pay drivers a livable wage), some places don’t have transportation access, the bus can be a bit unreliable but I am pretty patient, won’t let me take service dog
- **Lives with a chronic condition:** AEOA has unrealistic schedules, Joe Biden and Tim Walz, I am unaware that I would have access to NEMT if a friend could not drive me to/from medical appointments that need someone to drive me, money, no \$ to help w/ gas etc., not rely on others at this time, others in a rush to be done, others schedule limits, reliability, some places don’t have transportation access, won’t let me take service dog

Q16. All responses:

- **Accessibility:** access from closest what is (m?m) - age based ability based, accessibility, AEOA picks up at home at 6:30 AM and drops off about 3 or 4 in the evening. What is a person to do or where are we supposed to spend our time in between appointments? How does dial-a-ride work in Virginia? How do one shop for groceries with such a schedule?, biking trails for those with challenges are very limited and we have limited app availability., Bus stop is too far away from my house. I have mobility issues., Contacting dispatch, distance had to walk to and from bus stop is difficulty with physical limitations, getting close to businesses, getting to transportation, hours of operation did not work for me, Low car seats, no public transportation! to Duluth hospitals!, No Uber, Lyft, taxi available., Non emergency medical transportation is sorely lacking in my area., not available, Public transportation is limited. I tried to use it with elderly parents., some bus drivers won't let down the kneel,



APPENDIX

“OTHER” RESPONSES

Q16. All Responses (CONT.):

- **Accessibility:** Sometimes they can't accommodate, but they deal with staffing issues just like everyone else., There is none where I live except a couple lines that run and no volunteer drivers, There isn't any public transportation where I live., Took to long to get to you late for work every day, Unable to go everywhere I need to go., We don't have it in our small town, When I have needed transportation it was when family wasn't able to give me a ride
- **Distance:** Live in the country
- **Funds:** bus fair or bus stop locations, bus passes, gas money, money, Money, people's schedule, no funds
- **Other:** Aero head transportation is garbage Drug dealers and addicts ride free., ALL, all listed previously, Don't really use Uber up here as it's really not available., Finding the correct tickets for permissions, I can't carry everything on the DTA bus, making plans for a ride, transportation did not pick me up, Not a standard schedule long wait, public transportation, this area often takes significantly longer than driving or biking, Rude, unionized drivers.
- **Safety:** Affording anything that takes me outside the bus line. Also walking to stops in winter. It's not safe, the stops aren't safe either., anxiety, I did not feel safe. The waits for pick up can be long. I can't stand for more than a few minutes at a time without becoming lightheaded. There are no benches or places to sit and wait. When it is really cold or hot outside this is challenging., I have social anxiety and vey bad bus anxiety., In the winter, stops not cleared; standing in the street., Riding the bus is emotionally exhausting and aggravates my anxiety., sketchy people, The Hill to the bus lol. I'm pregnant the bus stop is far and grocery shopping and other stuff be really hard., Unable to accommodate disabilities, Verbal harassments, yelling at me and wouldn't let me take service dog

Q20. “Other” responses, all:

- None (2), Uber/Taxi, a specific bus for those in wheelchairs/scooters or walkers, Another option besides arrowhead transit, Arrowhead transit in proctor, be available to be paid for trips down and back from Duluth Essentia Hospital, Better pickup and return options throughout the day, Cabs are not consistently available, Cheap ride services to Duluth and the twin cities, Difficulty doing stairs, Cost based on ability to pay rather than a set price, Do not use, Earlier AM hours, Easier to understand apps and interfaces, Get rid of current bus management, I don't know about the resources so have no idea, I don't believe we have any taxi service in Virginia anymore,



APPENDIX

“OTHER” RESPONSES

Q20. “Other” responses, all (CONT.):

- I dont know. Haven't used public transportation, I don't need transportation services, but for others there seem to be few affordable options available especially for travel to medical appointments. Having transport available at various times of the day is important too, I live across the street to Virginia hospitial and clinic, Make sure all employees are NOT unionized, More good taxis coming on time, more handicap sitting, More Accessible Stops, more leg room; more taxi cabs, more mass trans to negate pollution, More options, more options with wider hours available, More stops in rural areas, need to have #6 bus come to 2nd st. to go to super one and come back to tri-towers, Northern Lights Express, others need transportation to doctor's visits, Price, Service in my area, unsure, not used, walking time to bus stop, Zero-emissions transportation.

Q25. ”Other” responses:

- **ALL:** Cost, cultural, didn't know I was a caregiver - just mom, Employees acting as agents for the Democrat/progressive movement. Asking socio-political questions and getting angry when I won't play their game, hired a care person to give blind husband a bath, Husband in hospice care, little respite care available, I go miles to help Dad but now moving, Not know it was available, Out of state resources/Healthcare options, Very high cost, Most supplemental heath insurance and Medicare does not cover respite in my experience
- **60+:** Employees acting as agents for the Democrat/progressive movement. Asking socio-political questions and getting angry when I won't play their game, hired a care person to give blind husband a bath, Husband in hospice care, little respite care available, Most supplemental heath insurance and Medicare does not cover respite in my experience, Very high cost
- **BIPOC:** cultural, Employees acting as agents for the Democrat/progressive movement. Asking socio-political questions and getting angry when I won't play their game
- **LGBTQIA2S+:** I go miles to help Dad but now moving
- **Lives with a disability:** Employees acting as agents for the Democrat/progressive movement. Asking socio-political questions and getting angry when I won't play their game, hired a care person to give blind husband a bath, Most supplemental heath insurance and Medicare does not cover respite in my experience, I go miles to help Dad but now moving, didn't know I was a caregiver - just mom



APPENDIX

“OTHER” RESPONSES

Q25. “Other” responses (CONT.):

- **Lives with a chronic condition:** Cost, didn't know I was a caregiver - just mom, Employees acting as agents for the Democrat/progressive movement. Asking socio-political questions and getting angry when I won't play their game, hired a care person to give blind husband a bath, I go miles to help Dad but now moving, Most supplemental health insurance and Medicare does not cover respite in my experience, Not know it was available, Out of state resources/Healthcare options

Q27. “Other” responses:

- **ALL:** awareness of options, Expand Medicare help options, knowing where to find it and how/if can file with insurance, I care for children. More child care please, rarely attended evening events due to my vision, taxi to Duluth for medical surgery!, Used hospice for husband but very limited access to aides
- **60+:** Expand Medicare help options, rarely attended evening events due to my vision, taxi to Duluth for medical surgery!, Used hospice for husband but very limited access to aides
- **LGBTQIA2S+:** awareness of options, knowing where to find it and how/if can file with insurance
- **Lives with a disability:** Expand Medicare help options, knowing where to find it and how/if can file with insurance, Lack of staff, UA's background checks, rarely attended evening events due to my vision, taxi to Duluth for medical surgery!, Used hospice for husband but very limited access to aides
- **Lives with a chronic condition:** awareness of options, Expand Medicare help options, knowing where to find it and how/if can file with insurance, Lack of staff, UA's background checks, rarely attended evening events due to my vision, taxi to Duluth for medical surgery!, Used hospice for husband but very limited access to aides

Q29. “Other” responses:

- **ALL:** afraid to lose much needed medical/pharmacy assistance, Appropriate pay in today's economy. Work/life balance!, felony on record, Having my disabilities accommodated, I'm disabled, need help actually to apply, over 69, Pregnancy, political retaliation effects (religious but disguised as other), Blacklisting
- **60+:** afraid to lose much needed medical/pharmacy assistance, blacklisting
- **BIPOC:** blacklisting
- **LGBTQIA2S+:** Having my disabilities accommodated, need help actually to apply, political retaliation effects (religious but disguised as other)



APPENDIX

“OTHER” RESPONSES

Q29. “Other” responses (CONT.):

- **Lives with a disability:** Retired, Blacklisting, Having my disabilities accommodated, I'm disabled, need help actually to apply
- **Lives with a chronic condition:** afraid to lose much needed medical/pharmacy, assistance, Blacklisting, Having my disabilities accommodated, I'm disabled, need help actually to apply, over 69, political retaliation effects (religious but disguised as other)

Q30. “Other” responses:

- **ALL:** bad back/Bad back had to retire, autism/adhd, breathing issues, cancer treatment, can't stand long, Cvs, Developed POTS from Covid. I had to retire, Difficulty standing and walking for long periods, getting rides to health such as Duluth essential!, Heart disease, I can volunteer at several sites, Misogyny, Needs for flexible schedule; employer would provide accommodations for some employees and not others. personnel had voiced that the employer did not want me to be further employed due to type of disability. Gave option to quit or would find reason to terminate me, need stationary office work, people who sit all day that feel they know more about my job than i do and cause arguments, physical pain, Prefer not to day, Previous boss said I didn't have “enough” energy as I was 7 months prego with a 10 month old at home, Retired, Vertigo
- **60+:** Bad back had to retire, Developed POTS from Covid. I had to retire, getting rides to health such as Duluth essential!, Hearing impairment, heart Px, I can volunteer at several sites, need stationary office work, Retired, Vertigo
- **LGBTQIA2S+:** autism/adhd, can't stand long, Cvs, Difficulty standing and walking for long periods, Misogyny
- **Lives with a disability:** bad back/Bad back had to retire, autism/adhd, breathing issues, can't stand long, Cvs, Developed POTS from Covid. I had to retire, Difficulty standing and walking for long periods, getting rides to health such as Duluth essential!, Heart disease, heart Px, I can volunteer at several sites, Needs for flexible schedule; employer would provide accommodations for some employees and not others. personnel had voiced that the employer did not want me to be further employed due to type of disability. Gave option to quit or would find reason to terminate me., people who sit all day that feel they know more about my job than i do and cause arguments, physical pain, Retired, Vertigo
- **Lives with a chronic condition:** bad back/Bad back had to retire, breathing issues, cancer treatment, can't stand long, Developed POTS from Covid. I had to retire., Difficulty standing and walking for long periods, getting rides to health such as Duluth essential!, Heart disease, heart Px, I can volunteer at several sites, Misogyny,



APPENDIX

“OTHER” RESPONSES

Q30. “Other” responses (CONT.):

- **Lives with a chronic condition:** Needs for flexible schedule; employer would provide accommodations for some employees and not others. personnel had voiced that the employer did not want me to be further employed due to type of disability. Gave option to quit or would find reason to terminate me., need stationary office work, people who sit all day that feel they know more about my job than i do and cause arguments, physical pain, Prefer not to day, Retired, vertigo

Q31. “Other” responses:

- **ALL:** ALL, choose able, reliable, experienced, patient, knowledgeable adults with life experiences., Disregard the applicant’s gender, eliminate age or appearance related info from process, Give people with mental disability more leniency when training and what not, Hire or promote based on skills, training, education and experience rather than nepotism, skin color or chromosome alignment., I have been retired for 12 years, no job applications, More homeless to work options, None, offer education technical, offer volunteer work, Pay livable wages, Phased retirement is interesting, Retired, set up Elder transportation to hospitals in Duluth for elders that can't see and can't drive & have no relatives or neighbors to haul them! The Indians have such service on the Rez!, Stop discriminating against employment gaps, help people on disability get jobs, Those who need a little help at job the first week of work should be able to find help to be productive
- **60+:** choose able, reliable, experienced, patient, knowledgeable adults with life experiences, Hire or promote based on skills, training, education and experience rather than nepotism, skin color or chromosome alignment., I have been retired for 12 years, no job applications, offer volunteer work, set up Elder transportation to hospitals in Duluth for elders that can't see and can't drive & have no relatives or neighbors to haul them! The Indians have such service on the Rez!
- **BIPOC:** Hire or promote based on skills, training, education and experience rather than nepotism, skin color or chromosome alignment.
- **LGBTQIA2S+:** Disregard the applicant’s gender, eliminate age or appearance related info from process, Pay livable wages., Stop discriminating against employment gaps, help people on disability get jobs, Those who need a little help at job the first week of work should be able to find help to be productive
- **Lives with a disability:** ALL, eliminate age or appearance related info from process, Give people with mental disability more leniency when training and what not, Hire or promote based on skills, training, education and experience rather than nepotism, skin color or chromosome alignment., More homeless to work options, None, offer education technical, offer volunteer work, Pay livable wages.,



APPENDIX

“OTHER” RESPONSES

Q31. “Other” responses (CONT.):

- **Lives with a disability:** set up Elder transportation to hospitals in Duluth for elders that can't see and can't drive & have no relatives or neighbors to haul them! The Indians have such service on the Rez!, Stop discriminating against employment gaps, help people on disability get jobs, Those who need a little help at job the first week of work should be able to find help to be productive
- **Lives with a chronic condition:** ALL, choose able, reliable, experienced, patient, knowledgeable adults with life experiences, Disregard the applicant's gender, eliminate age or appearance related info from process, offer education technical, offer volunteer work, set up Elder transportation to hospitals in Duluth for elders that can't see and can't drive & have no relatives or neighbors to haul them! The Indians have such service on the Rez!, Stop discriminating against employment gaps, help people on disability get jobs, Those who need a little help at job the first week of work should be able to find help to be productive, Hire or promote based on skills, training, education and experience rather than nepotism, skin color or chromosome alignment., More homeless to work options

Q37. “Other” responses:

- **ALL:** Anxiety (2), Disability (2), distance (2), Eyesight - night driving (2), Family and Friends live far away (2), Introverted (2), Lack of energy (2), Apathy, Close enough friends (not just acquaintances)to do things with, Communities could offer more programs in the evenings for working adults, Desire to socialize, Don't fit in, Don't get invited, Hard to get people my age together because of availability, Interest, I don't like being around people for very long, know very few, most friends dead or dying, Need for Senior Social Events, nobody to join me, Sensory issues, Social anxiety and immune issues, Social anxiety, executive dysfunction, everyone else is busy all the time because we live in a capitalist hellscape where everyone who's not rich struggles., social problems
- **60+:** Don't fit in, eyesight - night driving, Hard to get people my age together because of availability, I just don't have the energy for it. Too much effort., interest and mobility evenings, lack of energy to participate, my children live in NY state, Need for Senior Social Events, need to be available to spouse, Physically disabled, cost of gasoline, dying community, Democrat/progressive politics interference with a normal life., time, time is spent with grandchildren. not adults., weather, driving after dark
- **BIPOC:** distance, Physically disabled, cost of gasoline, dying community, Democrat/progressive politics interference with a normal life., time



APPENDIX

“OTHER” RESPONSES

Q37. “Other” responses (CONT.):

- **LGBTQIA2S+:** anxiety, General Anxiety, My paranoia and social anxiety, Social anxiety and immune issues, Social anxiety, executive dysfunction, everyone else is busy all the time because we live in a capitalist hellscape where everyone who’s not rich struggles., time (2), Distance
- **Lives with a disability:** Desire to socialize, Don’t fit in, Don’t get invited, eyesight - night driving, I just don’t have the energy for it. Too much effort., I don’t like being around people for very long, know very few, my children live in NY state, My physical disabilities, my mental health, Need for Senior Social Events, nobody to join me, Physically disabled, cost of gasoline, dying community, Democrat/progressive politics interference with a normal life., Sensory issues, Social anxiety and immune issues, Social anxiety, executive dysfunction, everyone else is busy all the time because we live in a capitalist hellscape where everyone who’s not rich struggles., social problems, time
- **Lives with a chronic condition:** distance (2), time (2), Apathy, Communities could offer more programs in the evenings for working adults, Don’t fit in, eyesight - night driving, general anxiety, I don’t like being around people for very long, I just don’t have the energy for it. Too much effort., know very few, lack of energy to participate, mental health, my children live in NY state, My paranoia and social anxiety, My physical disabilities, Need for Senior Social Events, need to be available to spouse, nobody to join me, Not a people person, Physically disabled, cost of gasoline, dying community, Democrat/progressive politics interference with a normal life., Sensory issues, Social anxiety and immune issues, time is spent with grandchildren. not adults., weather, driving after dark.

Q40. “Other” responses:

- **ALL:** Mental health (3), Caregiving (2), Motivation (2), Awareness, Childcare, existential dread, Family responsibility, Food, have heart issues, arthritis, Health care providers asking irrelevant socio-political engineering questions during an appointment. Tell the CDC (Center for Democrat Control) to take a flying fuck to hell. I am not some guinea pig for the socialist/communist agenda. Are you listening to me? Or are you of the mind that I’m wrong and your political intrusion into my culture and way of life is acceptable?, How far I need to go to get to different specialists, interest, money and ability to move around, most fitness \$100 a month, Needing to be by myself and to relax after work, Quality of care and choice of Dr in some areas of medicine, Remembering, scheduling appointments, hearing the phone, dialing., resources, seasonal changes for grandchildren that I watch, Social anxiety, stairs, Sucks when having to travel from Virginia to Cook for Dental care or Duluth for healthcare!, Work. My job is not flexible.



APPENDIX

“OTHER” RESPONSES

Q40. “Other” responses (CONT.):

- **60+:** Caregiving for Mom, family responsibility, Food, have heart issues, arthritis., Health care providers asking irrelevant socio-political engineering questions during an appointment. Tell the CDC (Center for Democrat Control) to take a flying fuck to hell. I am not some guinea pig for the socialist/communist agenda. Are you listening to me? Or are you of the mind that I'm wrong and your political intrusion into my culture and way of life is acceptable?, interest, Motivation, Quality of care and choice of Dr in some areas of medicine, Remembering, scheduling appointments, hearing the phone, dialing., seasonal changes for grandchildren that I watch
- **BIPOC:** Health care providers asking irrelevant socio-political engineering questions during an appointment. Tell the CDC (Center for Democrat Control) to take a flying fuck to hell. I am not some guinea pig for the socialist/communist agenda. Are you listening to me? Or are you of the mind that I'm wrong and your political intrusion into my culture and way of life is acceptable?, money and ability to move around
- **LGBTQIA2S+:** existential dread, Mental health, most fitness \$100 a month
- **Lives with a disability:** Awareness of options, existential dread, Food, have heart issues, arthritis., Health care providers asking irrelevant socio-political engineering questions during an appointment. Tell the CDC (Center for Democrat Control) to take a flying fuck to hell. I am not some guinea pig for the socialist/communist agenda. Are you listening to me? Or are you of the mind that I'm wrong and your political intrusion into my culture and way of life is acceptable?, most fitness \$100 a month, Remembering, scheduling appointments, hearing the phone, dialing., resources, Social anxiety, stairs
- **Lives with a chronic condition:** Caregiving (2), stairs (2), Awareness, existential dread, family responsibility, Food, have heart issues, arthritis., Health care providers asking irrelevant socio-political engineering questions during an appointment. Tell the CDC (Center for Democrat Control) to take a flying fuck to hell. I am not some guinea pig for the socialist/communist agenda. Are you listening to me? Or are you of the mind that I'm wrong and your political intrusion into my culture and way of life is acceptable?, How far I need to go to get to different specialists, interest, money and ability to move around, most fitness \$100 a month, Quality of care and choice of Dr in some areas of medicine, Remembering, scheduling appointments, hearing the phone, dialing., resources, seasonal changes for grandchildren that I watch, Work. My job is not flexible.



APPENDIX

“OTHER” RESPONSES

Q42. “Other” responses:

- **ALL:** Faith (3), Mental Health Therapist (3), case manager/ARHMS worker (2), Job (2), Yoga (2), bike, daily fitness on my own, do walking and XC skiing and do gardening, Dog/Pet, FOX news, Newsmax, Bill O'Reilly, Megyn Kelly, Forbes Breaking News, House Freedom Caucus, Gun Owners of America, National Rifle Association, gasoline engined outboard motor, ATV, chainsaw, snowmobile, lawnmower, Donald J. Trump!, all-American free speech. Those contribute to my positive well-being., medicine, occupy myself with home/yard projects, Qi Gong, Specialists and my care team, Tai Chi, Volunteering, Walking track at Iron trail convention center, Walking track at ITMEC in Virginia (free)
- **60+:** church home and home exercise, daily fitness on my own, do walking and XC skiing and do gardening, FOX news, Newsmax, Bill O'Reilly, Megyn Kelly, Forbes Breaking News, House Freedom Caucus, Gun Owners of America, National Rifle Association, gasoline engined outboard motor, ATV, chainsaw, snowmobile, lawnmower, Donald J. Trump!, all-American free speech. Those contribute to my positive well-being., have taken Tai Chi, I am director of the Floodwood Food Shelf, Church., occupy myself with home/yard projects, Volunteering, Walking track at Iron trail convention center, Yoga
- **BIPOC:** case manager; ARHMS worker; psyc., FOX news, Newsmax, Bill O'Reilly, Megyn Kelly, Forbes Breaking News, House Freedom Caucus, Gun Owners of America, National Rifle Association, gasoline engined outboard motor, ATV, chainsaw, snowmobile, lawnmower, Donald J. Trump!, all-American free speech. Those contribute to my positive well-being., medicine
- **LGBTQIA2S+:** case manager; ARHMS worker; psyc., Qi Gong, Yoga YouTube
- **Lives with a disability:** ARHMS & therapist (2), case manager; ARHMS worker; psyc., do walking and XC skiing and do gardening, FOX news, Newsmax, Bill O'Reilly, Megyn Kelly, Forbes Breaking News, House Freedom Caucus, Gun Owners of America, National Rifle Association, gasoline engined outboard motor, ATV, chainsaw, snowmobile, lawnmower, Donald J. Trump!, all-American free speech. Those contribute to my positive well-being., Job, psychiatrist, Specialists and my care team, Tai Chi, Qi Gong, Volunteering
- **Lives with a chronic condition:** ARHMS, therapist (3), church home and home exercise, do walking and XC skiing and do gardening, Dog/Pet,



APPENDIX

“OTHER” RESPONSES

Q42. “Other” responses (CONT.):

- **Lives with a chronic condition:** FOX news, Newsmax, Bill O'Reilly, Megyn Kelly, Forbes Breaking News, House Freedom Caucus, Gun Owners of America, National Rifle Association, gasoline engined outboard motor, ATV, chainsaw, snowmobile, lawnmower, Donald J. Trump!, all-American free speech. Those contribute to my positive well-being., Job, medicine, Mental health therapist, my psychiatrist, occupy myself with home/yard projects, Qi Gong, Relationship with God, Specialists and my care team, Tai Chi, Volunteering, Walking track at Iron trail convention center, Walking track at ITMEC in Virginia (free)

Q43. “Other” responses:

- **All:** Time (7), Age (2), current health conditions (2), Mental health (2), transportation (2), Can't afford food, Childcare, damn hostile dogs on walking trails and their idiot owners, Dizzy and lightheaded when in standing position. Some days are better than others. Symptoms can worsen suddenly., eyesight and driving at night, Fatigue, finding a new project, hate going to doctor. claustrophobia., initiative, Joey Biden, Tim Walz, the Democrat/progressives, the enviromental wackos and the anti-gun nuts, the CDC and the WHO, and survey takers that support the foregoing., Lack of providers that take my insurance, Laziness, laziness, new born baby, 3 and 8 year olds., Memory, need to develop good health maintenance patterns, nothing local, The ability to keep trying, too busy prioritizing others, Work in a group home wears out my brain for the day and exhausted after work and just relax at home, Work schedules
- **60+:** age, Can't afford food, damn hostile dogs on walking trails and their idiot owners, Dizzy and lightheaded when in standing position. Some days are better than others. Symptoms can worsen suddenly., eyesight and driving at night, Joey Biden, Tim Walz, the Democrat/progressives, the enviromental wackos and the anti-gun nuts, the CDC and the WHO, and survey takers that support the foregoing., Memory, need to develop good health maintenance patterns, nothing local, time
- **BIPOC:** Joey Biden, Tim Walz, the Democrat/progressives, the enviromental wackos and the anti-gun nuts, the CDC and the WHO, and survey takers that support the foregoing., time
- **LGBTQIA2S+:** current health conditions, Mental health, Rides, ability to keep trying, too busy prioritizing others
- **Lives with a disability:** current health conditions, mental health, age, Can't afford food, damn hostile dogs on walking trails and their idiot owners, Dizzy and lightheaded when in standing position. Some days are better than others. Symptoms can worsen suddenly., eyesight and driving at night, finding a new project,



APPENDIX

“OTHER” RESPONSES

Q43. “Other” responses (CONT.):

- **Lives with a disability:** hate going to doctor. claustrophobia., initiative, Joey Biden, Tim Walz, the Democrat/progressives, the enviromental wackos and the anti-gun nuts, the CDC and the WHO, and survey takers that support the foregoing., Lack of providers that take my insurance, Memory, nothing local, Rides, The ability to keep trying, Time off work, transportation
- **Lives with a chronic condition:** time, Age, current health conditions, Can’t afford food, damn hostile dogs on walking trails and their idiot owners, Dizzy and lightheaded when in standing position. Some days are better than others. Symptoms can worsen suddenly., eyesight and driving at night, Fatigue, finding a new project, hate going to doctor. claustrophobia., Joey Biden, Tim Walz, the Democrat/progressives, the enviromental wackos and the anti-gun nuts, the CDC and the WHO, and survey takers that support the foregoing., Lack of providers that take my insurance, Memory, need to develop good health maintenance patterns, nothing local, The ability to keep trying, Time off work, too busy prioritizing others, transportation

Q44. All responses:

- **Accessibility:** access to respite care, Better sensory health, Classes or info near home - transportation - cost, Dr was closer, Easier access, Essentia downtown gym. Hard to get to gym at Miller Hill mall., Get a fitness facility at North Pointe (resource center) in Duluth, Have better access and transportation available, Having something more local. Even 5 miles seems overwhelming most days., I live in the country (my choice) but everything is so far away., I nor my family haven't seen a dentist due to no one in the area will take our insurance. I am failing as a mother on keeping my children healthy due to not finding a dentist in our area., more ramps for walkers, not sure other than transportation for appointments!, transportation, transportation to Duluth Hospitals! Anything serious, you have to go to Duluth Essentia - roads down there are all hooked to detours - great for elders and those that can't well!!
- **Affordability:** A low cost option for fitness where you don’t have to already be @ in shape” to fit in, affordability and less complicated scheduling, Affordable, Better, more affordable options., communicating options (affordable) available, cost, Drive down the costs, Free events, Free exercise classes, free programs at parks (walking therapy etc.), give money, good health care for all, GOOD healthcare CHEAPER!!!, Have all medical free, I can barely pay my bills and there is nothing left for food. I am only eating once a day which is usually a peanut butter and jelly sandwich. I can’t get healthy without energy. Nobody seems to care, low cost; better announcements of activities.,



APPENDIX

“OTHER” RESPONSES

Q44. All responses (CONT.):

- **Affordability:** lower cost / transportation, Lower gym membership fees, access to more nutritional food choices, healthier “fast food” option, group exercise, Make Harrison affordable and open to classes, Make healthcare universal and free; abolish the for-profit healthcare system., Make it very low cost to access fitness classes if you're on assistance and have chronic health issues that they could benefit, More cost effective options!, Offer low cost options, Offer low cost, preferably group exercise and health oriented activities geared to my age group., Offering a mix of affordable well being classes such as chi Kong, tai chi,yoga,walking partner., Our family is in Minnesota care. The issue I fear most is making too much and losing health insurance. But having to stay poor enough to have health insurance is very limiting too. We are self employed and do not get insurance from employers., The cost of healthcare is so high that I don't go anymore unless it's an emergency. I can't talk about anything at my annual physical because otherwise it costs \$177 for an office visit., Work with insurance companies
- **Awareness:** advertising options, awareness of available programs, Better outreach programs, Commercials pinpointed at wellness etc so it would be a constant reminder, create more awareness about the availability of different programs, Keep talking about the options, keep offering options., Provide community event dates/times prior to and not after. Seems that I hear about events on the news or newspaper afterwards instead of knowing upcoming things that would benefit my health.
- **Expand Options:** A gym or work out facility!!!, curling classes, develop some programs for senior-physical, social support., Group fitness classes or gym close by., Have a swimming pool available for use, Have more options for low cost/free fitness classes/groups during other times of the day besides morning. Pickle ball needs to be in an evening., Have wellness/fitness center like a YMCA, Healthy eating clinics -a day event of taking BP, weight, blood work, etc. then a quick course teaching of eating healthy foods (for 2-3 weeks) come back and retest the BP,weight, etc., Home health aid, meals... cooked, cleaning.Home repair.. roof leaking, sewer problems, I am waiting for a new establishment to open after the devastating loss of our local Y., info about healthy eating, keep providing quality options, Make pools for exercise available with a flexible schedule, Mesabi Fit should be funded fully. My insurance and providers do a great job., more activities, More exercise classes closer to Aurora, more options, More options, More resources closer to town, Not sure. Senior exercise groups maybe?, Offer more resources to be able to have therapy in the area., offer programs, family gyms, female ONLY gyms, group walking/biking, fun sports activities for adults.,



APPENDIX

“OTHER” RESPONSES

Q44. All responses (CONT.):

- **Expand Options:** provide a quality noon meal at the local senior center. I have trouble eating well and it effects my energy., Weekly goals and dietary guidance
- **Human-Centered Care:** Be respectful of the choices made when it comes to my health and wellness (even and especially when they may not agree with my choices)., be supportive, looking out, and understanding., Being honest and empathetic, being more supportive and not judgmental, Empathy and professionalism, help with social events so people are not always alone, Just be helpful, listen better, Listening to concerns.,
- **Human-Centered Care:** listening to me, Listening to me instead of assuming., listening to my needs, She could listen more to my needs. Sometimes she's rushed.
- **Other:** #1) Pay attention to the patient. #2)Quit doing the bidding for the left-wing wacko Democrat/progressives. Concentrate on relevant health rather than politics disguised as health care.#3) Instead of typing in the computer secretly, share your entries into the computer with the patient. Eliminate the secrecy (tell that to Spectrum Healthcare). #4) Don't argue with the patient. Cooperate with the patient no matter how hard it is on your political feelings.#5) Equality is imperative. If you ask a patient a question, be prepared to answer the same question of yourself to the patient. If you don't want to answer that question, don't ask it of the patient. #6) Don't ask "Getcha-Gotcha" questions., gafdgafd, I can't think of anything., I have a great primary doctor, I need surgeries, I used to be a wellness speaker at Virginia Hospital, but no more wellness days., idk, keep on me, My health is my responsibility. I do much research on the computer, work hard to stay physically and mentally active. My health care provider provides my testing, and shares results with me. It is my responsibility to do as directed., None, None, Not sure, Nothing really, Nothing really, it's my problem, Really can't help with my pain, Support to make me healthier. I feel that only the certain conditions are addressed. If tests given come back okay, then I must be okay. Not!!!, The same that what I have been going through pain., There needs to be more schooling for these dr.s cause no one now days can find out what's going on with you I don't even go into the Dr office unless I absolutely have to cause it's always the same thing I can't find anything, They are doing a good job now., they are doing great, they are excellent and my insurance has preventative offerings to keep health a priority, They're doing good, Unknown, unsure, Yes



Post-Pandemic Community Assessment

Arrowhead Area Agency on Aging Community Assessment 2023

We are asking you to answer our survey questions thoughtfully, so we can learn more. Your answers will help us and our partners improve how we help people and make things better for everyone we serve.

The survey is about 45 questions and can take anywhere from 5-15 minutes.

This is a COVID-19 Response and Recovery grant project funded by St. Louis County Public Health.

Thank you for participating in our survey. Your feedback is important.

***To be entered into the giveaway for a \$50 Amazon gift card, please complete the survey to the best of your ability and enter your email address and/or phone number at the end of the survey.**

We will choose a winner on October 25th. You must complete and submit your survey before 11:59 pm CST, October 24th, 2023 to be eligible for entry into the giveaway.

Post-Pandemic Community Assessment

Self-Disclosure Demographic Questions

These demographics questions are here to ensure that we are hearing from the populations we are targeting. Your personal identity will remain anonymous. Please self-disclose as much or as little as you feel comfortable. We want to ensure your safety and privacy.

1. What is your age?

- Under 18
- 18-60
- 60-80
- 80+

2. What is your zip code?

3. Do you identify as Native American or BIPOC (Black, Indigenous, or Person of Color)?

- Yes
- No
- Prefer not to say

4. Do you identify as a member of the LGBTQIA2S+ community?

- Yes
- No
- Prefer not to say

5. Do you live with a disability?

- Yes
- No
- Prefer not to say

6. Do you live with a chronic condition such as Diabetes, High Cholesterol, High Blood Pressure, Chronic Pain, etc.?

- Yes
- No
- Prefer not to say

Post-Pandemic Community Assessment

Information and Assistance

Do you have difficulties with access, awareness of resources/services available, affordability of services and programs, etc.?

7. Have you ever faced difficulty accessing or navigating resources or programs for the following? (Select all that apply)

- Transportation
- Food
- Housing
- Healthcare (medical, dental, mental health, vision, reproductive care, etc.)
-) Social Events
- Financial Assistance
- Legal
- Work
- Other (please specify)

8. Are you aware of any of these services? (Select all that apply)

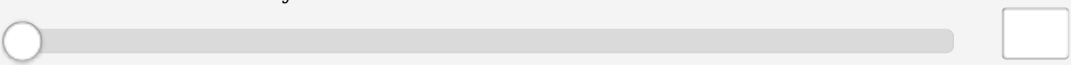
- Minnesota Senior LinkAge Line
- United Way 211
- 988 Suicide and Crisis Lifeline
- Resourceful (weareresourceful.org)
- None of these
- Other (please specify)

9. On a scale of 1-5, how likely would you be to use one of the services listed in the previous question if you needed to access resources or programs?

Not at all Likely Very Likely

10. On a scale of 1-5, how confident are you in navigating these resources *on your own* without the assistance of a service like Minnesota Senior LinkAge Line?

Not at all Confident Very Confident



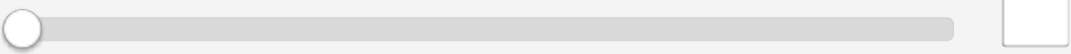
11. Have you ever felt stigmatized or judged when seeking help or accessing resources?

- Yes
- No
- Other (please specify)

None of the above

12. On a scale of 1-5, how has this impacted your willingness to seek help?

Has Not Impacted my Willingness Has Greatly Impacted my Willingness



Post-Pandemic Community Assessment

Transportation

Have you faced difficulties with transportation due to lack of infrastructure or services available, affordability, scheduling, etc.?

13. What types of transportation do you currently have access to? (Select all that apply)

- Public Transportation (DTA, Arrowhead transit, etc.)
- Ride-Sharing Apps (Uber, Lyft, Etc.)
- Family/Individual Car
- Walking/Biking
- Friend or Family Member with a car
- Volunteer Driver
- Nonemergency Medical Transportation
- Taxi/Cab
- Other (please specify)

14. When you rely on others for transportation, do you encounter any of these barriers?

- Accessing stops
- Long wait times
- Inadequate Seating Accommodations
- Access to Scheduling
- Other (please specify)

- None of the above

15. Have you ever encountered any barriers when trying to use public transportation or volunteer-based transportation options?

- Yes
- No

16. If you answered yes to the previous question, please tell us about what barriers you encountered in the box below.

17. Have you ever had difficulty navigating transportation apps or websites, or accessing information about transportation services?

- Yes
- No

18. Would you be interested in having *additional transportation options* in your community?

- Yes
- No
- Unsure

19. Would you be interested in the *expansion of current transportation options* in your community?

- Yes
- No
- Unsure

20. What improvements could be made to transportation services in your community to better meet your needs?

- More Accessible Stops
- Shorter Wait Times
- Adequate Seating Accommodations
- Accessible Scheduling Platforms
- Other (please specify)

Post-Pandemic Community Assessment

Caregiving/Respite

If you are a caregiver (or have been in the past), have you faced difficulties with a lack of providers or services, your ability to work and caregive, or accessing respite services?

21. Do you currently, or have you in the past, provide(d) help for a neighbor or family member? (If yes, you are considered a caregiver!)

- Yes
 No

22. Does/Did someone else paid or unpaid come in to help care for a loved one or neighbor? (If yes, that's considered respite)

- Yes
 No

23. Have you ever heard of respite care for caregivers *or* adult day services for care receivers?

- Yes
 No

24. Have you ever tried to access respite care for yourself as a caregiver?

- Yes
 No

25. If you answered "yes" to the previous question, what were some of the challenges you faced (if any)?

- Scheduling
 Staffing/Workforce
 Stigma/Judgement
 Other (please specify)

- None of the above

26. Were you ever unable to participate in social activities or to take time for yourself due to your caregiving responsibilities?

- Yes
- No

27. Which of these options would make it easier for you to access respite care as a caregiver (select all that apply)?

- More affordable options
- More flexible scheduling
- More comprehensive care options
- More staff to provide respite
- Other (please specify)

- None of the above

Post-Pandemic Community Assessment

Workforce

What barriers to entering and staying in the workforce are you facing?

28. Have you experienced age discrimination or bias when applying for jobs or seeking advancement in your career?

Yes

No

No

29. Do you face any of these challenges when looking for work or staying employed?

Difficulty navigating the application process

No access to technology or internet

Being encouraged to retire

Not offered opportunities for advancement or promotion

Overlooked for challenging projects

Not being offered an interview for the position

Assumptions/Inappropriate comments made about employee based on age or abilities

Not included in work social engagements

Other (please specify)

None of the above

30. If any, what health issues have impacted your ability to work or advance in your career?

Mobility challenges

Visual challenges

Issues with hearing

Difficulty sitting for long periods

Unable to work long hours

Mental health challenges

Other (please specify)

None of the above

31. In your opinion, what steps could employers or policymakers take to help address barriers to workforce participation and advancement for older adults?

- Utilize marketing that portrays people of all ages
- Make sure that interview team has a range of ages represented
- Eliminate ageist items from applications (ex. graduation dates)
- In job postings, focus on necessary skills for job, rather than those that can be learned
- Offer caregivers benefits and resources
- Offer phased retirement
- Flexible scheduling (job share, remote work, part-time, hybrid, seasonal)
- Provide returnships (Returnships are short-term engagements for professionals who want to re-enter the workforce after an extended period of time.)
- Don't assume why someone is applying
- Other (please specify)
-

Post-Pandemic Community Assessment

Healthcare

Do you have issues with accessing healthcare, education or awareness, or having autonomy over decision made?

32. In rank order, what qualities do you value most in a healthcare provider?

- Communication skills
- Empathy
- Expertise
- Quality of care
- Cost/Affordability
- Convenient location (on a bus line, within walking distance, etc.)

33. Do you have someone designated to make medical decisions in the event that you are not able to?

- Yes
- No
- Unsure

34. Do you feel that your primary care physician understands your concerns and needs?

- Yes
- No

35. On a scale of 1-10, how important is it to you to have a say in your healthcare decisions, such as choosing treatment options or being involved in the care planning process?

Not at all important Neutral Importance Very important

Post-Pandemic Community Assessment

Physical Wellness

Do you struggle accessing exercise/wellness classes, understanding the importance or benefits of attending a wellness class, or encounter physical barriers to attending?

40. What are some of the biggest challenges you face when prioritizing your health and well-being (select all that apply)?

- Transportation
- Cost
- Accessibility
- Time/Date
- Other (please specify)

- None of the above

41. In rank order, which health/wellness class would you be the most likely to attend?

- Powerful Tools for Caregivers (Education and Support for Caregivers)
- Group exercise/fitness classes
- Chair or Gentle Yoga
- Living Well with Diabetes
- Living Well with Chronic Pain or Chronic Conditions
- None of the Above

42. What resources or support do you currently have access to that helps you maintain your physical and/or mental wellbeing (select all that apply)?

- Friends/Family
- Home Gym
- Gym Membership (YMCA, Anytime Fitness, Etc.)
- Group Fitness Classes (in-person or Virtual)
- Primary Care Physician
- Physical/Occupational Therapist
- Other (please specify)

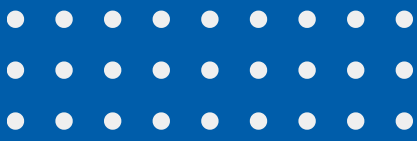
None of the above

43. What barriers, if any, prevent you from reaching your health and wellness goals?

- Access
- Cost
- Pain
- Interest
- Peer Support
- Other (please specify)

None of the above

44. How could your community or healthcare providers better support you in achieving and maintaining good health and wellness?



GLOSSARY

ACRONYMS

- **AAA** - Arrowhead Area Agency on Aging
- **BIPOC** - Black, Indigenous, Person of Color
- **EDDM** - Every Door Direct Mail (USPS targeted mail marketing)
- **LGBTQIA2S+** - Lesbian, Gay, Bisexual, Transgender/Gender-Expansive, Queer and/or Questioning, Intersex, Asexual, Two-Spirit
- **MN SLL** - Minnesota Senior LinkAge Line
- **NEMT** - Nonemergency Medical Transport

LEGEND ON GRAPHS

- **ALL** - All responses to the given question
- **60+** - Data only from those who self-identified as 60+; the survey that was used for the Every Door Direct Mail campaign amended the question “Are you 18+? (Options: yes, no)” to “What is your age? (Options: Under 18, 18-60, 60-80, 80+)”. Therefore, an age range breakout is available for the EDDM data only.
- **BIPOC** - Data from those who self-identified as Native American, Black, Indigenous, or a Person of Color.
- **LGBTQIA2S+** - Data only from those who self-identified as Lesbian, Gay, Bisexual, Transgender/Gender-Expansive, Queer and/or Questioning, Intersex, Asexual, or Two-Spirit
- **Lives with a disability** - Data only from those who self-identified as living with a disability
- **Lives with a chronic condition** - Data only from those who self-identified as living with a chronic condition (“such as Diabetes, High Cholesterol, High Blood Pressure, Chronic Pain, etc.”)

THANK YOU



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