



The 360|Report

Carver County Public Health *A Healthy Welcome*

IZI Facilitated by MTI, Hosted at Chaska Community Center in Chaska, MN

Date: Thursday, October 4th 2018 | 6:00-9:00 p.m.

Report Generated on October 30th 2018
Lead Evaluator: Elexis Trinity, Research & Projects Director

The 360 | Table of Contents

Event Overview.....	2
Demographics.....	2
Summary.....	3
Mindstorm.....	4
Instructions Sheet Facsimile.....	4
Themes & Analysis.....	5
Raw Response Aggregate.....	14
Oral Report Notes.....	21
Circle Share-in.....	23



The 360 Report | Event Overview

The 360 | Demographics¹

Total Guests of Event | Approx. 86

Indigenous or Other People of Color | Approx. 63 (73%)
Youth/Under 24 | Approx. 23 (27%)

Generational Breakdown | 57 total participants

Silent Generation | 1 (2% of activity participants)
Baby Boomers | 14 (25% of activity participants)
Generation X ("Gen X") | 18 (32% of activity participants)
Millennials | 16 (33% of activity participants)
Generation Z ("Gen Tech") | 8 (14% of activity participants)

Continuum | Percentages below reflect approximate ranges of participants who said they identified or agreed with the following categories (first percentage) and those who disagreed (last percentage) or fell in the middle (middle percentage).

Spicy | 90% / 10%
Likes Winter | 40% / 20% / 40%
Speaks more than one language | 80% / 20%
Early Bird/Night Owl | 50% / 50%
Introvert/Extrovert | 50% / 50%
Ever lived outside the country of your birth | 50% / 50%

Human Survey | 56 total participants | **We asked:** How did you come to be in the room?

Phone | 2 (4% of activity participants)
Mail | 4 (7% of activity participants)
Email | 21 (38% of activity participants)
Flyer | 4 (7% of activity participants)
In-person Outreach | 7 (13% of activity participants)
Social | 18 (32% of activity participants)

¹ **Note:** Percentages above have been rounded up to the nearest whole percent and are therefore approximations.

Do You Live in Carver County? For How Long? 48 total participants of this activity
Less than one year | 1 (2% of activity participants)
1-9 years | 25 (52% of activity participants)
10+ years | 22 (46% of activity participants)

The 360 | Summary, Overview

On Thursday, October 4th, 2018 approximately 86 community members gathered together at the Chaska Community Center in Chaska, Minnesota to discuss healthcare and community health needs. The engagement event was hosted by the Carver County Public Health and facilitated by Marnita of Marnita's Table in the model of Intentional Social Interaction (IZI). Project coordination, outreach and facilitation support provided by project director Sammie Ardito Rivera and outreach manager Blanca Martinez.

Activities and tools during the event made use of Sticky Stats (to inform the conversation with relevant factual information), an interactive demographics review (Human Survey), playful Continuum activity session, and a Mindstorm small-group focused conversation session to elicit community feedback and personal stories about health care needs and experiences in Carver County.

This event was open to the community and centered upon a feast appropriate for all dietary needs from vegan to carnivore, provided by Chaska My Love and Afro Deli. We concluded the gathering with a collective Circle Share-in session in which participants were asked to share one thing for which they are grateful and one word to summing up their experiences during the evening. The following report consists of data collected from the above activities and the categorization of their results as conducted by the Marnita's Table research team.



Carver County Public Health
A Healthy Welcome!
Thursday, October 4th 2018

Mindstorm Instructions

Directions: Find a group of people that has the fewest number of people you know in it. Form into groups of 4-6 people (two groups per table). Remember to listen and give everyone a chance to speak. Don't speak for others. Always imagine what feels best, when you felt most welcomed. You belong in this conversation and your voice is equal to any other at the Table. Please remember that this is a two-way street and listening is as important as sharing your feelings.

Identify one person to take notes about the conversation. Read all the questions out loud and discuss briefly which questions you as a group think are the most important to answer. Answer the questions that you have chosen in order from most-to-least important. Be as specific as possible.

Scribes, please write legibly and be prepared to turn in your notes to a team member at the end of the event.

Questions for Discussion | Choose any 3-4 topics to discuss, approximately 15 minutes per question:

1. Are you able to get the things that you need to live and be healthy in Carver County? How do basic needs like food, housing, transportation, and childcare impact your health needs? Have you ever had problems getting what you need to live or be healthy? What would have helped you get what you needed? Are there any cultural, spiritual, or social practices that help you stay healthy? What are they?
2. Do you have a source of information about health and healthcare? How comfortable are you with getting health care information from this source? What concerns do you have about receiving information from this source? What would make it better? Where else would you like to get your health care information? How can service providers (doctors, nurses, insurance companies, etc.) communicate with you better?
3. What makes a community welcoming to you? Are there specific words, actions, or behaviors that make you feel more safe and welcome? How can Carver County be more welcoming?
4. **What else should we know?** Is there anything we didn't ask that we should have? If so, please share both the question(s) you have identified and your group's response(s)



The 360 Report | Mindstorm Themes & Analysis

Overview | Methodology

This Mindstorm was undertaken on Thursday, October 4th 2018, by approximately 86 participants in 11 self-selecting groups. The following is an overview of the emergent themes resulting from these discussions, as recorded by participants on the notes sheet included with the questions. These responses have been transcribed, aggregated and made anonymous in a document following this analysis. Parenthetical numerical entries within the question-by-question breakdown indicate the number of times a discrete response appeared in the aggregated data output. Asterisks indicate the highest traction questions (queries that received the greatest number of responses) and therefore are a loose measurement of important themes and concepts emerging from the small-group focused conversations.

Question One

We asked: *Are you able to get the things that you need to live and be healthy in Carver County? How do basic needs like food, housing, transportation, and childcare impact your health needs? Have you ever had problems getting what you need to live or be healthy? What would have helped you get what you needed? Are there any cultural, spiritual, or social practices that help you stay healthy? What are they? (10 groups responding, 107 responses)*

This question received a total of 107 discrete responses from 10 of 11 total response groups, making it the highest-traction question of this Mindstorm session. Responses in this section unilaterally affirm the centrality of community members' abilities to meet their basic needs to questions of community health and wellbeing, though several groups also consider dimensions of equity here, pointing out that the perceived importance of basic needs to health outcomes sometimes differed depending upon the personal circumstances of discussion group members (i.e. "Not everyone is coming from the same starting point," one group shares).

Themes in this section concentrate around community needs and concerns in the areas of affordable housing, transportation, food security and the availability of healthy food options, family and community connections and – especially for members of the immigrant and new American community – accessible and affordable insurance (particularly for those whose jobs do not provide healthcare insurance). Cultural and traditional wellness practices, language barriers, and support for mental health needs also appear first here, then elsewhere in the transcripts.

Another major area of focus in this section concerns the anxieties and socio-economic insecurities faced by undocumented community members, some of whom shared fears about entrapment by state and local agencies and institutions (including public schools and community engagement events such as this one), challenges for immigrants seeking legal status, language and other communication barriers, inability

to obtain health insurance for individuals and/or families, and transportation barriers (such as ineligibility for a driver's license). Themes and comments from the notes are outlined below in Table 1.

Table 1 | Community Comments on Basic Needs

Theme	Examples from Participant Notes
Affordable housing, transportation, childcare and employment access	<ul style="list-style-type: none"> ▪ Transportation is...a problem ▪ Not everyone has a car ▪ Public transportation would help everyone, especially those who do not have dependable transportation ▪ Housing – expensive, hard to save for buying a house ▪ Not easy to get a mortgage or a loan ▪ Renting requires background check, criminal check, job history, rental history, deposit, credit check ▪ Our children want to be in activities, but we don't have a car or a license ▪ Finding transportation is extremely difficult <ul style="list-style-type: none"> ○ Even using the bus when available can bring questions if it's a teenager on the way to a medical appointment ○ Creates discomfort and is difficult to arrange ▪ So many restrictions on housing <ul style="list-style-type: none"> ○ Policies (teenagers – children get older, change) ○ Availability ○ Cost ▪ Less jobs in Carver County – more in Shakopee, Minneapolis ▪ Can't open Costco, Walmart, because [the community is] too small – would create more jobs
Challenges getting health insurance, specialty services like dental care	<ul style="list-style-type: none"> ▪ Access to medical insurance or medical assistance can be hard to get, making it hard to be/stay healthy when bills add up ▪ Finding dental care is very difficult ▪ Sometimes companies don't cover for certain incomes ▪ Gets everything except health insurance because lack of information or

	<p>the time frame for registration is limited</p> <ul style="list-style-type: none"> Without insurance there is not enough to be healthy, constant concern for getting ill or being in an accident
Food security, accessibility	<ul style="list-style-type: none"> Healthy food[s] like fruits and vegetables are expensive Chaska Market – afraid of losing with development money exchange, bakery, store – vital part of community Access to food – family and friends coordinate, but transportation is a factor WIC is very helpful with food for mom and baby Very appreciative of food assistance (Bountiful Basket) and SNAP in the past Want [an] Aldi's [in] Chaska
Community and family connections, tradition and culturally appropriate health services and wellness practices	<ul style="list-style-type: none"> Language, culture and communication barriers → people are moving to Hennepin County because there are more services, people "like us" Services available are not meant for all We need more of this (referring to the IZI) Need cultural wellness services Where can we go when we need help...many go to church Go to friends or family – relatives – in Hennepin Tradition, value eating together as a family
Special challenges facing immigrants, new Americans, undocumented community members	<ul style="list-style-type: none"> No help as an immigrant, Somali community: a lot of problems here – communicating with county. Healthcare problems in Somali community...difficult As an immigrant, you bring a lot of stress/history → now in the U.S. we have rights, but emotionally stress is there and it's scary to get help (immigration, documents) Need to advocate for those coming here (new immigrants) Need for safety → will I be safe going there?

	<ul style="list-style-type: none"> ▪ Our children are able to access services, but as adults we have fear of documentation [challenges]. ▪ This community event (Marnita's) was scary because they thought it was a trap for immigration. ▪ Spanish-speaking community don't [sic] know where to get insurance ▪ Don't have community/interpreter in school. Need for interpretation.
Special challenges facing people of color and Indigenous community members	<ul style="list-style-type: none"> ▪ Increase[d] concern about how we will be treated by government/law enforcement due to race/ethnicity ▪ Concern raised about need for safety in order to share concerns... ▪ Need to bridge trust
Information access and communications	<ul style="list-style-type: none"> ▪ Are not aware of services and how to access it [sic] ▪ Don't know where to get information about services ▪ Need more education/info about services ▪ Language barrier ▪ Where else to get information or health care can inform better? ▪ Some information, but healthcare providers don't explain everything <ul style="list-style-type: none"> ○ Some go to the library for information ○ Some google
Resources for mental health, dental services	<ul style="list-style-type: none"> ▪ Access w/ psychological resources → need services, but it is very expensive ▪ If your mind isn't healthy, you're not healthy ▪ Prevention for mental wellness ▪ Suffer discrimination from home country (mistreatment of women), but now need help to deal with it (like post-traumatic stress syndrome)

Question Two

We asked: *Do you have a source of information about health and healthcare? How comfortable are you with getting health care information from this source? What concerns do you have about receiving information from this source? What would make it better? Where else would you like to get your health care information? How*

can service providers (doctors, nurses, insurance companies, etc.) communicate with you better? **(7 groups responding, 52 responses)**

This question garnered a total of 52 responses submitted by the 7 discussion groups electing to submit notes for this section. Responses indicate a variety of sources upon which community members rely for health and wellness information. Participants also submitted comments addressing the perceived or experienced accessibility of clinics and services available in Carver County, with some opining that resources in the Greater Twin Cities Area are more readily accessible than those more locally based, and others offering recommendations for improving health and wellness communications among a range of providers, institutions, and actors. The need for materials, signage, paperwork and communications in multiple languages (especially Spanish) spoken in the county arises here as well, supporting themes emerging from other parts of the Mindstorm notes. A few participants shared that they have no reliable source of information about health needs and services for themselves, even if they have sources of information specific to their children's needs. Themes and comments from the notes are outlined below in Table 2.

Table 2 | Community Comments on Information Access & Communications

Theme	Examples from Participant Notes ²
Sources of information on health and wellness issues, resources, services and other needs	<ul style="list-style-type: none"> ▪ Call doctor's office ▪ MDH website ▪ Use Google ▪ Mayo Clinic website ▪ Go online – MN Care ▪ Carver County Welfare Center ▪ Email + mail > both ▪ Calls to remind about vaccinations ▪ Written materials given at appointments ▪ Wellness program through work – provide a healthcare checklist of things to do each year ▪ Public library access for research ▪ Schools send information home ▪ ... we would like to be able to get information...at events like county fairs and diversity days ▪ Courthouse ▪ Family members ▪ Church[es]
Documents, signage and language issues	<ul style="list-style-type: none"> ▪ Service providers could improve by improving language services / interpreters including written materials ▪ Mail and email in English and Spanish

² Examples in this column have been copied verbatim from the raw aggregated transcription document containing all discussion group comments submitted organized by question (see page 14 for full transcript). Responses may not appear in the same order however, since they have been regrouped according to thematic categories. Keywords are bolded for emphasis. Brackets in the text indicate notes added by the evaluator.

	<ul style="list-style-type: none"> ▪ ... Translate into Somali ▪ Comfort level is reduced when information is only offered in English ▪ For undocumented people, to get healthcare, you have to do a lot of documents ▪ Filling out forms even with a family member takes time and is difficult ▪ Improvements can be made by having pre-printed information like flu information already available in a language-specific handout
Seeking healthcare inside/outside Carver County, issues with specific clinics/providers	<ul style="list-style-type: none"> ▪ St. Mary's Clinic (Shakopee) <ul style="list-style-type: none"> ○ Can't miss twice or can't go back for a year ▪ River Valley Nursing <ul style="list-style-type: none"> ○ Limited services and hours ○ Have to make appointments ahead of time ▪ Dental care <ul style="list-style-type: none"> ○ [Adult participant] goes to West St. Paul (sliding scale fee) ○ Kids go in town [in Carver County] because they have insurance ▪ Access only in emergencies – have to go to Minneapolis ▪ We want a payment plan, [the] west side of St. Paul [has a] free clinic, sliding scale. Wish we had something similar here. ▪ Have been rejected from St. Mary's in Shakopee. ▪ Application process for insurance is long and complicated. Got denied. ▪ Recertification process <ul style="list-style-type: none"> ○ Struggle to know what to do with me – disability

Question Three

We asked: *What makes a community welcoming to you? Are there specific words, actions, or behaviors that make you feel more safe and welcome? How can Carver County be more welcoming? (7 groups responding, 52 responses)*

In this section, which also received 52 responses from 7 discussion groups, participants explored the themes of community welcome, inclusion, and authentic connection. Many groups chose to focus on or

revisit themes introduced in other sections, touching on language barriers, community hubs for resources and relationships (such as religious institutions), challenges for immigrants and people of color (especially in schools and when seeking healthcare for children) as well as the need for more engagement and community programming that is inclusive of and designed for those with disabilities. Themes and comments from the notes are outlined below in Table 3.

Table 3 | Community Comments on Building a Welcoming Community

Theme	Examples from Participant Notes
Community connection and belonging	<ul style="list-style-type: none"> ▪ Need connection with community ▪ Opportunities to interact ▪ Neighborhood involvement ▪ Chaska events/activities are expensive ▪ Encourage leadership to be more aware of diversity ▪ Nice, smiling, know the diversity of the community ▪ Will be nice → open and accepting community <ul style="list-style-type: none"> ○ Not male-dominating society or discriminatory ▪ Not a lot of cultural food
Special challenges facing indigenous and other people of color, immigrants and those with disabilities	<ul style="list-style-type: none"> ▪ Language is a barrier ▪ Need assistance / interpreter > when [we] don't have [a] case worker ▪ Difference – in school, everyone knew [participant's son] was [diagnosed with] ADHD, but couldn't get assistance because of insurance [barriers] and undocumented [immigration status] <ul style="list-style-type: none"> ○ Didn't feel like they had the same access [as others in the community] ○ Even school leaders didn't follow through and advocate for them ▪ Sacrifice to be in the U.S. <ul style="list-style-type: none"> ○ ...Mindset is to give their children opportunities. ○ Hard to think of themselves when focused on kids. ○ Kids have a lot of potential, but two years ago it changed with [the] election, people treated them poorly [including incidents of kids being bullied at school]

	<ul style="list-style-type: none"> ▪ Black community feels unwelcome sometimes, as if they don't belong here ▪ White [participant reports that she] – feels welcome everywhere ▪ Some people have [a] college degree, education from other countries, but there is no way to [be] recognized [in] their professions in the US <ul style="list-style-type: none"> ○ Ex. Doctor [of] Dentistry works in factories even though [she] has 28 years of experience in her country [of origin]
Special challenges facing community members living with disabilities	<ul style="list-style-type: none"> ▪ Lots of options for seniors, small children, but people with disabilities not included ▪ “In Carver people ignore me or treat me like I’m five. In Minneapolis/St. Paul no one gives a second look / [I] fit in.” ▪ Need more programming for people with disabilities
Special concerns and interests of parents and families, children and youth	<ul style="list-style-type: none"> ➤ Childcare and transportation availability – makes it difficult to interact ➤ Need places to hang out (for kids) ➤ Teen – focused events <ul style="list-style-type: none"> ○ Open mic / karaoke ➤ Good schools – people move here for [the] schools
Improvements in Carver County over time, environments found to be welcoming	<ul style="list-style-type: none"> ➤ Chaska community and schools are very welcoming ➤ Changes have been seen in the last few decades ➤ Less discrimination, prejudices, racism ➤ Not from Minnesota, but from what [this respondent has] seen, Carver County is welcoming, especially when it comes to diversity ➤ Feel welcome at church

Question Four

We asked: *What else should we know? Is there anything we didn't ask, that we should have? If so, please share both the question(s) you have identified and your group's response(s).* **(4 groups responding, 19 responses)**

In this free-form section, participants are offered the opportunity to submit unstructured comments not mentioned elsewhere in this Mindstorm. Four of 11 total discussion groups elected to submit notes for

this section, generating a total of 19 discrete responses among them. Responses in this section address a range of issues and concerns, but largely consist of community recommendations for improving communications, transportation access, and community engagement in Carver County. Themes and examples from the notes are outlined below in Table 4.

Table 4 | Additional Community Comments, Unstructured

Theme	Examples from Participant Notes
Recommendations for improving community engagement	<ul style="list-style-type: none"> ▪ [In order for] everyone to feel welcome we need to be patient and accepting of people who are different from us ▪ More cultural and diverse options for food and activities ▪ Library doesn't give after-school help (homework) to kids – told to go to Eden Prairie ▪ Community center has many resources ▪ Should have community events (carnivals) to get to know each other <ul style="list-style-type: none"> ○ Most people go <i>outside</i> community for those things ▪ Getting people to interact – starts understanding, what kind of people live in your community? ▪ WANT bingo night!
Recommendations for improving communications processes	<ul style="list-style-type: none"> ▪ Some people don't know how to get health information ▪ Something that's consistent, reliable ▪ Form → communications <ul style="list-style-type: none"> ○ Twitter, Instagram ○ Youth council – youth center ○ Council ○ Post office ○ Community bulletin boards
Recommendations for improving transportation access	<ul style="list-style-type: none"> ▪ Metro mobility stops service at 4 ▪ Southwest prime - \$4/ride

Mindstorm Notes | Raw Data Aggregate

Note: 11 total groups submitted notes

Question 1: Are you able to get the things that you need to live and be healthy in Carver County? How do basic needs like food, housing, transportation, and childcare impact your health needs? Have you ever had problems getting what you need to live or be healthy? What would have helped you get what you needed? Are there any cultural, spiritual, or social practices that help you stay healthy? What are they? **(10 groups, 107 responses)**

- (1) No, some yes
- (2) Very important
 - Childcare
 - Transportation
 - No help as an immigrant, Somali community: a lot of problems here – communicating with county.
 - Who will look after the kids?
 - If you want work?
- (3) Yes!
- (4) More awareness
 - Public information
 - Education
 - Trust
 - Need for safety → will I be safe going there?
 - Can't expect people to come, to be willing, if they don't feel safe (i.e. documentation)
 - Can't get what you need if you are afraid to seek out services
 - Not everyone is coming from the same starting point
 - Services available are not meant for all
 - Involve people at every "level" → leadership and decisions
- (4) More of this!
 - Information if there are services
 - "I don't know how to access the services," education about services
- (5) Depends on the person; the question is confusing
 - Access w/ psychological resources → need services, but it is very expensive
 - If your mind isn't healthy, you're not healthy
 - You have to be really "bad" before you can go in
 - Prevention for mental wellness
 - As an immigrant, you bring a lot of stress/history → now in the U.S. we have rights, but emotionally stress is there and it's scary to get help (immigration, documents)
 - How do you be healthy?
 - Need to advocate for those coming here (new immigrants)
 - Language, culture and communication barriers → people are moving to Hennepin County because there are more services, people "like us"
 - Connect with organizations that are trusted
 - Talk to people, ask questions
- (1) Mixed, yes and no
- (2) Very important
 - Childcare – difficult to find help
 - Healthcare problems in Somali community...difficult
 - Concern raised about need for safety in order to share concerns...
 - Need to bridge trust

- Increase concern about how we will be treated by government/law enforcement due to race/ethnicity
 - POC may go out of town (especially Minneapolis)
 - Need more education and better presentation (more welcoming)
 - Language barrier
 - Transportation is also a problem
 - Not everyone has a car
 - Public transportation would help everyone, especially those who do not have dependable transportation
 - We need more of this (referring to the IZI)
 - Are not aware of services and how to access it [sic]
 - Don't know where to get information about services
 - Need more education/info about services
 - Access to mental health and psychological services
 - Early access
 - Need cultural wellness services
 - Need to access mental health services early to prevent it [sic] from getting worse
 - Needs to be affordable
 - Suffer discrimination from home country (mistreatment of women), but now need help to deal with it (like post-traumatic stress syndrome)
 - More of this
 - Where can we go when we need help...many go to church
 - Go to friends or family – relatives – in Hennepin
-
- Healthy food like fruits and vegetables are expensive
 - Tradition, value eating together as a family
 - More healthy
 - ***Chaska Market – afraid of losing with development money exchange, bakery, store – vital part of community
 - Childcare – very hard, lots of time have to look to family and friends
 - Work different shifts to make it work
 - Hard on relationships
 - Housing – expensive, hard to save for buying a house
 - Not easy to get a mortgage or a loan
 - Renting requires background check, criminal check, job history, rental history, deposit, credit check
 - Transportation – sometime no car, no license, car broken, not able to get a license
 - No reliable transportation
 - Our children are able to access services, but as adults we have fear of documentation [challenges].
 - This community event (Marnita's) was scary because they thought it was a trap for immigration.
 - Public transportation – have asked for it and called company during business hours, never picked up and then said they couldn't
 - Public transportation was asking them to walk a long way to access bus
 - Transportation is a big concern
 - Our children want to be in activities, but we don't have a car or a license
 - Access to food – family and friends coordinate, but transportation is a factor
 - Concern with filling kids' time with good activities, not drugs, etc.
 - Issues with technology
 - Don't know how to use it – check kids' phones

- Haven't been in a situation like this
- Spiritual is important, mostly with love and peace
- Family works at a small Mexican store, usually gets their healthy needs from there
- Good clinic to have, mostly dental
- Helps for it to be affordable
- Community clinic
- Got job from family when recently moved out of country
- Definite need for healthcare/insurance/need clinics

- Vicks for everything!
- Finding transportation is extremely difficult
 - Even using the bus when available can bring questions if it's a teenager on the way to a medical appointment
 - Creates discomfort and is difficult to arrange
- Access to medical insurance or medical assistance can be hard to get, making it hard to be/stay healthy when bills add up
- Finding dental care is very difficult

- Health insurance
 - They get information from provider, a 1-800 number
 - Back of Medica card [care?]
 - Spanish-speaking community don't know where to get insurance
 - Sometimes companies don't cover for certain incomes
- Where else to get information or health care can inform better?
 - Some information, but healthcare providers don't explain everything
 - Some go to the library for information
 - Some google
- Latin community: *Algunas no tiene seguro* (some don't have insurance). Some have no insurance and get info from the same community, otherwise no government or Health care that provides any.
- Others can have access
- *Consigue* (get), to do
- Gets everything except health insurance because lack of information or the time frame for registration is limited

- Transportation
 - Hours are bad
 - Evenings not available
- Activities for teenagers
 - Movie theater
 - Bowling alley
- So many restrictions on housing
 - Policies (teenagers – children get older, change)
 - Availability
 - Cost
- Staying up-to-date on appointments
- Church
- Place to be active in the community is hard to connect w/people
 - Block party
 - Connect w/community

- Dr. helps notify of information
- Flyer in ap
- Without insurance there is not enough to be healthy, constant concern for getting ill or being in an accident
- WIC is very helpful with food for mom and baby
- School transportation (bus) is free (very helpful)
- Very appreciative of food assistance (Bountiful Basket) and SNAP in the past
- Yes, lack transportation to appointment, county sends rides – especially with school
- Don't get childcare
- Housing is good
- Help with teeth – dentist
- Less jobs in Carver County – more in Shakopee, Minneapolis
- Want large employers – ex. Amazon
- Beautiful county
- Can't open Costco, Walmart, because [the community is] too small – would create more jobs
- Want [an] Aldi's [in] Chaska
- Transportation to Shakopee, Eden Prairie
- Adult education – high level only / only morning shift
 - It's too hard if [you] have children [whom you are] watching
 - Can't do morning, no daycare – afternoon, no kids ➔ need childcare for both shifts
- Don't have community/interpreter in school. Need for interpretation.

Question 2: Do you have a source of information about health and healthcare? How comfortable are you with getting health care information from this source? What concerns do you have about receiving information from this source? What would make it better? Where else would you like to get your health care information? How can service providers (doctors, nurses, insurance companies, etc.) communicate with you better? **(7 groups, 52 responses)**

- St. Mary's Clinic (Shakopee)
 - Have to say everything that's true
 - Can't miss twice or can't go back for a year
- River Valley Nursing
 - Limited services and hours
 - Have to make appointments ahead of time
- Dental care
 - Goes to W. St. Paul (sliding scale fee)
 - Kids go in town because they have insurance
- Health info
 - Church – check blood pressure, give flu shots (Guardian Angels)
 - St. Mary's goes to the church
 - Schools send information home
- Access only in emergencies – have to go to Minneapolis
- We want a payment plan, [the] west side of St. Paul [has a] free clinic, sliding scale. Wish we had something similar here.
- Have been rejected from St. Mary's in Shakopee.
- Application process for insurance is long and complicated. Got denied.
- Got a doctor from Chanhassan

- Calls usually for help
- Got healthcare from wife's job
- For undocumented people, to get healthcare, you have to do a lot of documents

- Sources include online and the library
 - Courthouse
 - Family members
- Comfort level is reduced when information is only offered in English
- Other places that we would like to be able to get information would be at events like county fairs and diversity days
- Service providers could improve by improving language services / interpreters including written materials
- Filling out forms even with a family member takes time and is difficult
- Improvements can be made by having pre-printed information like flu information already available in a language-specific handout

- Recertification process
 - Struggle to know what to do with me – disability

- (a) Yes
 - Public health – emails
 - Clinic / health system
- No – only for the children in the family
- (b) Comfortable
- (c) Use an interpreter and [have] forms / brochures interpreted
- Public library access for research
- (d) Communication between clinics
- (e)
- (f) Mail and email in English and Spanish
- Calls to remind about vaccinations
- Written materials given at appointments
- Wellness program through work – provide a healthcare checklist of things to do each year

- Go online – MN Care
- Carver County Welfare Center
- Email + mail > both
- If they can translate into Somali
- Do get interpreter at doctor's office
- Call doctor's office
- MDH website
- Use Google
- Mayo Clinic website

Question 3: What makes a community welcoming to you? Are there specific words, actions, or behaviors that make you feel more safe and welcome? How can Carver County be more welcoming? **(7 groups, 52 responses)**

- Sacrifice to be in the U.S.
 - Their mindset is to give their children opportunities.
 - Hard to think of themselves when focused on kids.

- Kids have a lot of potential, but two years ago it changed with [the] election, people treated them poorly
- She called school to let them know she was being bullied.
- Had to go to the school to talk to the principal.
 - Better now.
- There are a lot of good Latinos in our community
- Lack of support, no guidance on vision for the future
- Difference – in school, everyone knew he was ADHD, but couldn't get assistance because of insurance and undocumented [immigration status]
 - Didn't feel like they had the same access
 - Even school leaders didn't follow through and advocate for them
- They feel comfortable with their church (Guardian Angels) and feel they get support and advocate.
- Not from Minnesota, but from what seen, Carver County is welcoming, especially when it comes to diversity
- When it comes with Americans, there has been no problems
- Otherwise it is very welcoming
- Chaska community and schools are very welcoming
- Changes have been seen in the last few decades
- Language is a barrier
- Feel welcome at church
- Being welcome by the same Latin community
- Black community feels unwelcome sometimes, as if they don't belong here
- Family in the military
- White (Cathy) – feels welcome everywhere
- Less discrimination, prejudices, racism
- Not a lot of cultural food
- Will be nice → open an accepting community
 - Not male-dominating society or discriminatory
- Some people have [a] college degree, education from other countries, but there is no way to [be] recognized [in] their professions in the US
 - Ex. Doctor [of] Dentistry works in factories even though [she] has 28 years of experience in her country [of origin]
- Being with others [of the] same age
- Need places to hang out for kids
- Teen – focused events
 - Open mic / karaoke
- Neighborhood involvement
- Chaska events/activities are expensive
- Encourage leadership to be more aware of diversity
- Lots of options for seniors, small children, but people with disabilities not included
- “In Carver people ignore me or treat me like I'm 5. In Minneapolis/St. Paul no one gives a second look / [I] fit in.”
- Need more programming for people with disabilities
- Community event attendance
- Individual attitudes, one-on-one interactions

- Opportunities to interact
- Childcare and transportation availability – makes it difficult to interact
- Cops give you options
- Nice, smiling, know the diversity of the community
- Introductions most of the time very quiet, think: don't know what to do so keep walking
- Told don't have information at the front desk
- Need assistance / interpreter > when don't have case worker
- Need connection with community
- Depends on people
- Good schools – people move here for [the] schools

What else should we know? *Is there anything we didn't ask, that we should have? If so, please share both the question(s) you have identified and your group's response(s).* **(4 groups, 19 responses)**

- No questions, but a comment. With people that speak a different language, there is a gap, but seems to get along just fine.

1. Everyone to feel welcome we need to be patient and accepting of people who are different from us
2. More cultural and diverse options for food and activities
3. Some people don't know how to get health information

- Metro mobility stops service at 4
- Southwest prime - \$4/ride
- WANT bingo night
- Something that's consistent, reliable
- Form ➔ communications
 - Twitter, Instagram
 - Youth council – youth center
 - Council
 - Post office
 - Community bulletin boards
- Should have community events (carnivals) to get to know each other
 - Most people go outside community for those things
- Getting people to interact – starts understanding, what kind of people live in your community
- Community center has many resources
- Several have jobs outside of Chaska
- Library doesn't give after-school help (homework) to kids – told to go to Eden Prairie



The 360 Report | Oral Report Notes

Mindstorm Oral Report Notes

Group 1 | Two of our things, we came up with a whole list. The two more thing, the exchange, Chaska strip, is leading a revitalization of the area, and it's very important to them. The other thing was to be able to get a license. A lot of people can't get the license, Minnesota doesn't keep undocumented from getting licenses, and if you don't have transportation how do you get a job.

Group 2 | We discussed a lot of things, we had a good discussion. One of them was the access to information that we need to have. There are a lot of resources that we don't know that exist. The other one, it's important to invest in building relationships. We need to have more of this, it won't happen in one conversation, but it takes listening and practicing but we need more of this.

Group 3 | We talked about a lot of the issues our families face, access to healthcare and education. And how children are treated. We also talked about how transportation is key to the area and a lot of families, and involving lots of our kids in extracurriculars, and how without extra curriculars they are more susceptible to drugs and alcohol.

Group 4 | For the first question, my family they work at Chaska market, they get their healthy food there. We need cheap and affordable healthcare and a chance for health insurance.

Group 5 | Ours is almost the same thing, everyone is saying the same things, the main underlying thing is transportation and gathering like this. We need a chance to connect and experience other cultures. And more community engagement and togetherness.

Group 6 | Chaska community is looking for the quality to make it better for our lives, for our kids, if the community starts working to this point to get them everywhere like Minneapolis and St. Paul. What is the difference between Chaska and MPLS/St Paul, we will make this city the best city in Minnesota and we can do it. Business and jobs for the people in Chaska, and if someone found their job next door, so you can walk. The state can open doors for everyone.

Group 7 | We were talking about transportation and in our area and the impact on my family. I have 3 children and they all go to Chaska high school. But, there aren't programs for their age, and the impact that has on their lives. And help with housing, housing is very difficult in Chaska, and it impacts a lot of families in Chaska.

Group 8 | We talked about a lot of things, one of the most important things was how to get in the healthcare with our daughters and how to be more informed, and what we can obtain, as people without insurance and can't afford everything. And just some things can get all that help, and all the

things we need. The sense of community really helps, being in a small community, you have to be really involved. Church events really help, it makes you feel like you're in a community.

Group 9 | Question one, we need to be patient and accept everyone for who they are. We are in a community where everyone is their friend, and a different lifestyle and a different way of living. And I guess we need to accept everyone for who they are. We also need more cultural things for food and in the community, and some people need to help health information. It's very important.

Group 10 | I'm trying to get insurance when you don't have assistance. It's really difficult, even with a good income, but it's not enough for bills, and since I was born here, and it's so much work to get it. Another thing is transportation and the availability for it. To get to hospitals, but you can't afford it, the closest thing is in Minneapolis. And you can't be in pain for two weeks and having access to these things in Chaska. The community has really grown, and now I see everyone that is a different community. And it's such a growth in our economy, and that's so rare.



Circle Share-in

One Sentence: Please share one for which you are grateful, and one word summing up your experience here tonight.

- Joyous, and so grateful to have met all of you.
- United
- Happy
- Happy
- My heart is so full.
- I'm so grateful to have been in this community.
- I'm so grateful that the school I want to go to has scholarships.
- I'm inspired to help others.
- I'm thankful for the connections and I'm inspired.
- I'm thankful I could be here today and meet new people.
- I'm grateful to be in this group.
- I'm happy to be in community.
- Grateful for new friends.
- I'm happy to be here.
- I'm thankful for wonderful food and warm, welcoming smiles.
- I'm inspired by what I heard tonight.
- I feel phenomenal for being here.
- I feel sensational!
- I'm grateful this community is coming together.
- Being here I don't feel alone.

- I'm grateful the university I go to encourages me go to events like this.
- I'm grateful for the open and honest conversations here.
- I'm grateful for the sense of community here.
- I feel very happy.
- I feel proud and empowered.
- I feel blessed for family.
- I'm grateful to be here.
- I'm grateful for my daughter, my health.
- I'm grateful for building new community.
- I feel content that we can talk about many topics we don't usually talk about.
- I'm delighted to be here with you guys.
- Thank you for the dinner.
- I'm grateful to spend my evening with all of you.
- I'm thankful for this opportunity and realize we are all created equal; compassion.
- I can feel the love tonight.
- I'm grateful to be here and have met such wonderful people.
- Thank you for the food you gave me.
- I'm grateful for everyone being here.
- I'm happy to be here tonight and see everyone's faces with love and smiling and eating food. Thank you.
- I'm grateful for living in such a great community.
- I'm grateful, thank you!
- I'm grateful to be here and feel like I'm in the community.
- I'm grateful for the open and honest conversations we had—you are very brave, and I thank you for that!
- I'm grateful to hear all the different perspectives.
- I'm grateful for the people that came here even with barriers.

- I'm grateful for all the different perspectives.
- I'm grateful for all the people at my table.
- I'm grateful for my child's education.
- I'm grateful to be in this room.
- I have a huge amount a gratitude for Marnita's Table.
- I'm grateful for my friends and family and to talk with all of you.
- I'm grateful for my health and all the people that shared how to improve our community.
- I'm grateful for Chaska, and we start today as neighbors, I hope to see you. Thank you, Chaska.
- I feel humble, blessed and full of joy for the possibilities.