Partners for Places Project Lessons Report

Project Name: *Aging in Place Efficiently*

- **Year Complete:** 2022
- **Local Government:** City of Ann Arbor, MI
- **Local Foundation:** Ann Arbor Area Community Foundation

Project Purpose

Improve the quality of life and health outcomes for low-income seniors while simultaneously reducing energy usage and greenhouse gas emissions.

Key Lessons Learned

Pairing targeted community outreach efforts with a delayed press and portal launch allows staff to make connections and build trust in communities most impacted by historic legal and illegal discriminatory practices and current market forces of gentrification.

Customer service, transparent and clear communication, inclusion in decision making, management of participant expectations, and well-designed contracts for services are essential to community trust-building.

Framing participants as "ambassadors" builds agency and a willingness to share robust feedback intended to strengthen the future of programs.

Additional Information and Resources

For additional information and participant feedback view the [Aging in Place Efficiently YouTube video](#) or visit the [website](#).