

DWELLING PLACE OF GRAND RAPIDS  
RESIDENT ENGAGEMENT COMMITTEE  
UNAPPROVED MINUTES  
September 1, 2020

**MEMBERS PRESENT** Bill Anderson, Dondrea Brown, Annamarie Buller, Leah Carpenter, Kristin Moretto

**MEMBERS ABSENT** Bill Anderson

**STAFF & GUESTS PRESENT** Hannah Anderson, Kim Cross, Julia Ervin, Heather Ibrahim, Katie James, Brian Molhoek, Zoe Post, Jenn Schaub, Latrisha Sosebee, Haley Stitchman, Dennis Sturtevant, Alonda Trammel

The meeting was convened at 10:02 AM by Ms. Buller.

**APPROVAL OF MINUTES** Approval of the August 4, 2020 meeting minutes were approved by consensus.

**RESIDENT SATISFACTION SURVEY**

Ms. Schaub presented the first portion of the results of the resident satisfaction survey, focusing on the top performing properties. Ms. Schaub and Mr. Sturtevant mentioned the disclaimer that with an overall response rate of just 30% and without data that is valid and reliable, the committee should be judicious when drawing conclusions.

Ten properties scored 80% or higher on overall satisfaction, all of which had a community garden on site and 7 of which had an RSC and/or CB&E programming. Senior properties had a higher than average response rate and scored the highest overall, followed by permanent supportive housing properties.

The committee offered several suggestions to improve response rates:

- Create an online survey; after the survey is completed, residents can submit their name in a separate survey to qualify for a raffle.
- Be mindful of using the official Dwelling Place logo on envelopes; a Dwelling Place logo could elicit negative associations with overdue rent notices or similar correspondence.
- Send the survey in a brightly-colored envelope with “resident engagement survey” printed on it.
- Include the incentive in the envelope by adding \$2-\$5 in each one and offer an additional nominal amount for a completed survey.
- Have site staff drop off the envelopes at the doors of residents and inform them why the survey is important.
- Implement methods used by the CB&E team to collect information for the COVID-19 impact survey (resident emails, phone calls, visits).

To get a deeper understanding of what would be helpful to residents, the committee suggested holding focus groups with residents who are already engaged in a specific area of programming, such as community arts or gardening. It also suggested randomly selecting a focus group from a list of

residents that interact regularly with RSCs. Ms. Moretto recommended that the focus groups consider questions of equity and what barriers to improving quality of life residents face (internet access, technology access) and how Dwelling Place programs might help address those concerns.

The final three properties discussed—Roosevelt, Calumet, and Ferguson—had a low number of respondents (5, 3, and 7, respectively), but offered several suggestions for improvements, including cooking classes, groups of residents to visit Art Prize, and bingo/game nights.

## **ADJOURNMENT**

The Resident Engagement Committee was adjourned at 11:21 AM by Ms. Buller.