

DWELLING PLACE OF GRAND RAPIDS  
RESIDENT ENGAGEMENT COMMITTEE  
November 3, 2020  
*Committee Approved December 1, 2020*

**MEMBERS PRESENT** Annamarie Buller, Leah Carpenter

**MEMBERS ABSENT** Bill Anderson, Dondrea Brown, Kristin Moretto

**STAFF & GUESTS PRESENT** Kim Cross, Heather Ibrahim, Zoe Post, Jenn Schaub, Latrisha Sosebee, Denny Sturtevant, Alonda Trammell, Alex Valentine

The meeting was convened at 10:04 AM by Ms. Buller.

**APPROVAL OF MINUTES** **Approval of the October 2, 2020 were not approved, there being no quorum present.**

**STAFF IDEAS FOR RESIDENT QUALITY OF LIFE** Drawing on results of the resident survey, Ms. Schaub presented staff goals and long-term implementation strategies to improve resident quality of life:

1. Better connect residents to neighborhood activities and associations
2. Improve resident pride
  - Trash cleanup, improvement projects, involve residents in decorating the property and facilitating events
3. Improve awareness of Resident Services Coordinator support
  - Work with RSCs to determine outreach tools at Commerce, BSP, and Weston
4. Improve feelings of safety
  - Safety tips on easy-to-read sheets, connect residents with property management and local police, address safety areas in parking lots and other areas
5. Activate common areas
  - Decorating lobbies, hallways, and doors; property improvement projects
6. Promote getting out and staying Covid-19 safe
  - Connect residents to free parks and recreation activities, physical activities including gardening, and social zones
7. Build on existing successful programs
  - Walking tours, gardening, Mindful Money program and business classes, volunteer events, mental health training
8. Feedback loop/Learn more about resident interests
  - Focus groups for property-specific challenges and interests, resident success stories, evaluate best times for events
9. Better promotion of programs and improvements
  - Resident wellness assessment interest followup, promote property improvements and conduct focus groups

The committee supported the many initiatives suggested by staff and discussed how to best prioritize them. Essential to the conversation is the input of property staff, who will receive the resident survey results soon and may be able to make additional suggestions for resident engagement.

To foster resident sense of safety with engagement activities, the committee suggested making CSAs more visible, informing residents when their feedback is used to make a change at their property, and finding ways for neighbors to get to know one another, such as a newsletter with staff and resident mini-biographies.

The committee also proposed volunteer projects to decorate for the holidays at different properties, and involving local organizations, clubs, or churches to sponsor these and other volunteer projects to connect residents to the broader community.

## **OTHER BUSINESS**

### **Resident Engagement Survey**

Surveys will be mailed this week and respondents asked to submit their completed survey by November 20th. A gift card drawing, eye-catching envelope, and digital version of the survey were added to improve participation.

### **Resident Wellness Assessments**

378 assessments have been completed across Dwelling Place properties; this reduced number may be due to divided staff time and busy residents. Staff will work with Alonda Trammell and Kim Cross to determine if assessments should continue for all residents or only those with high needs scores.

## **UPDATES**

- A digital tour of the window gallery exhibition “Home in the Time of Quarantine” at 106 S Division is now available.
- A video highlighting Dwelling Place gardens will be added to the website in lieu of the annual in-person garden tour.
- The Mindful Money program has been featured in [The Rapidian](#); the participants will graduate from the program next Wednesday.

## **ADJOURNMENT**

The Resident Engagement Committee was adjourned at 11:34 AM by Ms. Buller.