DWELLING PLACE OF GRAND RAPIDS
RESIDENT ENGAGEMENT COMMITTEE
February 24, 2021
Committee Approved March 18, 2021

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

STAFF PRESENT  Kim Cross, Jonathan DeHaan, Julia Ervin, Heather Ibrahim, Jermaine Jackson, Brian Molhoek, Zoe Post, Jenn Schaub, Latrisha Sosebee, Jess Zarik

The meeting was convened at 10:05 AM by Ms. Buller.

APPROVAL OF MINUTES  Approval of the January 20, 2021 minutes were approved by motion of Annamarie Buller, supported by Dondrea Brown and carried unanimously.

FERGUSON RELOCATION  Mr. Jackson described the process of relocating residents during the Ferguson Apartments renovation. Staff answered questions about the renovations, worked with residents to determine what home would best fit their needs, and assisted in moving residents out of Ferguson and into their new home. While some residents have permanently relocated, others will gradually move back into the building as different sections are completed. Mr. Jackson was pleased to report that many residents engaged the life skills they’d honed from previous neighbor gatherings to help budget their expenses, locate resources, and update their information. The resident newsletter will give an update on the relocation efforts and include resident testimonials. The committee suggested a post-move survey to identify successes and challenges throughout the process to inform any future moves at other properties.

RESIDENT ENGAGEMENT SURVEY  Ms. Schaub presented results of the resident engagement survey, highlighting the 17 properties that met the 80% satisfaction goal:

- The survey received 398 responses, a portfolio response rate of 33%.
- 17 properties met the satisfaction goal of 80%, compared to 10 properties in 2019.
  - Of these 17 properties, 15 had a significant RSC and/or CB&E presence.
- All senior properties scored well and had high response rates
- The four Permanent Supportive Housing units saw an increase in overall score and participation rate.
  - Residents at these properties participated in wellness from staff throughout the Covid-19 pandemic.
- Affordable housing properties had a significant increase in apartment management satisfaction (an average increase of 7.72 percentage points)
  - Gardening and art activities have increased at these properties.

The committee discussed how to best share the results of the survey with residents, suggesting that newsletters and other communications thank the residents for their participation and describe what actions are being taken as a result of their feedback. Sharing information about the survey will be a gradual process to make results more digestible for residents but should conclude before
the next survey—part of work with a NeighborWorks cohort—is circulated around July 2021. The committee will also discuss how to share this information with the board of directors after reviewing the rest of the survey.

UPDATES
Staff facilitated listening sessions with the Grand Rapids City Commission surrounding homelessness and continued with the Mindful Money workshop. This month will feature an art club event and virtual tour of some resident community gardens.

OTHER
The committee will hold its next meeting on March 18 at 10:00 AM.

ADJOURNMENT
The Resident Engagement Committee was adjourned at 11:35 AM by Ms. Buller.