

DWELLING PLACE OF GRAND RAPIDS
RESIDENT ENGAGEMENT COMMITTEE

January 20, 2021

Committee Approved February 24, 2021

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

STAFF & GUESTS PRESENT Heather Ibrahim, Jenn Schaub, Latrisha Sosebee, Kim Cross, Julia Ervin, Alex Valentine, Alonda Trammell, Jessica Fisher

Pat Sheridan, Herkimer Apartments RLC

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

APPROVAL OF MINUTES **Approval of the December 1, 2020 and November 3, 2020 were approved by motion of Annamarie Buller, supported by Dondrea Brown and carried unanimously.**

RESIDENT LEADERSHIP FACILITATION

Resident Leadership Councils (RLCs)

Julie Ervin, AmeriCorps VISTA volunteer, talked about the process of launching Resident Leadership Councils and adjustments made in the midst of COVID. One of the barriers addressed was the need for technology to support virtual meetings, for which tablets and training are being provided. There are 5 residents on each council. Councils have been launched at VBP and Herkimer/Commerce Courtyard/Calumet. In the future, councils will be launched at BSP and Ferguson.

Pat Sheridan has been a resident at Herkimer for 8 years and serves on the Herkimer RLC. He sees his role as helping residents to feel empowered and engage in a positive manner. Pat enjoys the opportunity to be productive and is passionate about addressing mental health, substance abuse, and homelessness in the neighborhood.

Community Leadership Institute

Jenn Schaub discussed the history of attending NeighborWorks Community Leadership Institutes with residents and community members since 2016. In 2016, the first group attended the CLI with the purpose of launching the Heartside Neighborhood Association. Annamarie Buller talked about the value CLIs add in both the training provided and the ability to explore somewhere new with fellow community members. Ms. Schaub talked about changes to the CLI brought on by COVID. The digital training will focus on engaging more residents in gardens at properties with lower turnout. Mini-grants of \$200 will be provided to property teams upon completing the CLI training.

UPDATES

Resident Survey

Jenn Schaub reported on the overall outcomes of the Resident Survey. The committee set a goal to have 20% or more or 5+ surveys per property and 34 out of 36 properties met this goal! Jenn talked about how Dwelling Place has been selected to participate in a NeighborWorks cohort to improve this process in 2021. A staff team is currently working on analyzing the results which will be presented to the committee in a future meeting. Annamarie Buller inquired about

the lift to bring this process in house and how staff are measuring that compared to outsourcing the survey process.

**ANNUAL CB&E
REPORT**

Jenn Schaub presented the 2020 CB&E Report. The committee mentioned ways they can improve on reporting out CB&E outcomes as well as outcomes from other departments. Kim Cross mentioned creating more of a blended approach and including property management. Bill Anderson asked how and if commercial tenants are included as part of resident engagement. Heather Ibrahim spoke to what she has been doing to engage tenants during COVID which included weekly emails regarding resources. She talked about previous plans to bring all commercial residents together; though those were interrupted by COVID, she hopes to carry them out in the future.

DEI WORK PLAN

Each month the committee explores recommendations proposed to the DEI Committee back in 2020. This month they explored: "Providing training to staff and residents and creating space for these individuals to share what they have learned." Latrisha Sosebee spoke to creating a measurable goal where XX% of staff/board/volunteers who attend training feel empowered to share what they learned at a training with the department or organization overall. Bill Anderson talked about intentionally creating space for people to share out about trainings they have attended. Annamarie Buller talking about how we are learning and sharing training/education opportunities, such as a training hub, and removing barriers for staff/board/volunteers to attend.

OTHER

The committee is interested in seeing a copy of the resident newsletter that is sent out twice a month and wondered if this could be included in the REC Packet.

February's meeting will take place on February 24 at 10:00am. A poll will be put together to determine a recurring meeting time for the remainder of the year.

Bill Anderson volunteered to facilitate February's meeting.

ADJOURNMENT

The Resident Engagement Committee was adjourned at 11:04 AM by Ms. Buller.