



Oakland County Outcomes Committee Meeting Minutes

December 11, 2023

Attendees: Leah McCall, Ashley Cuniberti, Audrey White, Bonnie Haney, Brittany Coronado, Genny Bull, Kevin Bogg, Rebecca Fitzgerald, Erinn Johnson, Julia Steinberg, David Permaloff, Kimberly Diggan, Gisele Poole, Kayleigh Sheehan, Sian Washington

Gap Analysis Survey Results Presentation by Brittany Coronado

- About one-third of agencies in attendance submitted a survey response
- Summary Outcome:
 - 33% Housing: rental rates and landlord relationships
 - 17% Employee: staff turnover, employment wage
 - 50% Program: service program inconsistency, current resources & outcome alignment, shelter bed availability, intake & access process
- What should be done?
 1. Identify a feasible topic (more specific)
 2. Set boundaries
 3. Identify a perspective to investigate
- The February 12 meeting will be a working meeting to dive deeper into creation of next steps

Follow-up Survey Review

- Surveys are sent to program participants that have exited programs and conducted every 3 months
- Discussion around how to improve response rates
 - Contact info changes, participants don't trust that it's anonymous, in-person paper versions have yielded higher response rates in the past but we don't often see individuals in-person any longer for various reasons.
- If individuals leave their contact info, are they receiving follow-up?
 - Agencies are not receiving responses, but we will work on sharing access to responses.

Next Meeting:

- January 8, 2024