



Oakland County Outcomes Committee
Meeting Minutes
December 13, 2021

Attendees: Audrey White, Ashley Burton, Julia Steinberg, Jessica Keenan, David Permaloff, Holly Gauthier, Sian Washington, Erinn Johnson, Renee Hall, Marc Craig, Karen Bertram, Kerrie Kennedy

1. Follow-up Surveys - Discussion about revamping questions/process
 - a. Agencies are conducting surveys monthly.
 - i. Alliance is receiving results, and agencies can have access to results as well.
 - ii. Working with data consultant to report out results.
 - b. Currently asking 5 questions on survey.
 - c. We may want to include questions about other things impacting their ability to pay rent.
 - i. Arears on utilities?
 - ii. Receiving or needing food assistance?
 - iii. Earning enough to pay bills/rent/food?
 - iv. Currently employed/receiving income?
 - v. Seeking employment or disability?
 - d. Planning to discuss with the Registry call as well.
 - e. Common Ground uses a different survey and David will share the survey with Audrey and Holly via email.
 - f. Ask a question about employment status, and change in health condition.
 - g. Keep survey as short as possible to encourage higher response rate.
 - i. Response rate is not high right now.
 - h. Incentives for responding, such as money or gift cards.
 - i. Figure out current response rate before offering incentives to be able to compare/decide if incentives increase response rate.
 - ii. Logistics for gathering contact info/opting in for prizes/rewards on anonymous survey.
 - i. Ask impactful questions; consolidate/refine questions to keep survey short.
 - j. Focus on purpose of survey to narrow number of questions.

- k. How can we step in to prevent eviction instead of waiting for eviction notice before intervening?
 - i. Use conditional answer logic to display text or a link to a document of community partnerships/resources if they answer yes they are in potential crisis.
 - ii. Have a space where people can write in their answers to questions about what they feel would assist them to remain housed.
 - l. Next step: Send out current survey and reconvene next meeting (in January) to discuss changes to questions.
2. Optional COVID Assessment
- a. Contracting with someone to produce a report for this data.
 - b. Looking to engage with data consultant familiar with HMIS.
 - c. What do we want to see out of this data? Score data or see numbers of people? Create vulnerability index?
 - d. What is the purpose of asking these questions?
 - i. Was meant to be a tie breaker on Registry.
 - e. Sensitive health data should not be on the registry, and we don't utilize this for the registry.
 - f. Are the agencies currently asking these questions? Do we want to require the community to ask these questions?
3. Registry Data
- a. For the shelter list, do we want to expand data collected, such as where they are housed, housed date, first night stayed, city, etc. in separate categories instead of in the notes section?
 - b. Most of the data is already captured in HMIS except zip codes.
 - c. It would be helpful to capture zip code data and other data that is on the registry list as well.

Next meeting: January 10, 2021 at 11am