



ALLIANCE FOR HOUSING
Oakland County Outcomes Committee
Meeting Minutes
March 14, 2022

Attendees: Audrey White, Ashley Burton, Julia Steinberg, Jessica Keenan, David Permaloff, Holly Gauthier, Sian Washington, Erinn Johnson, Renee Hall, Marc Craig, Karen Bertram, Leah McCall, Rebecca Fitzgerald, Michelle Malmgren

1. Follow-up Surveys

- a. Met with Regina from C4 for input on follow-up surveys with a racial equity lens.
- b. Looking at how we're serving people after being house, if they are facing issues/eviction, and how to help prevent.
- c. Group reviewed survey results from sharing partners and how they are conducting follow-up surveys.
 - i. Lighthouse is using Send Hub text service to text survey link to clients.
 - ii. Karen from CHN would like to be added as an editor to receive survey answers.
 - iii. Agencies can send out the link to survey via text, email, or can enter client data over the phone or through mail.
 1. Agencies need to be added include: SSVF, TTI.
 2. Capturing data from those exited 180 days ago, sending monthly.
 - iv. Review survey with PSH/RRH clients for feedback.
- d. Group reviewed the survey/new questions.
 - i. Add option for client to provide optional contact info, not mandatory, if they would like to be contacted for follow up.
 - ii. Consolidate questions/shorten survey.
 1. Combine questions about being housed, housed with agency, at risk of eviction, experiencing homelessness, other.
 2. Add "other" option to areas in need of assistance.
 - a. Combine rent current/arrears.
 - b. Combine medical bills, healthcare.
 3. Removed question about client reaching out to any community agency, case manager.
 - iii. Clients tend to answer multiple choice questions over short answer questions, and shorter surveys over longer.
- e. Will send out the revised survey to agencies for feedback.

Next meeting: April 11, 2021 at 11am