



## **Oakland County Outcomes Committee Meeting Minutes**

July 8, 2024

**Attendees:** Ashley Cuniberti, Audrey White, Holly Gauthier, Bonnie Haney, Gisele Poole, Genny Bull, Matt McCormick, Julia Steinberg, Jamie Sherwood, Leah McCall, Dayna Swindell, Jessica Lasher, Sarah Muhich, Sian Washington, Erin Johnson

### **Follow-up Survey**

- Surveys are conducted with those exiting from rental assistance and leasing assistance projects.
- Audrey shared workflow and calendar of dates for follow-ups.
- This quarter had 8 responses to surveys; group reviewed summary of responses.
- Group confirmed they are reaching out to all exited clients that have contact info on a quarterly basis.

### **Outcomes Focus Area Survey**

- Group split out into 4 break out rooms:
  - 1. Communication and Coordinated Entry
    - Group discussed consistent messaging, education/training, and not duplicating work of Blueprint/RHP.
  - 2. Community Resources
    - Group discussed duplicative services in community, clients in crisis mode, United Way/211, Michigan Works, staying up-to-date on funding changes and updated resources, utilizing interns/AmeriCorps to update resources.
  - 3. Housing and Landlords
    - Group discussed the main need of access to attainable quality units and landlord engagement.
    - Group discussed conducting a focus group for landlords to ask/answer questions to gather info.
      - There is often a mismatch between landlords' wants and what programs offer.
  - 4. Employment and Staffing
    - Group discussed pay, livable wages, caseload size.
    - Identified a need for advocacy for greater funding, unrestricted funds, staffing line items.
    - Discussion of compensation in longevity bonuses, staff appreciation, paid time-off.

- Group would like the Alliance to conduct a focus group around tools needed for front line staff to effectively do their job (training, support, skills, scope of job, etc.)
  - Group will put together questions for a focus group to take place at the next General Membership meeting in September and the face-to-face registry meeting in August.
- Group to determine if any focus areas are being duplicated with other work groups to combine/join efforts.
  - Email Leah/Julia to join the Blueprint/RHP work groups.

**Next Outcomes Meeting:**

- August 12, 2024